

**e-Tender for : “ Revamping, Development, Implementation & Maintenance of Silpasathi Single Window System Portal”**

**RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021**

**CORRIGENDUM- 1**

<b>S. No.</b>	<b>Section No.</b>	<b>Clause No.</b>	<b>Page No.</b>	<b>Clause details as in RFP</b>	<b>WBIDC response (To be read as)</b>
1	SECTION – A	A.	14	Submit all required information and documents (e-signed) in one “window” electronically	The clause is deleted
2	SECTION – A	C.	23	It is also required to generate email accounts for stakeholders	The clause is deleted.
3	SECTION – A	C.	23	The successful bidder will be required to depute a separate experienced developer for each department during the development phase of the project who is to be available full time at the department office.	No dedicated resources. Bidder is required to develop & implement services through its pool of technical resources in coordination with user department
4	SECTION – A		53 &54	Handholding personnel need to be deployed at the respective department offices for coordinating with the department officials in the collection of data for the requirement study, integration etc. of the other departments for the smooth implementation and handholding support post the roll out of the solution. The time period for the deployment of resources is for 18 months from the start of the project.  Manpower requirements Handholding support at department offices - Min. no. Of Resources – 28	Please read as “Handholding personnel need to be deployed for coordinating with the associated department officials in the collection of data for the requirement study, integration etc for the smooth implementation as well as handholding support post the roll out of the solution.”
5	SECTION – A		54	Manpower requirements The SI should deploy the minimum number of Manpower for running implementation and O & M operations for successful maintenance during the 5 years period.	Manpower requirements: 5 years to be replaced with 3 years

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6	SECTION – A		54	Manpower requirements The time period for the deployment of resources is for 18 months from the start of the project.	This clause is deleted.
7	SECTION – A		54	Setting of Help Desk The SI as part of provisioning support for Department users at each location will setup centralized helpdesk and coordinate with the respective OEMs of the IT Infrastructure. For the State, the SI will undertake the following:	Please read as "Setting of Help Desk: The SI as part of provisioning support for Department users will extend support through setting up centralized helpdesk"
8	SECTION – A		55	Setting of Help Desk C. Shall provide a first level of support for Application and technical support where the software, hardware, and other infrastructure will be rolled out.	Please read as "Setting of Help Desk:.SI shall provide support for Application and technical support".
9	SECTION – A		58	Warranty Support – IT compute Infrastructure (for additional system software) SI is responsible for sizing and <b>procuring the necessary IT compute Infrastructure</b> and software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or <b>procure higher-level new equipment</b> or additional licenses at no additional cost to the State in case the procured hardware or software is not adequate to meet the service levels.	Please read as "SI is responsible for sizing of IT compute Infrastructure of cloud enabled platform of SDC. Additional system software or middleware over & above system software provided by SDC as stated in the RFP will be provided by SI which is required to be factored into by SI"
10	SECTION – A		69	Non-functional Requirements Hardware Architecture Requirements	Please read as "SI is required to provide sizing of VM infra provided by SDC".
11	SECTION – A		70	Non-functional Requirements Security Requirements 1. A secure solution should be provided at the hardware infrastructure level, software level, and access level.	Please read as "# Non-functional Requirements Security Requirements 1. A secure solution should be provided at the software level and access level".

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12	SECTION – A		110	Personnel information Management Attendance, Payroll and Leave Management Works and Project Management Contract Management Financial Management Procurement Management	This clause is deleted
13	SECTION – A		118	Attendance, Payroll and Leave Management viii. The payroll system should be linked to the bio-metric attendance system to track the attendance of the employees.	This clause is deleted
14	SECTION – B	3	129	Bidder should have experience (i)at least 1 project of Micro service architecture based Application Software development on Containerized application as on 31.03.2020. (ii) at least one credential of successfully design, development, implementation & Operation and Maintenance Support of Web based Common Application Form (CAF) enabled Online Single Window System implemented during the last 3 years to facilitate investors in obtaining services required for setting up and operate business in the State in a smooth and time bound manner in India  Documents required A. Work Orders confirming year and area of activity. Supporting document from Clients for each category	Bidder should have experience (i)at least 1 project of Micro service architecture based Application Software development in any Govt or Private sector (either implemented or in implementation phase) as on 31.1.2021. (ii) at least one credential of successfully design, development, implementation & Operation and Maintenance Support of Web based Common Application Form (CAF) enabled Online Single Window System implemented during the last 5 years to facilitate investors in obtaining services required for setting up and operate business in the State in a smooth and time bound manner in India  Documents required A. Work Orders confirming year and area of activity. Supporting document from Clients for each category
15	SECTION – D	2	135	Any increase of up to 20% in the scope of work shall not warrant a change order and shall be done by us without any additional cost to Client.	Please read as 10% in place of 20%

