


TAMILNADU STATE MARKETING CORPORATION LIMITED,
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Chennai – 600 008.

AMENDMENTS/PREBID RESPONSE/CORRIGENDUM

We invite kind attention of bidders that with response to the queries raised /clarification sought through email after the Pre-Bid meeting which was held on 30.01.2023 necessary changes have been made to the tender documents (Ref. Tender Notice No.173/G3/2023, dated:12.01.2023) for Selection of System Integrator solution enabling End to End Computerization of Core and support functions of TASMACH. Where ever necessary corrections have been done and the same are uploaded as corrigendum-1 in the Website.

The corrigendum-1 for the tender documents are being uploaded in the Website.


13/2/2023
Managing Director

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13/2/2023

Responses to the Pre Bid Queries & Corrigendum – 1

S.No	RFP Section No and Reference Page No	Existing RFP clause	Amended RFP Clause
1(a)	TASMAC_RFP_Section II, Page 19, 19.Pre-Qualification Criteria, PQ-9	<p>9.1. The Sole Bidder or any Member of Consortium should have completed “Application Development/ Commercial off the shelf (COTS) Solution Implementation and maintenance of application for a period of minimum one year post implementation” scope with a minimum aggregate value of INR 50 Crore through a maximum of <u>two</u> contracts in India for an Indian client during the last 10 years (as on 31st March 2022).</p> <p>The Sole Bidder/ Consortium Member (Providing System Integration Scope Services) should furnish-</p> <p>9.1.1 Copy of the Work order/Contract confirming year and date (Dated on or after 1st April 2012) for the System Integration services as specified along with the Completion certificate issued by the client for the successful completion of the project. The supporting documents shall clearly indicate the scope of work as required in the criteria.</p> <p>9.1.2 In case the project is in Operation</p>	<p>The clause shall be read as</p> <p>"9.1. The Sole Bidder or any Member of Consortium should have completed “Application Development/ Commercial off the shelf (COTS) Solution Implementation and maintenance of application for a period of minimum one year post implementation” scope with a minimum aggregate value of INR 50 Crore through a maximum of three contracts in India for an Indian client during the last 10 years (as on 31st March 2022).</p> <p>The Sole Bidder/ Consortium Member (Providing System Integration Scope Services) should furnish-</p> <p>9.1.1 Copy of the Work order/Contract confirming year and date (Dated on or after 1st April 2012) for the System Integration services as specified along with the Completion certificate issued by the client for the successful completion of the project. The supporting documents shall clearly indicate the scope of work as required in the criteria.</p>

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		and Maintenance phase, the bidder shall submit Work Order confirming year and date (Dated on or after 1st April 2012) and a certificate issued by the client mentioning that at least 1 year of Operation and Maintenance of the services as specified has been successfully completed.	9.1.2 In case the project is in Operation and Maintenance phase, the bidder shall submit Work Order confirming year and date (Dated on or after 1st April 2012) and a certificate issued by the client mentioning that at least 1 year of Operation and Maintenance of the services as specified has been successfully completed".
1(b)	<p>Since the above Pre-Qualification has been changed, the relevant changes have been made in the Technical Qualification</p> <p>TASMAC_RFP_Section II, Page 25, 20. Technical Qualification Criteria, TQ-3</p>	<p>The Sole Bidder or any Member of Consortium should have completed "Application Development/ Commercial off the shelf (COTS) Solution Implementation and maintenance of application for a period of minimum one year post implementation" scope with a minimum aggregate value of INR 50 Crore through a maximum of <u>two</u> contracts in India for an Indian client during the last 10 years (as on 31st March 2022).</p> <p>The marks would be provided based on Projects executed by Sole Bidder or Consortium Member: a. Two Projects of aggregate value of INR 50 Crore with relevant Work order and completion = 12.5 Marks</p>	<p>The clause shall be read as "The Sole Bidder or any Member of Consortium should have completed "Application Development/ Commercial off the shelf (COTS) Solution Implementation and maintenance of application for a period of minimum one year post implementation" scope with a minimum aggregate value of INR 50 Crore through a maximum of three contracts in India for an Indian client during the last 10 years (as on 31st March 2022).</p> <p>The marks would be provided based on Projects executed by Sole Bidder or Consortium Member: a. Three Projects of aggregate value of INR 50 Crore with relevant Work order</p>

