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Controller General of Defence Accounts

Ministry of Defence (Finance)

Government of India

Corrigendum 1

Corrigendum – 1
Request for Proposal

For Selection of Agency For

Development & Implementation of Comprehensive Pension Package and Data Center Setup

Date

06th October 2017

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1. Corrigendum

S. No.	RFP	Section/Sub Section	Before	After
1.	Vol - I signed,	19.8 Estimated Number of Users, page 101	Back office portal (Head of offices) 600 (Concurrency 5%) - (Concurrency 2%)	Back office portal (Head of offices) 600 (Concurrency 2%)
2.	Vol I	19 Bill of Material	New	19.9 Procurement and setup of Interim servers to host Document Management System to start scanning activity before DC setup • Required Entry level server(s) and One 10 TB SAN (as specified at S. No. 8 and 12 of Section 19.2.2 of RFP Volume I) should be positioned in advance to start scanning activity before Data Center setup. • During interim period the above server shall be positioned at CGDA HQ Server Room, New Delhi. • The required bandwidth shall be provisioned by DAD for the interim period. • When Mini Data Center 1 is up and running, existing DMS shall be migrated to the Data Center.
3.	Vol – I	Annexure- B	a) External Zone (Internet) = 30 TB (raw)	a) Internal Zone (Intranet) = 30 TB (raw)

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S. No.	RFP	Section/Sub Section	Before	After
		2.4.3 :- Storage sizing	b) Internal Zone (Internet) = 10 TB (raw)	b) External Zone (Internet) = 10 TB (raw)
4.	Vol I	13.4 SI's project team	New	Refer Annexure 2.
5.	Vol II	Annexure 1.5	1.5 Details of Bidder	Deleted.
6.	Vol II	Section 3.2.1 Technical Proposal Guidelines	7. Technical proposal to include the covering letter as given at Annexure-1.4. 8. Technical proposal should contain all the required documents as per Annexure - 1.7 10. The bidder is expected to submit all the undertakings as defined in Annexure - 1.7.9.	7. Deleted. 8. Technical proposal should contain all the required documents as per Annexure 1 provide below. 10. The bidder is expected to submit all the undertakings as per Annexure 1 provide below.
7.	Vol II	1.7.8 Personnel Profiles for the project (Format of Profiles)	List of Profiles to be submitted	Refer Annexure 3.
8.	Vol II	Section 3.2.3	Mandatory Compliance Criteria	Refer Annexure 1.
9.	Vol II	Annexure S. No. 1.11	1.11 Integrity Pact Bank Guarantee: **FORMAT OF INTEGRITY PACT BANK GUARANTEE (IPBG):**	1.11 Integrity Pact Bank Guarantee: **FORMAT OF INTEGRITY PACT BANK GUARANTEE (IPBG):**

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S. No.	RFP	Section/Sub Section	Before	After
			"In consideration of President of India (hereinafter called the Government) represented by Joint Secretary and Acquisition Manager , CGDA, Ministry of Defence, on the first part and…."	"In consideration of President of India (hereinafter called the Government) represented by *Joint CGDA (IT&S), The Controller General of Defence Accounts, Ministry of Defence, Government of India*, on the first part and…."
10.	Vol III	12.6 Transfer of Project Assets	The risk and title in all Project Assets shall be transferred to DAD upon delivery of the same.	Title transfer of hardware and system software shall take place after requisite audits and certifications as well as meeting commissioning criteria as specified in the RFP.
11.	Vol III	24.1 Performance Bank Guarantee	1. A Performance Bank Guarantee ("PBG") will be issued in the form of a bank guarantee by (.....SI's BANK.....) through a Nationalized/Scheduled Bank for a sum equal to 10% of the Agreement value. The PBG should be valid till the entire term of the agreement and for an additional period of one year after the completion of term of agreement including warranty obligations.	1. A Performance Bank Guarantee ("PBG") will be issued in the form of a bank guarantee by (.....SI's BANK.....) through a Nationalized/Scheduled Bank for a sum equal to 10% of the Agreement value. The PBG should be valid till the entire term of the agreement and for an additional period of 90 days after the completion of term of agreement including warranty obligations.
12.	Vol III	Annexure BCD	Section 3.5.8: RTO (Applicable for both unplanned eventuality and a planned DC – DR drill) shall be less than or equal to 30 minutes.	RTO (Applicable for both unplanned eventuality and a planned DC – DR drill) shall be : a. All Comprehensive Pension Package Services on Mini DC-1 = less than or equal to 2 hours

