# DELHI LEGISLATIVE ASSEMBLY SECRETARIAT

# OLD SECRETARIAT, DELHI - 110054

No.: F.No.19 (61)/2019-20/LAS/IT/PF-I/2413                    Date : 04-03-2022

**CORRIGENDUM**

It is hereby notified for all concerned that the Tender Id. 2021_DLGSA_212490_1 dated 10-12-2021 published on Delhi Government eProcurement portal https://govtprocurement.delhi.gov.in/nicgep/app for Supply, Customize, Implementation and Support of Legislative Assembly Automation Project for Delhi Legislative Assembly is hereby amended as follows, in continuation of Corrigendum dated 31-01-2022, in order to provide suitable clarifications to the queries/incorporation of suggestions by the prospective Bidders:

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 1. | **Page 7 SECTION-II PROJECT SPECIFICATION, 1. Broad Expectation from the Legislative Assembly Automation Project** | The existing operations in Delhi Legislative Assembly are mostly based on manual processes, which are paper based. The expectation of the "Supply, Customize, Implementation and Support of Legislative Assembly Automation Project for Delhi Legislative Assembly" is to improve the overall efficiency of the operations by automation and enhance participation of various stakeholders. The digital solution will bring some radical changes in the way Delhi Legislative Assembly operates today. The software solution should be running on-prem (Local Data Center) and the In-house Application should be capable of running in standalone mode on thick clients. | The existing operations in Delhi Legislative Assembly are mostly based on manual processes, which are paper based. The expectation of the "Supply, Customize, Implementation and Support of Legislative Assembly Automation Project for Delhi Legislative Assembly" is to improve the overall efficiency of the operations by automation and enhance participation of various stakeholders. The digital solution will bring some radical changes in the way Delhi Legislative Assembly operates today. The software solution should be running on-prem (Local Data Center) and the In-house Application should be capable of running in standalone mode on thick/*thin* clients. |

