WEBEL TECHNOLOGY LIMITED

CORRIGENDUM - IV

TENDER NO. WTL/PAR/EDIST2/21-22/004 DATED 02.06.2021

1. **REVISED DATES:**
   - Last date & time of Bid Submission has been extended up to 13.07.21 at 12.00 hrs.
   - Date & time of Bid Opening has been extended up to 15.07.21 at 12.00 hrs.
   - Last date & time of details intimation of Tender Fee & EMD Submission has been extended up to 13.07.21 at 16.00 hrs.

2. **Operational SLAs**

#	SLA Parameter	Average Response Time			Method of Measurement	Penalty
		Baseline	**Low Performance**	**Breach**		
1	Operation and Maintenance from the date of Go live Uptime of e-District 2.0 Application	>= 99%	98%	Equal to 95% or less	Automated measurement as part of SLA tool will be adopted	For every 1% drop in uptime (Application Uptime) in each quarter over the required Uptime of 99% a penalty up to 0.1% of the Project Cost would be liable to be deducted. If the uptime in any quarter is 95% or less due to conditions which are wholly attributable to the Bidder then the purchaser may terminate the contract. A penalty up to 0.5% of the Quarterly Payment would be liable to be deducted for every day delay in response time or call fixing time for any problem logged by the WTL/end user. The Selected Bidder will provide Help Desk call logged report every quarter

2	Time to load login page or any other page (other than home page) of the portal that can be viewed by the users (over web)	less than 3 Sec	less than or equal to 5	more than 5 sec	Automated measurement as part of SLA tool will be adopted and frequency decided by the WTL. Measurement shall be executed between 9 AM to 9 PM on any day.	Exceeding 10% of instances over a period of 24 hrs, 1% of the quarterly fees for each such day till the instances are rectified, subject to 10% of the quarterly fees payable.
3	Request-Response Time for online transaction either through portal or gateway where such services are made available (over web)	less than 3 sec	less than or equal to 5 sec	more than 5 sec	Automated measurement as part of SLA tool will be adopted and frequency decided by the WTL. Measurement shall be executed between 9 AM to 9 PM on any day.	Exceeding 10% of instances over a period of 24 hrs, 1% of the quarterly fees for each such day till the instances are rectified, subject to 10% of the quarterly fees payable.
4	Request-Response Time for transactions with document retrieval and rendering from cloud (over web)	less than 5 sec	less than or equal to 8 sec	more than 8 sec	Automated measurement as part of SLA tool will be adopted and frequency of measurement shall be executed between 9 AM to 9 P M on any day	Exceeding 10% of instances over a period of 24 hrs, 1% of the quarterly fees for each such day till the instances are rectified, subject to 20% of the quarterly fees payable.
5	Concurrent User Sessions Supported for Services used by e- District 2.0 system	Minimum of 6000 concurrent user sessions	Measured once in 3 months through a load test or actual usage.	For any violation penalty will be 3 % of the annual O&M fees.	Concurrent User Sessions Supported for Services used by e- District 2.0 system	Minimum of 6000 concurrent user sessions
6	Availability of all applications of e- District 2.0	>= 99.9%	<99.9% and >= 99%	<99%	Monthly availability through Total uptime/ (Total calendar time- Scheduled Downtime)	For any violation penalty will be 3 % of the annual O&M fees.

Note:
1. SI will submit the uptime report on completion of every quarter.

2. For monitoring of application uptime SI shall have to provision for monitoring and measurement tools etc. required for this purpose & the same is required to be factored into in the price bid by the bidder

Clarification

SL. NO.	SECTION NO.	CLAUSE NO.	PAGE NO.	QUERIES	WTL RESPONSE
1	B	-	-	*In the RFP and corrigendum, the job description of OSU team is clearly written. However, job description for O&M team is missing. Requesting you to let us know if there will be a separate O&M team along with OSU team.*	Bidder has to extend Operation & Management of e-District 2.0 application for a period of 17 quarters from the date of go-live of eDistrict 2.0 with adherence of SLA compliance. O&M team composition by the bidder will come within the provision made under OSU team O&M /OSU team will be engaged for over application support, system administration/Database Administration Support, adherence of SLA compliance and implementation all other change request, integration activities and all other activities as detailed in the RFP & its corrigenda.
2	Corrigendum-II (Quality Certification, Performance Audit & Functional test audit, Security Audit & Periodic Application Security Audit & VA/PT)	-	-	Quality Certification, Performance Audit & Functional test audit, Security Audit (Application Security Audit & VA/PT of all VMs with closure of all open issues) through 3rd Party Auditor for e-District 2.0 Application Platform (before Go-Live) (Payable to Auditor) and Periodic Application Security Audit & VA/PT of all VMs of e-District2.0 Application Platform through Cert-In empanelled Auditor (Every six month periodicity during the 4years 3 months O&M Period from the date of Go-live	The bidder has to bear all cost involvement towards Quality Certification, Performance Audit & Functional test audit, Security Audit and Periodic Application Security Audit & VA/PT. Such payments will be released to SI in connection with payments to 3rd party auditor contracted by the SI

WEBEL TECHNOLOGY LIMITED

SL. NO.	SECTION NO.	CLAUSE NO.	PAGE NO.	QUERIES	WTL RESPONSE
				(Payable to Auditor)	
3	Contract period	-	-	Implementation phase is 25 weeks and O&M phase is for 4 years 3 months. Requesting you to confirm that contract period is 4 years 9 months covering both implementation phase and O&M phase, instead of 5 years.	Total contract period will be implementation period and 17 quarter O&M phase from the date of Go-live.