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16	SECTION – D	9	136	While submitting the bid the bidder has to detail out all components needed to complete the system BOM. The bidder is required quote for each item retaining all major components/sub system detailed and specified.	Please read as "While submitting the bid, the bidder has to detail out all the major components, sub components & subsystems needed to complete the comprehensive solutions and deliverables as per RFP terms in the technical proposal. However the bidder is not required to quote (priced) for each item retaining all major components/sub system detailed and specified"
17	SECTION – D	10	136	For successful bidder, the EMD will become a part of Performance Guarantee.	Please read as "The EMD will be returned to the successful bidder upon submission of the PBG. The EMD of the unsuccessful bidder will be returned within 10 days of intimation of letter of award / LOI to the successful bidder"
18	SECTION – D	22	140	In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges).	Please read as "Liquidated damages shall be 0.5% per weeks of the value of delayed goods/ services subject to a limit of 5% of the contract value and shall be levied only if the delay is for reasons solely and entirely attributable to the bidder and not for delay due to reasons attributable to Purchaser "
19	SECTION – D	22	140	In the event of LD exceeds 10% of the order value, WBIDC reserves the right to terminate the contract and WBIDC will get the job completed by any other competent party. The difference of cost incurred by WBIDC will be recovered from the contractor and PBG will be invoked.	Please read as "In the event of LD exceeds 5% of the contract value, WBIDC reserves the right to terminate the contract and WBIDC will get the job completed by any other competent party. The difference of cost incurred by WBIDC will be recovered from the contractor."

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20	SECTION – D	55	150	<ul style="list-style-type: none"> <li>· Price should be quoted in the BOQ format only. No deviation is acceptable.</li> <li>· Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.</li> <li>· Percentage/specified amount of taxes &amp; duties should be clearly mentioned otherwise WBIDC reserves the right to reject such vague offer.</li> <li>· Price to be quoted inclusive of delivery/supply, installation &amp; commissioning charges.</li> <li>· The rate quoted will be exclusive of GST. GST will be added extra as applicable as per norms.</li> </ul>	Please read as "1. Price should be quoted in the BOQ format only. No deviation is acceptable. 2 Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges. 3. Percentage/specified amount of taxes & duties should be clearly mentioned otherwise WBIDC reserves the right to reject such vague offer. 4. Price to be quoted inclusive of delivery/supply, installation & commissioning charges. 5. <b>The rate quoted will be inclusive of GST.</b> "
21	SECTION – D	61	150	<p><b>SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK</b> WBIDC reserves the right to split up and distribute the work among the successful bidders and to curtail any item of work in the schedule partly or fully.</p>	This clause is deleted
22	SECTION – D	70	152	<p><b>DEEMED ACCEPTANCE</b> Deliverables will be deemed to be fully and finally accepted by WBIDC in the event WBIDC has not submitted such Deliverable Review Statement to Bidder/Implementation Partner before the expiration of the 30-days review period, or when WBIDC uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").</p>	Please read as "The deliverable will be fully and finally accepted by WBIDC as per Acceptance Testing to the satisfaction of WBIDC"
23	SECTION – F	1.1.2	160	<p>Past Experience of the responding firm: D. EoDB Domain Experience: Prior domain experience in designing and implementing CAF based single window system with respect to EoDB for any State Government in India EoDB Domain Experience The Evaluation will be based on Number of Projects.</p>	<p>EoDB Domain Experience The Evaluation will be based on Number of Projects. a. 1 Project – 3 marks b. 2 Projects– 4 marks c. &gt;2 Projects – 5 marks</p>

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				a. 1 Project – 1 marks b. 2 Projects – 2 marks c. 3 Projects – 3 marks d. 4 Projects – 4 marks e. >4 projects – 5 marks	
24	SECTION – T (II)	4	191	Date of birth :	This clause is deleted
25	SECTION – T (II)		192	Signature Date: [dd/mm/yyyy] Name of staff member:  Signature Date: [dd/mm/yyyy] Name of Authorized Signatory:	This clause is deleted
26	SECTION – T (II)		192	Note: Please strictly restrict the number of pages per CV to four (04) pages (two sheets if printed both sides). The one-page summary shall be over and above the four (04) page CV. Pages in the CV greater than these limits shall not be considered for evaluation. Please strictly follow the above template for the key staff CV since any deviation may lead to deduction in marks.	This clause is deleted

