

***CORRIGENDUM: Issued for Expression Of Interest for Selection of System Integrator
for NRC Project***

(REFERENCE NO: SPMU/NRC/EOI & RFP/796/2022/64 Dated: 20/05/2023)

No. SPMU/NRC/EOI & RFP/796/2022/151

Dated: 07-06-2023

Sl. No.	EOI Section / Page No	Existing Clause	To Be Read as
1.	3.2. Eligibility & Qualification Criteria 3.2.12: Page No. 24	3.2.12. Each member of the consortium should fulfil all the eligibility criteria by itself, other than the criterion for turnover i.e., Para 3.2.3 (turnover). All the members of the consortium should have at least 60.00% of the required minimum average annual turnover (as per para 3.2.3).	3.2.12. Each member of the consortium should fulfil all the eligibility criteria by itself, other than the criterion for turnover i.e., Para 3.2.3 (turnover). The average turnover of each Consortium Partner other than the lead bidder, shall be a minimum of 5 crores for the specified period.
2.	2.6. Pre-Qualification Criteria Point (c) Page No. 17	c) The participation is restricted to companies registered in India under Indian Company's act 1956 and shall have local office in Guwahati.	c) The participation is restricted to companies registered in India under Indian Company's act 1956. A self-declaration has to be signed by the Selected Bidder to establish an office at Guwahati, Assam within 30 days from the issuance of the Work Order, if contract is awarded. Penalty shall be imposed on the selected party that may include cancellation of the work order issued, if they are not able to establish an office at Guwahati, Assam for the project within the stipulated time as per their self-declaration.
3.	2.4.3. Field IT Infrastructure Page 11 & 12	2.4.3. Field IT Infrastructure Currently, there are 364 Laptops and 171 Scanner cum Printer deployed in Circle Offices on service model. The quantity of Laptops and Scanners may vary in future depending on the workload. The Service Provider selected through this bidding process would be responsible for providing these IT and non-IT equipment's and maintaining them on a service model.	2.4.3. Field IT Infrastructure This Clause is no longer required. If any such requirement arises in the future, it will be managed through the Change Request mechanism.

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4	2.6 Pre-Qualification Criteria Point (n) Page No: 18	n) Only Project Citations completed / started in the last 3 financial years (2019-2022) will be considered for evaluation.	n) Project Citations completed / started in the last 5 financial years (2017- 2022) will be considered for evaluation.
5	NOTICE INVITING EOI Point (8) Page No: 3	8. Online bid Submission End Date: 08/06/2023	8. Online bid Submission End Date and Time: End Date: 21/06/2023 Time: 3:00 PM
6	NOTICE INVITING EOI Point (9) Page No: 3	9. Last date and time of submission of hard copies of "Bid Documents". Date: 08/06/2023 Time: 3:00 PM Address: O/O the State Coordinator, NRC, 1st Floor, Achyut Plaza, Bharalupar, Guwahati Shillong Road, Bhangagarh, Guwahati – 781005, Assam	9. Last date and time of submission of hard copies of "Bid Documents". Date: 21/06/2023 Time: 3:00 PM Address: O/O the State Coordinator, NRC, 1st Floor, Achyut Plaza, Bharalupar, Guwahati Shillong Road, Bhangagarh, Guwahati – 781005, Assam
7	NOTICE INVITING EOI Point (10) Page No: 4	10. Date &time of online opening of EOI: Date: 09/06/2023 Time: 2.30 PM	10. Date & time of online opening of EOI: Date: 22/06/2023 Time: 2.30 PM
8	3.4. Checklist for the EOI Submission Point (5) Page No: 26	5. Power of Attorney appointing the signatory, as per para 3.3.4. in the format given as Annexure-4.	5. Power of Attorney appointing the signatory, as per para 3.3.4. in the format given as Annexure-6.
9	3.3. Submission of Eoi Proposal 3.3.4 Page No: 24	3.3.4 Each page of EOI (submissions) should be signed by the representative duly authorised by the applicant executing a Power of Attorney in the format given under Annexure-4.	3.3.4 Each page of EOI (submissions) should be signed by the representative duly authorised by the applicant executing a Power of Attorney in the format given under Annexure-6.
10	3.4. Checklist for the EOI Submission Point (6)	6. Declaration with respect to non-blacklisting and debarment in non-judicial stamp paper duly	6. Declaration with respect to non-blacklisting and debarment in non-judicial stamp paper duly notarized.