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|---|---|---|---|
| 2. | **Page 8-9**<br>**3. Scope of Work** | As from a) to r) | s) and t) after r) added as below:<br><br>s) The automation project should not have any single point of failure (SPOF)<br><br>t) Redundancy should be considered in all aspects while designing the automation project for committing 99.9% uptime. |
| 3. | **Page 10**<br>**4. Technical Requirement Specification for the software, SN. 2** | Even though Daemon Server automates most of the daily activities related to the computer systems inside the House, the administrators always need a facility to provide manual backup for the functionalities of Daemon Server, if a need arises.<br>• A manual back up for automation provided by the Server Daemon, thus providing a watchdog function.<br><br><br>(Rest of the points/content are same) | Even though Daemon Server automates most of the daily activities related to the computer systems inside the House, the administrators always need a facility to provide *automated* backup *and recovery* for the functionalities of Daemon Server, if a need arises.<br>• An *automated* backup *and recovery solution should be provided in the overall solution to ensure zero data loss under any circumstances* by the Server Daemon, thus providing a watchdog function.<br>(Rest of the points/content are same) |
| 4. | **Page 23**<br>**SECTION-2 PROJECT SPECIFICATIONS, 4-Technical Requirement Specification for the Software, SN 33** | At the time of pandemic or similar situations, the members of theLegislative Assembly need to collaborate and attend the sittings without visiting theLegislative Assembly.  A software system is necessary to facilitate the remote attendance of the sessions by the stakeholders.<br>• All stakeholders can attend the proceedings remotely.<br>• The Members can view the relevant documents on a web-based application.<br>The presiding officer can control who can join the sittings remotely. | At the time of pandemic or similar situations, the members of the Legislative Assembly need to collaborate and attend the sittings without visiting the Legislative Assembly.  A software system is necessary to facilitate the remote attendance of the sessions by the stakeholders in both audio and video mode.<br>• All stakeholders can attend the proceedings remotely.<br>• The Members can view the relevant documents on a web-based application.<br>The presiding officer can control who can join the sittings remotely. |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 5. | **Page 24** 5. Bill of Material for the Hardware and IT infrastructure | The bidder shall provide the hardware and IT infrastructure as per the below consolidated minimum requirements and can modify/add as per requirement: | The bidder shall provide the hardware and IT infrastructure as per the latest available specifications in accordance with minimum consolidated requirements detailed below and can modify/add as per requirement to provide the best and latest automated solution: |
| 6. | **Page 24** 5. Bill of Material for the Hardware and IT infrastructure, (A), Sl. No. 1 | Processor 8th Generation Intel® Core™ i7, Display 15" FHD Touch, RAM 16GB DDR4, Hard Drive 256 GB SSD, OS Windows 10 Professional x64 | Latest Generation Processor Intel® Core™ i7, Display 15" UHD Touch, RAM 16GB DDR4, Hard Drive 256 GB SSD, OS Windows 11 Professional x64, Ethernet, USB and HDMI port. *(Note: Re-modified in continuation of corrigendum dated 31-01-2022)* |
| 7. | **Page 24** 5. Bill of Material for the Hardware and IT infrastructure, (A), Sl. No. 2 | Digital Persona 4500 Finger Print Reader Aadhaar Enabled | Finger Print Reader Aadhaar Enabled |
| 8. | **Page 24** 5. Bill of Material for the Hardware and IT infrastructure, (A), Sl. No. 5 | Resolution:  FHD/4K Ultra HD Connectivity: HDMI ports to connect set top box, Blu Ray players, gaming console, USB ports to connect hard drives and other USB device, Ethernet, WiFi, Chromecast Built-in, Screen Mirroring,Video and TV SideView (iOS/Android), Internet Browser, OS Android Based. Google Play Store, Storage Memory | Resolution:  4K Ultra HD Connectivity: HDMI ports to connect set top box, Blu Ray players, USB ports to connect hard drives and other USB device, Ethernet, WiFi, Chromecast Built-in, Screen Mirroring, Video and TV Side View (iOS/Android), Internet Browser, OS Android Based. Google Play Store, Storage Memory |
| 9. | **Page 25** 5. Bill of Material for the Hardware and IT infrastructure, (A), Sl. No. 9 | Resolution:  FHD/4K Ultra HD Connectivity: HDMI ports to connect set top box, Blu Ray players, gaming console, USB ports to connect hard drives and other USB device, Ethernet, WiFi, Chromecast Built-in, Screen Mirroring, Video and TV Side View (iOS/Android), Internet Browser, OS Android Based. Google Play Store, Storage Memory | Resolution:  4K Ultra HD Connectivity: HDMI ports to connect set top box, Blu Ray players, USB ports to connect hard drives and other USB device, Ethernet, WiFi, Chromecast Built-in, Screen Mirroring, Video and TV Side View (iOS/Android), Internet Browser, OS Android Based. Google Play Store, Storage Memory |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 10. | **Page 26** 5. Bill of Material for the Hardware and IT infrastructure, (A), Sl. No. 10 | Server motherboard has Single Intel Quad Core Xeon E3-1220 with 4xPCIex slots and 1xPCI slot. The System with Chipset Intel C204 4x4DDRIII 1333MHz or Higher SDRAM Memory with ECC (unbuffered) Upgradable to 32GB with 4 DIMM Slots Integrated Graphic Controller, DVD Writer 2x500 GB SATAIII 6GBPS HDD (7200RPM or Higher) 18.5" TFT LCD, with graphic card suitable for video capturing and streaming, with OS, Keyboard and Mouse | Server motherboard has Dual Quad Core Xeon processor with 4xPCIex slots and 1xPCI slot. The System with appropriate Chipset and 16 GB DDR4 1333MHz or Higher SDRAM Memory with ECC (un-buffered) Upgradable to 32GB with 4 DIMM Slots Integrated Graphic Controller, DVD Writer 2x 512 GB SSD 18.5" TFT LCD, with graphic card suitable for video capturing and streaming, with OS, Keyboard and Mouse |
| 11. | **Page 26** 5. Bill of Material for the Hardware and IT infrastructure, (A), Sl. No. 12 | Processor 8th Generation Intel® Core™ i7, Display 14 FHD (1920 x 1080) IPS, RAM 16GB DDR4, Storage 1 TB HDD 7200rpm, OS Windows 10 Professional x64 | Latest Generation Processor Intel® Core™ i7, Display 14 FHD (1920 x 1080), RAM 16GB DDR4, Storage 1 TB SSD, OS Windows 10 Professional x64, Ethernet, USB and HDMI port. *(Note: Re-modified in continuation of corrigendum dated 31-01-2022)* |
| 12. | **Page 26** 5. Bill of Material for the Hardware and IT infrastructure, (A), Sl. No. 15 | Processor 8th Generation Intel® Core™ i7, Display 15" FHD Touch, RAM 16GB DDR4, Hard Drive 256 GB SSD, OS Windows 10 Professional x64 | Latest Generation Processor Intel® Core™ i7, Display 15" UHD Touch, RAM 16GB DDR4, Hard Drive 256 GB SSD, OS Windows 11 Professional x64, Ethernet, USB and HDMI port. *(Note: Re-modified in continuation of corrigendum dated 31-01-2022)* |
| 13. | **Page 30** 5. Bill of Material for the Hardware and IT infrastructure, (B), Sl. No. 1 | Rack Server-2P Server having two nos, Intel Xeon X5650 ( 6 Core, 2.66 GHz, 12 MB Cache, 6.4 GT/s QPI) or higher,48 GB III ECC Memory expandable upto 96 GB, Integrated Graphic Controller,SAS Controller supporting RAID 0& 1, two no's.dual port gigabit server 4thernet on separate controllers | 2* 20 core, 3.5 Ghz, latest Intel Xeon scalable processor 256 GB RM/ 4 TB usable SSD using RAID 5 controller, dual redundant 25G Network cards (FCoE) |
| 14. | **Page 30** 5. Bill of Material for the Hardware and IT infrastructure, (B), Sl. No. 2 | LTO 6 Half height Tap Drives SAS Model / 3573Rack Mount Kit 23R6456 per Luis Newell/ Mini-SAS/Mini-SAS 4x Interposer/Ultrium Cleaning Cartridge L1 UCC | LTO 6 Half height Tap Drives SAS Model / Rack Mount Kit, Luis Newell/ Mini-SAS/Mini-SAS 4x Interposer/Ultrium Cleaning Cartridge L1 UCC |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 15. | **Page 30** 5. Bill of Material for the Hardware and IT infrastructure, (B), Sl. No. 3 | 20 TB SANSFF with Swapable HDD | *Storage and SAN Switch* |
| 16. | **Page 30** 5. Bill of Material for the Hardware and IT infrastructure, (B), Sl. No. 3 | 20 TB SANSFF Dual control 8 GB /24 X900 GB 10000 rpm | 1 PB usable capacity using NVMe drives based on unified scale-out storage appliance with minimum two controllers, 256GB DRAM cache/memory with single microcode as a specialized storage, scalable.  Must Support FCP, iSCSI, NFS (NFSv3, NFSv4.1), NVMe-oF, SMB3 and S3. Snapshot support, ransomware detection.

