



The State Trading Corporation of India Ltd.

Jawahar Vyapar Bhawan

Tolstoy Marg, New Delhi-110001

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RFP No.: STC/MSD/IT/RFP/2014/1

Dated: 21/05/2014

CORRIGENDUM

STC received a number of queries/suggestions/views from the prospective bidders. Some additional queries were also raised in the Pre-bid Conference held on 16th May, 2014. After considering all the feedback, amendments as per Annexure I are made in the RFP.

Clarifications in respect of certain queries raised by the prospective bidders are given in Annexure II.

All other terms and conditions of the RFP remain unchanged.

The revised date for submission of bids is 10th June, 2014.

Anand Prakash
Deputy General Manager - IT

ANNEXURE I (to the Corrigendum)

S. No.	RFP Reference	Existing Text	Amended Text
1	Page 4, Section 1 Bid Data Sheet, Point 9 Bid Security	Bid Security – EMD (INR) 10,00,000 (Ten Lac only) in the form of Demand Draft payable at New Delhi to be submitted as part of the bid	Bid Security – EMD (INR) 10,00,000 (Ten Lac only) in the form of Demand Draft payable at New Delhi or Bank Guarantee to be submitted as part of the bid
2	Page 4, Section 1 Bid Data Sheet, Schedule of Events	Submission of Bids: Latest by 29/05/2014 at 11:00 AM	Submission of Bids: Latest by 10/06/2014 at 11:00 AM
3	Page 4, Section 1 Bid Data Sheet, Schedule of Events	Opening of Bids: 29/05/2014 at 11:30 AM	Opening of Bids: 10/06/2014 at 11:30 AM
4	Page 11, Section 4.1 Project Objective, Bullet 1	Implementation of integrated Commercial Over the Shelf (COTS) package of applications in the areas of Finance and Accounts, Payroll, Employee Self Service, HR and Intranet from one OEM	Implementation of integrated Commercial Over the Shelf (COTS) package of applications in the areas of Finance and Accounts, Payroll, Employee Self Service, HR and Intranet Portal from one OEM
5	Page 14, Section 5 Instructions to Bidders, Para 3	a refundable Earnest Money Deposit of Rs. 10,00,000 (Rupees Ten Lakh only) as demand drafts drawn on any scheduled bank, payable at New Delhi	a refundable Earnest Money Deposit of Rs. 10,00,000 (Rupees Ten Lakh only) as demand drafts drawn on any scheduled bank, payable at New Delhi or Bank Guarantee from a Nationalized/Scheduled Bank in favour of The State Trading Corporation of India Ltd.
6	Page 14, Section 5.1 Instructions to Bidders, Point 6	The Bidder must have successfully implemented at least three projects of similar nature, each of minimum value of INR 5 Crore during the last three years. At least one of the three projects should be implemented in a Government body/ PSU in India. A project will be treated to be of similar nature if it includes implementation of Finance, HR and Payroll modules. Also, date of completion of project should lie between 1.4.2011 to 31.3.2014.	The Bidder must have successfully implemented at least three projects of similar nature, each of minimum value of INR 5 Crore during the last five years. At least one of the three projects should be implemented in a Government body/ PSU in India. A project will be treated to be of similar nature if it includes implementation of Finance, HR and Payroll modules of a COTS application package . Also, date of completion of project should lie between 1.4.2009 to 31.3.2014 .
7	Page 20, Section 6.2.1 Part A: Earnest Money Deposit (EMD) and	An Earnest Money Deposit (EMD) of Rs. 10,00,000 (Rs. Ten Lakh only) in the form of Demand Draft drawn on a Scheduled Bank in favour of "The State Trading Corporation of India	An Earnest Money Deposit (EMD) of Rs. 10,00,000 (Rs. Ten Lakh only) in the form of in the form of Demand Draft drawn on a Scheduled Bank in favour of "The State Trading

