



**CORRIGENDUM
TO
TENDER DOCUMENT
FOR SELECTION OF AGENCY
FOR FACILITY MANAGEMENT SERVICES OF IT
INFRASTRUCTURE**

(Tender No. MPCTD/24/2018/06/15)

CORRIGENDUM

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**CORRIGENDUM TO TENDER DOCUMENT FOR SELECTION OF AGENCY FOR
FACILITY MANAGEMENT SERVICES OF IT INFRASTRUCTURE**

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1 Responses to Pre-Bid Queries

Clause Reference No. of the RFP	Page No.	Query/Suggestion	Response
Annexure 7 a, List of Items under FMS	33, 77	We would request to MPCTD please confirm the date of installation/Current status of 60KVA UPS along with Battery. Please provide model & Serial Numbers of Servers, Storage, Radware, Cisco, etc. (Critical Assets in DC)	There are three 60 KVA UPS, out of which two have batteries of rating (100AH, 34 Qty) installed in 2010 and last battery replacement was done in 2014. One 60 KVA UPS was installed in August 2017 with Batteries of rating (200AH, 34 Qty). Note: If Bidder requires additional information related to details (like, date of purchase & installation, quantity, serial numbers, internal configuration of parts) of IT Hardware equipments as mentioned in Annexure 7 they may visit CTD Head Office with original receipt of Bid Participation fees.
5.1.7, Migration to IP version 6	49	As per our understanding, most of network devices are reached EOL/EOS which are installed at field. Requesting further clarity on the expectation of MPCTD from successful bidder regarding such facilitation activity.	Bidder is expected to operate maintain and support devices reaching EOS/EOL. Incase if devices are faulty beyond repair, replace with equal or higher capacity hardware device. IPv6 feature is supported on devices at MPCTD
Annexure-7 a, List of Items under FMS	76	We would request to MPCTD please provide the date of installation and AMC status of mentioned devices.	Date of installation 12.3.2010



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2.3 Scope of Work	10	Please provide the list of proposed offices and volume of Desktops, Laptops, Netbooks and Printers of CTD offices.	Old devices: Approx. volume of HP Desktop 2480 (Nos 2000), HP Laser Printer3005 (Nos 600), HP Scanner 8350(Nos. 450), HP Workstations (Nos 12) (Approx. 30-40% of old devices may be non-functional at present) New Devices: Desktop DeLL OPTIPLEX 5050MT (Nos. 1035), Ricoh Aficio MFP 3510SF (Nos. 384)
2.4 Support Personnel Requirements	11	As per RFP clauses, The manpower should be deployed by the Successful Bidder at Head Office (HO) and major CCT Offices. It is requested to MPCTD please increase technical field staff to manage required services all CCT offices.	At present same manpower is deployed and is sufficient to manage the required services. However for any change in requirement in future refer to clause 2.4, (vii) * The bidder may propose additional resources according to their requirements to meet Service Levels defined in this RFP.
Mandatory Site Inspection	29	As our understanding existing FMS is having inventory of Active and Passive component. We would request please provide the same for verification after receipt of notification of award.	Refer to clause 4.17.5. Mandatory Site Inspection
5.1.2 Scope of Work	11	Who will be responsible for UPS, Generator startup & maintenance where Technician are not deployed?	Refer to List of Items under FMS Annexure 7, UPS (all location) and Generator at MPCTD Head Office is included under FMS Maintenance. Generator start-up and maintenance in other locations is not under FMS Scope.
5.1.2.3 Helpdesk Facility	36	As per clause, Successful bidder shall integrate helpdesk solution with any other third party helpdesk system as per CTD requirements. Please provide the name and make of helpdesk tool which need to be integrated.	Suitable changes are included in this Corrigendum Section 5.1.2.3 Helpdesk Facility



