

CORRIGENDUMCentral Public Procurement (CPP) Portal Tender Id: **2022_DIT_690070_1**Tender Ref. No. RFP No. **DIC/AP/Empanelment/SDA/1** dated 20 May 2022 for EOI for **Empanelment of IT Service Provider**

Clarifications to Queries Received by Digital India Corporation

Date of Issue: 30 May 2022

Sr. No.	EOI_Document Reference(s) (section number/ page)	Content of EOI requiring Clarification	Points on which clarification required	Clarification by DIC (read as)
1	SECTION VIII – Evaluation of EOI, Point No. 2, Page 15	<p>Years in Business in India as a technology service provider, as on closing date of Eoi</p> <ul style="list-style-type: none"> • 3 years or more but less than 7 years – 3 marks • 7 years or more – 5 marks <p>MSME Relaxation*:</p> <ul style="list-style-type: none"> • 1 years or more but less than 3 years – 3 marks • 3 years or more – 5 marks <p>Evidence: Supporting documents as mentioned in the Pre-Qualification</p>	Clarification of technologies.	<p>Years in Business in India as a technology service provider (for software development/ software solution/ customization/ testing / DevOps, NOC / SOC Operations) , as on closing date of Eoi</p> <ul style="list-style-type: none"> • 3 years or more but less than 7 years –3 marks • 7 years or more – 5 marks <p>MSME Relaxation*:</p> <ul style="list-style-type: none"> • 1 years or more but less than 3 years –3 marks • 3 years or more – 5 marks <p>Evidence: Supporting documents as mentioned in the Pre-Qualification</p>

DIC/AP/Empanelment/SDA/1-Part(1)

1878935/2022/DIC

2	SECTION VIII – Evaluation of EOI, Point No. 2, Page 15	<p>List of Clients (availing the services of the bidder such as development/maintenance/testing of software applications) contracts of last 3 years would be considered for awarding the following points)</p> <ul style="list-style-type: none"> • For 10 or more in Private limited/ Public limited/Govt./PSU in India or Abroad- (10 marks) • For 5 to 9 Private limited/ Public limited / Govt./ PSU in India or Abroad – (7 marks) • Less than 5 Private limited/ Public limited /Govt./PSU in India or Abroad – (0 marks) 	Addition of Client Types	<p>List of Clients (To whom Development / Testing / DevOps, NOC / SOC Operations Support have been provided towards software development lifecycle (covering aspects like development / customization / testing project) (within last 3 years)</p> <ul style="list-style-type: none"> • For 10 or more in Private limited/ Public limited/Govt./PSU in India or Abroad- (10 marks) • For 5 to 9 Private limited/ Public limited/ Govt./ PSU in India or Abroad – (7 marks) • Less than 5 Private limited/ Public limited /Govt./PSU in India or Abroad – (0 marks)
3	SECTION VIII – Evaluation of EOI, Point No. 5, Page 16	<p>Technical & Qualified Manpower (Minimum Qualification: B.E/B.Tech; MCA/MCS; M.E/M.Tech or equivalent who is involved in software development for a period of 2 years or more.</p> <ul style="list-style-type: none"> • 100-150 Qualified & Experienced Engineers (5 marks) • 151-200 Qualified & Experienced Engineers (10 marks) • 201 & above Qualified & Experienced Engineers (15 marks) <p>MSME Relaxation*:-</p> <ul style="list-style-type: none"> • 25-50 Qualified & Experienced Engineers (5 marks) • 51-100 Qualified & Experienced Engineers (10 marks) • 101 & above Qualified & Experienced Engineers (15 marks) <p>-HR Declaration required</p>	Additional qualification of manpower to be added	<p>Technical & Qualified Manpower (Minimum Qualification: B.E/B.Tech; MCA/MCS; M.E/M.Tech or equivalent who is involved in software development lifecycle / testing cycle / DevOps Monitoring / NOC & SOC operations for a period of 2 years or more.</p> <ul style="list-style-type: none"> • 100-150 Qualified & Experienced Engineers (5 marks) • 151-200 Qualified & Experienced Engineers (10 marks) • 201 & above Qualified & Experienced Engineers (15 marks) <p>MSME Relaxation*:-</p> <ul style="list-style-type: none"> • 25-50 Qualified & Experienced Engineers (5 marks) • 51-100 Qualified & Experienced Engineers (10 marks) • 101 & above Qualified & Experienced Engineers (15 marks) <p>-HR Declaration required</p>

