



Punjab Police
Technical and Support Services Wing
Government of Punjab
 (Ref. No. e-Tender/Technical Services/2023-24/02)



Dated: 20th October 2023

CORRIGENDUM 5

The following Corrigendum/Addendum/Clarification in response to queries raised by prospective bidders for Tender Id: 2023_DHA_108013_1 and RFP Ref No. e-Tender/Technical Services/2023-24/02 (RFP Part-I and RFP Part-II) shall form an integral part of bid document and may amount to an amendment of relative para/clause of the bid document. Wherever there is a conflict, the provisions herein shall prevail over the relevant para/clause of the RFP/bid document.

Sr. No.	RFP & Clause No.	Page No.	Existing Clause	Revised Clause																		
1.	RFP (Part-I) Clause 5.7.3.c)	77	24X7 time frame means three working shifts of 8 hours for all days. Each shift will have minimum of 02 helpdesk engineers.	24X7 time frame means three working shifts of 8 hours for all days. In day shift minimum 2 helpdesk support staff and in remaining 2 shifts minimum one helpdesk support staff in each shift to be deployed.																		
2.	RFP (Part-I) Clause 4.8.	38	<table border="1" style="width: 100%;"> <thead> <tr> <th>Sr. No.</th> <th>Activity</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>2.</td> <td>Deployment of the entire team for project takeover</td> <td>T3 = T2 + 20 days</td> </tr> <tr> <td>3.</td> <td>Knowledge Transfer completion including all the queries and mitigation measures</td> <td>T4 = T3 + 20 days</td> </tr> </tbody> </table>	Sr. No.	Activity	Timeline	2.	Deployment of the entire team for project takeover	T3 = T2 + 20 days	3.	Knowledge Transfer completion including all the queries and mitigation measures	T4 = T3 + 20 days	<table border="1" style="width: 100%;"> <thead> <tr> <th>Sr. No.</th> <th>Activity</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>2.</td> <td>Deployment of the entire team for project takeover</td> <td>T3 = T2 + 30 days</td> </tr> <tr> <td>3.</td> <td>Knowledge Transfer completion including all the queries and mitigation measures</td> <td>T4 = T3 + 30 days</td> </tr> </tbody> </table>	Sr. No.	Activity	Timeline	2.	Deployment of the entire team for project takeover	T3 = T2 + 30 days	3.	Knowledge Transfer completion including all the queries and mitigation measures	T4 = T3 + 30 days
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3.	RFP (Part-I) Clause 6.5.g.	88	Punjab Police reserves the right to seek for replacement of resources against any of the positions mentioned in the RFP if at any point they are found not suitable for the work allocated to them in the project. The System Integrator should provide a replacement within 30 days of such written request placed by Punjab Police otherwise a penalty of 0.25% of quoted man-month rate per week of delay will be levied. In such an eventuality where replacement is requested by Punjab Police, at least a 30 days' notice will be given to Bidder to advice the concerned resource to improve upon his/her performance failing which the replacement clause will be started.	Punjab Police reserves the right to seek for replacement of resources against any of the positions mentioned in the RFP if at any point they are found not suitable for the work allocated to them in the project. The System Integrator should provide a replacement within 45 days of such written request placed by Punjab Police otherwise a penalty of 0.25% of quoted man-month rate per week of delay will be levied. In such an eventuality where replacement is requested by Punjab Police, at least a 45 days' notice will be given to Bidder to advice the concerned resource to improve upon his/her performance failing																		

