

TRIPURA STATE COMPUTERISATION AGENCY

(A Society of Directorate Of Information Technology, Government of Tripura)

ITI Road, Indranagar, Agartala - 799 006

No.F.7(1)/TSCA/E-DIST/2009/Vol-II

30th May 2014

CORRIGENDUM

This refers to the “Request for Proposal for Selection of System Integrator for State Wide Rollout of E-District MMP in Tripura” published on 3rd March 2014 on <http://www.tenders.gov.in> portal.

In continuation with the pre-bid meeting held on 20th May 2014, some clauses and specifications have been modified/clarified/given based on the clarifications sought by the prospective bidders. The list of modifications is given at *Annexure I*, details of digitization, details of existing EMS (Enterprise Management System) & Manpower requirement are given at *Annexure II*, the lists of new specifications are given at *Annexure III* and clarifications of various queries are given at *Annexure IV*.



(Vikas Singh, IAS)

Member Secretary, TSCA &
Director, IT.

To:

All the prospective bidders (*through e-mail*).

Annexure - I

Sl. No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Modifications/Clarifications
1	Sl no 3 Processor under clause no 6.7.1 Desktops /Personal Computer for each location (Proprietary Operating System) in page no 105 of Volume II of RFP	Intel Pentium or AMD APU; Core2Duo Processor; min 3 GHz / or higher	Latest Generation X86, Dual Core (Intel or AMD with minimum processor speed 2.7 Ghz)or Higher with BAPCO Sysmark 2007 overall rating of 180 or higher. Bidder must provide Full Disclosure Report (FDR) to verify the qualifying parameter with technical bid of tender
2	Sl no 3 Processor under clause no 6.7.2 A. LAPTOPS (Proprietary Operating System) in page no 107 of Volume II of RFP	Intel Pentium or AMD APU; Core2Duo Processor; min 3 GHz	Latest Generation X86, Dual Core (Intel or AMD with minimum processor speed 2.0 Ghz)or Higher with BAPCO Sysmark 2007 overall rating of 150 or higher. Bidder must provide Full Disclosure Report (FDR) to verify the qualifying parameter with technical bid of tender
3	6.5 Bill of Material (Infrastructure at SDC), 91	24 Port SAN Switch	Specification already given in 6.5.6 : Switches, Page 103 , RFP Vol 2
4	6.5.5 SAN Storage, 100	Cache should be mirrored between Active-Active controllers on dedicated, redundant paths / links between the controllers. In case of power failure, the SAN array must be provided with cache protection mechanism to ensure no loss of data in cache by de-staging to disks, irrespective of duration of power outage, or for minimum 72 hrs. The Proposed SAN Array should be configured with at least 8GB usable data cache.	Cache should be mirrored between Active-Active controllers on dedicated, redundant paths / links between the controllers. In case of power failure, the SAN array must be provided with cache protection mechanism to ensure no loss of data in cache by de-staging to disks, irrespective of duration of power outage, or for minimum 72 hrs. The Proposed SAN Array should be configured with at least 16GB cache scalable to 64GB.