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		b. One project of Value 50 Cr with single work order and Completion = 15 Marks	and completion = 12.5 Marks b. Two Projects of aggregate value of INR 50 Crore with relevant Work order and completion = 13.5 Marks c. One project of Value 50Cr with single work order and Completion = 15 Marks"
2(a)	RFP Section II, Page 19-20, 19. Pre-Qualification Criteria, PQ-10	<p>10.1. The Sole Bidder or any Member of Consortium should have completed a multi-location scope of "Operation & Maintenance of IT infrastructure through residential engineer/support engineers across the state" with a minimum aggregate value of INR 50 Crore through a maximum of <u>two</u> contracts in India for an Indian client during the last 10 years (as on 31st March 2022).</p> <p>In case of Sole Bidder/ Consortium Member The Sole Bidder/ Consortium Member should furnish- 10.1.1 Copy of the Work order/Contract</p>	<p>The clause shall be read as "10.1. The Sole Bidder or any Member of Consortium should have completed a multi-location scope of "Operation & Maintenance of IT infrastructure through residential engineer/support engineers across the state" with a minimum aggregate value of INR 50 Crore through a maximum of three contracts in India for an Indian client during the last 10 years (as on 31st March 2022).</p> <p>In case of Sole Bidder/ Consortium Member The Sole Bidder/ Consortium Member should furnish-</p>

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		<p>confirming year and date (Dated on or after 1st April 2012) for the services as specified along with the completion certificate issued by the client for the successful completion of the project. The supporting documents shall clearly indicate the scope of work as required in the criteria.</p> <p>10.1.2 In case the project is in Operation and Maintenance phase, the bidder shall submit Work Order/s confirming year and date (Dated on or after 1st April 2012) and a certificate issued by the client mentioning that at least 1 year of Operation and Maintenance of the services mentioned as specified has been successfully completed.</p>	<p>10.1.1 Copy of the Work order/Contract/Go-Live letter confirming year and date (Dated on or after 1st April 2012) for the services as specified along with the completion certificate issued by the client for the successful completion of the project. The supporting documents shall clearly indicate the scope of work as required in the criteria.</p> <p>10.1.2 In case the project is in Operation and Maintenance phase, the bidder shall submit Work Order/s confirming year and date (Dated on or after 1st April 2012) and a certificate issued by the client mentioning that at least 1 year of Operation and Maintenance of the services mentioned as specified has been successfully completed."</p>

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2(b)	<p>Since the above Pre-Qualification has been changed, the relevant changes have been made in the Technical Qualification</p> <p>TASMAC_RFP_Section II, Page 26-27, 20. Technical Qualification Criteria, TQ-4</p>	<p>The Sole Bidder or any Member of Consortium should have completed a multi-location scope of "Operation & Maintenance of IT infrastructure through residential engineer/support engineers across the state" with a minimum aggregate value of INR 50 Crore through a maximum of <u>two</u> contracts in India for an Indian client during the last 10 years (as on 31st March 2022).</p> <p>The marks would be provided based on Projects executed by Sole Bidder or Consortium Member:</p> <p>a. Two Projects of aggregate value of INR 50 Crore with relevant Work order and completion = 12.5 Marks</p> <p>b. One project of Value 50Cr with single work order and Completion = 15 Marks</p> <p>The Sole Bidder / Any Member of Consortium should furnish-</p> <p>1. Copy of the Work order/Contract confirming year and date (Dated on or after 1st April 2012) for the services as specified along with the completion certificate issued by the client for</p>	<p>The clause shall be read as</p> <p>"The Sole Bidder or any Member of Consortium should have completed a multi-location scope of "Operation & Maintenance of IT infrastructure through residential engineer/support engineers across the state" with a minimum aggregate value of INR 50 Crore through a maximum of three contracts in India for an Indian client during the last 10 years (as on 31st March 2022).</p> <p>The marks would be provided based on Projects executed by Sole Bidder or Consortium Member:</p> <p>a. Three Projects of aggregate value of INR 50 Crore with relevant Work order and completion = 12.5 Marks</p> <p>b. Two Projects of aggregate value of INR 50 Crore with relevant Work order and completion = 13.5 Marks</p> <p>c. One project of Value 50Cr with single work order and Completion = 15 Marks</p> <p>The Sole Bidder / Any Member of Consortium should furnish-</p> <p>1. Copy of the Work</p>