SAN Switch with minimum 24 x 32 Gbps port with SFP and 48 ports expansion/Rack mountable/ 5m LC-LC cables/ Dual redundant, hot swappable power supply/IEEE standards. |
| 17. | **Page 31** 5. Bill of Material for the Hardware and IT infrastructure, (D), Sl. No. 1 | Processor 8th Generation Intel® Core™ i7, Display 14 FHD (1920 x 1080) IPS, RAM 16GB DDR4, Storage 1 TB HDD 7200rpm, OS Windows 10 Professional x64 | Latest Generation Processor Intel® Core™ i7, Display 14" FHD (1920 x 1080), RAM 16GB DDR4, Storage 1 TB SSD, OS Windows 10 Professional x64, Ethernet, USB and HDMI port.

*(Note: Re-modified in continuation of corrigendum dated 31-01-2022)* |
| 18. | **Page 31** 5. Bill of Material for the Hardware and IT infrastructure, (D), Sl. No. 2 | MFP Printer /Copier/ Scan /Fax :A4, Mono, 52 PPM, 1200 X 1200 dpi, 2,50,000 pages per month duty cycle ,1280 MB Memory, Automatic Duplexer, USB & Network Interface , Flatbed scanner with 50 sheets ADF Tray, HP Secure Hard disk . | MFP Printer /Copier/ Scan /Fax :A4, Colour, 52 PPM, 1200 X 1200 dpi, 2,50,000 pages per month duty cycle, Automatic Duplexer, USB & Network Interface , Flatbed scanner with 50 sheets ADF Tray. |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 19. | **Page 32** 5. Bill of Material for the Hardware and IT infrastructure, (E), Sl. No. 1 | Router with 4 WAN ports. Router should have 2 expansion module. Router aggregate bandwidth should be 500 Mbps and scalable up to 1 Gbps. IPv4, IPv6, static routes, RIP, OSPF, BGP, PIM SM, SSM, RSVP, IPSLA, RADIUS, authentication, authorization, and accounting (AAA), , IPv4-to-IPv6 Multicast, MPLS, Layer 2 and Layer 3 VPN, IPsec, Layer 2 Tunnelling Protocol Version 3 (L2TPv3) & Bidirectional Forwarding Detection (BFD). 5 years warranty support for router with 4 WAN ports Installation and Configuration of Router. | Router with 4 WAN ports. Router should have 2 expansion modules. Router aggregate bandwidth should be 500 Mbps and scalable up to 1 Gbps. IPv4, IPv6, static routes, RIP, OSPF, BGP, PIM SM, SSM, RSVP, IPSLA, RADIUS, authentication, authorization, and accounting (AAA), IPv4-to-IPv6 Multicast, MPLS, Layer 2 and Layer 3 VPN, IPsec, Layer 2 Tunnelling Protocol Version 3 (L2TPv3) & Bidirectional Forwarding Detection (BFD). |
| 20. | **Page 32** 5. Bill of Material for the Hardware and IT infrastructure, (E), Sl. No. 2 | POE+ Access Switch with minimum of 24X1G ports &4 x 10G Fiber Ports (supporting Single mode 1G/10G (LX & LR modules). Should have Non-blocking switch fabric, IPv6 Ready, Should Support RPS built-in. 5 years warranty support for Access Switches. Installation and Configuration of Access Switches. | POE+ Access Switch with minimum of 24X1G ports &4 x 10G Fiber Ports (supporting Single mode 1G/10G (LX & LR modules). Should have Non-blocking switch fabric, IPv6 Ready, Should Support RPS built-in. |
| 21. | **Page 32** 5. Bill of Material for the Hardware and IT infrastructure, (E), Sl. No. 3 | POE+ Access Switch with minimum of 48X1G ports &4 x 10G Fiber Ports (supporting Single mode 1G/10G (LX & LR modules)). Should have Non-blocking switch fabric, IPv6 Ready, Should Support RPS built-in. 5 years warranty support for Access Switches. Installation and Configuration of Access Switches. | POE+ Access Switch with minimum of 48X1G ports &4 x 10G Fiber Ports (supporting Single mode 1G/10G (LX & LR modules)). Should have non-blocking switch fabric, IPv6 Ready, Should Support RPS built-in. |
| 22. | **Page 33** 5. Bill of Material for the Hardware and IT infrastructure, (E), Sl. No. 4 | Core Switch with minimum of 24X1/10/25G ports &4 x 100G Fiber Ports (supporting Single mode 1G/10G (LX & LR modules)). Should have Non-blocking switch fabric, IPv6 Ready, Should Support RPS built-in. Switch should support advance routing (BGP) from day-1. 5 years warranty support for Core Switches. Installation and Configuration of Core Switches. | Core Switch with minimum of 24X1/10/25G ports &4 x 100G Fiber Ports (supporting Single mode 1G/10G (LX & LR modules)). Should have Non-blocking switch fabric, IPv6 Ready, Should Support RPS built-in. Switch should support advance routing (BGP) from day-1. |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 23. | **Page 33** 5. Bill of Material for the Hardware and IT infrastructure, (E), Sl. No. 5 | Dual Band access point802.11ac Wave 2 with 4x4 multiuser multiple-input multiple-output (MU-MIMO) technology supporting three spatial streams. 2.4-GHz signal and 5-GHz signal support. Support up to 5.2 Gbps. 5 years warranty support for dual band access point 802.11ac Wave 2 with 4X4 multiple-input multiple-output (MU-MIMO). Installation and Configuration of Dual band access point. | Dual Band access point802.11ac Wave 2 with 4x4 multiuser multiple-input multiple-output (MU-MIMO) technology supporting three spatial streams. 2.4-GHz signal and 5-GHz signal support. Support up to 5.2 Gbps. |
| 24. | **Page 33** 5. Bill of Material for the Hardware and IT infrastructure, (E), Sl. No. 7 | 10 Gig SR transceivers/equivalent LC connector MM | 10 Gig SR transceivers/equivalent LC connector MM |