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2.4 Support Personnel Requirements	11	Please specify the time, deployment of technical field staff after issuance of LOI	5.1.2.9 Service Delivery Successful Bidder shall provide the Services from the Operational Service Date. The Operational Service Date for commencement of Services for the locations of the Client shall be mutually agreed between the parties in writing
5.1.2.1 Network, Systems and Facility Management	11	Is the bidder required to provide any new monitoring tool or existing tool to be used? Requesting MPCTD to please confirm on this. Please provide the details of tool user for Network / bandwidth monitoring	Page 35, To operate, maintain & update/ upgrade/ re-install, configure the following Licensed Software Components whose warranty support may be renewed by the department. Network Monitoring tool CA is available. However bidder will be required to bring monitoring tool for Helpdesk Operations & SLA measurements
Annexure 7 b. A: Maintenance Cost of Items under Warranty	78	Fault Restoration and maintenance should be done by OEM whereas network operator should ensure the timely execution of it. If not done then should escalate to customer. Please confirm on this.	1. Equipments under warranty/support from OEM: Page 78, Note: ** FMS is required to assist in Warranty, AMC & Vendor co-ordination support for Equipments under Warranty/Support. However post Warranty, FMS is required to provide Maintenance/AMC coverage till end of contract duration. 2. Equipments which are out of warranty: FMS is required to provide Maintenance/AMC Coverage for the entire duration of contract.



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4.12, Page No. 24, Point Number 5	24	<p>Kindly provide the amendment in below clause:</p> <p>The Bidder should have executed three projects of a total value not less rupees 10 Crores in Govt. or, Public Sector comprising of System Integration/IT Facility Management projects covering Data Centre setup/ operation/ maintenance during last 5 years.</p> <p>Required Amendment:</p> <p>The bidder should have executed/in progress three projects of a total value not less rupees 3 Crores ACV in Govt. or Public sector, Corporate comprising of system integration/IT facility Management projects covering Data Centre setup/ operation/ maintenance during last 5 years.</p>	Status Quo will be maintained
4.5 Bid Security / EMD	19	Please allow us to submit the EMD as Bank Guarantee from Nationalised / Scheduled Bank	Status Quo will be maintained
Section 4.18 Performance Guarantee	29	We suggest as - Within 14 days of Bidder's receipt of notification of award, the Bidder shall furnish performance guarantee equal to ten percent (10%) of the Yearly contract value as per Annexure 9	Status Quo will be maintained
5.1.2.3 Help Desk / To setup, operate & maintain a help desk facility	36	In case Bidder has not considered any component/service which is necessary for the helpdesk operation, the same needs to be brought by the bidder at no additional cost to CTD. Please elaborate this clause in detail. What about Furniture, network cabling, Internet connectivity, Security, etc.	Please refer to annexure 7 (c). All required IT hardware/ Equipments /furniture/fixtures/ Assets etc. as given in item no. 70 which are necessary for helpdesk operation are required to be considered and brought by bidder. MPCTD shall only provide power and space to host helpdesk system.



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5.1.2 (F) To setup, operate & maintain a help desk facility	34	Please let us know whether CTD is presently having such setup. If yes, please provide brief details	Please refer to response above
5.1.2 (F) To setup, operate & maintain a help desk facility	34	Please provide daily average calls or monthly call volume to understand the load. Also please let us know whether CTD is looking for Toll Free Number OR Web based tool, email, sms, will do.	Detailed information related to helpdesk operations has been provided in section 5.1.2.3 Helpdesk Facility
5.1.2 (G)ATS / Renewal of Softwares	35	Please let us know who will take care of ATS renewal of these softwares. (MPCTD or Bidder)	Please refer to section 5.1.2 Scope of Work, (G) Other activities applicable to all the above categories , page no. 34
5.1.2.7 Network availability	41	What about the problem is with ISP / Link down. This should not be in bidders SLA. Only call logging & follow-up is in bidder's scope. Please clarify	Please refer to 5.1.8 SLA Penalty Exclusions and 5.1.9 Penalty Conditions. Detailed exclusions already provided
Annexure 7	78	It has been observed that the items provided under this Annexure are under warranty till 2019 / or 2020, etc. Since the contract is for 3 years, CTD is going to extend the warranty from OEM directly or Bidder has to quote for AMC for proportionate remaining period. If it so, then what will be the tentative contract starting date.	On completion of the OEM warranty period, CTD shall not extend warranty period directly from OEM. Bidder is required to provide warranty and AMC for the remaining contract period. Tentative FMS Contract start date shall be October 2018.
Annexure 7	76-77	Please let us know which assets / components are need to be considered for OEM back to back support.	MPCTD does not require back-to-back support from OEM as specified in Annexure 7
4.12 Pre-Qualification Criteria, Clause No.1 The bidder should be a registered company as per Indian Company Act, 1956 and should be in operation continuously for the last 36 months	24	The bidder should be a registered company as per Indian Company Act, 1956 and should be in operation continuously for the last 60 months	Status Quo will be maintained