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S. No.	RFP	Section/Sub Section	Before	After
				b. All legacy DAD application services on Mini DC-2 = less than or equal to 6 hrs

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2. Annexure 1 - Mandatory Compliance Criteria

Annexure ref. No	Description	RFP Volume	Compliance
Pre qualifications			
1.1	Earnest Money Deposit	Volume-II	
1.4	Bid Covering Letter	Volume-II	
1.7.2	Company Registration	Volume-II	
1.7.3	Financial Information of bidder	Volume-II	
-	Self-Certification by the authorized signatory on Manpower (Pre-Q point no. 5)	Volume-II	
1.7.9.1	Undertaking of not being black listed	Volume-II	
1.7.4	Central/State government/PSU /Any Established Business Organisation ICT Systems Development & Implementation	Volume-II	
1.7.5	Central/State government/PSU / Any established business organization in India Data Center Setup & Commissioning Project experience	Volume-II	
1.7.6	Central/state government/PSU scanning experience	Volume-II	
1.7.10	Certifications	Volume-II	
1.7.9.13	Undertaking on proposing COTS product for CPP solution	Volume-II	
-	Self Certification by the authorized signatory on Manpower (PreQ S. No. 5)	Volume-II	
-	All the required supporting documents for Pre qualification conditions	Volume-II	
Technical Bid			
1.7.4	Central/state government/PSU ICT Systems Development and Implementation against Technical Evaluation – Section A – S. No. 3	Volume-II	
1.7.4	Central/state government/PSU ICT Systems Development and Implementation against Technical Evaluation – Section A - S. No.4	Volume-II	
1.7.5	Central/state government/PSU Data Center Setup & Commissioning Project experience against Technical Evaluation – Section A - S. No.5	Volume-II	

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1.7.4	Central/state government/PSU ICT Systems Development and Implementation against Technical Evaluation – Section A - S. No.6	Volume-II	
1.7.6	Central/state government/PSU scanning experience against Technical Evaluation – Section A - S. No.7	Volume-II	
1.7.7	Requirement Compliance Matrix Format	Volume-II	
1.7.8	Personnel Profiles for the project (Format of Profiles)	Volume-II	
3.2.1	Proposal Technical solution	Volume-II	
Undertakings			
1.7.9.2	Undertaking on Patent Rights	Volume-II	
1.7.9.3	Undertaking on No Conflict of Interest	Volume-II	
1.7.9.4	Undertaking on Non-Malicious Code		
1.7.9.5	Undertaking On Pricing of Items Of Technical Response	Volume-II	
1.7.9.6	Undertaking on Absence of Litigation	Volume-II	
1.7.9.7	Undertaking on Compliance, Sizing of Infrastructure, and Service Level Compliance	Volume-II	
1.7.9.8	Undertaking on Deliverables	Volume-II	
1.7.9.9	Undertaking on Support to Third Party Audits and Certification	Volume-II	
1.7.9.10	Undertaking on Work Environment and Personnel	Volume-II	
1.7.9.11	Undertaking on Changes to the Contract Clauses	Volume-II	
1.7.9.12	Undertaking on Personnel	Volume-II	
1.7.9.13	Undertaking on proposing COTS product for CPP solution	Volume-II	
1.7.9.14	Undertaking on Extended Support	Volume-II	
	Form 1: Details of COTS OEM	Volume-II	
	Form 2: Financial Information of COTS OEM	Volume-II	
	From 3: Undertaking by COTS OEM	Volume-II	
	Form 4: Central/state government/PSU COTS product implementation experience	Volume-II	