5	6.5.5 SAN Storage, 101	SAN Storage should be configured with at least 4 numbers of 4Gbps Fibre channel (FC) back end ports per controller (i.e. a total of at least 8 x 4Gbps FC back end ports across Dual controllers) for back-end disk-shelf connectivity.	SAN Storage should be configured with at least 4 numbers of 4Gbps Fibre channel (FC) back end ports per controller (i.e. a total of at least 8 x 4Gbps FC back end ports across Dual controllers) or 4 number of 6 Gbps back end lanes per controller (i.e a total of at least 8 x 6 Gbps SAS back end lanes across dual controllers) for back-end disk-shelf connectivity.
6	6.5.5 SAN Storage, 101	The SAN Array should be able to support a minimum of 95 disks in the array supplied from Day One and should be expandable to 140 disks in future with data in place upgrade. The SAN Array should support intermixing of FC & FATA/SATA-II Disks of various capacities and speeds. It should support dual ported disks of 128 GB, 146GB and 300GB or higher with speeds of 10K rpm & 15K rpm	The SAN Array should be able to support a minimum of 95 disks in the array supplied from Day One and should be expandable to 240 or more disks in future with data in place upgrade. The SAN Array should support intermixing of FC & FATA/SATA-II Disks or SAS and NL-SAS/MDL-SAS Disks of various capacities and speeds. It should support dual ported disks of 128 GB, 146GB and 300GB or higher with speeds of 10K rpm Or 15K rpm
7	6.5.5 SAN Storage, 101	The Proposed SAN Array should be configured with minimum 40TB Usable Capacity. Is required on RAID 10 (Strip and Mirror Everywhere) with 128GB, 15K RPM SAS / FC HDD (min 4Gbps, Dual Ported Drives) and with 1 hot spare per disk tray.	The Proposed SAN Array should be configured with minimum 40TB Usable Capacity. Is required on RAID 10 (Strip and Mirror Everywhere) with 128GB or higher, 15K/10K RPM SAS / FC HDD (min 4Gbps, Dual Ported Drives) and 1 or required hot spare capacity.
8	6.5.5 SAN Storage, 103	I/O performance should be greater than or at least equal to 150,000 IOPS from Cache and should have a sustained sequential throughput of minimum 2000MB/sec.	Deleted
9	6.5.5 SAN Storage, 103	The storage should be provided with thin provisioning feature quality of service and SSD caching or tiering software should be provided	The storage should be provided with thin provisioning and thin reclaim feature and should support quality of service and SSD caching
10	6.6 Bill of Material (Software at SDC), 105	RHEL (Latest version) with standard support	RHEL (latest version) with Premium (24*7) support
11	Clause 3.2, Page 7, Contract Extension	3.2 TSCA may extend this contract for maximum 3 years as per the existing clauses defined in this agreement	Deleted
12	Clause 13.2 Page 18 Invoicing and Settlement	Payment shall be made within 45 working days of the receipt of invoice along with supporting documents complete in all respects by the TSCA, Tripura subject to penalties and availability of fund with TSCA under the project. The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 45 working	Payment shall be made within 30 working days of the receipt of invoice along with supporting documents complete in all respects by the TSCA, Tripura subject to penalties and availability of fund with TSCA under the project. The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 30 working

		days, SI shall be entitled to a late payment simple interest @ 12% p.a. starting from the 46th day of submission of invoice.	days, SI shall be entitled to a late payment simple interest @ 12% p.a. starting from the 31st day of submission of invoice.
13	Schedule 6 Page 57 Payment Milestones	Completion of installation of hardware - 5% Go live at 25 % districts - 10% Go live at 50 % districts - 10% Go live at 75 % districts - 10% Go live in 100 % districts - 20% 3 years operations management -36% (quarterly) Exit management - 9% (end of contract)	Completion of installation of hardware at SDC - 10% Go live at 25 % districts with Completion of site preparation and commissioning of required hardware, and network and data digitization - 15% Go live at 50 % districts - 15% Go live at 75 % districts - 15% Go live in 100 % districts - 22% 3 years operations management -18% (quarterly) Exit management - 5% (end of contract)
14	Annexure D Page 68, Vol III, Commercial Bid "G Site Preparation" "E Consumables Cost"	* Payments for site preparation, furniture's are as per actual. If the user department wants to add or delete the number of services then payment will be as per proportion. *Bidders are required to propose the consumable items for the equipment proposed in this RFP. The total cost of consumable items would be a part of this financial bid but would be reimbursed to the bidder based on the actual bills submitted to TSCA.	* Payments for site preparation, furnitures are as per actual.. * Bidders are required to propose one spare set of the consumable items for the equipment proposed in this RFP. The total cost of consumable items would be a part of this financial bid but would be reimbursed to the bidder based on the actual bills submitted to TSCA. Further, If bidders are not proposing consumables , it would be presumed that bidders would support consumable items during the entire duration of contract period at no extra cost
15	Vol II RFP Section "Scope for Horizontal connectivity", Page 67	6.2. Scope for Horizontal connectivity <ul style="list-style-type: none"> A.For extending connecting to circle offices listed in the following table 6.2.1 where distance from nearest SWAN PoP is greater than 500 m.. D.Connectivity to Tehsils would be done by the bidder through a suitable Internet Service Provider (ISP)/Bandwidth Service Provider (BSP).. 	6.2. Scope for Horizontal connectivity <ul style="list-style-type: none"> A.For extending connecting to circle offices listed in the following table 6.2.1 where distance from nearest SWAN PoP is greater than 500 m , Bandwidth will be provisioned by TSCA through Leased line. Bidders are required to provision al other necessary terminal equipments D. Connectivity to Tehsils would be done by the TSCA through a suitable Internet Service Provider (ISP)/Bandwidth Service Provider (BSP). Bidders need to provide a feasibility report on mode of connections/suitable ISP after conducting necessary survey within 45 days of award of contract. Based