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<p>4.12 Pre-Qualification Criteria, Clause No.2 The bidder should have an average annual turnover of Rs. 50 Crores and should be a profit making enterprise with positive net worth in the last three financial years i.e. for 2014-15, 2015-16 and 2016-17. (in case 2016-17 balance sheet not audited then certified figure from CA can be submitted)</p>	24	The bidder should have an average annual turnover of Rs. 25 Crores and should be a profit making enterprise with positive net worth in the last three financial years i.e. for 2014-15, 2015-16 and 2016-17. (in case 2016-17 the net worth of the company should be minimum Rs. 3 Crores as on 31-03-2017)	Suitable changes are included in this Corrigendum Section 4.12. Criteria for Evaluation & Comparison of Pre-Qualification Bids, Clause 2
<p>4.12 Pre-qualification Criteria, Clause No.3 The Bidder must have either of the ISO 9000 or ISO/IEC 20000 Series certification covering Computer Maintenance and Repair services/IT Facility Management services</p>	24	The Bidder must have ISO 9000 and ISO/IEC 20000 series certification covering Computer Maintenance and Repair services /IT Facility Management services	Status Quo will be maintained
<p>4.12 Pre-qualification Criteria, Clause No.5 The Bidder should have executed three projects of a total value not less rupees 10 Crores in Government .Or ,public sector comprising of system integration/IT Faculty Management projects covering Data Centre setup/operation /Maintenance during last 5 years</p>	24	The Bidder should have executed three orders /projects of total value not less rupees 5 Crores in govt. or ,public sector comprising of system integration/IT Faculty Management projects covering Data Centre setup/operation /Maintenance during last 5 years	Status Quo will be maintained



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<p>4.13 Criteria for Evaluation and Comparison of Technical Bids, Clause 1</p> <p>Average annual turnover of Rs.50 Crores or, more from System Integration and IT Facility Management Services in the last Three years</p> <p>More than INR 100 Crores: (20 Marks) More than INR 75 to 100 Crores : (15 Marks) INR 50 upto 75 Crores:(10 Marks)</p>	<p align="center">25</p>	<p>Average annual turnover of Rs.25 Crores or, more from System Integration/AMC/IT Facility Management Services in the last three years</p> <p>More than INR 40 Crores : (20 Marks) More than INR 30 to 35 Crores : (15 Marks) INR 25 upto 30 Crores :(10 Marks)</p>	<p>Suitable changes are included in this Corrigendum Section 4.13 Criteria for Evaluation and Comparison of Technical Bids, Clause 1</p>
<p>4.13 Criteria for Evaluation and Comparison of Technical Bids, Clause 2</p> <p>No. of System Integration and IT Facility Management projects covering Data Center setup/ operation/maintenance implemented or under implementation during last 5 years More than 5: (20 Marks)More than 3 to 5 (15 Marks)1 to 3 (10 Marks)</p>	<p align="center">25</p>	<p>No. of System Integration/AMC/IT Facility Management projects covering Data Center setup/operation/ maintenance implemented or under implementation during last 5 yearsMore than 5 (20 Marks)More than 3 to 5 (15 Marks)1 to 3 (10 Marks)</p>	<p>Status Quo will be maintained</p>



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4.13 Criteria for Evaluation and Comparison of Technical Bids, Clause 3 Total Value of Three Projects of System Integration comprising of IT Facility Management More than 20 Crores: (20 Marks) More than 15 Crores to 20 Crores (15 Marks) More than 10 Crores to 15 Crores (10 Marks)	25	Total Value of Three Projects of System Integration / AMC/ IT Facility Management projects implemented or under implementation during last 5 years More than 15 Crores: (20 Marks) More than 10 Crores to 15 Crores (15 Marks) More than 5 Crores to 10 Crores (10 Marks)	Status Quo will be maintained
4.13 Criteria for Evaluation and Comparison of Technical Bids, Clause 5 No. of Technical employees on company payroll More than 100 (10 Marks) 50 to 100 (5 Marks)	25	No. of employees on company payroll More than 20 (10 Marks) 10 to 20 (5 Marks)	Status Quo will be maintained

Note: The above 'Responses to Pre-Bid Queries' along with 'Modification to RFP' (Next section) should be considered as part of the final RFP document.