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				which the replacement clause will be started.
4.	RFP (Part-I) Clause 2.6.a.	6	EMD of all unsuccessful Bidders would be returned after issuance of Letter of Award to successful bidder. The EMD of the successful Bidder would be returned upon submission of Performance Bank Guarantee.	The EMD of the unsuccessful bidder will be returned within 30 days . The EMD of the successful Bidder would be returned upon submission of Performance Bank Guarantee.
5.	RFP (Part-I) Clause 3.2.1.9	15	<p>The bidder should have successfully completed the project of “Similar Works” meeting the criteria mentioned below in any of the last seven years i.e. FY 2016-17 to FY 2022-23 with any of the Center/ State Government Organization/ Centre/State run PSUs, Centre/State run Boards or Corporations or Societies, Statutory bodies or co-operative societies.</p> <p>A) 1 Project of value INR 8 Crore or more (inclusive of taxes) OR b) 2 projects each of value INR 5 Crore or more (inclusive of taxes) OR c) 3 projects of each value of INR 4 crore or more (inclusive of taxes)</p> <p>“Similar work” means any IT/ ITES work related to Application Development Software, Development/ Data Center Operations/ Data Digitization/ API Integration for Centre or State Government, Centre/State run PSUs, Centre/State run Boards or Corporations or Societies, Statutory bodies or co-operative societies</p> <p>Document Required:</p> <p>a) Work order along with Go-Live certificate issued by client should be submitted OR b) Project completion certificate issued by the client should be submitted.</p>	<p>The bidder should have successfully completed/on-going the project of “Similar Works” meeting the criteria mentioned below in any of the last seven years i.e. FY 2016-17 to FY 2022-23 with any of the Center/ State Government Organization/ Centre/State run PSUs, Centre/State run Boards or Corporations or Societies, Statutory bodies or co-operative societies.</p> <p>For completed Projects:</p> <p>a) 1 Project of value INR 8 Crore or more(inclusive of taxes) OR b) 2 projects each of value INR 5 Crore or more(inclusive of taxes) OR c) 3 projects each of value of INR 4 crore or more(inclusive of taxes)</p> <ul style="list-style-type: none"> • Completed One Similar Work of at least 8 Crore or more(inclusive of taxes) or • Two Similar Works of at least 5 Crores(inclusive of taxes) or • Three Similar works of at least 4 Crores(inclusive of taxes) <p>For on-going projects:</p> <p>a) 1 Project of value INR 8 Crore or more(inclusive of taxes) with at least 80% of milestones completed OR b) 2 projects each of value INR 5 Crore or more(inclusive of taxes) with atleast 60% of milestones completed OR c) 3 projects each of value of INR 4 crore or more(inclusive of taxes) with atleast 40% of the milestones completed.</p> <ul style="list-style-type: none"> • On-going One Similar Work of at least 8 Crore or more(inclusive of taxes) with at least 80% of milestones completed or • Two Similar Works of at least 5 Crores(inclusive of taxes) with at

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				<p>least 60% of milestones completed or</p> <ul style="list-style-type: none"> • Three Similar works of at least 4 Crores (inclusive of taxes) with at least 40% of milestones completed <p>“Similar work” means any IT/ ITES work related to Application Development Software, Development/ Data Center Operations/ Data Digitization/ API Integration for Centre or State Government, Centre/State run PSUs, Centre/State run Boards or Corporations or Societies, Statutory bodies or co-operative societies</p> <p>“On-going” means work order must be issued at least 1 year before the date of issuance of this RFP and at least one payment must be released by work order issuing authority.</p> <p><u>Document Required:</u></p> <p>a) Work order along with Go-Live certificate issued by client should be submitted OR</p> <p>b) Project completion certificate issued by the client should be submitted. OR</p> <p>c) for ongoing project, Work order along with Milestone Completion Certificate by the work order issuing authority and payment receipts must be submitted.</p>
6.	RFP (Part-I) Clause 3.2.2 Technical Evaluation Scoring Matrix Point A, 2. Past Experience	17	<p>Criteria: The bidder should have successfully completed the project of “Similar Works” meeting the criteria mentioned below in any of the last seven years i.e. FY 2016-17 to 2022-23 with Centre/ any State Government Organization/Centre/State run PSUs, Centre/State run Boards or Corporations or Societies, Statutory bodies or co-operative societies.</p> <p>a) 1 Project of value INR 8 Crore or more (inclusive of taxes) OR</p> <p>b) 2 projects each of value INR 5 Crore or more (inclusive of taxes) OR</p> <p>c) 3 projects each of value of INR 4 crore or more (inclusive of taxes)</p> <ul style="list-style-type: none"> • Completed One Similar Work of at least 8 Crore or more (inclusive of taxes) 	<p>Criteria: The bidder should have successfully completed/on-going the project of “Similar Works” meeting the criteria mentioned below in any of the last seven years i.e. FY 2016-17 to 2022-23 with Centre/ any State Government Organization/Centre/State run PSUs, Centre/State run Boards or Corporations or Societies, Statutory bodies or co-operative societies.</p> <p>For completed Projects:</p> <p>a) 1 Project of value INR 8 Crore or more (inclusive of taxes) OR</p> <p>b) 2 projects each of value INR 5 Crore or more (inclusive of taxes) OR</p> <p>c) 3 projects each of value of INR 4 crore or more (inclusive of taxes)</p>

