

CORRIGENDUM TO RFP No. HMD/RFP dated 14.12.2018

Sl. No.	Clause reference of RFP	Page No. of RFP	Modification
1	2.5 ,SI No. (x) & (xi) Eligibility Criteria	8	Criteria of prior turnover and prior experience relaxed for MSEs/Startups subject to meeting of quality and technical specification.
2	2.6.1 c)	10	First line to be replaced by “ The contract will be for a period of five years after roll out on all India basis subject to the satisfaction of BIS”
3	2.6.1 d iii)	11	Clause to be replaced with “No increase in the fixed or recurring cost would be allowed during contract period of five years except for the hosting services. Further extension upto two years may be permitted on the same rates and terms and conditions. The cost of hosting the software in a MEITY empanelled data centre/cloud service will be made based on the actual size of data. For this purpose, the quote should be given per terabyte (TB) of the data. Initially, the cost of 100 TB of data will be taken into consideration. Payment will be made based on the actual size of the data.”
4	2.7 iv) &v) Penalty Clause	14-15	The contents at Sl.No. 2.7 iv) and v) to be replaced by Annex enclosed
5	4 v) Volume expected	22	Existing clause to be modified as The number of concurrent users expected to interact with the system is estimated to be in the range of 1500 – 2000. The above numbers are indicative and the designed solution should be scalable for higher volumes. The software developed or customized should follow a standard development process to ensure that it meets function , security, performance & regulatory requirements of BIS User growth rate-15% annually

6	5.2.2,ii) Central Monitoring Centre	25	Add at the end of the paragraph “. old video data to be archived for 3 months period beyond the backup period of three months”
7	5.2.4 Security	26-27	Add the following sentence in clause i) “Prevailing industry protocols e.g., SHA, SSL etc. may be implemented for securing the data.
8	5.2.11 Supporting Hardware	29	Add the following at the end as Sl. No. iv) No data can be given at this stage for future growth. Quote should be given per terabyte (TB) of the data. To begin with, the cost of 100 TB of data will be taken into consideration. Payment will be made based on the actual size of the data.
9	5.7 Implementation Plan	32	Add the new clause 5.7.1 after 5.7 “5.7.1 Time line for the completion of the project Six month time for the pilot run followed by four months time for roll out all over India”.
10	5.8	32	Add the new clause 5.9 after 5.8 “5.9 Common Make/Models of Micro weighing balance, XRF and Laser marking machine used by AHCs i)Micro weighing balance- Sartorius, MettlerToledo,Citizen Scales, Afcoset, OhausContech with least count of 0.001 /0.002 mg ii) XRF Machine-Fischer Measuremnt Technologies, Quantum, SpectroAnalyticals, Citizen, Redlands iii) Laser marking machine-Sahjanand Laser Tech, Siro Laser Tech, Citizen, Optic, Redlands “

In view of above the following changes made in the critical dates:

- Bid submission end date - 30/01/2019 at 10 00 h

- Opening date of technical bid - 31/01/2019 at 1100 h

iv) SLA conditions

The supplier shall ensure that an uptime of minimum 99.5 % is maintained (computed per quarter) without fail for the overall solution, during the period under warranty and support/AMC period. Following SLA should be maintained during application support/AMC period after go-live:

Severity Level	Severity level definition			
a) Critical	A critical function is not available or very seriously impaired: The impact on business is severe; a large number of end users are unable to perform their normal work; and/or no readily available alternative exists.			
b) High	A critical service is seriously impacted by a problem: There is no realistic workaround available and financial, customer-related, or safety related impacts could occur.			
c) Medium	A non-critical service is unavailable or impaired by a problem: There is no direct immediate impact on business. Work can continue with minor disruptions or loss of efficiency. Alternative ways of performing normal work are available.			
d) Low	A minor problem or requests for enhancement or change to the system: A permanent workaround is in place but could result in loss of productivity to the user. This is a non-critical requirement or a cosmetic change, which disrupts neither the functional nor operational flow. Typically handled offsite.			
SLA	Severity 1	Severity 2	Severity 3	Severity 4
Acknowledge	30 minutes (On Call)	60 business minutes	120 business minutes	180 business minutes
Resolution/ Workaround (Maximum)	2 clock hours	6 business hours	12 business hours	24 business hours
Target Compliance	95%	90%	85%	85%

The non-performance deduction during warranty/support/AMC period:

Sl. No.	Actual Availability During Warranty/AMC	Non-performance deduction
i.	More than or equal to 99.5%	Nil
ii.	Less than 99.5% but More than or Equal to 98 %	0.5 % of QMC
iii.	Less than 98 % but More than or Equal to 97 %	1 % of QMC
iv.	Less than 97 % but More than or Equal to 96 %	1.5% of QMC
v.	Less than 96 %	2% of QMC

QMC (Quarterly Maintenance Charges) = AMC (Annual Maintenance Charges) for the nth year/4

nth year indicates 1st, 2nd, 3rd , 4th or 5th year of Warranty/support/AMC Period

These availability requirements are associated with Non-Performance deduction to have desired uptime availability. Under any circumstances total penalty cannot exceed more than 5 % of yearly AMC.

The supplier will maintain logs for each of the service provided and shall provide necessary reports which will help in ascertaining the service levels and calculation of Non-performance deduction.

The downtime for scheduled maintenance would need to be mutually agreed between BIS and the supplier. To reduce this time, various maintenance activities can be clubbed together with proper planning.

“POT” means the Power on Time (in Hours) i.e. Total hours over the measurement period i.e. one quarter (24 * number of days in the quarter).

“PMT” means the Preventive Maintenance time (in Hours) would be 0 in this case.

“DT” means Downtime (in Hours) and shall be calculated as follows:

Total downtime (DT) shall be Resolution Downtime + Recovery Downtime + additional Preventive maintenance time.

% uptime: $\{(POT-PMT-DT)*100\}/ (POT-PMT)$

For calculation of the time lost due to any of the following causes shall not be included in calculating “Fix/Work Around Available Time” or “Resolution Time”:

- a Time lost due to power or environmental failures;
- b Time taken to recover the equipment because of power or environmental failures;
- c Time lost due to damage or malfunction of the equipment or any of the units thereof due to causes attributable to BIS, such as attachment of additional devices, making alteration to the system, participate in maintenance of the system, etc., without supplier’s consent.
- d Time taken for scheduled maintenance/troubleshooting (including back-up and restore times) either for preventive purposes or improvement in function or other purposes;
- e Time taken for reconfiguration or other planned downtime situations;
- f Scheduled shutdowns, if any, as required/requested by BIS;
- g Time taken to get approval from all stakeholders for the exclusive availability of system for support activities where the prospective solutions can be tested prior to promotion into production;
- h Time taken by BIS to approve the work around or fix;
- i Time taken by the third-party suppliers and service providers for fixing a product related fault/ defect, replacement of part(s), or responding to clarifications;