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2. Modifications to this RFP

1 Key Notifications

Existing Clause:

Last Date & Time for Receipt of Bids	On 25 th July 2018 up to 02:00 PM online on www.mpeproc.gov.in
Date & Time for Opening of Technical Bids	On 25 th July 2018 at 02:30 PM

Modified Clause:

Last Date & Time for Receipt of Bids	On 13 th August 2018 up to 5:30 PM online on www.mpeproc.gov.in
Date & Time for Opening of Technical Bids	On 14 th August 2018 at 12:00 PM

2.4 Support Personnel Requirements

Existing clause:

(vii) Team Deployment details are:

Sl. No.	Team Member	Location	Minimum Resources*	Service Window
6.	Technical Field Staff	CCT HQ	1	9 x 6

Modified Clause:

(vii) Team Deployment details are:

Sl. No.	Team Member	Location	Minimum Resources*	Service Window
6.	Technical Field Staff	CCT HQ	1	24 x 7



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Existing Clause:

(viii) Roles, Responsibilities, Experience and Qualification

Sl. No.	Resource	Responsibility	Relevant Experience in yrs.	Qualification	Deliverables
2.	Network & Security Specialist	Router, Switch, Firewalls, IPS, Antivirus and Patch Management. Security Management.	5+	B.E./ B.Tech./ MSc.(IT)/ MCA with CCNA, CCNP, CCSA, CCSP or advanced level of OEM certification and prior experience of Firewall, VPN, IPS, Antivirus and BS7799	Network management (routing), Router Configuration & Troubleshooting, upgradation, Link Performance Management.
					Management of All L3 Switch and L2 Switch at all the Offices of CCT.
					Firewall Rules, VPN and Policies Management & Troubleshooting, Implementing of NAT/PAT, SSH, signatures, etc. Plan and implement comprehensive security policies and practices for entire infrastructure.
					Signatures updating, blocking of unwanted traffic on IPS. Antivirus and Patch updates to be installed whenever available
		Managing the MPCTD Project security on day to day basis. Required to support for Problem & Change Management Process.			
Tool Management	Managing and Supporting the Helpdesk System (tool) for day-to-day operations. Required to do recommended modifications, additions, deletions in tool.				



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Modified Clause:

(viii) Roles, Responsibilities, Experience and Qualification

Sl. No.	Resource	Responsibility	Relevant Experience in yrs.	Qualification	Deliverables
2.	Network & Security Specialist	Router, Switch, Firewalls, IPS, Antivirus and Patch Management. Security Management.	5+	B.E./ B.Tech./ MSc.(IT)/ MCA with CCNA/CCNA Security/ CCNP/CCSA or advanced level of OEM certification and prior experience of Firewall, VPN, IPS, Antivirus	Network management (routing), Router Configuration & Troubleshooting, upgradation, Link Performance Management.
					Management of All L3 Switch and L2 Switch at all the Offices of CCT.
					Firewall Rules, VPN and Policies Management & Troubleshooting, Implementing of NAT/PAT, SSH, signatures, etc. Plan and implement comprehensive security policies and practices for entire infrastructure.
					Signatures updating, blocking of unwanted traffic on IPS. Antivirus and Patch updates to be installed whenever available
		Managing the MPCTD Project security on day to day basis. Required to support for Problem & Change Management Process.			
Tool Management	Managing and Supporting the Helpdesk System (tool) for day-to-day operations. Required to do recommended modifications, additions, deletions in tool.				



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4.12 Criteria for Evaluation & Comparison of Pre-Qualification Bids

Existing Clause:

Sl. No.	Pre-Qualification Criteria	Documentary Proof Required
2.	The Bidder should have an average annual turnover of Rs. 50 Crores and should be a profit making enterprise with positive net worth in the last three financial years i.e. for 2014-15, 2015-16 and 2016-17. (In case 2016-17 balance sheet are not audited then certified figure from CA can be submitted)	CA certificate & audited Balance sheet, profit & loss statements of FY 2014-2015, 2015-2016 and 2016-17.

Modified Clause:

Sl. No.	Pre-Qualification Criteria	Documentary Proof Required
2.	The Bidder should have an average annual turnover of Rs. 30 Crores and should be a profit making enterprise with positive net worth in the last three financial years i.e. for 2014-15, 2015-16 and 2016-17. (In case 2016-17 balance sheet are not audited then certified figure from CA can be submitted)	CA certificate & audited Balance sheet, profit & loss statements of FY 2014-2015, 2015-2016 and 2016-17.

