

ELECTRONICS CORPORATION OF TAMILNADU LIMITED								
OT-33384 (CCTNS 2.0) - Clarifications No. 4 to the Tender Document								
S.No	Volume No	Page No	Section No	Clause No	Description of the Clause/Existing Clause	Amendment Requested by the Bidder	Reason cited for requesting amendment by the Bidder	Comments
1	Vol. 1	Page No. 59	7.1	7.1	Hardware - Security - TPM 2.0	Discrete TPM and Intrusion switch to be included in the specification for safety	These features available in leading OEMs and compromising on this security features will lead to Cyber Attack/Malware Attack and Data Theft	It is clarified that the bidder is free to choose the TPM 2.0.
2	Corrigendum No. 1 - Clarifications				b) Personal Identity Databases like Aadhaar, Voter ID, Ration Card, Passport, PAN etc. ** Clarifications to Queries (Query # 201, 202 and 203) of Corrigendum No. 1	As understood from page 71 of the Vol 2 of RFP, eKYC from UIDAI server is being done by the department. Also the department is in the process of becoming "Sub AUA". As the department uses lot of PII data including Adhaar Numbers, it is highly recommended to have a complete Adhaar Data Vault solution (generating Reference Keys) rather than having just HSM (which is used to store the keys) as this would not be sufficient to meet the regulatory and compliance mandates from UIDAI.	As per the guidelines of the UIDAI (please refer attached document point 11 and 17) which clearly states that the "REFERENCE NUMBERS" corresponding to the "ADHAAR NUMBERS" must be stored. This basically talks of Tokenization as a solution where HSM acts as a Root Of Trust (RoT). Also, as Data Protection and Encryption is one of the most critical components of the solution, we would request you to incorporate some minimum specifications of the ADHAAR DATA VAULT (ADV) solution in order to give better clarity to the bidders. This would also help in more participation of the bidders against the RFP. Should you need any further clarifications, we would be more than happy and willing to discuss this with your technical team.	As mentioned in Corrigendum 1, S. No. 20 and Clarification No. 3, S. No. 10, Bidder has to provide HSM system for storing encryption keys. The bidder shall comply to all the regulatory and compliance mandates issued by UIDAI through any proven solution to cater to the requirement. This shall be part of the application development component.
3	Vol. 1	Page No. 14	Section No.2.6	Clause No. PQ- 7	The Bidder should have delivered “Supply, Installation and Commissioning of Hardware Items and “Application Development” scope along with at least 3 of the following services through a single/ multiple (Not more than 3) contract in India for any State / Central Government / Quasi Government / PSU Clients with a minimum value of INR 75 Crore during the last 10 years (as on 31st March 2020). The Bidder should have also successfully completed at least 3 years of Operation and Maintenance phase post the successful completion of the Implementation phase for the same project 1. Support and Maintenance of Application 2. Operation & Maintenance of Hardware Items 3. Help Desk Services 4. Training & Capacity building	The Bidder should have delivered “Supply, Installation and Commissioning of Hardware Items and “Application Development” scope along with at least 3 of the following services through a single/ multiple (Not more than 3) contract in India for any State / Central Government / Quasi Government / PSU Clients with a minimum value of INR 75 Crore during the last 10 years (as on 31st March 2020). The Bidder should have also successfully completed at least 1 years of Operation and Maintenance phase post the successful completion of the Implementation phase for the same project 1. Support and Maintenance of Application 2. Operation & Maintenance of Hardware Items 3. Help Desk Services 4. Training & Capacity building	By reducing the tenure for specific experience it will allow all competative participants to showcase their project strenght even with companies risen form last few years with good technology exposure	It is clarified that the tender clause remains the same.