DIC/AP/Empanelment/SDA/1-Part(1)

1878935/2022/DIC

4	SECTION VIII – Evaluation of EOI, Point No. 7, Page 17	<p>The Bidder should have experience in developing, deploying and managing cloud-based application</p> <ul style="list-style-type: none"> • Cloud (AWS/Google/Azure/Oracle) enabled -Three Projects – 10 marks • Cloud (AWS/Google/Azure/Oracle) enabled -Five Projects - 15 marks • Cloud (AWS/Google/Azure/Oracle) enabled - Seven or more Projects - 20 marks <p>Evidence: Supporting documents of cloud accounts as mentioned in the Pre-Qualification e.g cloud account bills/ Work order/ Completion Certificate/ Project ongoing certificate from the client</p>	Specifying the area of work	<p>The Bidder should have experience in developing, deploying and managing (SDLC) / testing cycle / DevOps/ Application-Infra Monitoring)cloud-based application</p> <ul style="list-style-type: none"> • Cloud (AWS/Google/Azure/Oracle) enabled - Three Projects – 10 marks • Cloud (AWS/Google/Azure/Oracle) enabled -Five Projects - 15 marks • Cloud (AWS/Google/Azure/Oracle) enabled - Seven or more Projects - 20 marks <p>Evidence: Supporting documents of cloud accounts as mentioned in the Pre-Qualification e.g cloud account bills/ Work order/ Completion Certificate/ Project ongoing certificate from the client</p>
5	SECTION VIII – Evaluation of EOI, Point No. 8, Page 17	<p>Presentation of a scalable cloud architecture product using the open-source tools, technologies require to scale to 1 million loads/per 5 minutes</p>	Clarity on the presentation of the agency	<p>For Software Development firms: Presentation of a scalable cloud architecture product using the open-source tools, technologies require to scale to 1 million loads/per 5 minutes</p> <p>For Application Testing Firms: Presentation on complete testing life cycle covering various aspects like testing methodologies, developing test cases, using automation tools / scripts, load testing, analysis & reporting of test results for a application catering to 1 million loads/per 5 minutes</p> <p>For DevOps / NOC & SOC Operations Firms: Presentation on complete DevOps / NOC & SOC Operations management covering various aspects like source - version control, application configuration, real time threat detection & mitigation, business continuity & risk management, measured in terms of 10,000 transactions per second (TPS).</p>

DIC/AP/Empanelment/SDA/1-Part(1)

1878935/2022/DIC

6	SECTION VIII – Evaluation of EOI, Page 18	Further Technical evaluation of the bidder by DIC, The Bidders scoring a minimum of 80 marks in evaluation process will be eligible for empanelment.	Eligibility for empanelment	Further Technical evaluation of the bidder by DIC, The Bidders scoring a minimum of 70 marks in evaluation process will be eligible for empanelment.
7	Section VIII Page 17 Point 7	<p>The Bidder should have experience in developing, deploying and managing cloud-based application</p> <ul style="list-style-type: none"> • Cloud (AWS/Google/Azure/Oracle) enabled - Three Projects – 10 marks • Cloud (AWS/Google/Azure/Oracle) enabled - Five Projects - 15 marks • Cloud (AWS/Google/Azure/Oracle) enabled - Seven or more Projects - 20 marks <p>Evidence: Supporting documents of cloud accounts as mentioned in the Pre-Qualification e.g cloud account bills/ Work order/ Completion Certificate/ Project ongoing certificate from the client</p>	Requesting to Provide Relaxation to MSME bidders	No Change
8	Annexure Page 23, Point 3	The bidder should have successfully completed/ implemented at least three projects of software development during the last three years preferably for a Regulatory body or a Banking /Financial Institution	Requesting to Provide Relaxation to Startups in experience Criteria and allow us to show Experience of Govt/PSU Bodies	Accepted, Project experience with Govt/PSU Organisation may be accepted
9	Section VI Page 9 Point 2	The Bidder should be an established Software Development organization and should have been in the business of providing various software services including citizen centric Product/ cloud-enabled Platform development for a period of at least last three completed	Requesting you to allow relaxation in this clause to Startups	No Change

DIC/AP/Empanelment/SDA/1-Part(1)