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	Letter of Authorization, Bullet 3	Ltd.” and payable at New Delhi.	Corporation of India Ltd.” and payable at New Delhi or Bank Guarantee from a Nationalized/Scheduled Bank in favour of The State Trading Corporation of India Ltd. in the format given in Annexure III of this corrigendum.
8	Page 27, Section 7.3.1 Scheme for Technical Evaluation, Point 3.1	Value of all projects implemented during last three years ended 31/03/2014 (subject to maximum of 15 marks) <ul style="list-style-type: none"> • For each of the project with value INR 2 Cr. To Less than INR 5 Cr.: 1 Mark • For each of the project with value INR 5 Cr. To Less than INR 8 Cr.: 1.5 Marks • For each of the project with value INR 8 Cr. To less than INR 10 Cr.: 2 Marks • For each of the project with value Above 10 Cr.: 3 Marks 	Value of all projects implemented during last five years ended 31/03/2014 (subject to maximum of 15 marks) <ul style="list-style-type: none"> • For each of the project with value INR 1 Cr. To Less than INR 3 Cr.: 1 Mark • For each of the project with value INR 3 Cr. To Less than INR 7 Cr.: 1.5 Marks • For each of the project with value INR 7 Cr. To less than INR 10 Cr.: 2 Marks • For each of the project with value Above 10 Cr.: 3 Marks
9	Page 27, Section 7.3.1 Scheme for Technical Evaluation, Point 3.2	Total Number of Locations for the same projects as covered in 3.1 <ul style="list-style-type: none"> • 30 to 50 Locations: 1 Mark • 51 to 100 Locations: 3 Marks • Above 100 Locations: 5 Marks 	Total Number of Locations for the same projects as covered in 3.1 <ul style="list-style-type: none"> • 10 to 20 Locations: 1 Mark • 21 to 30 Locations: 2 Marks • 31 to 40 Locations: 3 Marks • 41 to 50 Locations: 4 Marks • Above 50 Locations: 5 Marks <p>The marks will be on the basis of aggregate of the number of locations covered in all the projects as evaluated in criterion 3.1</p>
10	Page 27, Section 7.3.1 Scheme for Technical Evaluation, Point 3.3	Total number of Users for the same projects as covered in 3.1 <ul style="list-style-type: none"> • 200 to 500 users: 2 Marks • 501 to 1000 users: 6 Marks • Above 1000 users: 10 Marks 	Total number of Users for the same projects as covered in 3.1 <ul style="list-style-type: none"> • 100 to 200 users: 2 Marks • 201 to 300 users: 4 Marks • 301 to 400 users: 6 Marks • 401 to 500 users: 8 Marks • Above 500 users: 10 Marks
11	Page 29, Section 7.3.1 Scheme for Technical Evaluation, Criteria 3 Implementation	The total number of projects to be considered for evaluation under this criterion (3.1, 3.2 and 3.3) shall not exceed 15 and the date of completion of project should lie between 1.4.2011 to 31.3.2014. Bidder should include such projects which	The total number of projects to be considered for evaluation under this criterion (3.1, 3.2 and 3.3) shall not exceed 15 and the date of completion of project should lie between 1.4.2009 to 31.3.2014. Bidder should include such projects which

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	Experience	involved similar nature of work as this RFP, have high project value with more number of locations and higher number of users so as to score high marks. In case more than 15 projects are included in the Technical Bid, STC shall evaluate any 15 randomly selected projects and shall not be responsible for selection of projects which result into lower score. Marks shall be granted only for projects of similar nature as per this RFP. A project will be treated to be of similar nature if it includes implementation of Finance, HR and Payroll modules. Only the projects which are considered for scoring in respect of criteria 3.1 will be considered for scoring in respect of criteria 3.2 and 3.3.	involved similar nature of work as this RFP, have high project value with more number of locations and higher number of users so as to score high marks. In case more than 15 projects are included in the Technical Bid, STC shall evaluate any 15 randomly selected projects and shall not be responsible for selection of projects which result into lower score. Marks shall be granted only for projects of similar nature as per this RFP. A project will be treated to be of similar nature if it includes implementation of Finance, HR and Payroll modules of COTS application package in India. Only the projects which are considered for scoring in respect of criteria 3.1 will be considered for scoring in respect of criteria 3.2 and 3.3.		
12	Page 39, Section 8.2 Networking and Internet Connectivity Services, Para 3	The branch offices shall be connected to the MPLS cloud through Multi-Mode Fibre Optic cable.	The branch offices shall be connected to the MPLS cloud.		
13	Page 52, Section 9 Project Timelines, Para 1	Go-live of all applications must be completed in a maximum period of 6 months from the date of award of contract and shall be followed by handholding support as detailed in Section 8.	Go-live of all applications must be completed in a maximum period of 7 months from the date of award of contract and shall be followed by handholding support as detailed in Section 8.		
14	Page 52, Section 9 Project Timelines, Table	Project Milestone	Expected Duration from Date of award of contract	Project Milestone	Expected Duration from Date of award of contract
		Project Kick-off	1 Week	Project Kick-off	1 Week
		Understanding of the respective Business Processes and Finalization of Functional Requirements	5 Weeks	Understanding of the respective Business Processes and Finalization of Functional Requirements	5 Weeks
		Finalization of design and Software Requirement Specification	9 Weeks	Finalization of design and Software Requirement Specification	9 Weeks
		Completion of customization and development	17 Weeks	Completion of customization and development	21 Weeks
		Training and Change Management	19 Weeks	Training and Change Management	23 Weeks

S. No.	RFP Reference	Existing Text		Amended Text	
		Handover of Documentation and Training Manuals	20 Weeks	Handover of Documentation and Training Manuals	24 Weeks
		User Acceptance Testing	22 Weeks	User Acceptance Testing	26 Weeks
		Data Digitization and Migration	23 Weeks	Data Digitization and Migration	27 Weeks
		Go-Live	25 Weeks	Go-Live	29 Weeks
15	Page 53, Section 10 Payment Terms	Implementation Phase		Implementation Phase	
		Installation and Commissioning of hardware / software at DC, DRC, STC Offices and Networking of all locations	25 % of Quoted Price A	Delivery, Installation and Commissioning of hardware at DC, DRC and connectivity with Corporate Office	25 % of Quoted Price A Or 20 % of Quoted Price (A + B) Whichever is less
				Delivery, Installation and Commissioning of Application software at DC, DRC	20 % of Quoted Price A Or 15 % of Quoted Price (A + B) Whichever is less
				UAT including Networking and connectivity at all STC locations	20 % of Quoted Price A + 20 % of Quoted Price B
		On Go-Live of Applications	50 % of Quoted Price A + 25 % of Quoted Price B	On Go-Live of Applications	25 % of Quoted Price A + 30 % of Quoted Price B
		On completion of 3 Months Handholding	25 % of Quoted Price A + 60 % of Quoted Price B	On completion of 3 Months Handholding	10 % of Quoted Price A + 35 % of Quoted Price B
		On completion of handholding after annual closing	15 % of Quoted Price B	On completion of handholding after annual closing	Remaining of Quoted Price (A + B)
16	Page 92, Section 12.1	The Vendor shall complete the implementation phase of the		The Vendor shall complete the implementation phase of the	