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			<p>or</p> <ul style="list-style-type: none"> • Two Similar Works of at least 5 Crores(inclusive of taxes) or • Three Similar works of at least 4 Crores(inclusive of taxes) <p>----- 15 Marks</p> <ul style="list-style-type: none"> • Any additional project of min. 4 Cr will carry 5 marks each subjected to an upper cap of total 25 marks. <p>Supporting documents to be submitted by bidder: Work orders along with the completion certificate/ satisfactory client certificate confirming year, cost and area of activity.</p>	<ul style="list-style-type: none"> • Completed One Similar Work of at least 8 Crore or more(inclusive of taxes) or • Two Similar Works of at least 5 Crores(inclusive of taxes) or • Three Similar works of at least 4 Crores(inclusive of taxes) <p>----- 15 Marks</p> <ul style="list-style-type: none"> • Any additional completed project of min. 4 Cr will carry 5 marks each subjected to an upper cap of total 25 marks. <p>For on-going projects:</p> <p>a) 1 Project of value INR 8 Crore or more(inclusive of taxes) with at least 80% of milestones completed OR</p> <p>b) 2 projects each of value INR 5 Crore or more(inclusive of taxes) with atleast 60% of milestones completed OR</p> <p>c) 3 projects each of value of INR 4 crore or more(inclusive of taxes) with atleast 40% of the milestones completed.</p> <ul style="list-style-type: none"> • On-going One Similar Work of at least 8 Crore or more(inclusive of taxes) with at least 80% of milestones completed or • Two Similar Works of at least 5 Crores(inclusive of taxes) with at least 60% of milestones completed or • Three Similar works of at least 4 Crores(inclusive of taxes) with at least 40% of milestones completed <p>----- 15 X m% Marks</p> <p>Where, m= percentage of milestone completed e.g. if 1 project of value INR 8 crore or more is on-going and 80% milestones are completed, then marks obtained will be $15 \times 80\% = 12$ Marks. e.g. if 2 projects of value INR 5 crore or more are on-going and 70% milestones are completed, then marks obtained will be $15 \times 70\% = 10.5$ Marks. e.g. if 3 projects of value INR 4 crore or more are on-going and 60% milestones are completed, then marks obtained will be $15 \times 60\% = 9$</p>

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				<p>Marks.</p> <ul style="list-style-type: none"> Any additional completed project of min. 4 Cr will carry 5 marks each subjected to an upper cap of total 25 marks. <p>Supporting documents to be submitted by bidder: Work orders along with the completion certificate/ satisfactory client certificate confirming year, cost and area of activity.</p> <p>For ongoing project, Work order along with Milestone Completion Certificate by the work order issuing authority confirming year, cost and area of activity and payment receipt must be submitted.</p>
7.			Service Provider	To be read as System Integrator everywhere in the RFP Part-I & II
8.	RFP (Part-I) Clause 4.7 Detailed Scope of Work, 5) Capacity Building	35	Capacity building:- To provide support for imparting role-based training to the Training of Trainers (ToT) at PPHQ for any additional modules designed and developed at State Level. Fresher training and Refresher courses to be conducted twice in a month by the SI. The SI may choice different learning management tool or through VC. The course curriculum shall be designed mutually by SI and purchaser.	Capacity building:- To provide support for imparting role-based training to the Training of Trainers (ToT) at PPHQ for any additional modules designed and developed at State Level. Fresher training and Refresher courses to be conducted as and when needed by the SI . The SI may choice different learning management tool or through VC. The course curriculum shall be designed mutually by SI and purchaser.
9.	RFP (Part-I) Clause 4.7 Detailed Scope of Work, 2) Help desk support System for CAS end user locations	31	Punjab Police setup in house helpdesk which is operational 24x7. 04 resources at a time are available to take call to support the user. Selected bidder is required to resolve the issues using automated system (to be provided by the SI). The SI is required to station the requisite number of resources in helpdesk based upon the requirement, but at least two resources should be present all the time. Helpdesk Support Staff must be fluent in Punjabi & Hindi.	Punjab Police setup in house helpdesk which is operational round-the-clock including resources from Punjab Police's Staff and current System Integrator's Staff. 04 resources at a time are available to answer the call and support the user . Selected bidder is required to resolve the issues using automated system (to be provided by the SI). The SI is required to station the requisite number of resources in helpdesk based upon the requirement, but in day shift, minimum two (02) helpdesk support staffs and in remaining two shifts, minimum one (01) helpdesk support staff in each shift to be deployed . Helpdesk Support Staff must be fluent in Punjabi & Hindi.
10.	RFP (Part-II) Clause 1.1 Definitions: Performance Guarantee	5	Means the guarantee provided by a Nationalized Bank in favor of the Purchaser. The amount of Performance Security shall be 5 % of the overall contract value. This performance security shall be valid till 180 days after the completion of the project i.e. one hundred eighty days beyond the total contract period;	Means the guarantee provided by a Nationalized Bank in favor of the Purchaser. The amount of Performance Security shall be 5 % of the overall contract value. This performance security shall be valid till 90 days after the completion of the project i.e. ninety days beyond the total contract period;