1878935/2022/DIC

		financial years as on the last date of Submitting the EOI.		
10	Section VIII Page 15 Point 3	<p>List of Clients (availing the services of the bidder such as development/maintenance/testing of software applications) contracts of last 3 years would be considered for awarding the following points)</p> <ul style="list-style-type: none"> • For 10 or more in Private limited/ Public limited/Govt./PSU in India or Abroad- (10 marks) • For 5 to 9 Private limited/ Public limited / Govt./ PSU in India or Abroad – (7 marks) • Less than 5 Private limited/ Public limited /Govt./PSU in India or Abroad – (0 marks) 	Requesting to allow Relaxation for MSME Bidders/Startup	No Change
11	General	Query regarding the Performance Bank Guarantee (PBG) mentioned in the EOI. Since this is an EOI for Empanelment, on what basis/work order will we be expected to provide the performance guarantee	General	There will not be any other PBG for work order/work assignment up to the work order value Rs. 3.33 Crore. If the PBG amount applicable at the time of award of work to successful bidder based on RFQ exceeds Rs.10 lakh, difference amount of additional PBG may be asked from such bidders
12	Section VIII Page 16 Point 6	<p>Average turnover for Last 3 years (with respect to Services / Annual Maintenance Contract only)</p> <ul style="list-style-type: none"> • >Rs. 3 Crore and = <5 Crore (6 marks) • >Rs. 5 Crore and =<8 crore (8 marks) • >Rs. 8 Crore (10 marks) <p>MSME Relaxation*:</p> <ul style="list-style-type: none"> • >Rs. 1 Crore and = <2 Crore (6 marks) • >Rs. 2 Crore and =<5 crore (8 marks) • >Rs. 5 Crore (10 marks) 	Requesting to provide Relaxation to Start-ups to showcase Average Annual Turnover for IT related Services in this clause	No Change, MSME relaxation clause is already added.

DIC/AP/Empanelment/SDA/1-Part(1)

1878935/2022/DIC

13	General	Submission of Documents regarding experience	Format of submission of document regarding the experiences.	Please ensure, each project should be supported by Purchase order, Project Completion, Project Continuation. It should be properly indexed and referenced. Please see the table 1
14	General	Bidders already empanelled DIC, NeGD and MyGov		Bidders, who are already empanelled with DIC against the empanelment Tender ID 2021_DIT_643946_1, need not apply, whereas all other vendor need to apply to get empanelled with DIC
15	Annex-III	No. of certified professionals with mandatory skills. As the skill sets & certification would vary according to role- could you please provide a list of skills & certifications which should be considered?		It will be based on the requirement of the project at the time of floating requirement for the empanelled agencies.
16	SECTION IV – SCOPE OF WORK Page No 5	The broad scope of the project envisages the empanelment of IT Software solution/service providers who will deploy IT professionals to study, design, develop, integrate, test and implement new software solutions and customize existing software solutions to meet the DIC business requirements	Clarification regarding the work on project mode rather than deploying IT professionals once empanelled	It will be based on the type of requirement of the project
17	General	Query Regarding MSME relaxation: Request to kindly provide relations to MSME/NSIC Registered vendors		The Vendor/Agency with valid MSME certificate will be provided relaxation for benefit of MSME category
18	Section VI – Bidder's Eligibility Criteria Page #9	Bidder should have implemented at least: 5 Turnkey IT projects/products over public Cloud platforms like AWS/Google/Azure/Oracle etc or 1 very large cloud-enabled developed product on public cloud (AWS/Google/ Azure/ Oracle) with more than 1 million user And 1 mobile application developed based on	Regarding qualification criteria	No Change, The bidder must have minimum 5 project to qualify

DIC/AP/Empanelment/SDA/1-Part(1)

1878935/2022/DIC

		Android or iOS platform with minimum 1 lakh download		
19	Section VI – Bidder's Eligibility Criteria Page #9	Bidder should have implemented at least 10 Turnkey IT projects/products over public Cloud platforms like AWS/ Google/ Azure/Oracle.		Bidder should have implemented at least 5 Turnkey IT projects/products over public Cloud platforms like AWS/ Google/ Azure/Oracle. Mandatorily on any cloud service provider
20	Section VIII – Evaluation of EOI Page #14	Presentation of a scalable cloud architecture product using the open-source tools, technologies require to scale to 1 million loads/per 5 minutes		You can share your presentation along with bid.

Table1: Format of Table for project document submission (To be submitted along with technical proposal)

S. No	Name of Project	Scope	Start date	End Date	Page Number.

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