S. No.	RFP Reference	Existing Text	Amended Text
	Contract From, Clause 7 Project Duration	Project within agreed time span of six months from the date of this Contract, followed by a period of five years of Maintenance and Support Services from the date of Go-Live.	Project within agreed time span of seven months from the date of this Contract, followed by a period of five years of Maintenance and Support Services from the date of Go-Live.
17	Page 92, Section 12.1 Contract Form, Clause 9 Payment Schedule	<p>Implementation Phase</p> <p>Installation and Commissioning of hardware / software at DC, DRC, STC Offices and Networking of all locations</p> <p>25 % of Quoted Price A</p> <p>On Go-Live of Applications</p> <p>50 % of Quoted Price A + 25 % of Quoted Price B</p> <p>On completion of 3 Months Handholding</p> <p>25 % of Quoted Price A + 60 % of Quoted Price B</p> <p>On completion of handholding after annual closing</p> <p>15 % of Quoted Price B</p>	<p>Implementation Phase</p> <p>Delivery, Installation and Commissioning of hardware at DC, DRC and connectivity with Corporate Office</p> <p>25 % of Quoted Price A Or 20 % of Quoted Price (A + B) Whichever is less</p> <p>Delivery, Installation and Commissioning of Application software at DC, DRC</p> <p>20 % of Quoted Price A Or 15 % of Quoted Price (A + B) Whichever is less</p> <p>UAT including Networking and connectivity at all STC locations</p> <p>20 % of Quoted Price A + 20 % of Quoted Price B</p> <p>On Go-Live of Applications</p> <p>25 % of Quoted Price A + 30 % of Quoted Price B</p> <p>On completion of 3 Months Handholding</p> <p>10 % of Quoted Price A + 35 % of Quoted Price B</p> <p>On completion of handholding after annual closing</p> <p>Remaining of Quoted Price (A + B)</p>
18	Page 93, Section 12.1 Contract Form, Clause 11 Taxes & Duties	The prices indicated in Clause 9 are inclusive of all duties/taxes/levies as on the date of this Contract. Any upward variation in taxes and duties within the stipulated	The prices indicated in Clause 9 are inclusive of all duties/taxes/levies as on the date of this Contract. Any upward variation in taxes and duties within the stipulated

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		delivery schedule shall be to STC account. All downward variations shall be passed on to STC. The Vendor shall be responsible to inform STC of any such changes, whether upward or downward.	delivery schedule shall be to STC account. All downward variations shall be passed on to STC. The Vendor shall be responsible to inform STC of any such changes, whether upward or downward. In case of any change in the tax laws during the contract term, the same shall also be transparently passed on to STC.
19	Page 241, Section 16 Technical Specifications, Blade Server, Point 5 Memory	32GB DDR-3 1600 MHz DIMMS Memory Upgradeable to 512GB. Minimum 24 slots and Min 50% should be vacant after configuring the 128GB RAM for future Expansion	32GB DDR-3 1600 MHz DIMMS Memory Upgradeable to 512GB. Minimum 16 slots and Min 50% should be vacant after configuring the 32GB RAM for future Expansion
20	Page 241, Section 16 Technical Specifications, Blade Server, Point 7 RAID Controllers	Integrated Hardware Raid Controller to supports Hardware Raid RAID 0, 1 with 1Gb flash cache using Optional Upgrade Should Support CacheVault flash cache protection using Optional upgrade to avoid the possibility of data loss or corruption during a power or server failure and transfer data to NAND Flash	Integrated Hardware Raid Controller to supports Hardware Raid RAID 0, 1 with 512MB flash cache using Optional Upgrade Should Support CacheVault flash cache protection using Optional upgrade to avoid the possibility of data loss or corruption during a power or server failure and transfer data to NAND Flash
21	Page 241, Section 16 Technical Specifications, Blade Server, Point 8 Disk Drives	Should Support 2 Nos. of SAS & 4 Nos. of SSD Disks should be supplied with 2 x 600GB 6Gbps10K SAS Hard Disk Drive	Should Support 2 Nos. of SAS & 2 Nos. of SSD Disks Should be supplied with 2 x 600GB 6Gbps10K SAS Hard Disk Drive
22	Page 241, Section 16 Technical Specifications, Blade Server, Point 9 Graphics Controller	16MB SDRAM Minimum	16MB RAM Minimum
23	Page 242, Section 16 Technical Specifications, Blade Server, Point 10	Server should be configured with 4 Number of 10G Converged ports and should have the vNIC functionality. Should support FCOE and ISCSI functionality.	Server should be configured with 2 Number of 10G Converged ports and should have the vNIC functionality. Should support FCOE and ISCSI functionality.
24	Page 243,	Minimum 2 nos of 10Gbps Converged switch with L2 and	Minimum 2 nos of 10Gbps Converged switch with L2 and

