All India Council for Technical Education

(A Statutory Body of the Govt. of India)
Ministry of Human Resource Development, Govt. of India
Nelson Mandela Marg, New Delhi – 110067
Phone: 011-26131576, 78, 80

12th April, 2018

CORRIGENDUM - I

AICTE/e-Gov/NEW-SYSTEMS/272

Refer AICTE's open tender no. AICTE/e-Gov/NEW-SYSTEMS/272 for Selection of a System Integrator for Design, Development, Maintenance and Operations of AICTE's e-Governance Applications and Web Portal. **The following Amendments / Additions / Deletions have been made to the tender document:**

I.   AMENDMENTS

1. **Page 2 of Tender Notice & Section 4.4.3.4 Time Schedule**

   - **Existing Clause:**

S No.	Topic	Date
5	Issue of Corrigendum	03rd April, 2018
6	Last date for Receipt of EMD & tender fee instruments	17th April, 2018
7	Last date for Online Submission of bids	17th April, 2018
8	Date and time of opening of Pre-Qualification bids	18th April, 2018
9	Date and time for opening of Technical bids	18th April, 2018
10	Date and time for Technical Presentation / PoC demonstration	To be intimated later to technically qualified Bidders
11	Date and time for opening of Commercial bids	To be intimated later to technically qualified Bidders

   - **Revised Clause:**

S No.	Topic	Date
5	Issue of Corrigendum	**12th April, 2018**
6	Last date for Receipt of EMD & tender fee instruments	**26th April, 2018**
7	Last date for Online Submission of bids	**26th April, 2018**
8	Date and time of opening of Pre-Qualification bids	**27th April, 2018**
9	Date and time for opening of Technical bids	**27th April, 2018**
10	Date and time for Technical Presentation / PoC demonstration	**10th May, 2018**
11	Date and time for opening of Commercial bids	**To be intimated later to technically qualified Bidders**

2. **Section 5.1 Pre-Qualification Criteria – Point 4 - Documentary Evidence Required**
   - **Existing Clause:** Experience details with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client
   - **Revised Clause:** Experience details with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client / **Company Secretary Certificate issued by Bidder's company. Company Secretary Certificate can be submitted to authenticate only those projects where NDA has been signed with the client. In such case(s), a copy of the NDA needs to be attached too.**

3. **Section 5.2 (D) Other Requirements – Point D1 (ii)**
   - **Existing Clause:** Presentation of proof of concept (PoC) of 2 use cases as specified in Section 5.3
   - **Revised Clause:** Presentation of proof of concept (PoC) of **one** use case as specified in Section 5.3

4. **Section 5.3 Presentation of Proposed Solution & Proof of Concept (PoC) – Point (a)**
   - **Existing Clause:** Technically qualified Bidders will be invited to make a presentation of the proposed solution & a proof of concept as defined in this section
   - **Revised Clause: Bidders conforming to the pre-qualification criteria** will be invited to make a presentation of the proposed solution & a proof of concept as defined in this section

5. **Section 5.3 Presentation of Proposed Solution & Proof of Concept (PoC) – Point (b)**
   - **Existing Clause:** Technically qualified bidders will have to prepare a PoC demonstrating the Approval Process as per the guidelines mentioned in the Approval Process Handbook 2018-19 available at https://www.aicte-india.org/sites/default/files/APH%202018-19.pdf
   - **Revised Clause: Bidders conforming to the pre-qualification criteria** will have to prepare a PoC demonstrating the Approval Process as per the guidelines mentioned in the Approval Process Handbook 2018-19 available at https://www.aicte-india.org/sites/default/files/APH%202018-19.pdf. **The PoC should be a Working Software Demonstration and not merely a Powerpoint Presentation.**

6. **Section 5.3 Presentation of Proposed Solution & Proof of Concept (PoC) – Point (c)**
   - **Existing Clause:** The date & time for the presentation will be communicated to the technically qualified bidders at a later stage.
   - **Revised Clause: The presentation of proposed solution & PoC demonstration will be held on 10th May, 2018 at 11:00 am at All India Council for Technical Education, Nelson Mandela Marg, Vasant Kunj, New Delhi. Each bidder will be given 45 minutes for the PoC demonstration & presentation of proposed solution.**

7. **Section 6.8.11 Penalty Calculation Process**
   - **Existing Clause:** Any unjustified and unacceptable delay beyond the delivery, installation and commissioning schedule as per contract will render the Bidder liable for penalty or liquidity damages as per the rates mentioned in "Appendix IV: Service Level Agreement"
   - **Revised Clause:** Any unjustified and unacceptable delay beyond the delivery, installation and commissioning schedule as per contract will render the Bidder liable for penalty or liquidity damages as per the rates mentioned in "Appendix IV: Service Level Agreement" **subject to a limit of 10% of the total contract value.**

8. **Section 6.8.22 Bidder's obligation – Point (b)**
   - **Existing Clause:** Security and safety of data will be responsibility of the selected bidder and after completion of the project complete data for all the application software will be handed over to department and department reserves the right to validate the data and selected bidder will provide necessary assistance.
   - **Revised Clause:** Security and safety of data will be responsibility of the selected bidder and after completion of the project complete data for all the application software will be handed over to department and department reserves the right to validate the data and selected bidder will provide necessary assistance. **However, the physical security of infrastructure will be the responsibility of the Purchaser.**