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		the successful completion of the project. The supporting documents shall clearly indicate the scope of work as required in the criteria. 2. In case the project is in Operation and Maintenance phase, the bidder shall submit Work Order confirming year and date (Dated on or after 1st April 2012) and a certificate issued by the client mentioning that at least 1 year of Operation and Maintenance for the services as specified has been successfully completed.	order/Contract/ Go-Live letter confirming year and date (Dated on or after 1st April 2012) for the services as specified along with the completion certificate issued by the client for the successful completion of the project. The supporting documents shall clearly indicate the scope of work as required in the criteria. 2. In case the project is in Operation and Maintenance phase, the bidder shall submit Work Order confirming year and date (Dated on or after 1st April 2012) and a certificate issued by the client mentioning that at least 1 year of Operation and Maintenance for the services as specified has been successfully completed".
3	TASMAC_RFP_Section II, Page 7, 6. Consortium Conditions, Point No 1	1. The number of Consortium members cannot exceed one, including the Lead Member.	The clause shall be read as "1. The number of Consortium members cannot exceed two , including the Lead Member".
4	TASMAC_RFP_Section VI, Page 46, 1.19. Mobile Device Management (MDM), REQ.MDM.010	Remote fixing of application and hardware issues	The clause shall be read as "Remote fixing of application and hardware issues like device diagnostic, firmware upgrade etc. "

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5	TASMAC_RFP_Section VI, Page 7, 1.1. Rack Server, REQ.RS.026	UEFI Secure Boot and Secure Start support	The clause shall be read as "UEFI Secure Boot/Secure Start support"
6	TASMAC_RFP_Section VI, Page 8, 1.2. Primary storage, REQ.PS.009	SSD: 1.92 TB/3.84 TB/7.68 TB or above SAS: 1.8 TB or higher NLSAS: 6TB or higher	The clause shall be read as " SSD: 1.6TB/1.92 TB/3.2TB/3.84 TB/7.68 TB or above SAS: 1.8 TB or higher NLSAS: 6TB or higher"
7	TASMAC_RFP_Section VI, Page 10, 1.3. Secondary storage, REQ.SS.009	SSD: 1.92 TB/3.84 TB/7.68 TB or above SAS: 1.8 TB or higher NLSAS: 6TB or higher	The clause shall be read as " SSD: 1.6TB/1.92 TB/3.2TB/3.84 TB/7.68 TB or above SAS: 1.8 TB or higher NLSAS: 6TB or higher"
8	TASMAC_RFP_Section VI, Page 46, 1.20. Desktop, REQ.DESKTOP.001	Intel Core i7-latest generation (3.0 Ghz) or higher OR Equivalent 64-bit x86 processor	The clause shall be read as "Intel Core i7-latest generation OR Equivalent 64-bit x86 processor"
9	TASMAC_RFP_Section VI, Page 46, 1.20. Desktop, REQ.DESKTOP.002	Minimum 32 GB DDR4 ECC Memory @ 2666 Mhz or higher. Additional memory slots should be free for future upgrade. Minimum 2 DIMM slots, supporting up to 32GB ECC	The clause shall be read as "Minimum 32 GB DDR4 Non ECC Memory @ 2666 Mhz or higher. Additional memory slots should be free for future upgrade. Minimum 2 DIMM slots, supporting up to 32GB Non ECC "
10	TASMAC_RFP_Section VI, Page 47, 1.20. Desktop, REQ.DESKTOP.009	Maximum Rating 250 Watts, 80 plus certified power supply	The clause shall be read as " Minimum Rating of 180 to maximum of 250 Watts , 80 plus certified power supply"
11	TASMAC_RFP_Section VI, Page 13, Core Switch, REQ.CORE.027	Should have accessibility using Telnet, SSH, Console access, easier software upgrade through	The clause shall be read as "Should have accessibility using Telnet/SSH , Console access, easier software