			<p>on the feasibility report , Bandwidth would be procured by TSCA from the preferred BSP/ISP and payments will be directly settled with BSP/ISP. Bidders need to ensure proper monitoring of connectivity status during O&M period.</p>
16	4.3.2.1 Current Data Digitization Requirement t Vol II Page 20	Estimated number of record to be digitized	<p>Number of data provided in clause 4.3.2.1 is the requirement for each district. For the entire state , the requirement has to be multiplied by 8. An indicative data digitization requirement for estimating number of fields etc.is provided in <i>Annexure II</i></p>
17	4.3.2.1 Current Data Digitization Requirement t Vol II Page 20	Estimated number of record to be scanned	<p>Number of data provided in clause 4.3.2.1 is the requirement for each district. For the entire state , the requirement has to be multiplied by 8</p>
18	Vol. III, Cl. 13.2 of MSA/ Pg. 18	Invoicing and Settlement 13.2 (III). Payment shall be...	<p>13.2 (III). Payment shall be made within 30 working days of the receipt of invoice along with supporting documents complete in all respects by the TSCA, Tripura subject to penalties and availability of fund with TSCA under the project. The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 30 working days, SI shall be entitled to a late payment simple interest @12% p.a. starting from the 31st day of submission of invoice</p>
19	Vol. III, Cl.14.1(B) of MSA/ Pg. 20	Material Breach	<p>B. If there is a Material Breach by the TSCA, Tripura or its nominated agencies which results in not providing support for effecting data migration or not providing the certification of User Acceptance, and / or failing to make payment of undisputed amount within 30 days from the date of submission of invoice, then the SI will give a one month's notice for curing the Material Breach to the TSCA, Tripura. After the expiry of such notice period, the SI will have the option to terminate the Agreement</p>

20	Vol. III, Cl. 22 of MSA/ Pg. 30	Escrow Agreement	Entire clause deleted
21	BoM (Software at SDC), page 105 Vol II	Server Management:	Existing EMS suite details provided in <i>Annexure II</i>
22		Database Management:	Existing EMS suite details provided in <i>Annexure II</i>
23		Network Fault Management:	Not required
24		Network Performance Management:	Not required
25		Client Management	Existing EMS suite details provided in <i>Annexure II</i>
26	6.1 Pre-Qualification Criteria SL. No. - 8, Page No.21 From 4A, Sl.no 8, Vol 1 page 39	Average Annual Sales Turnover generated from services related to System Integration (SI) during the last three (3) financial years (FY 12-13, FY 11-12 and FY 10-11) as per the last published balance sheets of INR 50 Crores or more	Average Annual Sales Turnover generated from services related to System Integration (SI) during the last three (3) financial years (FY 13-14, FY 12-13 and FY 11-12) as per the last published balance sheets of INR 50 Crores or more
27	Page 21 , Vol 2 , Clause . 3.2.2	<i>Please note :</i> i.Data Digitization does not refer to performing scan/ OCR of the records and storing them in the database. It refers to data entry of citizen records in specified formats for a defined period of time.	<i>Please note.</i> i. Data Digitization refers to performing scan of the records and storing them in the database. It also refers to data entry of citizen records in specified formats for a defined period of time.
28	6.1 Pre-Qualification Criteria , Sl no 2, page 20 Form 4A, Sl. 2 page 38, Vol 1	<ul style="list-style-type: none"> Should have been operating for the last three years (FY 12-13, FY 11-12 and FY 10-11) 	<ul style="list-style-type: none"> Should have been operating for the last three years (FY 13-14, FY 12-13, and FY 11-12)
29	6.1 Pre-Qualification Criteria SL. No. - 9, Page No.21 Form 4A, Sl. No 9, Page 40 , Vol 1	Company experience in implementation of integrated turnkey projects as a System Integrator in India.(Specifically each project should have components of Hardware, Networking, Helpdesk necessarily for this project). Number of such Assignments of value which have gone live in the past 5 years (FY 12-13, FY 11-12, FY 10-11, FY 09-10, and FY 08-09)	Company experience in implementation of integrated turnkey projects as a System Integrator in India.(Specifically each project should have components of Hardware, Networking, Helpdesk necessarily for this project). Number of such Assignments of value which have gone live in the past 5 years (FY 13-14 ,FY 12-13, FY 11-12, FY 10-11, and FY 09-10.)
30	6.1 Pre-Qualification Criteria	The responding firm must have a minimum number of 100 IT Staff of technically qualified personnel in the domain of	The responding firm must have a minimum number of 100 IT Staff of technically qualified personnel in the domain of