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	Section 16 Technical Specifications, Blade Chassis, Point 4 Ethernet IO Module	L3(VRRP) capabilities to support 4 Ports in Dual socket server and 8 ports in quad socket Server , Should having VM ready open standards and support vNIC capabilities. The Minimum number of uplinks 10 nos- 8 x 10Gbps(Omni Ports to support 8Gbps FC and 10Gbps Ethernet & 2x 1Gbps to support legacy) needs to be populated. If vendor is providing the top of Rack switch then Proposed switch should be configured in the way so that there is no single point of failure and the total uplink bandwidth per server port is at least 10 Gbps for proposed servers. In the Switch total no of Ports should be Total server count ports along with additional 10 nos. of Uplink ports needs to be configured. All 1Gbps and 10Gbps uplink ports should be active and configured with necessary SFPs and cables(Minimum 5Mtr Length)	L3(VRRP) capabilities to support 4 Ports in Dual socket server and 4 ports in quad socket Server , Should having VM ready open standards and support vNIC capabilities. The Minimum number of uplinks 10 nos. 8 x 10Gbps (Ports to support 8Gbps FC and 10Gbps Ethernet & 2x 1Gbps to support legacy) needs to be populated. If vendor is providing the top of Rack switch then Proposed switch should be configured in the way so that there is no single point of failure and the total uplink bandwidth per server port is at least 10 Gbps for proposed servers. In the Switch total no of Ports should be Total server count ports along with additional 10 nos. of Uplink ports needs to be configured. All 1Gbps and 10Gbps uplink ports should be active and configured with necessary SFPs and cables(Minimum 5Mtr Length)
25	Page 246, Page 241, Section 16 Technical Specifications, UTM, Point 4 Performance Requirements	UTM: Performance Requirements Should support 1000,000 concurrent sessions.	UTM: Performance Requirements Should support 500,000 concurrent sessions.
26	Page 259, Section 16 Technical Specifications, Wireless Access Point	Wireless Access Points	To add following functionality at S. No. 12: Should have support for remote access point

ANNEXURE II (to the Corrigendum)