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		network using TFTP etc. Configuration management through CLI,	upgrade through network using TFTP etc. Configuration management through CLI,"
12	TASMAC_RFP_Section V, Page 25, 1.5.2. Track and Trace handheld application	It is to be noted that any new user side hardware requirement such as desktop/ printer/ handheld device for the new shops/ depots/ offices will be part of change request management. However, the capacity of the system (additional 30% for 5 years from the date of Go-Live) shall be sufficient enough to include more shops under the Track & Trace and ETISCMS operations.	The clause shall be read as "It is to be noted that any new user side hardware requirement such as desktop/ printer/ handheld device for the new shops/ depots/ offices will be part of change request management. However, the capacity of the system (additional 40% for 5 years from the date of Go-Live) shall be sufficient enough to include more shops under the Track & Trace and ETISCMS operations."
13	TASMAC_RFP_Section V, Page 42, 1.12.2. DC and DR setup	Information Security Components Network Security- to monitor and detect real time attacks - The SI shall procure Intrusion Protection System /Intrusion Detection System for safeguarding the network at the SDC & DRC. <u>The SI shall procure the licenses required from DCO.</u>	The clause shall be read as "Information Security Components Network Security- to monitor and detect real time attacks - The SI shall procure Intrusion Protection System /Intrusion Detection System for safeguarding the network at the SDC & DRC as part of firewall requirement as per the technical specification mentioned in RFP "

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14	TASMAC_RFP_Section V, Page 45, 1.13. Staggered Procurement, Supply, Installation and Commissioning and Operationalization of IT hardware and Software Licenses	All the TASMAC offices and depots already have the existing desktops and other user hardware, printer, UPS, desktop peripherals which will be continued. The warranty and AMC of the existing hardware will not be the responsibility of SI. However, SI shall be responsible for installing, testing the TASMAC system components and any other necessary software required for usage of newly developed system in the existing hardware	The clause shall be read as "All the TASMAC offices and depots already have the existing desktops and other user hardware, printer, UPS, desktop peripherals which will be continued. The warranty/AMC of the existing hardware (mentioned in the Annexure 7 - Existing usable Hardware in TASMAC Offices and Depots) will be the responsibility of SI ".
15	TASMAC_RFP_Section VII, Page 11, 2.1.4. Schedule D1 - SRM Office, Point No 6	15U Floor Mount Rack (1 Unit per SRM Office)	The clause shall be read as "15U Wall mount rack (1 Unit per SRM Office)"
16	TASMAC_RFP_Section VII, Page 12, 2.1.5. Schedule E1 - DM Office, Point No 8	15U Floor Mount Rack (1 Unit per DM Office)	The clause shall be read as "15U Wall mount rack (1 Unit per DM Office)"
17	TASMAC_RFP_Section VII, Page 13, 2.1.6. Schedule F1 - Depot, Point No 9	15U Floor Mount Rack (1 Unit per Depot)	The clause shall be read as "15U Wall mount rack (1 Unit per Depot)"
18	TASMAC_RFP_Section II, Page 48, 21.11. Disqualification, Point No 11	11. If the bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a Contract within 15 Working Days of the date of issue of Letter of Intent or within such extended period,	The Clause Shall be read as" 11. If the bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a Contract within 30 Working Days of the