	SL. No. - 10, Page No.21 Form 4A, Sl. No 10, Page 40 , Vol 1	systems integration, as on 31st March, 2013 on its roll.	systems integration, as on 31st March, 2014 on its roll.
31	6.6 Bill of Material (Software at SDC) Document Page 105	6.6 Bill of Material (Software at SDC) 1 License for existing EMS Software 1	Details of existing EMS suite provided in Annexure II
32	RFP Volume II section 6.5.1, page 92-100 , Web Server, Staging Server and Database Server --- Processor /CPU Page	2 Quad Core processors, minimum 2.0 GHz clock speed or equivalent / subsequently better. The CPU should be of latest generation at the time of bidding i.e. Vendor should offer the highest clock speed and cache supported on the offered model with latest supported/ compatible server chipset.	2 Quad Core processors, minimum 2.0 GHz clock speed or equivalent / subsequently better. The CPU should be of latest generation at the time of bidding i.e. Vendor should offer the clock speed and cache supported on the offered model with latest supported/ compatible server chipset.
33	RFP Volume II section 6.5.1, page 92-100, Web Server, Staging Server and Database Server -- Hard Disk	4X128 GB SAS 15K RPM SAS or better hot plug drives with RAID 1 with Disk Mirroring Features. Server Should have HDD bays for future scalability.	4X300 GB SAS 15K RPM SAS or better hot plug drives with RAID 1 with Disk Mirroring Features. Server Should have HDD bays for future scalability
34	SAN storage, Vol II, Page 100	The Proposed SAN Array should be configured with No Single Point of Failure Architecture with Dual Controllers for redundancy and should support hot plug and hot swap of components online (including controllers,disks, power supplies,cooling fans etc.). Should have continuous system monitoring and shall support remote diagnostics / error reporting feature. It should also allow the recovery of data in transit in the event of failure.	The Proposed SAN Array should be configured with No Single Point of Failure Architecture with Dual Controllers for redundancy and should support hot plug and hot swap of components online (including disks, power supplies,cooling fans etc.). Should have continuous system monitoring and shall support remote diagnostics / error reporting feature. It should also allow the recovery of data in transit in the event of failure.
35	Volume II Page No. 105.	Desktop printer specs	Provided in Annexure III
36	Volume I	5.6.3 Tender Evaluation	Deleted

	Page No. 19	II. Existing Implementing Agencies which do not get their eDistrict Application Software for their respective Pilot States/UTs certified by STQC will NOT be eligible to participate in the bidding process for that State / UT under the National Rollout of the Scheme.	
37	4.3.4.2 Subsection II Supply / Procurement of IT Infrastructure at Department Offices (DHQ,DM, SDM, Circle, Tehsil and Block), Page 24 Vol 2	None of the IT Infrastructure proposed is declared "End-of-Sale" by the respective OEM in next 5 years as on date of submission of Bid.	None of the IT Infrastructure proposed is declared "End-of-Support" by the respective OEM in next 5 years as on date of submission of Bid.
38	4.4 Scope of Services - Operation and Maintenance Phase Clause 4.4.6 (I) Clause 6.5.1, 6.5.2, 6.5.3, 6.5.4 and other related clauses, if any	...for the IT Infrastructure procured as part of this RFP, the selected Bidder will be responsible for smooth Operations and Maintenance Services for the period covering onsite support for 1 year of warranty and followed by 3 years of AMC from the date of commissioning the IT Infrastructure covering the following...	..for the IT Infrastructure procured as part of this RFP, the selected Bidder will be responsible for smooth Operations and Maintenance Services for the period covering onsite support for 3 years of AMC from the date of Go-Live. The IT infrastructure covering the following..
39	RFP VOLUME II Section : 6.5.5 (SAN Storage) Page No. - 100	4. Front end connectivity SAN Storage should be configured with at least 4 numbers of 4Gbps Fibre channel (FC) front end ports per controller (i.e. a total of at least 8 x 4Gbps FC front end ports across Dual controllers) for front-end host connectivity.	4. Front end connectivity SAN Storage should be configured with at least 4 numbers of 4Gbps or more Fibre channel (FC) front end ports per controller (i.e. a total of at least 8 x 4Gbps FC front end ports across Dual controllers) for front-end host connectivity."
40	Clause No. 4.3.6, (VIII) - Table, Pg 27, Vol III	Manpower Requirement	Details of manpower requirements provided in Annexure 2