S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications																						
1.	Page 8, Section 3.1.2 Organization Structure	The Corporate Office of STC at New Delhi is organized into a number of trading and services divisions. In addition, STC has a network of 13 branches and sub-branches spread throughout India	The addresses and contact details of all STC offices are available on STC's website.																						
2.	Page 8, Section 3.2 Existing IT Infrastructure	The existing IT software, hardware and networking details are given below:	STC will be responsible for maintenance of existing hardware. The bidder will be responsible for all other services including networking, system software, running of applications, internet, anti-virus solution etc. on existing hardware.																						
3.	Page 9, Section 3.2.1 Corporate Office	Internet Access Internet browsing has been made available on most of the computers via wireless or wired Broadband connections obtained from MTNL.	The existing internet connections at all locations of STC will be discontinued after the implementation of proposed solution.																						
4.	Page 9, Section 3.2.1 Corporate Office	About 250 standalone desktop computers are available in various divisions and offices of senior executives. These computers are not networked and run on Windows XP/7 with MS Office being the main application	<p>The existing LAN infrastructure is indicated in Section 3.2 and the successful bidder will have to integrate and maintain existing LAN as part of its solution.</p> <p>A combination of both Wireless and Wired LAN may be used.</p> <p>The indicative location wise number of computers is as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Location</th> <th style="text-align: right;">No. of Computers</th> </tr> </thead> <tbody> <tr> <td>Corporate Office</td> <td style="text-align: right;">300</td> </tr> <tr> <td>Agra</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Ahmedabad</td> <td style="text-align: right;">20</td> </tr> <tr> <td>Bangalore</td> <td style="text-align: right;">10</td> </tr> <tr> <td>Bhopal</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Chennai</td> <td style="text-align: right;">26</td> </tr> <tr> <td>Hyderabad</td> <td style="text-align: right;">12</td> </tr> <tr> <td>Jalandhar</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Kolkata</td> <td style="text-align: right;">28</td> </tr> <tr> <td>Mumbai</td> <td style="text-align: right;">28</td> </tr> </tbody> </table>	Location	No. of Computers	Corporate Office	300	Agra	3	Ahmedabad	20	Bangalore	10	Bhopal	2	Chennai	26	Hyderabad	12	Jalandhar	3	Kolkata	28	Mumbai	28
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			Coimbatore		0																																																																								
			Gandhidham		3																																																																								
5.	Page 11, Section 4.1 Project Objective	BPR Document	A business process re-engineering exercise that has already been done will be made available for reference to the Selected Bidder.																																																																										
6.	Page 13, Section 4.3 Proposed Applications	Proposed Applications	<p>The expected load/concurrent number of users would be about 70%.</p> <p>There is an expected annual growth of 10% in users.</p> <p>The indicative module wise and location wise breakup of application users is as follows:</p> <table border="1" data-bbox="1150 756 1978 1219"> <thead> <tr> <th data-bbox="1150 756 1367 789">Branch</th> <th data-bbox="1367 756 1549 789">Finance</th> <th data-bbox="1549 756 1696 789">Payroll</th> <th data-bbox="1696 756 1829 789">HR</th> <th data-bbox="1829 756 1978 789">ESS</th> </tr> </thead> <tbody> <tr> <td data-bbox="1150 789 1367 821">Corporate Office</td> <td data-bbox="1367 789 1549 821">85</td> <td data-bbox="1549 789 1696 821">8</td> <td data-bbox="1696 789 1829 821">15</td> <td data-bbox="1829 789 1978 821">405</td> </tr> <tr> <td data-bbox="1150 821 1367 854">Agra</td> <td data-bbox="1367 821 1549 854">1</td> <td data-bbox="1549 821 1696 854">1</td> <td data-bbox="1696 821 1829 854">2</td> <td data-bbox="1829 821 1978 854">15</td> </tr> <tr> <td data-bbox="1150 854 1367 886">Ahmedabad</td> <td data-bbox="1367 854 1549 886">6</td> <td data-bbox="1549 854 1696 886">1</td> <td data-bbox="1696 854 1829 886">3</td> <td data-bbox="1829 854 1978 886">20</td> </tr> <tr> <td data-bbox="1150 886 1367 919">Bangalore</td> <td data-bbox="1367 886 1549 919">6</td> <td data-bbox="1549 886 1696 919">1</td> <td data-bbox="1696 886 1829 919">3</td> <td data-bbox="1829 886 1978 919">15</td> </tr> <tr> <td data-bbox="1150 919 1367 951">Bhopal</td> <td data-bbox="1367 919 1549 951">3</td> <td data-bbox="1549 919 1696 951">1</td> <td data-bbox="1696 919 1829 951">1</td> <td data-bbox="1829 919 1978 951">5</td> </tr> <tr> <td data-bbox="1150 951 1367 984">Chennai</td> <td data-bbox="1367 951 1549 984">6</td> <td data-bbox="1549 951 1696 984">1</td> <td data-bbox="1696 951 1829 984">3</td> <td data-bbox="1829 951 1978 984">40</td> </tr> <tr> <td data-bbox="1150 984 1367 1016">Hyderabad</td> <td data-bbox="1367 984 1549 1016">5</td> <td data-bbox="1549 984 1696 1016">1</td> <td data-bbox="1696 984 1829 1016">3</td> <td data-bbox="1829 984 1978 1016">20</td> </tr> <tr> <td data-bbox="1150 1016 1367 1049">Jalandhar</td> <td data-bbox="1367 1016 1549 1049">1</td> <td data-bbox="1549 1016 1696 1049">1</td> <td data-bbox="1696 1016 1829 1049">1</td> <td data-bbox="1829 1016 1978 1049">5</td> </tr> <tr> <td data-bbox="1150 1049 1367 1081">Kolkata</td> <td data-bbox="1367 1049 1549 1081">6</td> <td data-bbox="1549 1049 1696 1081">1</td> <td data-bbox="1696 1049 1829 1081">3</td> <td data-bbox="1829 1049 1978 1081">60</td> </tr> <tr> <td data-bbox="1150 1081 1367 1114">Mumbai</td> <td data-bbox="1367 1081 1549 1114">6</td> <td data-bbox="1549 1081 1696 1114">1</td> <td data-bbox="1696 1081 1829 1114">3</td> <td data-bbox="1829 1081 1978 1114">85</td> </tr> <tr> <td data-bbox="1150 1114 1367 1146">Cochin</td> <td data-bbox="1367 1114 1549 1146">1</td> <td data-bbox="1549 1114 1696 1146">1</td> <td data-bbox="1696 1114 1829 1146">1</td> <td data-bbox="1829 1114 1978 1146">15</td> </tr> <tr> <td data-bbox="1150 1146 1367 1179">Coimbatore</td> <td data-bbox="1367 1146 1549 1179">1</td> <td data-bbox="1549 1146 1696 1179">1</td> <td data-bbox="1696 1146 1829 1179">1</td> <td data-bbox="1829 1146 1978 1179">5</td> </tr> <tr> <td data-bbox="1150 1179 1367 1211">Gandhidham</td> <td data-bbox="1367 1179 1549 1211">3</td> <td data-bbox="1549 1179 1696 1211">1</td> <td data-bbox="1696 1179 1829 1211">1</td> <td data-bbox="1829 1179 1978 1211">10</td> </tr> </tbody> </table> <p data-bbox="1150 1219 1978 1369">The following tools will be an integral part of the proposed solution and will be integrated with Finance, HR, Payroll, Employee Self Service and Intranet Portal:</p> <ul data-bbox="1150 1341 1978 1369" style="list-style-type: none"> • Document Management System 					Branch	Finance	Payroll	HR	ESS	Corporate Office	85	8	15	405	Agra	1	1	2	15	Ahmedabad	6	1	3	20	Bangalore	6	1	3	15	Bhopal	3	1	1	5	Chennai	6	1	3	40	Hyderabad	5	1	3	20	Jalandhar	1	1	1	5	Kolkata	6	1	3	60	Mumbai	6	1	3	85	Cochin	1	1	1	15	Coimbatore	1	1	1	5	Gandhidham	3	1	1	10
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S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications
			<ul style="list-style-type: none"> • Workflow and File Tracking • Integration middleware • Identity and Access Management <p>The proposed solution will be integrated with LDAP.</p>
7.	Page 13, Section 4.3 Proposed Applications	Identity and Access Management	The proposed solution should cover Access Rights Capabilities and Access Control, User Administration, Authentication management, Password Management, Directory Services Requirements for Enterprise, Audit Trails and Reports, etc. to ensure secure access to the applications and systems.
8.	Page 13, Section 4.4 Minimum Hardware Requirements	The bidder is also required to do hardware sizing for Disaster Recovery Centre and any hardware/equipment to be installed in STC office to meet the total solution requirements.	For Disaster Recovery Centre, servers shall be proposed by the bidders as part of the solution to cater to 30% of original user load. For details refer Section 8.1.4 of the RFP.
9.	Page 32, Section 8 Scope of Work	The IT applications and IT infrastructure will be co-located in a Data Centre (DC) situated in National Capital Region, India and Disaster Recovery Centre (DRC) anywhere in India	The DRC can be anywhere in India, as per the bidders choice
10.	Page 36, Section 8.1 Data Centre and Disaster Recovery Centre	Provision of Data centre and Disaster recovery centre	<p>STC has no preference for any OEM and the technical specifications are vendor neutral. Also refer to third paragraph of Section 5.17 of the RFP.</p> <p>The retention period for Backup media will be decided at time of implementation.</p>
11.	Page 36, Section 8.1.1 Provision of Data Centre and DR Centre	Provision for remote management.	Management of hosted IT infrastructure at DC and DRC whenever required from a remote location
12.	Page 36, Section 8.1.1 Provision of Data Centre and DR Centre	Provision of space for operations management by the Selected Bidder or third party vendors to monitor and provide support services.	<p>The bidder may estimate its own space requirements for this purpose at DC/DRC.</p> <p>STC or its authorized representative reserves the right to physically access the infrastructure at DC/DRC at any reasonable time for inspection, monitoring and verification etc.</p>