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11.	RFP (Part-II) SCHEDULE-V SPECIAL CONDITIONS OF CONTRACT point (xv)	54	The performance Bank Guarantee (PBG) should remain valid for a period of 180 days beyond the date of completion of contractual obligations/warranty. The PBG will be returned to the Vendor on successful completion of all his obligations under the contract/work order. In case the execution of the contract/work order is delayed beyond the contracted period and the Client grants extension of delivery period, with or without penalty, the supplier must get the PBG revalidated, if not already valid.	The performance Bank Guarantee (PBG) should remain valid for a period of 90 days beyond the date of completion of contractual obligations/warranty. The PBG will be returned to the Vendor on successful completion of all his obligations under the contract/work order. In case the execution of the contract/work order is delayed beyond the contracted period and the Client grants extension of delivery period, with or without penalty, the supplier must get the PBG revalidated, if not already valid.
12.	RFP (Part-I) Clause 3.1.8 Performance Bank Guarantee b)	12	The Performance Guarantee should be furnished by the successful Bidder. The successful Bidder shall ensure, the Performance Guarantee is valid for 42 months from the date of signing of agreement and during the term of the subsequent Contract (any renewal), PBG shall be extended accordingly beyond all contractual obligations, including warranty terms.	The Performance Guarantee should be furnished by the successful Bidder. The successful Bidder shall ensure, the Performance Guarantee is valid for 39 months from the date of signing of agreement and during the term of the subsequent Contract (any renewal), PBG shall be extended accordingly beyond all contractual obligations, including warranty terms.
13.	RFP (Part-I) Clause 1.1 Invitation for Bids 5. Earnest Money Deposit (EMD):	1	Bidders should submit an EMD of Rs.15,00,000/- (Rupees Fifteen Lakh Only) on www.eproc.punjab.gov.in portal. The EMD of the unsuccessful bidder will be returned.	Bidders should submit an EMD of Rs.15,00,000/- (Rupees Fifteen Lakh Only) on www.eproc.punjab.gov.in portal. The EMD of the unsuccessful bidder will be returned. The validity of the EMD shall be 90 days from the last date of submission of the bid.
14.	RFP (Part-I) Clause 1.2 Fact sheet 8.	2	On receipt of a Letter of Award (“LoA”) from Punjab Police, the successful Bidder will furnish a bank guarantee, by way of performance security on or before the signing of the subsequent Contract, typically within 21 days from notification of the LoA, unless specified to the contrary.	On receipt of a Letter of Award (“LoA”) from Punjab Police, the successful Bidder will furnish a bank guarantee, by way of performance security on or before the signing of the subsequent Contract, typically within 21 working days from notification of the LoA, unless specified to the contrary.
15.	RFP (Part-I) Clause 3.1.8 Performance Bank Guarantee (PBG) (a)	12	On receipt of a Letter of Award (“LoA”) from Punjab Police, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 5 % of the total contract value defined in this RFP on or before the signing of the subsequent Contract, typically within 21 days from notification of the LoA, unless specified to the contrary. In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, Punjab Police may at its sole discretion cancel the Lol/ LoA without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.	On receipt of a Letter of Award (“LoA”) from Punjab Police, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 5 % of the total contract value defined in this RFP on or before the signing of the subsequent Contract, typically within 21 working days from notification of the LoA, unless specified to the contrary. In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, Punjab Police may at its sole discretion cancel the Lol/ LoA without giving any notice and