41	Switch specification 6.7.8, 8 port switch page 115 Vol 2	4. Power consumption : Maximum power consumption 7.5W DC operating voltage 7.5V at 1A input	4. Power consumption : Power consumption of switch should be industry standard and efficient
42	Switch specification 6.7.8, 8 port switch page 115 Vol 2	5. Network Ports : 5 auto-speed sensing 10/100 Mbps ports; Auto Uplink (MDI- MDIX) for connection to other hubs and switches without special cables	5. Network Ports : 8 auto-speed sensing 10/100 Mbps ports; Auto Uplink (MDI- MDIX) for connection to other hubs and switches without special cables
43	GENERAL	for SNR (Site Not Ready) cases, how Go-Live delay will be addressed	It will be addressed based on mutual understanding at the time of implementation
44	Annexure B, Clause 4.2, Table-pg 107, Vol III	INR 10,000 for every fortnight's delay for every field office location beyond the agreed commissioning schedule for network connectivity with nearest SWAN PoP. INR 10,000 for every fortnight's delay for every field office location beyond the agreed commissioning schedule for LAN. INR 5000 for every fortnight's delay for every field office location beyond agreed commissioning schedule for internet connectivity	INR 10,000 for every fortnight's delay for every field office location beyond the agreed commissioning schedule for network connectivity with nearest SWAN PoP. INR 10,000 for every fortnight's delay for every field office location beyond the agreed commissioning schedule for LAN.
45	Annexure B, Clause 4.2, Table - pg 106, Vol III	Supply, Installation & Commissioning of network connectivity' 'Severity Weight' .. INR 10,000 for every fortnight's delay...	Bidders are required to install hardware equipments. SLA is no way related to service provided by BSP/ISP.
46	Annexure D Page 68, Vol 3 Commercial Bid "F Networking Related Costs"	**In case of Horizontal connectivity at Tehsils , the bidder needs to add the Bandwidth operating cost while calculating the total cost of each location/office. Hence, the total cost for each location/office would be summation of equipment cost and bandwidth operating cost with taxes, if applicable	**In case of Horizontal connectivity at Tehsils, bidders need to provide a feasibility report on mode of connections/preferred ISP after conducting necessary survey. Based on the feasibility report , Bandwidth would be procured by TSCA from the preferred BSP/ISP and payments will be directly settled with BSP/ISP. The feasibility will be done by the bidder post award of contract. Hence, total cost will include the cost of preparing the feasibility report, necessary survey and subsequent monitoring during O&M period.