| | | 1000 Base TX -transceivers for copper. (5 years warranty) | 1000 Base TX -transceivers for copper |
| | | 1000 Base LX-transceivers with LC connector SM. (5 years warranty) | 1000 Base LX-transceivers with LC connector SM. |
| 25. | **Page 33** 5. Bill of Material for the Hardware and IT infrastructure, (F), Sl. No. 1 | Processor 8<sup>th</sup> Generation Intel® Core™ i7, Display 14 FHD (1920 x 1080) IPS, RAM 16GB DDR4, Storage 1 TB HDD 7200rpm, OS Windows 10 Professional x64 | Latest Generation Processor Intel® Core™ i7, Display 14 FHD (1920 x 1080) IPS, RAM 16GB DDR4, Storage 1 TB SSD, OS Windows 10 Professional x64, Ethernet, USB and HDMI port. *(Note: Re-modified in continuation of corrigendum dated 31-01-2022)* |
| 26. | **Page 33** 5. Bill of Material for the Hardware and IT infrastructure, (H) | **(H) Security System for project (Firewall, Antivirus etc)** The Bidder shall provide best solution adhering to the modal framework of Cyber Security Guidelines issued by Meity from time to time. Best Cyber Security — 1 | **(H) Security System for project (Firewall, Antivirus, Endpoint Security, Third party Security Audit, etc)** The Bidder shall provide best solution adhering to the modal framework of Cyber Security Guidelines issued by Meity from — 1 |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| | | Standards are to be followed & adopted in the development, installation & implementation of the automation project. | time to time. Best Cyber Security Standards are to be followed & adopted in the development, installation & implementation of the automation project. The Bidder shall ensure third party security audit to be carried out before the Go-Live phase and at the end of the every subsequent quarter. *(Note: Re-modified in continuation of corrigendum dated 31-01-2022)* |
| 27 | **Page 34** 5. Bill of Material for the Hardware and IT infrastructure | As from a. to c. under Note: at page 33-34 (Rest of the points/content are same) | Point d., e. and f. added after c. under Note: at page 33-34, as below: d. The laptops meant for the Members should have touch facility with flexible stands adjustable for various positions. e. Enterprise class laptops/devices should be used in designing the automation project including touch, audio and video should be digital and IP based for easy management and further enhancements. f. Integrated fingerprint scanner devices should be provided for the Members for marking attendance and e-voting options. (Rest of the points/content are same) |
| 28. | **Page 35 SECTION III-GENERAL INFORMAITON,3. EMD** | The Bidders shall submit, along with their bids, an Earnest Money Deposit (EMD) for an amount of Rs. 50,00,000/- (Rupees Fifty Lakhs only) through bank guarantee or demand draft towards Delhi Legislative Assembly Secretariat along with the bid submission process. EMD in any other form will not be accepted. EMD must remain valid for at least 45 days beyond the final bid validity period and the validity of the EMD should be extended in the event the last | The Bidders shall submit, along with their bids, an Earnest Money Deposit (EMD) for an amount of Rs. 50,00,000/- (Rupees Fifty Lakhs only) through bank guarantee or demand draft towards Delhi Legislative Assembly Secretariat along with the bid submission process. EMD in any other form will not be accepted. EMD must remain valid for at least 45 days beyond the final bid validity period and the validity of the EMD should |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | | | | Modified Clause/Content of RFP | | | |
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| | | date of bid validity is extended. No interest will be payable by the Tendering Authority on the EMD. Bank Guarantee Format is provided in the Annexure 5. | | | | be extended in the event the last date of bid validity is extended. No interest will be payable by the Tendering Authority on the EMD. The statutory provisions of Rule 170 of General Financial Rules, 2017 and related orders issued by the Government from time to time shall be complied. Bank Guarantee Format is provided in the Annexure 5. | | | |
| 29. | **Page 45** 15. Technical Evaluation Criteria, Point 3 | 3. | System functionality/Experience: Experience of having carried out or performing similar works/supplies in India. "Similar work" implies any Legislative Assembly/Legislative Council/Parliament automation projects or software/hardware implementation projects which includes "System Study, Supply, development, implementation of a Software/Hardware with support" for any government entity. | 15 | Bidders shall enclose copy of work completion certificate from the client. | 3. | System functionality/Experience: Experience of having carried out or performing similar works/supplies in India. "Similar work" implies any Legislative Assembly/Legislative Council/Parliament automation projects or software/hardware implementation projects which includes "System Study, Supply, development, implementation of a Software/Hardware with support" for any government entity. <br><br>a) Experience in Legislative Assembly/Legislative Council/Parliament automation projects: 7.5 marks <br>b) Experience in software/hardware implementation projects which includes "System | 15 | Bidders shall enclose copy of work completion certificate from the client. |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