4.13 Criteria for Evaluation and Comparison of Technical Bids

Existing Clause:

Sl. No.	Attribute (s)	Score
1.	<i>Average annual turnover of Rs. 50 Crores or, more from System Integration and IT Facility Management Services in the last three years</i> <ul style="list-style-type: none">• <i>More than INR 100 Crores: (20 Marks)</i>• <i>More than INR 75 to 100 Crores: (15Marks)</i>• <i>INR 50 upto 75 Crores: (10 Marks)</i>	20



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Modified Clause:

Sl. No.	Attribute (s)	Score
1.	<p>Average annual turnover of Rs. 30 Crores or, more from System Integration and IT Facility Management Services in the last three years</p> <ul style="list-style-type: none">• More than INR 75 Crores: (20 Marks)• More than INR 50 to 75 Crores: (15Marks)• INR 30 upto 50 Crores: (10 Marks)	20

5.1.2 Scope of Work

Existing Clause:

(G) Other activities applicable to all the above categories

- To maintain sufficient stock of spares (minimum 10% quantity spares for equipments given in Annexure 7) at MPCTD locations.

Modified Clause:

(G) Other activities applicable to all the above categories

- To maintain sufficient stock of spares for meeting the service level requirements defined in this RFP at respective MPCTD locations.

5.1.2.3 Helpdesk Facility

Existing Clause:

(A) Helpdesk Setup -Technology/Solution/Services

- Successful bidder shall integrate helpdesk solution with any other third party helpdesk system as per CTD requirements.

Modified Clause:

(A) Helpdesk Setup -Technology/Solution/Services

- Successful bidder shall be required to either integrate or if integration not possible, use tool provided by third party for call logging and reporting.



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5.1.2.6 Definition of Severity Level for Helpdesk Call logging

Existing Clause:

Service Level	Description/type of Issue
Severity one	<ul style="list-style-type: none">• FMS related issues as defined for severity one in section 5.1.2.6• Helpdesk component/functionality is not reachable or down with no inbound calls.• Any department IT application like VAT/GST which is completely down and no user is able to access/work on it.
Severity two	<ul style="list-style-type: none">• FMS related issues as defined for severity two in section 5.1.2.6• Any helpdesk components causing intermittent disruption or degradation in service.• Disruption or degradation of any IT Hardware/Network/Application impacting efficiency of users.
Severity three	<ul style="list-style-type: none">• FMS related issues as defined for severity three in section 5.1.2.6• Any other IT Hardware/Network/Application issue having no impact on processing of normal business activities.• A low impact on the efficiency of users but has a simple workaround.• Enhancement requests

Modified Clause:

Service Level	Description/type of Issue
Severity one	<ul style="list-style-type: none">• FMS related issues as defined for severity one in section 5.1.2.5• Helpdesk component/functionality is not reachable or down with no inbound calls.• Any department IT application like VAT/GST which is completely down and no user is able to access/work on it.
Severity two	<ul style="list-style-type: none">• FMS related issues as defined for severity two in section 5.1.2.5• Any helpdesk components causing intermittent disruption or degradation in service.• Disruption or degradation of any IT Hardware/Network/Application impacting efficiency of users.
Severity three	<ul style="list-style-type: none">• FMS related issues as defined for severity three in section 5.1.2.5• Any other IT Hardware/Network/Application issue having no impact on processing of normal business activities.• A low impact on the efficiency of users but has a simple workaround.• Enhancement requests



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ANNEXURE 8: Manpower Cost of Resources under FMS

Existing Clause:

Sl. No.	Team Member	Service Window	Minimum Number of Resources	Manpower Cost (in Rs.) including all out of pocket expenses and other charges (per month)	Manpower Cost (in Rs.) for 3 years (i.e. 12 x 3 = 36 months)
			<i>A</i>	<i>B</i>	$C = A * B * 36$
6.	Technical Field Staff (HQ)	9 x 6	1		

Modified Clause:

Sl. No.	Team Member	Service Window	Minimum Number of Resources	Manpower Cost (in Rs.) including all out of pocket expenses and other charges (per month)	Manpower Cost (in Rs.) for 3 years (i.e. 12 x 3 = 36 months)
			<i>A</i>	<i>B</i>	$C = A * B * 36$
6.	Technical Field Staff (HQ)	24 x 7	1		