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	Page No: 26	notarized. As per the format given in Annexure-5. (As per para 3.2.4)	As per the format given in Annexure-7. (As per para 3.2.4)
11	3.4. Checklist for the EOI Submission Point (3) Page No: 26	3. Certificate issued by a CA stating that the Applicant has eligible average annual turnover of Rs 25.00 Crs (Rupees Twenty-Five Crores) and documentary evidence of 5 (five) years or more of experience in implementation of maintenance of IT Infrastructure Management, Applications and Information Security, as per para 3.2.3 in the format given as Annexure-3	3. Certificate issued by a CA stating that the Applicant has eligible annual turnover of Rs 25.00 Crs (Rupees Twenty-Five Crores) for each of the last three financial years (i.e., 2019-20, 2020-21 and 2021-22) and documentary evidence of 10 (Ten) years or more of experience in implementation of maintenance of IT Infrastructure Management, Applications and Information Security, as per para 3.2.3 in the format given as Annexure-3.
12	3.4. Checklist for the EOI Submission Point (4) Page No: 26	4. Documentary evidence of executing at-least one similar project comprising of maintenance of IT Infrastructure Management, Applications and Information Security not less 5 crores in values.	4. Details of the turnkey IT experience in the format given as Annexure 4. Documentary evidence executing at-least one similar project comprising of maintenance of IT Infrastructure Management, Applications and Information Security not less 5 crores in values.
13	3.2. Eligibility & Qualification Criteria 3.2.3 Page. 22	3.2.3 Total Average Annual Turnover of the Service Provider in last three financial years (i.e., 2019-20, 2020-21 and 2021-22) from IT business should not be less than Rs.25.00 Crores (Rupees 25.00 crores only). The average annual turnover certificate as issued by the Auditor/Chartered Accountant should be submitted in the format enclosed as Annexure 3 of this Eoi document. The Certificate must be accompanied by attested copies of audited Statement of Accounts of last three financial years (i.e. 2019-20, 2020-21 and 2021-22).	3.2.3 Total Annual Turnover of the Service Provider in last three financial years (i.e., 2019-20, 2020-21 and 2021-22) from IT business should not be less than Rs.25.00 Crores (Rupees 25.00 crores only). The annual turnover certificate as issued by the Auditor/Chartered Accountant should be submitted in the format enclosed as Annexure 3 of this Eoi document. The Certificate must be accompanied by attested copies of audited Statement of Accounts of last three financial years (i.e. 2019-20, 2020-21 and 2021-22).

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14	3.3. Submission of Eol Proposal 3.3.2: Point (c) Page No. 24	(c) Declaration as per Annexure-V	(c) Declaration as per Annexure-7.
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Sd/-
State Coordinator
National Register of Citizens, Assam

Minutes of the Meeting held on 30th May 2023 at the Office of the State Coordinator, NRC, Assam to discuss on the Pre-Bid Queries received from various interested bidders on the Expression of Interest floated for selection of new System Integrator:

No. SPMU/NRC/EOI & RFP/796/2022/156

Dated: 07-06-2023

1. A pre-bid meeting was held on 30th May 2023 in the office chamber of the State Coordinator, NRC where the interested bidders have raised different types of queries on the "Expression of Interest (EOI)" floated on the Assam Tenders Website for selection of a new/replacement System Integrator for NRC Project.
2. The following queries raised by the interested firms were discussed one by one and a decision was taken accordingly:

1. Queries from Inspira Enterprise India Ltd.		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
a. Last date and time of submission of hard copies of "Bid Documents".	a. Request the department to kindly specify the documents, which need to be submitted in Hard Copy format.	a. The documents that need to be submitted in hard copies as specified at Section 3.3.2 of the EOI are: (a) EOI Processing Fee of Rs 10,000/-. (The original instrument if paid vide DD) (b) Original Power of attorney document authorizing the signatory to this EOI. (c) Declaration as per Annexure V Annexure 7. Corrigendum clause to be included to change the Annexure number.
b. Each member of the consortium should fulfil all the eligibility criteria by itself, other than the criterion for turnover i.e., Para 3.2.3 (turnover). All the members of the consortium should have at least 60.00% of the required minimum average annual turnover (as per para 3.2.3).	Request the department to kindly clarify the Eligibility for the Consortium partner because as per the EOI Pg. No 18, 2.6 - Pre-Qualification Criteria, Point No. K, it is mentioned that "For evaluation purpose, the consortium partner will be evaluated for their respective areas of deliverables as far as technical competence is concerned. The responsibilities of each party should be clearly defined, and the lead bidder/partner will have overall responsibility of delivering the SLAs." Thus request the department to kindly reframe the Eligibility criteria for the Consortium partner as per their respective areas of deliverables, and not for the entire Pre-	The committee agreed on the following: a. The average turnover of each Consortium Partner other than the lead bidder, shall be a minimum of 5 crores for the specified period. Corrigendum clause to be included. b. "For evaluation purposes, the consortium partners will be evaluated for their respective areas of deliverables as far as technical competence is concerned. The responsibilities of each party should be clearly defined, and the lead partner/bidder will have overall responsibility of delivering the SLAs."

	Qualification which defeats the purpose of Consortium.	
c. Ensure regular analysis of events and logs generated in the entire sub systems including but not limited to servers, operating systems, databases, applications etc.	Request the department to kindly consider, since the analysis of Logs require specialized Cyber Security professionals for threat prevention, if the same can be monitored on 24x7x365 basis from the SI's/Bidders own Managed Security Operation Centers in India.	The committee decided that whoever is selected as an System Integrator, the Event and Log Analysis has to be managed locally/onsite by them.
d. The participation is restricted to companies registered in India under Indian Company's act 1956 and shall have local office in Guwahati.	We would request you to please change the clause into Bidder should have projects in state of ASSAM. For purpose of setting up of Office, request the department to kindly allow: "Self-declaration by the bidder to establish an office at Guwahati for support services, if contract is awarded."	The committee approved the following: "The participation is restricted to companies registered in India under Indian Company's act 1956. New clause to be included: A self-declaration has to be signed by the Selected Bidder to establish an office at Guwahati, Assam within 30 days from the issuance of the Work Order, if contract is awarded." Penalty shall be imposed on the selected party that may include cancellation of the work order issued, if they are not able to establish an office at Guwahati, Assam for the project within the stipulated time as per their self-declaration. Corrigendum clause to be included in this regard.
e. For all the infrastructure equipment and software, all necessary back to back services contract with the OEM or Technology Providers should entered by the selected bidder to ensure seamless and guaranteed support from the OEMs. Liaising with the OEM's for back lining and ensuring continued support from the OEM's) to ensure maximum uptime and performance levels of all the Servers, SAN Storage, Switches, Backup System and Fluid Data Centre etc. in the Landscape	Since almost all the IT hardware at DC & DR listed in table under section 2.4.1 NRC Data Centre and 2.4.2 Disaster Recovery Site are "end of life", therefore the spares as well software/firmware support from their respective OEM are not available. Any new support contract for back to back spare & support with the respective OEMs for these products are no longer possible. We request that the clause should be deleted or reviewed to take into consideration the current scenario.	It is to be mentioned here that not all the IT Hardware items at DC/ DR are End of Life (EoL). For all these items, the AMC support including software/ firmware support and back-to-back spare and support with the respective OEM's will be required. The committee recommended that any hardware/ licenses/ software that are ending EoL will have to undergo Refresh and the list of the same should be clearly mentioned in the RFP. As such, all the list of items which are EoL/ EoSL will be clearly defined in the RFP Phase and any Upgrade/Refresh in the EoL/ EoSL items list will be taken up separately.

<p>f. Currently, there are 364 Laptops and 171 Scanner cum Printer deployed in Circle Offices on service model. The quantity of Laptops and Scanners may vary in future depending on the workload. The Service Provider selected through this bidding process would be responsible for providing these IT and non-IT equipment's and maintaining them on a service model. Providing Laptops and Scanner Cum Printer at field level on a service model.</p>	<p>Kindly elaborate on the "Service Model" mentioned in this clause. If they are provided by some other party the maintenance of the same should be from that particular vendor. The new SI has little role to play in this. Please clarify</p>	<p>The Laptops and Scanner cum Printer are no longer required at field and this clause has to be removed from the EoI. However, if any such requirement arises in the future, it will be managed through the Change Request mechanism. Corrigendum to be issued to remove this requirement of Laptops and Scanner Cum Printer.</p>
<p>g. The role of the selected Service provider includes co-ordination with various OEMs for the support and operation of following licences/ software: <ul style="list-style-type: none"> □ Oracle Database, □ Oracle Virtual Machine □ Middleware Application (RedHatJBoss) □ Software like Electronic Document Management System (EDMS) from Newgen. □ Operating System: □ Oracle Linux □ Ubuntu □ Win2012R2 The selected Service Provider will also liaison with the respective OEMs for the Annual Maintenance of the above IT hardware equipment mentioned in Data Centre and Disaster Recovery Site.</p>	<p>The support from the respective OEMs of these Software/licenses are based on subscription model. Please clarify whether the subscription based support for these software need to be renewed year on year or upfront for the entire duration of the NRC project.</p>	<p>The committee approved that the Software/licenses may be renewed either year on year or upfront for the entire duration of the NRC project. However, back lining with the OEM's has to be done. Documentary proof of back-lining has to be provided.</p>
<p>h) Only Project Citations completed / started in the last 3 financial years (2019-2022) will be considered for evaluation.</p>	<p>Request the department to kindly consider Project Citations Completed/Started in the last 5 years (2017-2022)</p>	<p>The committee approved to consider the "Project Citations completed / started in the last 5 financial years (2017- 2022) will be considered for evaluation". Corrigendum to be issued in this regard.</p>
<p>i) Online bid Submission End Date - 08/06/2023.</p>	<p>Request the department to kindly extend the EOI submission end date by at least 15 days from the publication of the Pre-Bid replies.</p>	<p>The committee extended the last date of Online bid Submission from 08/06/2023 to 21/06/2023. Corrigendum to be issued in this regard.</p>
<p>2. Queries from Expedien eSolutions Limited.</p>		
<p>Original Clause/ Specification as mentioned in EOI</p>	<p>Query from the Organization</p>	<p>Response on Pre-Bid Queries</p>
<p>--</p>	<p>Had requested to attend the meeting online and share link to attend the pre bid meeting scheduled.</p>	<p>There were no queries from this firm.</p>

