ADDENDUM & CORRIGENDUM-3

REQUEST FOR PROPOSAL

FOR

Implementation of Enterprise Resource Planning System for Surat Municipal Corporation

RFP No.: RFP No.: SSCDL-ERP-RFP-01-2020

Last date for Price Bid Submission: 29.10.2020

Invited by

Surat Smart City Development Limited

1st Floor, South Zone Office, Surat Municipal Corporation, Opp. Satyanagar, Udhna, Surat-394210, Gujarat, India

Surat Smart City Development Limited

ADDENDUM AND CORRIGENDUM-3

RFP Notification No.: RFP No.: SSCDL-ERP-RFP-01-2020

The Bidder are requested to take note of the following changes made in the RFP documents, which are to be taken in to account while submitting the RFP. They shall be presumed to have done so and submitted the RFP accordingly.

- This Addendum and Corrigendum shall be the part of the RFP documents.
- All items specified in this Addendum and Corrigendum supersede relevant items to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- Bidder shall read and consider following points, which shall be a part of the RFP documents.
- All the changes mentioned in this document should be read across the RFP, Addendum & Corrigendum, wherever applicable.
- **The queries raised and given by bidders, but the clarifications are not made in this Addendum and Corrigendum shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents.**

Changes with respect to RFP Schedule
Please note that with respect to tendering schedules, the following changes have been effected. Bidders are requested to take note of the same and adhere to the dates specified hereunder with regards to Price Bid Submission and Technical Bid Submission:

Particular	Current Dates	Proposed Dates
Online Price Bid Submission Date	19.10.2020 up to 18:00 hrs.	29.10.2020 up to 18:00 hrs.
Technical Bid Submission (in Hard Copy) Filled-in Technical Bid along with Bid Fee, EMD and other documents	In sealed envelope strictly by RPAD/Postal Speed Post On or before 23.10.2020 up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat by RPAD or Speed Post Only.	In sealed envelope strictly by RPAD/Postal Speed Post On or before 06.11.2020 up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat by RPAD or Speed Post Only.

Other Changes

#	Section	Page No.	Reference Details	Reference Document (RFP / Addendum & Corrigendum)	Existing Clause	Amended/New Clause
1.	2.7.2.1	69	Application Implementation Milestones	RFP		Please refer to Annexure I for revision
2.	2.8.8	80	Other Penalty	RFP		Please refer to Annexure II for revision
3.	6.1.1.2	10	Revised OEM for Datacentre and DR	Addendum & Corrigendum -2		Please refer to Annexure III for revised Pre-Qualification Criteria for "**Cloud based DR**" Service Provider
4.	11.2	29	Revised Minimum Technical Specification	Addendum & Corrigendum -2		Please refer to Annexure IV for revised specifications of below components – 1. Server for ERP Solution

ANNEXURE-I

2.7.2.1 Application Implementation Milestones

Milestone #	Project Phase	Exit Criteria	Time Limit (in days)
Milestone 0	Initiation& Team mobilization	Project Kickoff at project site with all key personnel and other resources as per resource deployment plan.	T+30
Milestone 1	Project Preparation	All deliverables signoff as per section 2.5.1	T+75
Milestone 2	Business Blueprint	All deliverables signoff as per section 2.5.2	T+180
Milestone 3	Realisation	All deliverables signoff as per section 2.5.3	T+440
Milestone 4	Final Preparation	All deliverables signoff as per section 2.5.4	T+515
Milestone 5	Go Live	Solution Go Live & Deployment Document	T+515
Milestone 6	Hyper-Care & Transition to Support team	All deliverables signoff as per section 2.5.5	T + 605

ANNEXURE-II

2.8.8 Other Penalty

a) In case the overall support of the bidder to the SSDCL is not found sufficient or satisfactory, the same will also amount to failure and attract a penalty generally up to 10% of the consideration of Contract. The penalty will be proportionate to the time period for which the support is not found to be sufficient or satisfactory.