47	Vol. III, Cl. 8 of SLA/ Pg. 87	<p>SLA Term Agreement shall commence on the date on which it is executed by the Buyer and the System integrator (hereinafter the “Effective Date”) and shall, unless terminated earlier in accordance with its terms or unless otherwise agreed by the Parties, expire on the date on which this Agreement expires or terminates, which shall be a period of five years starting from the date of the Final Acceptance Test.</p>	<p>SLA Term Agreement shall commence on the date on which it is executed by the Buyer and the System integrator (hereinafter the “Effective Date”) and shall, unless terminated earlier in accordance with its terms or unless otherwise agreed by the Parties, expire on the date on which this Agreement expires or terminates, which shall be a period of 3 years starting from the date of the Final Acceptance Test.</p>
48	BOM (infrastructure at SDC) , page 91 of Vol 2	3. Additional SAN system of 40 TB, quantity 2 5. Link Server, SAN Switch and Storage , quantity 2 6. 24 port SAN switch -2 7. FC Patch cable-48	3. Additional SAN system of 40 TB, quantity 1 5 Link Server, SAN Switch and Storage , quantity1 6 24 port SAN switch -1 7 FC Patch cable-24
49	6.4.3 . RFP Vol 2 Page, 90	Bill of material for each eDistrict Facilitation center, Aluminum Counter partitions with clear glass – 4000 sq.ft	Bill of material for each eDistrict Facilitation center, Aluminum Counter partitions with clear glass – 1000 sq. ft.
50	6.7.Bill of Material (field Offices), page 105 , Vol 2	Bill of Material (field Offices) 12. Leased line modem pair- 23 13. Router for Leased line- 23 14. OFC to Ethernet Converter-46 15. Joint Encloser-46 17.Optical fibre (OFC) (6core)-As required 18. Ethernet Cable (1-3 meters)-As required 19.Pole for Overhead connectivity-As required 20. GI Pipe (ISI marked)-As required 21.MS office(Home) License-716	Bill of Material (field Offices) 12. Leased line modem pair- 15 13.Router for Leased line- 7 14. OFC to Ethernet Converter-16 15. Joint Encloser- 12 17.Optical fibre (OFC) (6core)-4 KM 18. Ethernet Cable (3meter)-200 19. Pole(GI Pipe ISI marked) for Overhead connectivity-40 numbers 20. 20. GI Pipe (ISI marked)-Not required 21. MS office(Home) License-850 Note: This requirement has been changed keeping in mind the horizontal connectivity requirement specified in Annexure II of this corrigendum. These modifications will affect Table No 6.3, page 77-87 of Vol 2 also for aforementioned items for other locations not specified in Annexure II. Networking equipments for unconnected blocks are excluded while making these modifications.

Annexure - II

Indicative requirement on capturing number of fields , number of characters , etc. for digitization										
Sl.	Fields	Service Name					Min length	Max length	Average	Remarks
		PRTC	INCOME	ST/SC/OBC (Central & State)	Survival	Distance				
Demographic Details										
1	Applicant First Name	Y	Y	Y	Y	Y	3	20	11	
2	Applicant Middle Name	Y	Y	Y	Y	Y	3	20	11	Optional
3	Applicant Last Name	Y	Y	Y	Y	Y	3	20	11	
4	Guardian's First Name	Y	Y	Y	Y	Y	3	20	11	
5	Guardian's Middle Name	Y	Y	Y	Y	Y	3	20	11	Optional
6	Guardian's Last Name	Y	Y	Y	Y	Y	3	20	11	
7	Date of Birth	Y	Y	Y	Y	Y				
8	Sex	Y	Y	Y	Y	Y	1	1	1	
9	Marital Status	Y	Y	Y	Y	Y	2	2	2	
10	Religion	Y	Y	Y	Y	Y	2	2	2	
11	Caste	Y	Y	Y	Y	Y	2	2	2	
12	Qualification	Y	Y	Y	Y	Y	2	2	2	
13	House/village Name	Y	Y	Y	Y	Y	3	100	51	
14	Area/Road Name	Y	Y	Y	Y	Y	3	100	51	
15	District	Y	Y	Y	Y	Y	1	1	1	
16	Sub division Name	Y	Y	Y	Y	Y	1	1	1	
Service Specific Details										
1	Place of Birth	Y	N	N	N	N	3	50	26	
2	Is BPL(Y/N)	Y	N	N	N	N	1	1	1	
3	Community	N	N	Y	N	N	3	15	9	