S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications
13.	Page 36, Section 8.1.1 Provision of Data Centre and DR Centre	Day to day data centre management and reporting	The DC/DRC must have provisions for maintenance & support services and generate reports for the performance levels and all incidents.
14.	Page 37, Section 8.1.4 Disaster Recovery Centre	The replication to be done over MPLS network. Asynchronous replication to be done to reduce the bandwidth requirement for replication but to achieve a Recovery Point Objective (RPO) of 1 hour. The Recovery Time Objective (RTO) shall be 6 hours.	The bidder must propose best replication solution and bandwidth requirements as part of its solution to meet the requirements of STC.
15.	Page 38, Section 8.2 Networking and Internet Connectivity Services	The Selected Bidder shall be responsible for supply, installation, commissioning, configuration and maintenance of all necessary networking equipment, firewalls and other necessary hardware to set-up a LAN at the Corporate Office and all 12 branches and also provide infrastructure to connect all the offices, DC and DRC. Bandwidth services shall also be resourced by the Selected Bidder.	The bidder to propose the quantities of various equipment/items required as per its solution and ensures that the same meets STC's requirements in full.
16.	Page 38, Section 8.2 Networking and Internet Connectivity Services	Networking and Internet connectivity services	<p>STC has no preference for any bandwidth service provider.</p> <p>The bidder is expected to source the bandwidth from service providers of its choice. The tri-partite agreement is only for the purpose of making payment directly to the ISP instead of the bidder. The cost will be quoted by the bidder in its bid.</p> <p>The bidder shall remain responsible for ensuring that the ISP meets the specified performance levels.</p> <p>All bills of ISP will be validated by the bidder and any penalties that become due will also be indicated.</p>
17.	Page 38, Section 8.2 Networking and Internet Connectivity	The Selected Bidder will be required to set up the connectivity of the LAN and the WAN for STC Corporate Office (Floors 23, 20, 17, 10, 10A, 7A, 6, 6A, 5, 4, 4A, Ground and Basement), STC Branch Offices, Data Centre and DRC.	A combination of both Wireless and Wired LAN, as found suitable for the specific location may be used to provide connectivity at end users.