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1.7.9.15	Undertaking on Government Regulations	Volume-II	
Commercial Bid			
1.8.1	Commercial Bid Covering Letter	Volume-II	
1.8.2	Bid Summary	Volume-II	
1.8.3.1	CPP Package Development & Training	Volume-II	
1.8.3.2	Data Center 1 – Phase 1	Volume-II	
1.8.3.3	Data Center 1 – Phase 2	Volume-II	
1.8.3.4	Data Center 2	Volume-II	
1.8.4	Recurring Cost	Volume-II	
1.8.5	Scanning	Volume-II	
1.8.6	Data Entry	Volume-II	
1.8.7	Change Request	Volume-II	
1.10	Integrity Performance Bank Guarantee	Volume-II	

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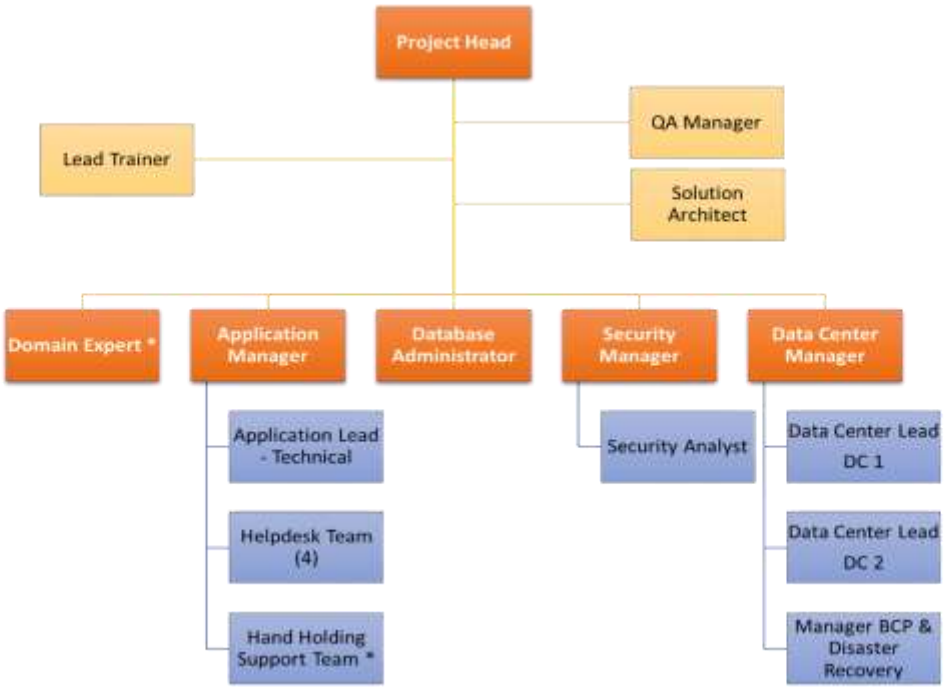
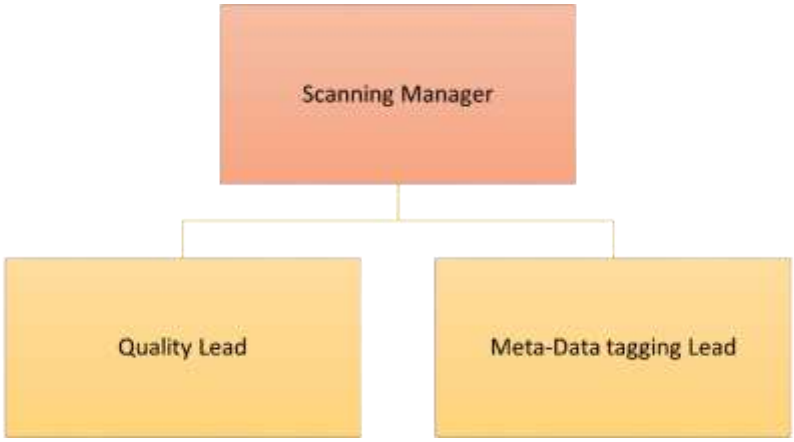
3. Annexure 2 – SI's Project Team