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27	SECTION – F, TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT, Organizational Capability, Turnover of the firm	A	157	<p><b>Turnover of the firm</b></p> <p>Bidder Average Annual Turnover generated from IT System Integration (SI) services during the last three (3) audited Financial Years(FY 17-18, FY 18-19, FY 19-20)</p> <p>The marks would be provided based on the following :</p> <p>a. 50+ cr –75 cr – 1 Mark b. 75+ cr –100 cr – 2 Marks c. 100+ cr – 150 cr - 3 Marks d. 150 cr –200 cr - 4 Marks e. 200+ cr – 250 cr - 5 Marks f. 250+ cr – 300 cr - 6 Marks g. 300+ cr – 350 cr - 7 Marks h. 350+ cr – 400 cr-8 Marks i. 400+ cr –450 cr-9 Marks j. &gt;450+ cr -10 Marks</p>	<p>The marks would be provided based on the following : (amt in Rs)</p> <p>a. 50+ cr –75 cr – 6 Marks b. 75+ cr –100 cr – 8 Marks c. &gt;100+ cr - 10 Marks</p>
28	SECTION – F, TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT, Organizational Capability, Networth	B	157	<p><b>B. Net-worth:</b></p> <p>Firm’s Net-worth in the last Audited FY</p> <p>The marks would be provided based on the following :</p> <p>a. 5.1 cr – 10 cr –2 Marks b. 10+ cr – 20 cr – 4 Marks c. 20+ cr – 30 cr – 6 Marks d. 30+ cr – 40 cr – 8 Marks e. 40+ cr – 10 Marks</p>	<p>The marks would be provided based on the following : (amt in Rs)</p> <p>a. upto 5 cr-1 mark b. 5.1 cr – 10 cr –3 Marks c. 10+ cr – 20 cr – 6 Marks d. &gt;20+ cr- 10 Marks</p>

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29	4 Project Team (Compliance with respect to the section A : 15	A, B, C	163	Bengali Proficiency (Speaking)	This clause is deleted
30	Manpower requirements		53	Proficiency in Bengali (Speaking) and English  Handholding Support resources & Helpdesk resources with ITIL V3 certification (Minimum Foundation)	This clause "Bengali Proficiency (Speaking)" is deleted..  Please read as " ITIL V3 certification / Relevant Certification and Any relevant EM certification / other similar certification"
31	Monitoring and Management Requirements			SI shall guarantee the availability of spare parts and technical assistance for all components (or appropriate alternatives) to ensure the equipment would run for at least five (5) years, without major changes, at the completion of final acceptance.  Six months advance notice is required on any discontinued part(s) with a suggestion for alternatives.; p.no. 74	This clause is deleted.
32	TIME SCHEDULE FOR COMPLETION			Operation & Maintenance Support including Application level support and incorporation of change request for the 1st year from the date of go-live ..( includes product upgrades and maintenance, hosting support and dedicated manpower support)	Please read as "Operation & Maintenance Support including Application level support and incorporation of all minor change request for the 3 years contract period from the date of go-live and the same includes product upgrades and maintenance, technical support for application deployment & hosting through technical resources"
33	Eligibility Criteria: Section B	3	129	Documents required: B. Memorandum and Articles of Associations, C. Relevant legal documentation confirming the acquisition/merger	This clause is deleted.



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34	Section -A		48	Capacity Building/Training:  The number of people to be trained across the Departments and Silpasathi Single Window Facilitation Centre is over 200 (approx. 150 application users and 50 higher officers) personnel across all groups. The numbers are likely to increase by about 30% due to the identification and inclusion of new services.	Please read as : “The number of people to be trained across the Departments and Silpasathi Single Window Facilitation Centre is over 200 personnel across all groups. The numbers are likely to increase by about 30% due to the identification and inclusion of new services during the contract period”.
35	Section-A :SLA			SLA requirement	The successful bidder need to ensure 99% SLA uptime of the overall application
36	Section-A: Mobile App		43	Mobile App requirement	Web application is to be designed ,developed & implemented in such a way that the system should be compatible with mobile app as specified in the RFP and mobile responsive on both Android & iOS platform for all the services to be on-boarded in the Single Window System and must be able to provide (i) status checking of all the applications,(ii) Dashboard (iii) Online payment services and other services as applicable & to be decided by Silpasathi Single Window authority