b) In case the bidder fails to be compliant with SLAs and KPIs requirements at regular intervals repeatedly as mentioned above, penalty will be imposed generally up to 10% of the consideration of contract depending upon the nature of failure or the short-fall.

c) In case a serious bug/ flaw/ error is found in a system or the system is not found working as intended/ satisfactorily/ properly due to the software developed then in that case, generally a penalty of up to 10% of the consideration of contract will be imposed. The penalty will be proportionate to the delay in amending the bug / flaw / error, etc. after the date of report.

d) In case the support of the bidder's staff to the SMC is not found sufficient or satisfactory, the same will also amount to failure and attract a penalty generally up to 10% of the consideration of Contract. The penalty will be proportionate to the time period for which the support is not found to be sufficient or satisfactory.

e) In case of unavailability of the Application for the lack of proper configuration /administration / maintenance of the system by the bidder's staff at SMC, a direct penalty of 10% of the consideration of Contract will be imposed, charged.

f) In case the bidder fails to deliver service as depicted in the scope of work, penalty will be imposed generally upto 10% of the consideration of contract depending upon the nature of failure or the short-fall.

g) The cumulative value of penalties stated under the above clauses (a) to (f) could be upto 10% of the consideration of the contract. Before levy of this penalty, SSCDL/SMC shall issue the notice to SI and allow them the time to represent their justification/ resolution of any shortcomings. In case, the SI fails to provide the satisfactory justification / resolution within the time period, SSCDL/SMC shall levy the penalty.

h) The decision of CEO/Chairman of SSCDL will be final and binding in case of the percentage of penalty to be applied, imposed in all the above cases to the bidder.

i) In case of continued failure or short-falls from the established standard, the contract shall be terminated and no payments will be made nor will any damages be paid to the bidder besides forfeiting Security Deposit.

ANNEXURE-III

6.1 Pre-Qualification Criteria / Basic Eligibility Criteria

6.1.1.2 Revised OEM for Datacentre and DR

#	Basic Requirements	Pre-Qualification Criteria	Proof Document Required
7. 8.	**Cloud based DR**	Service Provider must be MeitY empaneled CSP as on bid start date.	Empanelment Certificate issued by MeitY
9.		The CSP should be a company registered under the Companies Act,2013 or the Companies Act, 1956	Copy of Certificate of Incorporation/ Registration
10.		CSP/MSP must have experience of providing DC/DR hosting services in their data center at least 5 distinct clients from any Central Govt/StateGovt/Semi-Govt/ULB/PSU organization with a minimum order value of 1 Crore each.	Work Order/Contract and Completion Certificate
11.		Proposed DR site should be offering cloud services from its Datacenter facilities which is located in India.	Letter from authorized signatory on the letter head of CSP mentioning the address of the proposed MeitY / Cert-in Certified Disaster Recovery Site
12.		**Commitment to Support** The OEM should commit to support the proposed Cloud Based DR service in the scope of this RFP for at least four (4) years post Hypercare support	MAF - Format for Authorization Letters from OEMs as per Section 9, Form 1.17

ANNEXURE-IV

11.2 Minimum Technical Specification

a) The bidder can quote for each item meeting or exceeding the below mentioned minimum specification. Separate sheet needs to be attached if more than one product is quoted.

b) The specification mentioned below are minimum specification. The bidder can quote the products equivalent or higher depending upon the sizing for the entire solution.

c) The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Column-C and Column-D respectively.

d) The exact make and model of the product offered must be specified in the Column-E.

e) The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.

f) In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.

g) The bidder is required to submit the datasheets highlighting the Technical Specification parameters in each datasheet for compliances