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| | | | Study, Supply, development, implementation of a Software/Hardware with support" for any government entity: 7.5 marks <br> c) Experience mentioned in both a) and b) above: 15 marks <br><br> *(Note: Re-modified in continuation of corrigendum dated 31-01-2022)* |
| 30. | **Page 46** <br> 15. Technical Evaluation Criteria, Point 8 | Bidder shall submit their proposed solution (detailed note on each parameter) along with their project execution plan and strategy. | Bidder shall submit their proposed solution (detailed note on each parameter) along with their project execution plan and strategy. The Bidder shall also make a detailed presentation on the proposed Legislative Assembly Automation solution before the Tender Evaluation Committee for the purpose of evaluation of the product/solution proposed. |
| 31. | **Page 47** <br> 15. Technical Evaluation Criteria | ● All eligible bidders who qualify the technical qualification section with minimum 70% score will be deemed qualified for the next level for Technical Presentation and opening of their respective Financial Bid. | ● All eligible bidders who qualify the technical qualification criteria with minimum 60% score will be deemed qualified for the next level for opening of their respective Financial Bid. |
| 32. | **Page 47** <br> 15. Technical Evaluation Criteria | ● All bidders who qualify for the technical evaluation need to give a detailed presentation on the proposed Legislative Assembly automation solution before the Tender Evaluation Committee formed by the Issuer/Purchaser. The Committee will evaluate the product / solution proposed by each technically qualified bidder. | This point stands deleted. |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 33. | **Page 47** 15. Technical Evaluation Criteria | ● The selection of the Bidder for automation project of Delhi Legislative Assembly shall be based on Quality and Cost Based Selection [QCBS], whereas 70% weightage shall be given for technical qualification criteria and 30% weightage for financial bid. | ● The selection of the Bidder for automation project of Delhi Legislative Assembly shall be based on Quality and Cost Based Selection [QCBS], whereas 80% weightage shall be given for technical qualification criteria and 20% weightage for financial bid. |
| 34. | **Page 48** 17. Total Score Evaluation | **17. Total Score Evaluation:** The method of selection is Quality cum Cost Based Selection (QCBS) using 70% and 30%weightages for quality (Technical bid score) and cost respectively. The Bidder securing the highest Total Score will be adjudicated as the mostresponsive Bidder for award of the Project. The following equation would be used to calculate the Total Score of the bidders based on the Technical bid score and Financial bid: $$B_n = 0.70 * T_n + 0.30 * F_n$$ Where $B_n$ = TotalScore of Bidder $T_n$ = Technical score of the Bidder (out of maximum of 100 marks) $F_n$ = Normalized financial score of the Bidder | **17. Total Score Evaluation:** The method of selection is Quality cum Cost Based Selection (QCBS) using 80% and 20% weightages for quality (Technical bid score) and cost/financial bid respectively. The Bidder securing the highest Total Score will be adjudicated as the most responsive Bidder for award of the Project. The following equation would be used to calculate the Total Score of the bidders based on the Technical bid score and Financial bid: $$B_n = 0.80 * T_n + 0.20 * F_n$$ Where $B_n$ = Total Score of Bidder $T_n$ = Technical score of the Bidder (out of maximum of 100 marks) $F_n$ = Normalized financial score of the Bidder |
| 35. | **Page 52** Section IV-SERVICE LEVEL AGREEMENT (SLA) | <table><tr><td>Milestone</td><td>Key Activities</td><td>Time Period</td></tr><tr><td>Phase – I</td><td>Supply of requisite hardware and software</td><td>Within two months</td></tr><tr><td>Phase – II</td><td>Installation and Commissioning of requisite hardware,</td><td>Within four months</td></tr></table> | <table><tr><td>Milestone</td><td>Key Activities</td><td>Time Period</td><td>Penalty</td></tr><tr><td>Phase – I</td><td>Carry out System Study at Delhi Assembly.</td><td>Within One month</td><td>--NA--</td></tr><tr><td>Phase - II</td><td>Submission and acceptance of</td><td>Within Two months</td><td>For delay beyond permissible</td></tr></table> |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | | | Modified Clause/Content of RFP | | | |
|---|---|---|---|---|---|---|---|---|