S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications
	Services		The cabling/passive work for setting up LAN at all STC offices shall be part of scope of work. However, existing LAN infrastructure, where ever available, may be used.
18.	Page 38, Section 8.2 Networking and Internet Connectivity Services	The connectivity will be provided over a secure MPLS network with the provision of redundant last mile connectivity from two different Points of Presence of the same ISP.	<p>The network must provide last mile redundancy from two different POPs. In case there is only one POPs at any location the bidder may provide two redundant lines from same POP in Active-Passive mode at STC locations (including sub-branches).</p> <p>The MPLS last mile will be terminated on respective routers, not on Firewall/ IPS device.</p> <p>The MPLS network must be point to point and branches can be connected using branch routers.</p>
19.	Page 38, Section 8.2 Networking and Internet Connectivity Services	Providing Internet Bandwidth from two ISPs	<p>The bidder has to provide last mile redundancy from two different ISPs in Active-Active mode.</p> <p>Internet connectivity is required at CO. All branches will use Internet Gateway at CO for internet access and internet will also be used by VPN users for connecting to the STC's network.</p> <p>The indicative bandwidth requirements are specified in Section 17 of the RFP. Sizing to be done by the bidders.</p>
20.	Page 38, Section 8.2 Networking and Internet Connectivity Services	All servers shall be hosted at co-located Data Centre.	Servers shall be co-located in DC/DRC. Other infrastructure facilities/equipment available at DC/DRC will be used.
21.	Page 39, Section 8.2 Networking and Internet Connectivity Services	The main distribution switch will be located at IT Division of STC Corporate Office on 23 rd floor.	<p>The core switch shall be used as distribution switch.</p> <p>Firewall and IPS are not required separately; an integrated UTM box can be used instead.</p>

S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications
			UPS shall be provided only for the infrastructure installed by the bidder in STC's locations.
22.	Page 41, Section 8.3.5 Digitization and Data Migration	The Selected Bidder will arrange digitization from existing physical and electronic records, as required.	<p>Data for Finance shall be migrated from Tally.</p> <p>HR data shall be migrated from Excel files and/or digitized from physical records for 800 employees - document scanning about 50 pages per employee. For retired employees, most of the data is available in Excel files.</p> <p>Most of the digitization will be carried out in Corporate Office. Indexing requirements will be specified by STC at time of implementation.</p> <p>The language for migration and data entry will be English.</p> <p>The successful bidder shall be responsible for extracting from physical records, codifying and entry for any data required for implementation of the applications.</p> <p>STC shall be responsible for digitization/data entry of records after Go-Live.</p>
23.	Page 46, Section 8.4.3 Data Centre, Disaster Recovery Centre and Network Maintenance and Support	Provide system generated performance report.	The reports will be required for all the performance parameters defined in the Section 13 of the RFP. The formats of the reports shall be mutually finalized between STC and the successful bidder.
24.	Page 47, Section 8.4.5	Help Desk	<p>There is no Helpdesk system currently in use, except maintenance of front end hardware.</p> <p>A landline telephone will be provided to the helpdesk team at each</p>

S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications
			location.
25.	Page 50, Section 8.8 Preparation of Crisis Management Plan	Preparation of Crisis Management plan	As part of 'Scope of Work', the successful bidder shall provide a plan for handling crisis situations like DC disruption/ failure, DC service provider business disruption, Bandwidth service provider business disruption, natural disaster etc. and update the same periodically.
26.	Page 52, Section 9 Project Timelines	Project Timelines	The project timelines cover all activities and tasks including connectivity/bandwidth for solution implementation. The bidder has to provide the detailed plan as part of its technical bid so as not to exceed the maximum time permissible for completion of the implementation phase.
27.	Page 53, Section 10 Payment Terms	Cost for bandwidth will be payable on receipts of (monthly/quarterly/annual) bill from provider.	Any onetime charges or cost of bandwidth for the period prior to Go-Live shall have to be borne by the selected bidder and may be included in Price B of the Financial Bid. However, if necessary, such costs or a part thereof could be paid to the service provider directly by STC by recovering from the amount payable to the Selected Bidder.
28.	Page 73, Format 9 Project Experience Details	Each form containing project details to be accompanied by a certificate from the client on their letter head confirming the above details particularly modules covered, date of completion, value of project, no. of users and no. of locations.	The bidder may submit copies of Purchase Order/Completion certificates in lieu of required certificate provided all necessary details are available in these documents. In such cases, the bidders to also compile all necessary details in the format of certificates as per Format 9 of the RFP.
29.	Page 112, Section 13.5.1 Application Availability	The Selected Bidder will be responsible to ensure continuous availability of all applications and related services to the STC users located at CO and Branches by ensuring the availability of services	All performance levels will be applicable and monitored for all the applications and devices which are part of the solution implemented by the successful bidder.
30.	Page 113, Section 13.5.1 Application Availability	Further, it shall ensure that availability of the applications to users is monitored in real time through implementation of a suitable Enterprise Management System (EMS) and the uptime is reported on monthly basis separately for each application at each location (CO or Branches).	The bidder may use EMS of its own choice meeting, inter-alia, the following requirements: <ul style="list-style-type: none"> • Real Time Health Management Services (For Servers) • Server and Operating System Monitoring. • Database Management Services. • Historical Performance Trending of Servers & Applications.