The SI should deploy Project Team as per following structure:

CPP Project Team:



Scanning Team:



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Team Locations:

Role	Base Location
Project Head	CGDA HQ, New Delhi
Domain Expert *	CGDA HQ, New Delhi
Database Administrator	CGDA HQ, New Delhi
Application Manager	PCDA (P), Allahabad
Security Manager	CGDA HQ, New Delhi
Data Center Manager	CGDA HQ, New Delhi
Application Lead – Technical	CGDA HQ, New Delhi
Helpdesk Team (4)	PCDA (P), Allahabad
Hand Holding Support Team	PCDA (P), Allahabad – 2 resources CGDA HQ, New Delhi – 1 resource
Security Analyst	CGDA HQ, New Delhi
Data Center Lead DC 1	Mini Data Center 1 (Faridabad)
Data Center Lead DC 2	Mini Data Center 2 (Mumbai)
Manager BCP & Disaster Recovery	CGDA HQ, New Delhi
Scanning Manager	PCDA (P), Allahabad
Quality Lead (Scanning)	PCDA (P), Allahabad
Meta-Data tagging Lead (Scanning)	PCDA (P), Allahabad

Minimum skill set:

S. No.	Role	Responsibilities	Minimum Qualifications
1.	**Project Head**	• Managing the entire set of functions and day-to-day operations of CPP • Monitoring performance & efficiency of various Teams and Resources at CPP	• Fluency in English and Hindi (Speaking, reading & writing) • Knowledge and at least 15 years of experience in managing operations (in Government / public sector/Private Sector) similar to envisaged CPP

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S. No.	Role	Responsibilities	Minimum Qualifications
		• Reporting to DAD regarding operations of CPP on periodic basis	• Experience in at least 2 end to end implementation and operation of centralized information systems/ ERP • Minimum B.Tech/BE/ MCA • PMP/Prince 2 certified
2.	**Solution Architect**	• Leading team of Solution Architects, DBAs, Application Specialists and Hardware Specialists	• Fluency in English and Hindi (Speaking, reading & writing) • Knowledge and at least 10 years and minimum 5 projects experience in designing Solution (in Government / Public sector/ Private Sector) • Minimum B.Tech/BE/ MCA • Any leading IT architect certification in proposed technology
3.	**QA Manager**	• Carrying out testing activities for CPP and managing a team of test engineers	• Min. 7 years of experience of testing IT applications • Experience of application testing (in Government / Public sector/ Private Sector) • Excellent communication, analytical and problem solving skills • Minimum B. Tech/BE/ MCA • Any leading testing certification in the proposed tool

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S. No.	Role	Responsibilities	Minimum Qualifications
4.	**Domain Expert**	• To provide Pension Process expert advices to the project teams during development and Operation & maintenance phase. • To assist project teams in understanding circulars, revision orders legal orders related to pension sanction/disbursement issued by the authorities time to time.	• Fluency in English and Hindi (Speaking, reading & writing) • Knowledge and at least 10 years of relevant experience in handling Government Pension related issues at Sanction/ disbursement agency • Understanding of any Pension software system (Sanction/ disbursement) • Minimum Graduate
5.	**Application Manager**	• To ensure change control for all CPP components and ensure thorough System/UAT testing prior to a full and controlled release. • Develop and maintain strong working relationships with key customers at all levels to understand requirements and deliver/promote technical solutions as appropriate.	• Fluency in English and Hindi (Speaking, reading & writing) • Knowledge and at least 10 years of experience in application development and application support & maintenance • Experience in at least 1 end to end implementation and operation of centralized information systems/ ERP • Minimum B.Tech/BE/ MCA