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				encash the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.
16.	RFP (Part-II) Clause 4.1. Provisions to take effect upon fulfillment of Conditions Precedent (a) (i)	10	to provide a 5% Performance Security Guarantee and other guarantees/payments within 21 days of the receipt of notification of award from the purchaser; and	to provide a 5% Performance Security Guarantee and other guarantees/payments within 21 working days of the receipt of notification of award from the purchaser; and
17.	RFP (Part-II) Clause 4.3. Non-fulfillment of the System Integrator's Conditions Precedent (a)	11	In the event that any of the Conditions Precedent of the System Integrator have not been fulfilled within 21 days of issuance of LoA and same have not been waived fully or partially by purchaser or its nominated agencies, this Agreement shall cease to exist:	In the event that any of the Conditions Precedent of the System Integrator have not been fulfilled within 21 working days of issuance of LoA and same have not been waived fully or partially by purchaser or its nominated agencies, this Agreement shall cease to exist.
18.	RFP (Part-I) Clause 4.7 Detailed Scope of Work 3) Support for operation and management of Data Centre and DR (a)	32	The bidder may proposed to upgrade the existing technology stack from Solaris to any latest open-source compatible operating system like Linux or equivalent along with required webservices to have a better performance and manageability for the project. The proposed solution should have at least 05 years of operating support from OEM. Any financial requirement related to support may be proposed by the bidder.	The bidder may propose to upgrade the existing technology stack from Solaris to any latest open-source compatible operating system like Linux or equivalent along with required webservices to have a better performance and manageability for the project. The proposed solution should have at least 05 years of operating support from OEM.
19.	RFP (Part-I) Clause 3.2.1 Pre-Qualification (PQ) Criteria Point 6.	15	<p><u>Qualifying Requirements:</u> The bidder should have an average annual turnover of INR 25 Crores in any three of the last five FYs i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22.</p> <p>Note: Turnover of only the bidding entity shall be considered. Turnover of any parent, subsidiary, associated or other related entity shall not be considered.</p> <p><u>Documents Required:</u></p> <ul style="list-style-type: none"> • Audited Financial Statements <p>and</p> <ul style="list-style-type: none"> • Certificate from statutory auditors/Chartered Accountant clearly certifying the turnover requirements 	<p><u>Qualifying Requirements:</u> The bidder should have an average annual turnover of INR 25 Crores in any three of the last five FYs i.e. 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23.</p> <p>Note: Turnover of only the bidding entity shall be considered. Turnover of any parent, subsidiary, associated or other related entity shall not be considered.</p> <p><u>Documents Required:</u></p> <ul style="list-style-type: none"> • Audited Financial Statements <p>and</p> <ul style="list-style-type: none"> • Certificate from statutory auditors/Company Secretary/ Chartered Accountant clearly certifying the turnover requirements

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20.	RFP (Part-I) Clause 3.2.1 Pre-Qualification (PQ) Criteria Point 7.	15	<p><u>Qualifying Requirements:</u> The bidder should be profitable in any two of the last five FYs i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22.</p> <p><u>Documents Required:</u> The complete set of audited financial statement to be submitted and CA certificate for Net Worth.</p>	<p><u>Qualifying Requirements:</u> The bidder should be profitable in any two of the last five FYs i.e. 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23.</p> <p><u>Documents Required:</u> The complete set of audited financial statement to be submitted and CA/ Company Secretary certificate for Net Worth.</p>
21.	RFP (Part-I) Clause 3.2.1 Pre-Qualification (PQ) Criteria Point 8.	15	<p><u>Qualifying Requirements:</u> The bidder's Net Worth should be positive in any three of the last five FYs i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22.</p> <p><u>Documents Required:</u> The complete set of audited financial statement to be submitted and CA certificate for Net Worth.</p>	<p><u>Qualifying Requirements:</u> The bidder's Net Worth should be positive in any three of the last five FYs i.e. 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23.</p> <p><u>Documents Required:</u> The complete set of audited financial statement to be submitted and CA/ Company Secretary certificate for Net Worth.</p>
22.	RFP (Part-I) Clause 3.2.2 Technical Evaluation Scoring Matrix A. BIDDER'S EXPERIENCE 1. Organizational Financial Strength	16	<p>Organizational Financial Strength Average Annual Turnover in any three of the last five FYs i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22.</p> <ul style="list-style-type: none"> ● Average annual turnover (greater than or equal to 25 crores) and (less than 35 crores): 7 Marks ● More than or equal to Rs. 35 Crore: 13 Marks <p>Supporting documents to be submitted by bidder Certificate from the Statutory Auditor/ Chartered Accountant of the Bidder clearly specifying the Annual Turnover of the Audited Financial Years.</p>	<p>Organizational Financial Strength Average Annual Turnover in any three of the last five FYs i.e. 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23.</p> <ul style="list-style-type: none"> ● Average annual turnover (greater than or equal to 25 crores) and (less than 35 crores): 7 Marks ● More than or equal to Rs. 35 Crore: 13 Marks <p>Supporting documents to be submitted by bidder Certificate from the Statutory Auditor/ Company Secretary/ Chartered Accountant of the Bidder clearly specifying the Annual Turnover of the Audited Financial Years.</p>
23.	RFP (Part-I) Clause 5 Appendix 5.1. Appendix 1: Necessary Forms 5.1.1. Form 1: Compliance Sheet, Point 10.	39	Profitable for any two of the last five financial years i.e. 2017-18, 2018-19, 2019- 20, 2020-21, 2021-22 and Positive net worth in any three of the last five financial years i.e. 2017-18, 2018-19, 2019-20, 2020-21, 2021-22.	Profitable for any two of the last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23 and Positive net worth in any three of the last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23. <u>Documents Required:</u> The audited balance sheet and Profit & loss statement for said financial year fulfilling the criteria as documentary evidence duly certified by statutory auditor/Chartered Accountant/ Company Secretary.