4	Deceased Name	N	N	N	Y	N	3	30	16	
5	Deceased Father/Husband Name	N	N	N	Y	N	3	30	16	
6	Deceased Date Of Death	N	N	N	Y	N				
7	Deceased Relation With Father/Husband(S/W/D)	N	N	N	Y	N	1	1	1	
8	Survival's Name	N	N	N	Y	N	3	30	16	
9	Survival's Age	N	N	N	Y	N	2	3	2	
10	Survival's Address	N	N	N	Y	N	3	100	51	
11	Relationship with Deceased	N	N	N	Y	N	1	1	1	
12	Distance In KM	N	N	N	N	Y	1	3	2	
13	Total Income(Rs)	N	Y	N	N	N	3	7	5	
14	Document Reference No	Y	Y	Y	Y	Y	3	60	31	
15	Document	Y	Y	Y	Y	Y				
	Reference Date									
16	Document	Y	Y	Y	Y	Y	3	60	31	
	Reference Office									
17	Post Office	Y	N	N	N	N	3	30	16	
18	Police Station	Y	N	N	N	Y	3	30	16	

Licenses required for following Existing EMS suite	
CA eHealth Performance Manager Device Based Suite	All latest versions
CA Spectrum Device Based Suite	
CA Systems Performance for Infrastructure Managers	
CA Insight Database Performance Manager 1-2 Processors	
CA IT CLIENT MANAGER FOR WINDOWS	
CA Application Performance Management	

Manpower requirements

S.No.	Name of Resource	Number proposed	Qualification (Highest)	No. of Years of Experience	No. of Years with responding firm	Certification	Knowledge of Local Language
1	Project Manager	1(SHQ)	B.E., MBA	Minimum 7 years	Minimum 2 years	PMP (preferred)	Bengali
2	Hardware Engineers	8 (one in each district)	Btech/BE	Minimum 3 years			Bengali
3	Network Specialist	1(SHQ)	Btech/BE	Minimum 3 years		CCNA	Bengali
4	O&M support in SDC	1 (SDC)	BTECH/BE	Minimum 3 years			Bengali
5	Help Desk Lead	1 (SHQ)	Any Graduate	Minimum 2 years			Bengali

6.2.1 List of offices to be connected

Sr. No	Level of office- District/Sub diviion/Circle/Block/Tehsil	Name	Office Address	Distance from nearest SWAN POP	Existing connection details	Mode of connectivity
1	Circle	Rajnagar	CO Rajnagar, Belonia, South Tripura	150 mts from BDO Rajnagar	Broadband Connection	OFC
2	Circle	Kailashahar	CO Kailashahar, SDM Kailashahar, Unakoti	2 KM	VPN connection	Leased Line by TSCA
3	Circle	Teliamura	CO Teliamura, SDM Teliamura, Khowai	1.5 KM from BDO Teliamura		Leased Line by TSCA
4	Circle	Maharanipur	CO Maharanipur, SDM Teliamura, Khowai	2 KM from BDO Teliamura	Broadband Connection	Leased Line by TSCA
5	Circle	Sonamura	CO Sonamura, SDM Sonamura, Sipahijala	500 mts from SDM Sonamura	VPN connection	OFC
6	Circle	Melaghar	CO Melaghar, SDM Sonamura, Sipahijala	1 KM from BDO Melaghar	VPN connection	Leased Line by TSCA
7	Circle	Killa	CO Killa, Udaipur, Gomati	250 mts (BDO Killa)	VPN connection	OFC
8	Circle	Kalyanpur	Kalyanpur, Khowai	1 Km from BDP kalyan pur	VPN connection	Leased Line by TSCA
9	Circle	Sadar	Sadar, Agartala	1 KM from Sale Tax office	Wi-max connectivity (NICNET)	OFC
10	Circle	Ompi	Ompi,Gomti	1.2 Km BDO OMPI		Leased Line by TSCA

Annexure III

Specifications for LASER Printer					
S. No	Feature	Specification	Specifications offered	Compliance (Yes/ No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	All the relevant product brochures and manuals must be submitted.		NA	
3	Speed (min.)	min 20 PPM (A4)			
4	Memory(min.)	min 8 MB			
5	Resolution	600x600 dpi			
6	Interface	USB, Ethernet (UTP) with respective cables			
7	Monthly Duty Cycle	min 10000 Pages			
8	Drivers	Windows XP, Windows Vista, Windows 7, MAC OS 9.0, MAC OS X, Linux Kernel 2.4 or later			
9	Duplex	Automatic Duplex			

Annexure IV

Sl. No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Reply of TSCA
1	Clause 23 Page 31 Insurance, Vol 3	Insurance Cover	Bidder proposes that it shall take all such necessary insurances as required under applicable laws. No project specific insurances can be taken. However, transit insurance shall be taken to cover products till the delivery to the customer's premises.	No project specific insurance was asked for in the RFP
2	6.3 Details of hardware required at Field offices 6.7 Bill of Material (Infrastructure at Field Offices)	Bill Of Material	PI Clarify based on which section 6.3 Or 6.7 Bill Of Material to be considered.	Table 6.7 is summation of equipments detailed in table 6.3
3	4.3.2.2 Data Digitization Vol II Page 20	shall digitize all historical data at the implementation sites of State	Kindly lets know the locations or will State provide all the document at a central location for the activity	At 8 DM offices and 23 subdivisions.
4	4.3.7 Business Continuity Planning Vol II Pg 27	The selected Bidder is expected to develop a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for the operations carried out by the selected Bidder	Is DR in scope if so where is the location and since application is not in the scope of Bidder the BCP and DRP would be limited to Infrastructure deployment and configuration. Kindly clarify. Also the BoQ doesn't mention about the DR	BCP and DRP limited to Infrastructure deployment and configuration only
5	4.3.9.1 Security Requirements Vol II Pg 31	The Proposed Solution should have layered security with Firewalls, IPS, IM, two Factor Authentication for administrators and Audit Log analysis	a. Please clarify whether the Firewall and IPS can be considered within same appliance but as separate application blades.	Only user level security policies would be applicable as per Govt. of India and Tripura IT security policy
6			b. Please clarify the no. of two factor tokens to be considered. Can soft token also be considered?	No additional token is required. Only standalone user level authentication is required
7	4.4.8 Helpdesk and TT Management System Vol II Pg 38	Provide Help Desk services to track and route requests for service and to assist all the users in answering questions and resolving problems related to the IT Infrastructure installed at Data Centre and at all the department Offices	Who will provide the telephone connections/toll-free nos./infrastructure for the call center.	TSCA would provide the connections etc. for helpdesk. All related infrastructure to set up the helpdesk has to be borne by the bidder.

8	Page No. 16(Vol-1). 5.4.4 - Submission of proposal	Submission of Proposal.	Is it required to submit the 3 Volumes of the original Tender documents stamped & signed by the Authorised signatory.	No. Tender documents are not required to be submitted
9	Page No. 20(Vol-2), 4.3.2.2	Data Digitization	<p>1. Data Digitization & scanning is within the scope of the S.I. Kindly confirm who will be providing the Data Digitization, Scanning & uploading applications.</p> <p>2. Will the Data Digitization be done at a central location or in individual departments scattered throughout the State & in both cases will TSCA provide necessary infrastructures in terms of Sitting arrangements, uninterrupted power backups & Pc's for the same.</p>	Locations would be decentralized at the district/subdivision level. TSCA would provide required infrastructure in terms of required space , power supply, data entry software etc.
10	Volume II Page No. 105.	6.7 Bill of Material (Infrastructure at Field Offices)	The quantity specified for Laptops is 306 in the Bill of Material, but as per Point no. 6.3 Details of hardware required at Field offices, the total of Laptops comes to around 309. Kindly confirm the quantity to be quoted.	309
11	Page 97	Point 4.3.2.2 Data Digitization	Data Digitization would be done through Tripura e-District's application or CMC's? Please confirm	Digitisation software Will be provided by TSCA
12	Clause 6.2, Pg 26, Note 2, Volume I	The value of the projects considered in the above criterion would be based on the Purchase Order or the LOI issued to the responding firm. In absence of the supporting documents, the projects would not be considered for evaluation.....	(in RFP it is shown as LOI or purchase order.... in case of PPP mode project(s) along with work order / LOI, for project value can we furnish latest certificate(s) issued by the respective Authority (client) or owner of the project	The furnished documents should be from the appropriate authority and should correctly justify the value of the project. In case of any discrepancy found later, TSCA owns the right to disqualify the bidder and take legal actions for furnishing incorrect information.
13	GENERAL	GENERAL	Please provide us the Helpdesk operations timings	8 hours six days
14	GENERAL	GENERAL	Please provide us the preference of Language for data digitization at each local location / central location, whether it should be in English or local language	Preferred language is English .