9. **Section 6.8.23 Purchaser's Obligation – Point (e)**
   - **Existing Clause:** Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the Purchaser's office location and Data Center Site.
   - **Revised Clause:** Purchaser shall provide to the Bidder **basic infrastructure support, for up to 5 people, at the Purchaser's office location. Persons deputed by the Bidder have to observe the norms & code of conduct of the Purchaser's Organisation.**

10. **Section 7.3.1 General Requirements – Point (d)**
    - **Existing Clause:** The portal should primarily be available for display in English with an option to view content in Hindi as well.
    - **Revised Clause: The portal should primarily be available for display in English.**

11. **Section 7.3.3 Mobility Requirements**
    - **Existing Clause:** AICTE wants to make key business processes available to its stakeholders via a one stop mobile app for smartphones and tablets. The mobile application should be supported on Android, iOS and Windows devices.
    - **Revised Clause:** AICTE wants to make key business processes available to its stakeholders via a one stop mobile app for smartphones and tablets. The mobile application should be supported on Android, iOS and Windows devices**. During the implementation period, functionality needs to be implemented & tested for Approval Process application. Post this, it shall be rolled out to other e-Governance applications as specified in the Scope of the RFP within one year of Project Implementation.**

12. **Section 7.3.4 Centralized Application (e-Governance Portal) – Point (c) (iii)**
    - **Existing Clause:** The system should have a robust rule engine through which it should be possible to configure or modify complex rules in short period of time, without a need of coding, using pseudo-english.
    - **Revised Clause:** The system should have a robust rule engine through which it should be possible to configure or modify complex rules in short period of time **using a user-friendly interface instead of XML files or other such low-level formats.**

13. **Section 7.3.7 Application Architecture – APP.REQ.12**
    - **Existing Clause:** The system must be capable of supporting a multi-locations and approximately 500 users projected for next 5 years on Intranet. The web users will be around 10 lacs in next 5 years.
    - **Revised Clause:** The system must be capable of supporting a multi-locations and approximately 500 users projected for next 5 years on Intranet. The web users will be around 10 lacs in next 5 years. **After implementation of the project, hardware & software requirements for future expansion & scalability will be carried out by AICTE after due assessment.**

14. **Section 7.3.8 Data Architecture – DATA.REQ.05**
    - **Existing Clause:** All data shall be maintained in a structured format in a Relational Database Management Systems (RDBMS) that clearly establishes the business entities and their linkages and dependencies with the rest.
    - **Revised Clause:** All data shall be maintained in a structured format in a Relational Database Management Systems (RDBMS) that clearly establishes the business entities and their linkages and dependencies with the rest. **For Data Security, Sensitive & Confidential Data should be Securely Encrypted with Hierarchical Access Authority & Role Based Access Control (RBAC). Additionally, the selected bidder will comply with all Privacy Guidelines issued by Govt. of India from time to time.**

15. **Section 7.3.14 Chatbot Solution – Point (b)**
    - **Existing Clause:** Bidder to ensure the Chatbot solution is capable of handling all the queries related to the services offered by AICTE, including but not limited to e-Governance applications.
    - **Revised Clause:** Bidder to ensure the Chatbot solution is capable of handling all the queries related to the services offered by AICTE, including but not limited to e-Governance applications. **During the implementation period, Chatbot functionality needs to be implemented & tested for Approval Process application. Post this, it shall be rolled out to other e-Governance applications as specified in the Scope of the RFP within one year of Project Implementation.**

16. **Section 7.3.14 Chatbot Solution – Point (f)**
    - **Existing Clause:** For example a user may have in the previous conversation raised the complaint with regards to service. The Chatbot after fetching the previous data from the OCRM should share the status and request for user feedback & in case the user is not satisfied the Chatbot may transfer the conversation to the next level.

- **Revised Clause:** For example a user may have in the previous conversation raised the complaint with regards to service. The Chatbot after fetching the previous data from the OCRM should share the status and request for user feedback & in case the user is not satisfied the Chatbot may transfer the conversation to the next level. **Next level means:**
  i. **User is directed to a Live Agent**
  ii. **User is provided a call center number to talk to someone**
  iii. **User is asked to drop an email to a particular email id**

  The user shall be presented with all the above choices & the decision to select from the above mentioned services lies with the user.

17. **Section 7.3.14 Chatbot Solution – Point (m)**
    - **Existing Clause:** The Bidder will not disclose or use any information and data generated during Chatbot sessions such as user details, queries, responses, statistical data, and so forth, to any third party.
    - **Revised Clause:** The Bidder will not disclose or use any information and data generated during Chatbot sessions such as user details, queries, responses, statistical data, and so forth, to any third party. **Moreover, the Bidder MUST ENSURE that, for the proposed Chatbot solution (whether Cloud based or otherwise), all Sensitive & Confidential Data is Securely Encrypted & Masked.**

18. **Section 7.3.22 Software Development & Testing – Point (d)**
    - **Existing Clause:** Bidder should set up the following environments at the Purchaser's location as part of SDLC:
      i. Staging
    - **Revised Clause: As part of SDLC, Bidder should set up only the Staging Environment at the Purchaser's location.**

19. **Section 7.3.23 (k) Details of Training Program – Point 1 – Number of Sessions**
    - **Existing Clause:** 1 monthly session during implementation period at Head Office
    - **Revised Clause: One training session per month during implementation period at Head Office. Number of trainees per session: 20**

20. **Section 7.3.23 (k) Details of Training Program – Point 2 – Number of Sessions**
    - **Existing Clause:** At least 1 session of 1 day per batch in each location (9 regional offices and 1 HQ). Within 3 months from date of signing of contract with the selected bidder
    - **Revised Clause:** At least 1 session of 1 day in each location (9 regional offices and 1 HQ) within 3 months from date of signing of contract with the selected bidder. **Total number of trainees: 200.**

21. **Section 7.3.26   Administration of Database, System & Network – Point (d)**
    - **Existing Clause:** Bidder will be responsible for not only the new systems provided as part of this tender but also ensuring the upkeep of existing systems that would be reused and also incorporate necessary changes for new applications, if any, during the tenure of the contract.
    - **Revised Clause:** Bidder will be responsible for not only the new systems provided as part of this tender but also ensuring the upkeep of existing systems that would be reused and also incorporate

necessary changes for new applications, if any, during the tenure of the contract. **The bidder should deploy Data-Centre Support team at the Data Centre. The Team should have specialized personnel to individually support and maintain the Servers, Applications, Storage, Network and Database. The Support Coverage should be 12x7x365.**

22. **Section 7.3.26 Administration of Database, System & Network – Point (r)**
    - **Existing Clause:** Desktop / Laptop / Thin Client Administration
    - **Revised Clause: Hardware & Software Administration of Data Centre & e-Gov. Cell**

23. **Appendix IV: Service Level Agreement – Definitions – Point (a) (iii)**
    a. **Existing Clause:** "Helpdesk Support" shall mean the Bidder's 24x7x365 centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
    b. **Revised Clause:** Helpdesk Support" shall mean the Bidder's **12x7x365 (starting at 8am)** centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.

II.   ADDITIONS

1. **"Format for EMD Bank Guarantee" has been added as Form 3 of Appendix III & is attached herewith.**

2. **"SLAs for Chatbot Solution" has been added as Point 9 of Appendix IV & is attached herewith.**

II.   DELETIONS

1. **The Clause "**In addition the Bidder needs to prove the system's stability in a Cloud environment through a variable load test for a period of at least one week. The Bidder needs to set up the cloud environment at its own premises for the same." of **Section 7.3.22 Software Development & Testing – Point (e) (xix) IS HEREBY DELETED**

All other Modifications / Corrigenda in future, if any, will be published on http://www.aicte-india.org & https://www.eproc.gov.in only. All other terms and conditions of the tender document will remain the same.

Sd/-
Authorized Signatory

Appendix III: Templates for Performance Bank Guarantee (PBG), Change Control Note (CCN) & EMD Bank Guarantee

(Additional Form)

Form 3: FORMAT FOR EMD BANK GUARANTEE

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing Bank)

1. Whereas …………………………………………………………………..…………
(hereinafter called the "Bidder") has submitted their offer dated…………………for the supply of …………………………………………………………………………….. (hereinafter called the "tender") against the Purchaser's tender enquiry No. …………………………………………………..

2. KNOW ALL MEN by these presents that WE………………………………………… of ……………………………………………………….. having our registered office at …………………………………………….………………. are bound unto …………………. (hereinafter called the "Purchaser") in the sum of ……………..…………………………… …………………………..…… for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this…………… day of …………….20……

3. CONDITIONS OF THIS OBLIGATION ARE:
    a. If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
    b. If the Bidder having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
        i. fails to furnish the Performance Security for the due performance of the contract.
        ii. fails or refuses to accept/execute the contract.

4. WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

5. This guarantee will remain in force up to and including 90 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

…………………………….
(Signature of the authorized officer of the Bank)

……………………………………………………….
Name of the officer

……………………………………………………….
Designation of the officer

……………………………………………………….
Seal, name & address of the Bank and address of the Branch

Appendix IV: Service Level Agreement

(Additional Clause)

9. SLAs for Chatbot Solution

Sr. No.	Measurement	Definition	Service Level Target	Penalty
1.	Resolution Time	"Response Time", means time taken (after the request has been logged at the helpdesk and escalated to SI team) by the respective SI staff in responding to the call and updating the status of the call in the Help Desk system. The response time would include: 1. Diagnosis 2. Categorization into problem request/change requests for defect fixes 3. Assign severity levels to PRs 4. Tentative timelines for further action.	At least 99% of the requests within 60 minutes	No penalty
			>= 97% to < 99% of the requests within 60 minutes	INR 50,000
			>= 95% to < 97% requests within 60 minutes	INR 1,00,000
			< 95% requests within 60 minutes	INR 1,50,000

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Sd/-

Authorized Signatory