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						Note: Refer to revised form at Annexure-X.		
24.	RFP (Part-I) 5.2.1. Form 1.1 : Covering Letter for Commercial Bid	50	(Form) 5.2. Appendix 2: Commercial Bid Template 5.2.1. Form 1.1 : Covering Letter for Commercial Bid			Please refer to Revised form 1.1: Covering Letter for Commercial Bid defined at Annexure-Z.		
25.	RFP(Part-I) 3.2.2 Technical evaluation Scoring Matrix B. Key Resources point 10.	19	S.No.	Resource Profile	Qualification	S.No.	Resource Profile	Qualification
			10.	Helpdesk Support Staff (04) (1 mark each)	Any Graduate with Basic Knowledge of computer	10.	Helpdesk Support Staff (04) (1 mark each)	BCA/B.E./B.Tech/B.Sc. IT/MCA with 2 years' experience in any IT related field.
26.	RFP(Part-I) 4.7 detailed Scope of Work 2) Helpdesk Help desk support System for CAS end user locations e)	31	Purchaser will provide the necessary sitting space and furniture at Punjab Police Headquarters Chandigarh. Any IT infrastructure including Computers, Printers, Networking and any other infrastructure required for the smooth running of Project shall be arranged by the bidder at its own cost. IT infrastructure for the developer team will be managed/provided by the bidder.			Purchaser will provide the necessary sitting space and furniture at Punjab Police Headquarters Chandigarh. Existing IT Infrastructure already provided to Helpdesk Support Staff including Desktops, Printers, Networking shall be provided by the purchaser. IT infrastructure for the developer team will be managed/provided by the bidder.		
27.			Helpdesk Engineer			To be read as Helpdesk Support Staff everywhere in the RFP Part-I & II		
28.	RFP (Part-I) 4.7 Detailed Scope of Work 2) (ii) Application support for CAS and State extension modules point p)	29	The bidder needs to upgrade the existing Sun Solaris operating System to compatible open-source Linux operating system having valid OEM support at least for the next 05 years. However, the existing web server (Glassfish), Java software and MySQL needs to be upgraded as and when requested by the purchaser during the contract period.			The bidder may propose to upgrade the existing Sun Solaris operating System to compatible open-source Linux operating system having valid OEM support at least for the next 05 years. However, the existing web server (Glassfish), Java software and MySQL may be upgraded as and when requested by the purchaser during the contract period.		
29.	RFP (Part-I) Clause 3.1.3 Bid validity	11	The offer submitted by the Bidders should be valid for minimum period of 180 days from the last date of submission of the Bid.			The offer submitted by the Bidders should be valid for minimum period of 90 days from the last date of submission of the Bid.		
30.	RFP (Part-I) 5.1.3. Form 3: Letter of Technical Bid	43	(Form) Form for 5.1.3. Form 3: Letter of Technical Bid			Please refer to Revised form 3: Letter of Technical Bid for clause 5.1.3 defined at Annexure-Y.		