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S. No.	Role	Responsibilities	Minimum Qualifications
		• Ensure all Project Changes are fully documented & colleagues trained prior to handover to the service desk function. • Deliver outputs set by the Project Head to acceptable time, quality and cost • To develop and maintain system documentation and procedures that includes: • Application Support Procedures • System and Technical Configuration Documentation • User Training for new systems • To manage and develop data integrity and security standards for the systems, co-coordinating requests for access within agreed parameters. • To organise regular meetings with system users to maintain a working	

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S. No.	Role	Responsibilities	Minimum Qualifications
		awareness of their service operations. • Monitoring performance & efficiency of helpdesk resources at CPP • Reporting to DAD regarding operations of CPP on periodic basis	
6.	**Database Administrator**	• Database maintenance and support functions for CPP, Helpdesk, DC and NDC	• Minimum 5 years of professional experience in storage and management of electronic data software • Should have worked with database management systems software, determining effective storage methods while managing tasks involved in database environment • Excellent problem solving abilities and detail orientation. • In depth knowledge in the proposed DB • Minimum B.Tech/BE/ MCA • DBA certification from the OEM of the proposed DB
7.	**Security Manager**	• Designing and implementing of IT Security policy	• Min. 7 years of experience designing and implementing IT Security Policies for large applications

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S. No.	Role	Responsibilities	Minimum Qualifications
			• Experience of designing IT Security policy for Government / Public Sector • Excellent communication, analytical and problem solving skills • Minimum B.Tech/BE/ MCA • Should have valid certification like CISA/CISSP
8.	**Data Center Manager**	• Hardware (Server & Storage) sizing, specifications, Deployment • Installing, supporting, and maintaining servers or other computer systems, and planning for and responding to service outages and other problems	• Min. 10 years of professional hardware system and network design experience • Experience in preparing Hardware (Server & Storage, Network) Sizing, specifications, Deployment • Experience in working with a team of hardware experts. • Should have excellent verbal and written communication skill • Hands-on experience in design, implementation and administration of types of network • Minimum B.Tech/BE/ MCA • Should have valid leading networking certification

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S. No.	Role	Responsibilities	Minimum Qualifications
9.	**Lead Trainer**	• Lead the training activities, design content and manage trainings and workshops	• Graduate in any discipline • Min. 7 years of experience designing and conducting trainings for IT applications • Experience of designing and conducting trainings for Government / Public Sector • Excellent communication, analytical and problem solving skills
10.	**Scanning Manager**	• Managing the entire set of functions and day-to-day operations of scanning • Monitoring performance & efficiency of various Teams and Resources • Reporting to DAD regarding progress of scanning, Meta data tagging, QA, upload to DMS on periodic basis	• Fluency in English and Hindi (Speaking, reading & writing) • Knowledge and at least 10 years of experience in managing Scanning Projects • Experience in at least 2 end to end implementation of scanning Projects • Minimum Graduate

Note:

1. Resource requirements provided above is minimum requirement, however SI needs to staff the team in sufficient number and skill set to meet the requirement of the RFP.
2. Resource base locations shall be finalized during Project kick off.
3. Any outstation travel from base location till start of O&M Phase shall be borne by SI. However during O&M Phase, outstation travel shall be reimbursed by DAD on actuals.

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4. Annexure 3 – Personnel Profiles for the project

S. No.	Role	Profile of the Proposed Resource(s)
1.	Project Head	
2.	Solution Architect	
3.	QA Manager	
4.	Domain Expert	
5.	Application Manager	
6.	Database Administrator	
7.	Security Manager	
8.	Data Center Manager	
9.	Lead Trainer	
10.	Scanning Manager	

_*_*_*_

End of Corrigendum 1

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