S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications
			<ul style="list-style-type: none"> • Software/ Patch Distribution Services. • Inventory for Hardware and Software to be collected automatically (Servers & Desktops). • Event Correlation and Event Management Services. • Complete Management of DC, DRC and STC LAN at all office and its integrated Modules configured in various switches offered for Core, Distribution and Access Layer. • Managing the DC, DRC, STC Offices LAN and WAN routed Traffic. • Recognize common network problem, management of multi-vendor network with discovery, mapping and alarm tracking. • Network analysis for switch fabric/CPU's, monitor utilization of switch resources & in isolating the network problems, provide performance monitoring, trouble shooting, capacity planning, and report generating of various statistics. <p>EMS shall also integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution.</p> <p>The bidder has the option to propose EMS solution already deployed at DC and DRC for monitoring and maintenance of the IT infrastructure provided it meets all the requirements of STC.</p>
31.	Page 113, Section 13.5.2 Application Performance	The solution is expected to provide the efficient performance throughout the contract period in terms of response time for the applications. This performance shall be measured at the user end for each location of STC.	<p>The selected bidder is required to meet the defined performance levels; the transactions and users may vary at different points of time during the contract period.</p> <p>Currently there are approximately 2 lakh accounting transactions for every year and expected growth is 10% every year.</p>
32.	Page 114, Section 13.5.3 Security Services	Penalty for virus/DoS/Intrusion	<p>Performance levels become applicable only in case of persistent failure i.e. beyond 3 in a month.</p> <p>Security Policies shall be defined to restrict users from accessing sites which may harm the system.</p> <p>Antivirus application should be enterprise grade and should be able to</p>

S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications
			manage desktop clients. Desktops clients should safeguard systems from any virus infected external media.
33.	Page 115, Section 13.5.5 Backup	The Selected Bidder will ensure the regular backup of the running applications. Non availability of backup will lead to penalties as per the scale given below:	Frequency of backup and its retention period shall be decided mutually by STC and the selected bidder.
34.	Page 121, Section 14.1 General Requirements, Point 2	Ability to integrate with work flow and/or job tracking systems and also STC's mail system	There is no workflow system currently in use, but the proposed system shall provide integration with STC's email system for notifications etc.
35.	Page 125, Section 14.1 General Requirements, Point 79	Ability to determine business rule	The business rules should not be hardcoded in the applications and should be configurable in applications
36.	Page 184, Section 14.3.2 CPF Administration	CPF Administration	The payroll shall be integrated with the CPF Trust to take care of all operational and statutory requirements of the Trust.
37.	Page 213, Section 14.5 Intranet Portal	Intranet Portal	Implementation of integrated Commercial Over the Shelf (COTS) package of applications in the areas of Finance and Accounts, Payroll, Employee Self Service, HR and Intranet Portal from one OEM. The portal must be compatible with both desktop and mobile devices.
38.	Page 215, Section 14.5 Intranet Portal	Intranet Portal must support: 1. the Java 2, Enterprise Edition (J2EE) platform 2. JSR 168 Portlets framework specification 3. Should have integral point and click wizards to aggregate the following types of content: XML HTML RSS (Rich Site Summary) WSDL Java Server Pages (JSP) Java Servlet Serviced Components	An equivalent technology is acceptable. Any specification or material or article specified or described by the name of a particular brand, manufacturer or trade mark or implied by any specification, the specific item shall be understood as establishing type, function and quality desired. Other products of other manufacturers may also be considered, provided sufficient information is furnished so as to enable STC to determine that the products are equivalent to those of

S. No.	Section/ Para/ Page Reference	Existing Text	Clarifications
			the named or implied brand, manufactures or trademark.
39.	Page 241, Section 16, Technical Specifications	Technical Specifications	The specifications are minimum requirement of STC, the bidder may propose higher or better, if required as per sizing.
40.	Page 258, Section 16 Wireless Access Controller	Wireless Access Controller	STC would require 2 Wireless Access Controllers and both will be deployed at Corporate office. There will be about 25 Access points to be deployed at all locations.

ANNEXURE III (to the Corrigendum)

Format for Bank Guarantee

Date: DD/MM/YYYY

The State Trading Corporation of India Ltd.
Jawahar Vyapar Bhawan
Tolstoy Marg
New Delhi-110001

This Deed of guarantee executed by _____
(name of the bank) having its Central Office at _____ and
amongst other places, a branch at _____ (hereinafter
referred as 'the Bank') in favour of THE STATE TRADING CORPORATION OF INDIA
LIMITED, JAWAHAR VYAPAR BHAWAN, TOLSTOY MARG, NEW DELHI-110001
(hereinafter referred to as 'the Beneficiary') for an amount not exceeding Rs.
10,00,000/- (Rs. Ten lakh only) at the request of
_____ (hereinafter referred
to as 'the Bidder').

Sealed with the Common Seal of the Bank this _____ day of _____, 2014.

This guarantee shall not discharge due to change in constitution of the Bank or of the
said Bidder.

This guarantee is issued subject to the condition that the liability of the Bank under this
Guarantee is limited to a maximum of Rs. 10,00,000/- (Rs. Ten lakh only) and the
Guarantee shall remain in full force upto 10.12.2014 and cannot be invoked otherwise
than by a written demand or claim under this Guarantee served on the Bank on or
before the 10.12.2014, last date of claim.

Notwithstanding anything to the contrary contained herein:-

1. Our liability under this Bank Guarantee shall not exceed Rs.10,00,000/- (Rs. Ten lakh only)
2. This Bank Guarantee shall be valid upto 10.12.2014.
3. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before 08.12.2014.

Name

In the capacity of

Signed

Duly authorized to sign the Bid Security for and on behalf of -----

Date

Place

(Bank's Common Seal)