3. S.S.B Digital Pvt. Ltd		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
<p>a) "Total Average Annual Turnover of the Service Provider in last three financial years (i.e., 2019-20, 2020-21 and 2021-22) from IT business should not be less than Rs.25.00 Crores.</p> <p>b) The Bidder must have executed at-least one similar project comprising of maintenance of IT Infrastructure Management, Applications and Information Security not less Rs. 5 crores in values.</p> <p>c) The bidder (Service Provider) must have been assessed and certified for a minimum of CMMI Level 3, ISO 9001, ISO 27001. The certificate should be valid for at least a period of one year from the date of submission of the bid. In case of bidders where the certification is under renewal, the bidders shall provide the details of the previous certification and the application.</p> <p>d) EoI Processing Fee of Rs10,000/- (The original instrument if paid vide DD)</p>	<p>a) Request you to please consider turnover of group companies.</p> <p>b) Please consider ongoing project or consider the experience of group companies.</p> <p>c) Request you to please give exemption in CMMI Level 3 for startup Companies.</p> <p>d) Request you to please give exemption in EOI Processing fee for startup Companies.</p>	<p>a) The committee didn't agree to consider turnover of group companies. No changes to this clause.</p> <p>b) The committee didn't agree to consider turnover of group companies. No changes to this clause.</p> <p>c) The committee didn't agree and It is mandatory for the interested bidders to have CMMI Level 3 certification. No changes to this clause.</p> <p>d) The committee didn't agree to give exemption to ascertain that only serious bidders participates. No changes to this clause.</p>
4. BLS International Services Limited		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
--	There are lot of software's where its asked for OEM support and most of these are EOL and no support from the OEM e.g. Oracle 10g support is not there and we need clarification that all the H/W and S/W are with OEM support as on date . The renewal of lapsed OEM support is not possible or comes with reinstatement fee.	The committee recommended that any hardware/ licenses/ software that are ending EoL will have to undergo refresh and the list of the same should be clearly mentioned in the RFP. As such, all the list of items which are EoL/ EoSL will be clearly defined in the RFP Phase and any Upgrade/ Refresh in the EoL/ EoSL items will be taken up separately. However, subscriptions of all the non-EoL license/ hardware/ software are active.
5. Inspirisys		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
--	<ol style="list-style-type: none"> Hardware and Software details with serial number. Details of existing support team (category wise) and location wise. 	<p>Response for SL 1-5:</p> <p>All the details of Hardware/ Software/ Licenses/ Subscription etc. will be elaborated in RFP. All inventory lists</p>

	<p>3. Serial No / License / Subscription details of hardware and software to be supported.</p> <p>4. Hardware and software end of life details.</p> <p>5. Details of software support / development team to be deployed.</p> <p>6. Details of current back-aligning.</p> <p>7. Details of proposed support period (from – to).</p> <p>8. Any MPLS / ISDN lines to be supported.</p> <p>9. Details of tools available for ticketing, monitoring, management etc.</p> <p>10. Any spare retention policy applicable.</p> <p>11. Details of penalty and payment term.</p>	<p>along with Model Number along with EoL details will be provided in the RFP.</p> <p>6. All the AMC/ ATS of Hardware /Software/Licenses are renewed/ subscribed annually and back lining with OEMs are being carried out except for few EoL items which again will be mentioned in the RFP.</p> <p>7. The details of the support period will also be elaborated in the RFP.</p> <p>8. MPLS / ISDN lines need not to be supported.</p> <p>9. No tools available for ticketing, monitoring, management etc.</p> <p>10-11. Spare Retention policy and payment terms will be defined in the RFP.</p>
6. Satra Service and Solutions Pvt Ltd		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
--	No queries. Attended the meeting through VC link shared to them	--
7. Bloom Electronics Pvt Ltd		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
While going through the EOI documents in Clause "3.4 Checklist for EOI Submission" we noticed that at point no.6 it is mentioned as "Declaration with respect to non-blacklisting and debarment in non-judicial stamp paper duly notarized. As per the format given in Annexure-5. (As per para 3.2.4)" But in Annexure- 5 it is mentioned as "Annexure 5: Details of CMMI Certification".	Kindly clarify the same.	There was a typographical error in the EOI: Clause "3.4 Checklist for EOI Submission" "Declaration with respect to non-blacklisting and debarment in non-judicial stamp paper duly notarized. As per the format given in Annexure-5. Annexure 7. Corrigendum clause to be included to change the Annexure number from 5 to 7.
8. IT Solution		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries

<p>a. The Service Provider selected through this bidding process would be responsible for operation and maintenance of the NRC Data Centre located in Guwahati Assam as well as the Disaster Recovery (DR) site at New Delhi by engaging qualified technical manpower. However, it is also mentioned that the NRC Data Centre contains the following IT and non-IT equipment:</p>	<p>May Kindly Clarify :</p> <ol style="list-style-type: none"> i. What are the Non-IT items placed in the data center including Back up and redundancy and what are their make and model as well as warranty/AMC status. ii. Against the listed item in the given table, what is the end of support date as per OEM. iii. Beyond "End of Support", if within project period, will be selected System Integrator rendered AMC will be considered Valid? 	<p>It was clarified that:</p> <ol style="list-style-type: none"> i. Non-IT equipment in NRC DC are: <ul style="list-style-type: none"> • Rittal Fluid DC System which will be supported by OEM and requires back lining with OEM. • Online UPS from Electronics Power and Control Systems. ii. All the End of Support and End of Life as per OEM will clearly be mentioned in the RFP. iii. All the list of items which are EoL/ EoSL will be clearly defined in the RFP Phase and any upgrade/ refresh in the EoL/ EoSL items will be taken up separately. It was also clarified that DG Set/ AC is not under the purview of SI.
<p>b) Field IT Infrastructure 364 Laptops and 171 Scanner cum Printer deployed in Circle Offices on service model. The quantity of Laptops and Scanners may vary in future depending on the workload.....</p>	<p>May Kindly Clarify :</p> <ol style="list-style-type: none"> i. What are their make and model as well as warranty/AMC status. ii. Additional equipment to be deployed, who will procure the same and who will bear the cost. Will Selected System Integrator be only responsible for O&M of these newly procured items as like available 347 laptops and 171 Scanner 	<p>The Laptops and Scanner cum Printer are no longer required at field and this clause has to be removed from the EOI. However, if any such requirement arises in the future, it will be managed through the Change Request mechanism.</p> <p>Corrigendum clause to be included to remove this requirement of Laptops and Scanner Cum Printer.</p>
<p>c) The participation is restricted to companies registered in India under Indian Company's act 1956 and shall have local office in Guwahati.</p>	<p>May kindly be modified as The participation is restricted to companies registered in India under Indian Company's act 1956 / Partnership/ Proprietorship Firms Registered under relevant Act and shall have local office in Guwahati, or bidder undertake for opening office in Guwahati in 15 days from the award.</p>	<ol style="list-style-type: none"> i. The firm's request to consider the companies registered in India under Indian Company's act 1956 / Partnership/ Proprietorship Firms Registered under relevant Act is not accepted. <p>No change in the clause</p> <p>New clause to be included: However, regarding setting of local office, A Self-declaration has to be signed by the Selected Bidder to establish an office at Guwahati, Assam within 30 days from the issuance of the Work Order, if contract is awarded."</p>

		Penalty shall be imposed on the selected party that may include cancellation of the work order issued, if they are not able to establish an office at Guwahati, Assam for the project within the stipulated time as per their self-declaration.
d) The company should be primarily providing IT / ICT / ITeS operations in India for at least the last five financial years for the year ending 31st March 2022 as evidenced by the Certificate of Incorporation issued by the Registrar of Companies, India. The bidder (Service Provider) will be a single legal entity	May kindly be modified as The company should be primarily providing IT / ICT / ITeS operations in India for at least the last five financial years for the year ending 31st March 2022 as evidenced by the Certificate of Incorporation / Registration issued by the Registrar of Companies, India / Statutory Auditor. The bidder (Service Provider) will be a single legal entity.	The committee didn't approve this condition. No change in this clause
e) The Bidder should be a profitable company for the last three years and must have an annual turnover of not less than INR 25 Crores for each of the last three financial years ending 31st March 2022.	ii. May kindly be modified as The Bidder should be a profitable company for the last three years and must have an average annual turnover of not less than INR 25 Crores for each of in the last three financial years ending 31st March 2022.	The committee clarified that: The Bidder/Lead Bidder should be a profitable company for the last three years and must have an annual turnover of not less than INR 25 Crores for each of the last three financial years ending 31st March 2022 and not the average.
9. NABA DIGANTO ITES PVT. LTD		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
a. Currently, there are 364 Laptops and 171 Scanner cum Printer deployed in Circle Offices on service model. The quantity of Laptops and Scanners may vary in future depending on the workload. The Service Provider selected through this bidding process would be responsible for providing these IT and non-IT equipment's and maintaining them on a service model.	Request the department to kindly explain what is expected from the Service Model. Will the selected SI would be required to enter into an agreement with the existing vendor for maintaining the Laptops, Scanners cum printers.	The Laptops and Scanner cum Printer are no longer required at field and this clause has to be removed from the EOI. However, if any such requirement arises in the future, it will be managed through the Change Request mechanism. Corrigendum to be issued to remove this requirement of Laptops and Scanner Cum Printer.
b. Each member of the consortium should fulfil all the eligibility criteria by itself, other than the criterion for turnover i.e., Para 3.2.3 (turnover). All the members of the consortium should have at least 60.00%	Request the department to kindly relax this clause for the Consortium members as per their area of interest.	The committee agreed on the following: i. The turnover of the Consortium Partner should be a minimum of 5 crores and not 60% of the average annual turnover.

of the required minimum average annual turnover (as per para 3.2.3).		Also, it was clarified that: ii. "Each of the Consortium members must have executed at-least one similar project comprising of maintenance of IT Infrastructure Management/Applications/ Information Security independently of not less Rs. 5 crores in value." Corrigendum clause to be included.
c. The participation is restricted to companies registered in India under Indian Company's act 1956 and shall have local office in Guwahati.	Request the department to kindly allow Bidders having registered office in Kolkata to participate or having active Projects in the North Eastern States. Selected bidder can be asked to Open office in Guwahati within 1 month of awarding of the contract.	The committee approved the following: "The participation is restricted to companies registered in India under Indian Company's act 1956. A Self-declaration has to be signed by the Selected Bidder to establish an office at Guwahati, Assam within 30 days from the issuance of the Work Order, if contract is awarded." Penalty shall be imposed on the selected party that may include cancellation of the work order issued, if they are not able to establish an office at Guwahati, Assam for the project within the stipulated time as per their self-declaration. Corrigendum clause to be included in this regard.
d. Only Project Citations completed / started in last 3 financial years (2019-2022) will be considered for evaluation.	Request the department to kindly consider Project Citations Completed/Started in the last 5 years	The committee approved to consider the "Project Citations completed / started in the last 5 financial years (2017- 2022) will be considered for evaluation". Corrigendum clause to be included in this regard.
10. Bohniman System Pvt Ltd		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
a. Maintenance and Operation of the Application Software, Cloud Services, Database and Business Intelligence Report Generation. Additional Development, Customization and Configuration of Software Solution that may be required for the additional functionalities for the existing applications.	What are the technology stacks used in the mentioned 78 applications? Please elaborate like database, front end etc. for seamless integration of existing or new applications/ databases with external or internal systems. As mentioned in sl no 2.4.6.1. the mentioned technology stacks and architecture does not cover	It was clarified that most of the applications were developed using Java technology and the database is Oracle. Further details of which shall be elaborated in the RFP.

	database like MYSQL community edition, MySQL enterprise edition and Java platform like java servlets etc.	
b. Once the solution is implemented the selected bidder will have to work in conjunction with the security implementing agency to ensure that the policies defined are adhered to, by all stake holders.	During ISMS audit if ISMS audit team suggest for any change in technology platform due to continuous upgradation of different technologies will that be part of a change request or as part of this assignment.	This will be managed separately through the Change Management Process.
c. For all the infrastructure equipment and software, all necessary back-to-back services contract with the OEM or Technology Providers should entered by the selected bidder to ensure seamless and guaranteed support from the OEMs	Since the NRC project has been implemented since 2014, there is a possibility that OEM has discontinued some of his COTS product due to end-of-life cycle of that product, what will be the role and responsibility of the turn key service provider for selection and procurement of new COTS product for replacing the out of services COTS products.	All the End of Support and End of Life products/items will clearly be mentioned in the RFP. The department and SI will collaborate with each other for procurement of new COTS products.
d. The participation is restricted to companies registered in India under Indian Company's act 1956 and shall have local office in Guwahati.	In case of consortium will the requirement of local office in Guwahati will be necessary for all the participating members of consortium companies or any of the consortium company. We request you to consider local office in Guwahati from any of the participating consortium companies.	The committee clarified that Lead Bidder Shall have an office in Guwahati or shall open an office as per a self-declaration in case the contract is awarded as per stipulations of 1 month time.
e. The Bidder should be a profitable company for the last three years and must have an annual turnover of not less than INR 25 Crores for each of the last three financial years ending 31st March 2022.	The criteria should be applicable only for the lead bidder of the consortium.	The committee clarified that the criteria is applicable only for the lead bidder of the consortium.
f. The Bidder must have executed at-least one similar project comprising of maintenance of IT Infrastructure Management, Applications and Information Security not less 5 crores in values.	The criteria should be fulfilled by any of the member of the consortium.	The committee clarified that : The criteria should be fulfilled by the respective domain areas of members of the consortium. "Each of the Consortium members must have executed at-least one similar project comprising of maintenance of IT Infrastructure Management/Applications/ Information Security independently of not less Rs. 5 crores in value."

g. The Bidder (Service Provider) must have at least 25 full time IT professionals on its payroll.	The criteria should be applicable for the lead bidder of the Consortium.	The committee agreed that the criteria is applicable for lead bidder.
h. Total Average Annual Turnover of the Service Provider in last three financial years (i.e., 2019-20, 2020-21 and 2021-22) from IT business should not be less than Rs.25.00 Crores (Rupees 25.00 crores only)	The avg annual turnover to be considered for the lead bidder only..	The committee agreed that the criteria is applicable for lead bidder. However, the turnover will have to be for each of the last three financial years as specified and not the average. Corrigendum clause to be included.
11. Interlace India Pvt Ltd		
No queries by this firm. Their representative attended the meeting.		
12. Cyfuture		
This firm made a request earlier to arrange the meeting online and share link to attend the pre bid meeting scheduled. The online link was shared.		
13. Hue Service Pvt Ltd		
Original Clause/ Specification as mentioned in EOI	Queries from the Organization	Response on Pre-Bid Queries
--	<p>a. Whether any ticketing tools are available to measure/monitor the quality of SI.</p> <p>b. The party raised an issue that whenever any software is upgraded, there is repercussions in hardware and it may not support or vice-versa. In that case, which party would be responsible?</p> <p>c. Number of manpower required isn't mentioned in the EOI.</p>	<p>a. There are tools/queries used by the SI etc. which generates system generated, real time reports. SLAs are measured accordingly.</p> <p>b. It was clarified that the entire operations of Software as well as hardware would be looked after by a single entity and SLA will be defined accordingly.</p> <p>c. It was clarified that since, we are seeking the services, hence, the manpower count wasn't mentioned. However, the number of minimum resources required along with roles & responsibilities and requisite skills will be mentioned in the RFP.</p>

Sd/-
State Coordinator
National Register of Citizens, Assam