| | | | software, networking and PA system | | | Business Requirements Document (BRD), Functional Requirement Specification (FRS), Software Requirements Specification (SRS) and Gap Analysis. | | time, 1% of financial bid/project cost per month. |
| | | Phase – III | Functioning of Automation Project to ascertain deficiencies and initiation of corrective measures | Within five months | | | | |
| | | Phase – IV | Go – Live (functioning of Automation Project without errors and training to stakeholders) | Within six months | Phase – III | Supply of requisite hardware and software after completion of Phase-II | Within two months after completion of Phase-II | For delay beyond permissible time, 1% per month of the requisite hardware and software cost. |
| | | Phase – V | Project Acceptance | Within ten months | Phase -IV | Installation and Commissioning of requisite hardware, software, networking and PA system | Within four months after completion of Phase-II | For delay beyond permissible time, 1% per month of the requisite hardware, software, |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP | | | |
|---|---|---|---|---|---|---|
| | | | | | | networking and PA system cost. |
| | | | Phase -V | Functioning of Automation Project to ascertain deficiencies and initiation of corrective measures | Within five months after completion of Phase-II | For delay beyond permissible time, 1% of financial bid/project cost per month. |
| | | | Phase -VI | Go – Live (functioning of Automation Project without errors and training to stakeholders) | Within six months after completion of Phase-II | For delay beyond permissible time, 2% of financial bid/project cost per month. |
| | | | Phase -VII | Project Acceptance | Within ten months after completion of Phase-II | --NA-- |
| 36. | **Page 52** Section IV-SERVICE LEVEL AGREEMENT (SLA), Para 2 | During the term of warranty, the service/repair calls will have to be attended by the Selected Bidder/Implementing Agency (IA) within the time mentioned from the time of such calls. In case of major defects requiring the defective equipment to be taken out of location, the cost for which will have to borne by the bidder, it should be returned within permissible time duly repaired and simultaneously immediate | During the term of warranty, the service/repair calls will have to be attended by the Selected Bidder/Implementing Agency (IA) within the stipulated time mentioned from the time of making such calls. In case of major defects requiring the defective equipment to be taken out of location, the transportation costs for such parts will have to borne by the bidder and it should be returned within permissible time, duly repaired and shall | | | |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| | | substitute equipment should be provided by the bidder for the continued smooth operation of the Automation project. | simultaneously provide immediate substitute equipment/alternate arrangement for the uninterrupted smooth operations of the Automation project. |
| 37. | **Page 53** Section IV-SERVICE LEVEL AGREEMENT (SLA), 2. Categories of SLAs: | i. **Support Related SLA (Operational SLA):** If the complaint is booked and the response is not received within 24 hours from the time of booking, then the penalty applicable will be Rs. 1000.00 per day per complaint. If the problem is not resolved within 48 working hours of the complaint booking time, then the penalty applicable is Rs. 2000.00 per day per complaint. The complaint should be attended within 48 hours failing which the following additional penalties shall be imposed. The complaint will be recorded in help desk constituted by successful bidder for this purpose by email or phone and a log will be maintained of the complaints by SI. If the complaint is booked and the response is not received within 24 hours from the time of booking, then the penalty applicable will be Rs. 1000.00 per day per complaint. If the problem is not resolved within 48 working hours of the complaint booking time, then the penalty applicable is Rs. 2000.00 per day per complaint.<br><br>The complaint should be attended within 48 hours failing which the following additional penalties shall be imposed. The complaint will be recorded in help desk constituted by successful bidder for this purpose by email or phone and a log will be maintained of the complaints by Selected Bidder/IA. | i. **Support Related SLA (Operational SLA):** If no response is received within 24 hours from the time of registering the complaint, the penalty applicable shall be Rs. 1000.00 per day per complaint. If the problem is not resolved within 48 working hours of the registration of the complaint, the penalty applicable shall be Rs. 2000.00 per day per complaint. The complaint will be recorded in the dedicated help desk established by Selected Bidder for this purpose by email or phone and a log will be maintained for the complaints by Selected Bidder/System Integrator (SI) for timely resolution & reporting of the issues. The complaint shall be attended within 48 hours, failing which the following additional penalties shall be imposed. |