S.No	RFP Section No and Reference Page No	Existing RFP clause	Amended RFP Clause
		as may be specified by the Corporation.	date of issue of Letter of Intent or within such extended period, as may be specified by the Corporation."
19	TASMAC_RFP_Section IV, Page 18, 1.3. Performance Bank Guarantee	(b) The Performance Bank Guarantee should be furnished within 15 Business Days from the date of issue of Letter of Intent and should be valid till 6 months post the Contract Period.	(b) The RFP Shall be Read as "The Performance Bank Guarantee should be furnished within 30 Business Days from the date of issue of Letter of Intent and should be valid till 6 months post the Contract Period."
20	TASMAC_RFP_Section IV, Page 36, 1.7.6. Liquidated Damages	(1) In the event of the System Integrator failing to meet the milestones provided for in the MSA- The liquidated damages applicable is mentioned in the Service Level Agreement "Compliance to Timelines- Measured at completion of milestone"- (a) Penalty for Delay in Pilot Rollout in the State & (b) Penalty for Delay in Go-live in the.	The clause shall be read as "(1) In the event of the System Integrator failing to meet the milestones provided for in the MSA- The liquidated damages applicable is mentioned in the Service Level Agreement "Compliance to Timelines- Measured at completion of milestone"- (a) Penalty for Delay in Pilot Rollout in the State & (b) Penalty for Delay in Go-live in the State "
21	TASMAC_RFP_Section V, Page 63, 1.16. Business Continuity and Disaster Recovery	• Replication between Data Centre and DR Site as well as changeover during disaster shall be quick for minimal impact on user experience. Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels. RPO and RTO	The clause shall be read as "• Replication between Data Centre and DR Site as well as changeover during disaster shall be quick for minimal impact on user experience. Ensuring data backup till the last transaction occurring in the system to ensure

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		objectives are as below and shall be strongly adhered to. <ul style="list-style-type: none"> • RPO = 30 minutes. • RTO <=60 minutes. • The System shall support both synchronous and asynchronous mode of operation and in both the modes and it shall assure 100% data consistency. • The SI shall ensure zero data loss over synchronous between the primary DC and Disaster Recovery site. 	enhanced service levels. RPO and RTO objectives are as below and shall be strongly adhered to. <ul style="list-style-type: none"> • RPO = 0 minutes. • RTO <=60 minutes. • The System shall support both synchronous and asynchronous mode of operation and in both the modes and it shall assure 100% data consistency. • The SI shall ensure zero data loss by addition of one more primary storage with required components to fulfill the zero RPO."
22	TASMAC_RFP_Section VII, Page 6, 2.1.1. Schedule A1 - Datacenter, Point No 5	Item Description - Primary Storage Minimum Quantity required as per Tender - 1 set	The clause shall be read as " Item Description - Primary Storage Minimum Quantity required as per Tender - 2 sets".
23	TASMAC_RFP_Section V, Page 205, 1.35.7.3. O&M Phase	SLA for Recovery Point Objective (RPO)	The clause Recovery Point Objective (RPO) in 1.35.7.3. O&M Phase stands deleted
24	TASMAC_RFP_Section VII, Page 36, 2.2.1. Schedule A2 - Internet connectivity, Point No 90	PTP Link between DC & DR	The clause shall be read as "PTP Link between DC & DR along with Router as managed services "
25	TASMAC_RFP_Section VII, Page 52, 2.6. Rate Card Components	New Addition in 2.6. Rate Card Components	Bidder to quote for the following components in addition to the existing rate card components 22. PTP link from DC to HO along with router as Managed

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			Services - 1Gbps per link 23. PTP link from DR to HO along with router as Managed Services - 300Mbps per link
26	TASMAC_RFP_Section VI, Page 18, 1.8. DDoS, REQ.DDOS.002	The appliance should have minimum 8 x10G SFP+ interfaces and 6 x 1G Copper port from day one. Should have a separate dedicated management interface	The clause shall be read as "The appliance should have minimum 8 x10G SFP+ interfaces and 6 x 1G Copper port from day one. The port should have inbuilt/external bypass functionality from day one and should have a separate dedicated management interface"
27	TASMAC_RFP_Section VI, Page 23, 1.10. SASE, REQ.SASE.024	Solution should also have MFA capability for the user login from suspicious location or new device.	The clause shall be read as "Solution should also have MFA capability/integration with third party MFA solution for the user login from suspicious location or new device"


13/2/2023
Managing Director


13/02/2023