1. SERVER FOR ERP SOLUTION

#	Item		Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
(A)	(B)		(C)	(D)	(E)
I.	**SERVER FOR ERP SOLUTION**				
1.	**Make**	Specify			
2.	**Model**	Specify			
3.	**Form Factor**	2U or Higher Rack Mountable			
4.	**Processor**	- Intel's Xenon series Gold or platinum category processor Latest Generation - Minimum 2.5 GHz Base frequency			
		Specify Processor Model			
		Specify Processing Speed			
		Specify Cache			
		Specify No. of Cores			
		Specify No. of Processors proposed			
5.	**Memory Technology**	- DIMM Slots must be supporting2400 MHz/2666MHz memory frequency - Memory DIMM Slots must be supporting 8GB / 16GB / 32GB /64GB/128GBmemory modules. - Minimum 50% DIMM Slots must be supporting Non-Volatile Memory/Persistent memory. - As per Application architecture, vendor can propose the memory. Hardware must have a provision to scale up atleast 25% more capacity for future.			
		Specify Maximum RAM supported			
		Specify Total RAM Proposed			
6.	**Chipset**	Compatible latest series of chipset (specify chipset)			
7.	**Hard Disk Drives**	Vendor must propose the SSD hard disks in case of internal storage is offered. Database and Critical application			

#		Item	Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
		workload must be running from SSD Hard disks. Other supporting workloads can be offered on SAS drives.			
		Specify the No. of HDD Slots supported			
		Specify the HDD Capacity Offered			
		Specify the HDD Composition proposed with capacity of each type of HDD			
8.	**Storage Controllers**	Servers must be equipped with RAID Controller supporting RAID 0,1 , 5, 6, and 10 with 4GB Cache memory			
9.	**Networking features**	4 Nos. of 10G SFP+ Ports with support of TCP/IP, Wake on LAN, Failover, Fault Tolerance must be available from day one. Scalability of 25Gigabit Ethernet Ports in same server.			
10.	**Ports**	2 Front and 2 Rear USB ports, 1 serial port, 2 RJ-45 port, 1 VGA, 1 Management Port (TCP\IP based). Dedicated USB / Micro USB or any type of Server Management port in front to manage the server from BIOS Level.			
11.	**HBA**	Single port 8 Gb OFC HBA X 2 Nos. for redundancy to connect with SAN Storage/SAN Switch			
12.	**Slots**	Minimum four PCIe Slots available from day one and scalable up to minimum 8 PCI Slots.			
13.	**Server Management Features / Technologies / Softwares**	Embedded Agent less Server Management software regardless of operating system or Hypervisor Presence, should be GUI HTML5 based with functionality/features mentioned below: - Alerts for monitoring health of critical components. - Having two factor Authentication support. - Should support automatic check & update of hardware drivers & BIOS Version Control. - Should be able to generate a report on Inventory & automatically track server warranty information. Remote Deployment & Configuration. - Email Alertings on at least, Fan, Power Supply, Memory, CPU, RAID, NIC, Internal HDD, Out of Band Performance. Customizable Settings for Exhaust Temperature			
14.	**Diagnostics Features**	Embedded Diagnostic Tools, Server Configuration Backup & Restoration, System error LEDs on Front Panel in case of component failure			

Sign
Stamp

#	Item		Matched [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model & Technology Name
15.	**Power Supply**	Hot Swappable High Efficiency Redundant Power Supplies (1+1) capable to provide necessary power for fully loaded server with India Power Cord.			
16.	**OS Support**	Microsoft Windows Server 2012R2 or higher, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Ubuntu, Citrix Xen Server, Vmware ESXi			
17.	**Virtualization Support**	Should support leading virtualization platforms including the one proposed by the bidder (if any)			
18.	**Mounting Kit**	Sliding rack mounting kit for rack server			
19.	**Warranty**	- 24 x 7 on-site comprehensive back-to-back OEM warranty with parts during complete contract period - minimum 7 years OEM's product support guarantee (Vendor has to give the same on OEM letterhead)			
20.	**Use of proposed server**	Specify the type of proposed server (i.e. production server / testing server, etc.) and use of server (data base server, application server, etc.)			
21.	**Quantity**	Specify the quantity of the proposed server as per the solution architecture			
Note: The above table should be used to provide the specifications of the servers to be used for hosting ERP solution.					