Original Clause table:

| Sl No | Duration | Penalty |
|---|---|---|
| 1 | Upto 24 working hours from the logging of the complaint with the SI | Nil |
| 2 | Beyond 48 working hours upto 15 days from the logging of the complaint with the SI | 0.5% per day of the total value of the defective equipment/ software |

Modified Clause table:

| Sl No | Duration | Penalty |
|---|---|---|
| 1 | Upto 24 working hours from the logging of the complaint with the Selected Bidder/System Integrator (SI) | Nil |
| 2 | Beyond 48 working hours upto 15 days from the logging of the complaint with the Selected Bidder/System Integrator (SI) | 0.5% per day of the total value of the defective equipment/ software |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | | | Modified Clause/Content of RFP | | |
|---|---|---|---|---|---|---|---|
| | | 3 | Beyond 15 days of the logging of the complaint till rectification of the fault | 1% per day of the total value of the defective equipment/ software | 3 | Beyond 15 days of the logging of the complaint till rectification of the fault | 1% per day of the total value of the defective equipment/ software |
| 38. | **Page 53** Section IV-SERVICE LEVEL AGREEMENT (SLA), ii. SLA Monitoring | ii. **SLA Monitoring:** The Selected bidder will submit complaint status report quarterly for issue call log to Issuer/Purchaser | | | ii. **SLA Monitoring:** The Selected bidder will submit complaint status report on quarterly basis for issue call log to Issuer/Purchaser and devise a monitoring mechanism for the convenience of the Issuer/Purchaser. | | |
| 39. | **Page 54** Section IV-SERVICE LEVEL AGREEMENT (SLA), iii. **Project Acceptance Testing:** | **Sl.No.** | **Incident** | **Penalty** | **Sl.No.** | **Incident** | **Penalty** |
| | | 1 | For every virus attack reported | For every virus attack reported and not resolved within 36 hours a penalty of Rs. 2,00,000/- would be imposed on the Selected Bidder/IA | 1 | For every virus attack reported | For every virus attack reported and not resolved within 36 hours a penalty of Rs. 2,00,000/- would be imposed on the Selected Bidder/IA |
| | | 2 | Data Theft | Rs. 50, 00,000/- per incident | 2 | Data Theft | Rs. 50, 00,000/- per incident |
| | | 3 | Hacking | Rs. 1,00,00,000/-per incident | 3 | Hacking | Rs. 1,00,00,000/-per incident |
| | | 4 | Intrusion, data corruption or any security related threat | Rs. 25,00,000/- per incident | 4 | Intrusion, data corruption or any security related threat | Rs. 25,00,000/- per incident |
| | | | | | 5 | Non submission of complaint status report | Rs. 25,000/- per incident |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| | | | on quarterly basis |
| 40. | **Page 54** Section IV-SERVICE LEVEL AGREEMENT (SLA), iii. **Project Acceptance Testing:** | See table below | See table below |

Original Clause/Content of RFP:

| Sl. No. | Incident | Penalty |
|---|---|---|
| 1 | For every virus attack reported | For every virus attack reported and not resolved within 36 hours a penalty of Rs. 2,00,000/- would be imposed on the Selected Bidder/IA |
| 2 | Data Theft | Rs. 50, 00,000/- per incident |
| 3 | Hacking | Rs. 1,00,00,000/-per incident |
| 4 | Intrusion, data corruption or any security related threat | Rs. 25,00,000/- per incident |

Modified Clause/Content of RFP:

| Sl. No. | Incident | Penalty |
|---|---|---|
| 1 | For every virus attack reported | For every virus attack reported and not resolved within 36 hours a penalty of Rs. 2,00,000/- would be imposed on the Selected Bidder/IA |
| 2 | Data Theft | Rs. 50, 00,000/- per incident |
| 3 | Hacking | Rs. 1,00,00,000/-per incident |
| 4 | Intrusion, data corruption or any security related threat | Rs. 25,00,000/- per incident |

**Note:** Penalty shall be levied by the Issuer/Purchaser on an incident of virus attack, data theft, hacking, data corruption etc. which is attributable to the selected bidder.

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 41. | **Page 55** **SECTION VI-ARBITRATION** | In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Delhi Legislative Assembly shall be the sole arbitrator. | In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Delhi Legislative Assembly shall have the right to appoint the sole arbitrator in terms of section 11 of Arbitration and Conciliation (Amendment) Act, 2016. |
| 42. | Page 68 Annexure 6-Format of Master Service Agreement (Contract/MOU) | THIS **MASTER SERVICE AGREEMENT ("Agreement")** is made on this the <***> day of <***> 20… at <***>, India.<br><br>**BETWEEN**<br><br>Secretary, Delhi Legislative Assembly having its office at Old Secretariat, Delhi-110054, hereinafter referred to as 'Purchaser', which expression shall, unless the context otherwise requires, include its permitted successors and assigns);<br><br>**AND**<br><br><***>, a Company incorporated under the Companies Act, 1956, having its registered office at <***> (hereinafter referred to as 'Selected Bidder/Implementation Agency (IA)' which expression shall, unless the context otherwise requires, include its permitted successors and assigns).<br><br>Each of the parties mentioned above are collectively referred to as the 'Parties' and individually as a 'Party'. | THIS **MASTER SERVICE AGREEMENT ("Agreement")** is made on this the <***> day of <***> 20… at <***>, India.<br><br>**BETWEEN**<br><br>Secretary, Delhi Legislative Assembly having its office at Old Secretariat, Delhi-110054, hereinafter referred to as 'Purchaser', which expression shall, unless the context otherwise requires, include its permitted successors and assigns); - FIRST PARTY<br><br>**AND**<br><br><***>, a Company incorporated under the Companies Act, 1956, having its registered office at <***> (hereinafter referred to as 'Selected Bidder/Implementation Agency (IA)' which expression shall, unless the context otherwise requires, include its permitted successors and assigns). – SECOND PARTY<br><br>Each of the parties mentioned above are collectively referred to as the 'Parties' and individually as a 'Party'. |

| Sl. No. | RFP Document Reference & Page Number | Original Clause/Content of RFP | Modified Clause/Content of RFP |
|---|---|---|---|
| 43. | **Page 68** Annexure 6-Format of Master Service Agreement (Contract/MOU) | 4. All works, terms and conditions shall be governed as per RFP and subsequent corrigendum/addendum conditions read with Service Level Agreement (SLA). | 4. All works, terms and conditions shall be governed as per RFP and subsequent corrigendum/addendum conditions read with Service Level Agreement (SLA) shall be part and parcel of this Master Service Agreement (MSA). |
| 44. | **Page 69** Annexure 6-Format of Master Service Agreement (Contract/MOU) | Signed by:<br><br>(Name and designation)<br><br>**For and on behalf of Purchaser**<br>(FIRST PARTY) | Signed by:<br><br>(Name and designation)<br><br>**For and on behalf of Implementation Agency**<br>(SECOND PARTY) | Signed by:<br><br>(Name and designation)<br><br>**For and on behalf of Purchaser**<br>(FIRST PARTY) | Signed by:<br><br>(Name and designation)<br><br>**For and on behalf of Implementation Agency**<br>(SECOND PARTY) |

This corrigendum will be the part of tender notice

This issues with the prior approval of the Secretary (LA).

Sd/-
(Mukesh C. Sharma)
Dy. Secretary / H.O.O.