4	Vol. 1	Page No. 22 & 23	Section No.2.7	Clause No. B, Point 1	Bidders should have implemented IT System Integration Project with a Minimum Contract Value of INR 75 crores with at least 3 of the following services through a single/ multiple (Up to 3 only) contract in India for any State / Central Government / Quasi Government / PSU Clients in last 10 years (as on 31st March 2020) The Biddersshould have successfully completed at least one year of Operations and Maintenance post the successful completion of the Implementation phase for the same project 1. Procurement Supply Installation and Commissioning of HardwareItems 2. Operation & Maintenance of Hardware Items 3. Support and Maintenance of Application 4. Help Desk Services 5. Training & Capacity building Marks will be provided based on the combined project value of maximum 3 projects a. INR 75 – 100 Crores – 2 marks b. INR 100 – 125 Crores – 4 marks c. INR 125 – 150 Crores – 6 marks d. INR 150 – 175 Crores – 8 marks e. Greater than INR 175 Crores – 10 marks	Bidders should have implemented IT System Integration Project with a Minimum Contract Value of INR 75 crores with at least 3 of the following services through a single/ multiple (Up to 3 only) contract in India for any State / Central Government / Quasi Government / PSU Clients in last 10 years (as on 31st March 2020) The Bidders should have successfully completed at least one year of Operations and Maintenance post the successful completion of the Implementation phase for the same project 1. Procurement Supply Installation and Commissioning of Hardware Items 2. Operation & Maintenance of Hardware Items 3. Support and Maintenance of Application 4. Help Desk Services 5. Training & Capacity building Marks will be provided based on the combined project value of maximum 3 projects a. INR 75 – 100 Crores – 4 marks b. INR 100 – 125 Crores – 6 marks c. INR 125 – 150 Crores – 8 marks d. Greater than INR 150 Crores – 10 marks	By reducing the project value for specific experience it will allow all competative participants to showcase their project strenght even with companies risen form last few years with good technology exposure	It is clarified that the tender clause remains the same.

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5	Vol. 1	Page No. 24	Section No.2.7	Clause No. B, Point 2	Prior project experience in application development / customization and maintenance for any Government Projects in India with minimum contract value of each project worth of INR 10 Crores in the last 10 years (as of 31st March 2020). Evaluation Parameter: a. 1 project – 2 marks b. 2 projects – 4 marks c. 3 projects – 6 marks Sum of all project values exceeding 10 Cr each; a. INR 10 Cr - 15 Cr – 2 marks b. INR 15 Cr – 20 Cr – 4 marks c. Greater than 20 Cr – 6 marks	Prior project experience in application development / customization and maintenance for any Government Projects in India with minimum contract value of each project worth of INR 10 Crores in the last 10 years (as of 31st March 2020). Evaluation Parameter: a. 1 project – 3 marks b. 2 projects – 6 marks Sum of all project values exceeding 10 Cr each; a. INR 10 Cr - 15 Cr – 2 marks b. INR 15 Cr – 20 Cr – 4 marks c. Greater than 20 Cr – 6 marks	By reducing the number of projects for specific experience it will allow all competative participants to showcase their project strenght even with companies risen form last few years with good technology exposure	It is clarified that the tender clause remains the same.
6	General				Consortium Partner	We would request to allow consortium partner for participating	it would benfit to all bidders for healthy competition and to showcase their best fitted Projects	It is clarified that the tender clause remains the same.
7	2		6.2.2		Site Inspection	1. As per our understanding , site inspection survey limits to LAN, Electrical points, earthing only at respective location. Pl confirm as this is required to understand the skill set of the resources to be deployed along with timelines. Also pl confirm that each site will be inspected only once 2. When is it required to conduct the site inspection : Is it required to be conducted in phase manner, district wise or a few days before EUC delivery 3. If a site is considered as not in working condition (i). how would the delivery of end point equipment be handled, (ii). how would the sign-off be provided 4. During the bidder's meeting it is mentioned that discrepancy arising from the site availability at component level wouldn't affect the overall timelines/ milestones of the project. Kindly explain. 5. If SI estimates more than 15% value can it be taken as Change Request or purchaser will get it rectified / replaced without any cost to bidder		1. Please refer to Volume No. 2, Section 6.2.2 & 6.2.10.3 for the list of site preparation items. Also, refer to Volume No. 1, OPEX: Price Discovery, 1. 'Site Infrastructure' for the detailed list of components to determine the skill set of the resources. The bidder needs to maintain the site infrastructure throughout the contract period. 2. The bidder needs to conduct the site inspection during phase 1 hardware deployment in all the locations. 3. Currently all the locations are functioning normally. In case, the location is shifted or not ready, SCRB will intimate the alternate arrangements made for hardware delivery. The sign-off will be provided by the concerned SHO & SCRB detachment team. 4. It is clarified that, in case of any delay by the department in identifying the location, the location will be declared as site not ready for the particular milestone. 5. As previously clarified in Clarification No.3, S.No: 21, the estimate of 15% is based on the study conducted in 2019. The successful bidder shall conduct a site inpection of all locations and submit a report to SCRB. SCRB will place work order for replacement of old infrastructure wherever required as per the prices discovered in 'OPEX: Price Discovery' component.
8	General				Solution / SLA	1. If old application is required to be installed in new-infrastructure then please confirm the following A. The current incumbent/ SCRB team would install all necessary system software and old-application, and provide support until it end of lifecycle. B. Provide minimum required desktop specification for deployment of old application. Will this be in online – offline mode (separate DB server at each location) or only in online mode. C. Will old servers be used or all new servers like DB, application, identity management etc will be procured by purchaser for the same. D. Will SLAs related to application and infra be applicable in that scenario.		A. SCRB will install the old application in new infrastructure in all locations. The Successful bidder has to support existing software developer to configure OS & old application in new infrastruture. B. The existing application (Offline - Client server model) will be configured in the new infrastructure. The bidders needs to support the developer in configuring the existing application in new desktops. C. New servers will be used for the deployment of application. The existing servers which are in good condition will also be provided to SI for usage. D. SLAs will not be applicable for deployment of old application.
9	General				Solution / SLA	2. New application in old desktops : a. Will this be only in online mode or online-offline mode (separate DB server at each location)? b. Will old server be provided for application, DB, identity management etc. c. Will SLAs related to application and infra be applicable in that scenario.		a. The new application shall have both online and offline functionalities. The application shall have offline functionality to carry out the activities in case of network failure. The data shall be pushed to the central server once the network connectivity is restored. b. The old desktops will be used by all police stations for accessing the new application (only web based). Offline application of web version can be installed only in new systems. The existing servers which are in good condition will also be provided to SI for usage. c. SLAs will be applicable only for new application & new infrastructure.

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10	General				Acceptance by SCRB	1. Please provide acceptance criteria for various components for the following <ul style="list-style-type: none">* end point equipment* server components* software components including application 2. TCS would request to consider our request which was earlier put-forth viz., the acceptance / feedback of SI deliverables within 2-3 days. This would help to minimize any negative cash-flow after SI's delivery of components		Please refer to Volume 2, Section 8.24 – ‘Acceptance Procedure for Deliverables’ for the detailed procedure. Also, please refer to Volume 2, section 6.2.12 ‘Delivery Challan and Installation Note’ for further information. The authorized persons for 1. End point equipment’s: Sign off received from station SHO & SCRB detachme team. 2.Server Components: Sign off from DC/DR, ELCOT. Also, as mentioned in Volume 2, Section 8.24 – ‘Acceptance Procedure for Deliverables’, SI shall submit the deliverables in parts for getting continuous feedback on the deliverables to reduce time taken by SCRB for verification and feedback/ acceptance.
11	General				Schedule Terms	2. Basis our experience in CCTNS especially in other states, the timelines for the milestone “Completion of Application Development & Testing by System Integrator” looks very aggressive considering the amount of coordination that is required for end to end implementation of such a large scale transformation program. Considering the same, we request department to relook at the development timelines and extend the duration, if possible. A staggered Go live is also a recommended approach that is Go live of the core business modules in phase 1 and the remaining set of services incrementally. Request ELCOT/ SCRB to check for the possibility to adopt such an approach.		Please refer to Corrigendum No. 3, S.No. 5 for the amendments made.
12	1	22	2.7	B	Technical Qualification Criteria	The Bidder should have delivered “Supply, Installation and Commissioning of Hardware Items (Desktop, Printers and Servers) and “Application Development” scope along with at least 3 of the following services through a single/ multiple (Not more than 3) contract in India for any State / Central Government / Quasi Government / PSU Clients with a minimum value of INR 75 Crore during the last 10 years (as on 31st March 2020).	Request to allow global experience to be shown as a proof of experience	It is clarified that the tender clause remains the same.