5.1 Appendix 1: Necessary Forms

The revised form may be read as follows:

5.1.1 Form 1: Compliance Sheet

The bid should comprise of the following requirements. The documents mentioned in this compliancesheet along with this form, needs to be a part of the bid and the forms will be used for the purpose of technical bid evaluation of the bid.

#	Specific Requirements	Documents Required	Compliance	Reference & Page No. (Mandatory)
1.	Particulars of the bidders	As per Form 2 under Appendix I	Yes / No	
2.	Certificate of incorporation	Certificate of incorporation and certificate of commencement of business issued by the Registrar of companies / appropriate authority	Yes / No	
3.	PAN and GST registration certificate	Attested copy of the PAN & GST registration certificate	Yes / No	
4.	The signatory signing the bid on behalf of the Bidder should be duly authorized by the Board of Directors / Partners of the Bidder to sign the bid on their behalf.	As per Form 10 under Appendix I	Yes/No	
5.	Tender fee	Tender fee through NEFT/RTGS or equivalent	Yes/No	
6.	EMD	Online submission in e-proc portal	Yes / No	
7.	CMMI Level 3 or higher company certificate	Attested copy of valid and relevant certificate	Yes / No	
8.	ISO 9001 Certificate which should be valid on the date of bid submission	Attested copy of valid and relevant certificate	Yes / No	
9.	Average annual turnover of INR 25 Crores in any three of last five Financial years from IT/ITES business.	The audited balance sheet and Profit & loss statement for said financial years fulfilling the criteria.	Yes / No	
10.	Profitable for any two of the last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23 and Positive net worth in any three of the last five financial years i.e. 2018-	The audited balance sheet and Profit & loss statement for said financial year fulfilling the criteria as documentary evidence duly certified by statutory auditor/Chartered Accountant/ Company Secretary.		

#	Specific Requirements	Documents Required	Compliance	Reference & Page No. (Mandatory)
	19, 2019-20, 2020-21, 2021-22, and 2022-23.			
11.	Work Plan	As per Form 6 under Appendix I Detail work plan preferably in Gantt chart format	Yes / No	
12.	Proposed Team Composition	As per Form 7 under Appendix I	Yes / No	
13.	CVs of proposed resources	As per Form 9 under Appendix I	Yes / No	
14.	Deployment of Resources	As per Form 8 under Appendix I	Yes / No	
15.	Project citation documents	As per Form 4 under Appendix I	Yes / No	
16.	The Bidder shall submit the undertaking that the Bidder :- a) Has not been as on date under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted/debarred by any State Govt./Central Govt./Board, Corporations and Government Societies / PSU for any reason in last 3 years. b) Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.	Self-Certification/ Undertaking as per the format under Appendix 5 for undertaking on blacklisting	Yes / No	
17.	Project documents for design and development of	As per the supporting documents required to be submitted by bidder	Yes / No	

#	Specific Requirements	Documents Required	Compliance	Reference & Page No. (Mandatory)
	application, customization, testing along with Operation & Maintenance support for projects of value INR 4 Crore or more	mentioned in section 3.2 of this RFP	-	
18.	Technical Manpower	Undertaking from HR head	Yes/No	

To: _____

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Email id>

Subject: Submission of the Technical bid for <Name of the Engagement>

Dear Sir/Madam,

We, the undersigned, offer to provide <Title of Implementation service> to the Purchaser with your Request for Bid dated <insert date> and our Bid. We are hereby submitting our bid, which includes the Technical bid sealed in a separate envelope. Also, the same has been uploaded in the tendering portal.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our bid is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <90> days from last date of bid submission as stipulated in the RFP document.

We understand you are not bound to accept any bid you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ . Date: _____

5.2.1. Form 1.1 : Covering Letter for Commercial Bid

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Email id>

Subject: Submission of the Commercial bid for selection of New System Integrator for operation and management of CCTNS Punjab.

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <<Title of Implementation Services>> in accordance with your Request for Bid dated <<Date>> and our Commercial Bid. Our attached Commercial Bid is for the sum of <<Amount in words and figures>>. This amount is inclusive of taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 90 calendar days from the last date of Bid submission.
- We hereby confirm that our prices include all taxes.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated in Commercial Bid attached with our bid as part of our proposal.

6. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

Our Commercial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid, i.e., [Date].

We understand you are not bound to accept any Bid you receive.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address: