



सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ इंडिया
SOFTWARE TECHNOLOGY PARKS OF INDIA
(भारत सरकार के इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय के अन्तर्गत एक स्वायत्त सोसाइटी, इलेक्ट्रानिक सिटी, बेंगलूरु - 560100)
(An Autonomous Society under Ministry. of Electronics and Information Technology Govt. of India, Electronic City, Bengaluru - 560100)

शुद्धि-पत्र / CORRIGENDUM

This has reference to the Tender published vide Ref No: STPI-B/ADMIN/PSG/2022-23/04 Dated: 23.02.2023 for Appointment of Agency for providing Technical (ICT) Manpower Support Services for the period of 3 Years. Based on the pre-bid meeting held on 09.03.2023 at 1130 Hrs, the following amendment has been issued to the tender. Bidders are requested to incorporate the amendment while submission of bids to this office.

Sl. No	Page No	Section No.	Section Name	Existing Term of RFP	Bidder Queries/ Reasons for Change	STPI's Clarification/ Response/ Amendments
1	3	Section – I	INVITATION FOR PROPOSALS (IFP)	Bid Submission End Date : 23.03.2023 at 1430 Hrs. Bid Opening Date : 24.03.2023 at 1500 Hrs.	During prebid meeting bidder requested minimum 1 week extension in the last date of submission.	The clause is amended as below: Submission end date is extended up to 30.03.2023 at 1130 Hrs. Bid Opening Date: 31.03.2023 at 1200 Hrs.
2	3	Section - I	Point No 3	Submission of EMD	What proof we have to submit for the EMD exemption. Can we submit MSME certificate for the EMD exemption.	Kindly refer the RFP Clause Section IV. 4.f. "f. The exemption of EMD shall be applicable to MSME firm registered under NSIC/UAM. In such cases exemption will be extended to bidders if they are registered for the desired purpose as per requirement in RFP. The exemption will not be applicable, if, the MSME firms are not registered with NSIC or UAM. The copy of the exemption certificates shall be uploaded along with the bid documents and need to submit Bid security Declaration as per Section IX of Form 7."
3	30	Section V clause no. 4	7. Deployment of selection	4. Deliverables & Timeline for deployment of IT Manpower	We request authority to kindly extend the timeline for deployment of resources from T+28 working days to T+90 working days.	The clause is amended as below: 4. Deliverables & Timeline for deployment of IT Manpower

			resources at project / client location	Level7 - Deployment of selection resources at project / client location - T + 28 Working days		Level7 - Deployment of selection resources at project / client location - T + 60 Working days
4	32	Section V	7.1 LIQUIDATED DAMAGES (LD)	7.1 (a) Pre-deployment Stage: The provision of technical (ICT) manpower shall be made available within 28 working days from the date of issue of work order.		The clause is amended as below: 7.1 (a) Pre-deployment Stage: The provision of technical (ICT) manpower shall be made available within 60 working days from the date of issue of work order.
5	12	Section III. a. Pre-Qualification Criteria / ELIGIBILITY CRITERIA	Project Experience	<p>The bidder should have executed similar project (Resources mentioned in Scope of Works (SoW) of this bid document) as IT Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India in last three financial years (i.e. FY 2019-20, 2020-21 and 2021-22 or latest three consecutive years(2020-21,2021-22 and 2022-23)). <i>The work order should be issued after 1st April, 2019.</i></p> <ul style="list-style-type: none"> • 1 similar completed work costing not less than Rs. 3.15 cr. • 2 similar completed works costing not less than Rs. 1.8 cr. • 3 similar completed works costing not less than Rs. 1.35 cr. 	<p>Specific Requirements: The bidder should have executed Similar project as IT Manpower Service Provider/Managed and technical support service provider to any central / State Govt. offices/PSU/BFSI/ private units in India in last five financial years (i.e. FY 2017-18,2018-19 2019-20, 2020-21 and 2021-22 or latest three consecutive years(2020-21,2021-22 and 2022-23)). The work order should be issued after 1 st April, 2017.</p> <ul style="list-style-type: none"> • 1 similar completed work costing not less than Rs. 3.15 cr. • 2 similar completed works costing not less than Rs. 1.8 cr. • 3 similar completed works costing not less than Rs. 1.35 cr. <p>Documents Required: To submit copies of Purchase Order, completion certificate/Self certification from authorised signatory of bidder on its letterhead for completion and ongoing status of project/copy of Invoices. CRAC in case of GeM POs indicating the number and type of resources deployed. Completion Certificates from the Client/Self certification from authorised signatory of bidder on its letterhead for completion and ongoing status of project [Kindly submit format for Submission Of Project References For Prequalification Experience at Form 2 in SECTION IX)</p>	<p>No change.</p> <p>The bidder should have executed Similar projects as per Scope of Work</p>

6			Project Experience		<p>We request you to kindly amend the clause as The bidder should have executed similar project (Resources mentioned in Scope of Works (SoW) of this bid document) as IT Manpower / Technical Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India in last four financial years (i.e. FY 2018 - 19, 2019-20, 2020-21 and 2021-22 or latest three consecutive years(2020-21,2021-22 and 2022-23)).</p> <p>The work order should be issued after 1st April, 2018. (Kindly consider the last 04 years experience as few years are very stresses for the whole globe in regards of business development)</p>	<p>No change.</p> <p>The bidder should have executed Similar projects as per Scope of Work</p>
7	12		Financial Turnover	The Bidder should have average annual turnover of minimum Rs. 27 Crores for the last three financial years (2019-2020, 2020-21 & 2021-22)	<p>Specific Requirements: The Bidder should have average annual turnover Rs. 50 Crores from IT/ITES business during the last three financial years (2019-2020, 2020-21 & 2021- 22)</p> <p>Documents Required:</p> <ol style="list-style-type: none"> 1. Copy of the audited balance sheet citing the revenue/turnover from IT/ITES Business 2. Copy of IT Returns for the for the last three financial years (2019-2020, 2020-21 & 2021-22) <p>[Kindly submit CA Certificate for Average Annual Turnover format at Form 1 in SECTION IX)</p>	No Change.
8	12				<p>We are MSME registered bidder so we request for relaxation in following eligibility criteria:</p> <p>Pre-Qualification Criteria / ELIGIBILITY CRITERIA: Table A</p> <p>Sr. No.2 Financial Turn over: The Bidder should have average annual turnover Rs. 27 Crores for the last three financial years (2019-2020, 2020-21 & 2021-22)</p> <p>We request you to have average annual turnover Rs. 7 Crores for the last three financial years (2019-2020, 2020-21 & 2021-22).</p> <p>Please refer to the attachment for GR.</p>	<p>No Change.</p> <p>However, Turn over exemption will be applicable for MSME as part of pre-qualification criteria</p>
9	13		Manpower Strength	Deployed 50 or more Technical manpower in multiple / single order for the similar completed	<p>Specific Requirements: Deployed 50 or more Technical manpower (Remote/Onsite) in multiple / single order for the similar</p>	<p>No Change.</p> <p>RFP clause is self-explanatory.</p>

				work in the particular financial year during the last three financial years (FY 2019-20, 2020-21 and 2021-22 or latest three consecutive years (2020-21,2021-22 and 2022-23)).	completed work during the last five financial years (FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 or latest three consecutive years (2020-21,2021-22 and 2022-23)). Documents Required: Certificate from the HR/Authorized Signatory on the company letterhead	
10	14	Section III. Eligibility Criteria a. Pre-Qualification Criteria	Point No. 8 - Mandatory Undertaking	Submission of support center (Karnataka) details along with escalation matrix	We will give an undertaking that Bidder will setup a support center in Karnataka with a proper or required escalation. As this is clause is restricting those agencies which are not working in the state of Karnataka.	Declaration on letter head of the bidder duly signed by authorized signatory to be furnished along with the bid stating that Bidder will setup a support center in Karnataka within one month from the date of placing the LOI. However as per the RFP clause escalation matrix should be submitted for tender evaluation.
11	33	SECTION-VI: BID EVALUATION CRITERIA 1. Technical Evaluation Criteria	Technical Qualification Criteria: 1	Financial Turnover:- The Bidder should have average annual turnover of minimum of Rs. 27 Crore during the last three years (2019-20, 2020-21 and 2021-22)	Technical Qualification Criteria: Financial Turnover:- The Bidder should have average annual turnover of Rs. 50 Crore from IT/ITES Business during the last three financial years (2019-20, 2020-21 and 2021-22) Scoring method: Average of Annual turnover for prescribed 3 years will be taken into account and marks will be given as follows: Rs 50 Cr - 100 Crore - 10 marks Above Rs 100 Cr -150 Crore - 12 marks Above Rs 150 Crore - 15 marks	No Change
12	33		Technical Qualification Criteria: 2	Business Operation: The Bidder must have a minimum of five years' experience in supplying as IT Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India	Technical Qualification Criteria: Business Operation: The Bidder must have a minimum of five years' experience in supplying as IT Manpower Service Provider/Managed service Provider to any central / State Govt. offices/PSU/ private units in India. Scoring method: 5 years to 7 years - 6 Marks Above 7 years and 10 years- 8 Marks Above 10 years- 10 Marks	No Change
13	33		Technical Qualification Criteria: 3	Number of IT manpower deployed in India in various client location / Projects	Technical Qualification Criteria: Number of IT manpower deployed (Remote/Onsite) in India in various client location / Projects	No Change. RFP clause is self-explanatory.

					Scoring method: 50 - 99 Employees - 10 marks 100 - 199 Employees - 12 marks 200 or More Employees - 15 marks	
14	33		Technical Qualification Criteria: 4	Project Experience: The bidder should have executed/executing similar project (Resources mentioned in SoW) as IT Manpower Service Provider to any central / State Govt. offices/PSU/ private units in India in last three financial years (i.e. FY 2019-20, 2020-21 and 2021-22 or latest three consecutive years(2020-21,2021-22 and 2022-23)).	Technical Qualification Criteria: Project Experience: The bidder should have executed/executing similar project as IT Manpower Service Provider/ Managed and technical support service provider to any central / State Govt. offices/PSU/ BFSI/ private units in India in last five financial years (i.e. FY 2017-18,2018-19, 2019- 20, 2020-21 and 2021-22 or latest three consecutive years(2020-21,2021-22 and 2022- 23)). Note: The work order should be issued after 1st April, 2017.Resource category: 1. DB Architect – Oracle2. DB Architect – MS SQL3. DBA Team Lead4. MSSQL Database Administrator5. MySQL Database Administrator 6. PostgreSQL Administrator7. Oracle Database Administrator8. System / Server Administrator9. Network & Security Administrator10. Website/Application Management11. IT Support Engineer12. Datacenter Specialist Scoring method: Marks shall be provided for the multiple similar works having deployed IT resources as listed in Resource category:1. Cumulative Work / Purchase order value of Rs 3.15 Cr – Rs 10 Cr : 15 Marks2. Cumulative Work / Purchase order value of above Rs 10 Cr – Rs 20 Cr : 18 Marks3. Cumulative Work / Purchase order value of above 20 Cr : 20 Marks4. From the above 1 to 3 marking criteria, if total Work / Purchase order belongs to any central / State Govt. offices / PSU with the value of Rs 3.15Cr or above additional Marks shall be awarded: 5 Marks	No Change. RFP clause is self-explanatory.
15	34		Technical Qualification Criteria: 5	CV of following profiles has to be submitted as per Scope of Work. Bidding entity will have to submit minimum of 30 CVs	We request the tender authority accept the HR undertaking from the bidder in support of this clause for manpower count and consider the scoring as per the undertaking for evaluation.	No change

				covering IT resources listed in serial no 1 to 12 below for evaluation purpose,	CVs can be proposed and evaluated post-issuance of the LOA to the successful bidder.	
16	45	SECTION IX: FORMS / FORMATS	SECTION IX: FORMS / FORMATS		Request authority to amend statement as given below, We hereby certify that total average annual turnover of M/s_____ (name of the bidder) during the last three audited financial years from IT/ITES business for each financial year is as given below:	No Change
17	22	SECTION-V: Scope of Works	SPECIFICATIONS / SCOPE OF WORK (Table A) sl no 8	8.System /Server Administrator	The resource category mentioned in "System /Server Administrator" are relating to two different skillset and domains separately- System Administrator and Server Administrator, which would need two different Resources to fulfill the scope. Therefore we request authority to kindly segregate Resource specific to the windows & Linux Administrator individually in Scope as well as in Commercial Bid since it would commercially affect. Likewise we request authority to kindly segregate since skillsets such as VMWare, AWS, Azure, and Oracle exalogic cannot be managed by a single resource and will be requiring multiple resources.	No Change. System / Server Administrator should have basic knowledge on VMWare, AWS, Azure, and Oracle exalogic
18	29	2. Roles & Responsibilities required	f. System Administration:	System Administration	We request authority to kindly segregate roles and responsibilities mentioned for System Administration since Virtualization administration, storage administration, content management- Drupal database are all related to and posed by different Resources/Engineers	No Change
19	39	SECTION VIII (Part II)	Price Schedule/Financial Bid	Price Bid (BOQ)	We request authority to kindly specify the total number of resources required for each dedicated resource category with the years of experience as it is contradictory to the experience criteria mentioned. for example DB Architect –Oracle • At least 12+ years of IT experience of which	No Change

					at least 8+ years' experience in defining enterprise strategies for data, design, development and integration experience of large databases, define system performance levels and security controls, capacity planning of DB, monitoring & management of Databases. (If the needed experience is at least 12 years, why is the commercial required for 12 years below experience?)	
20	44	SECTION VIII (Part II)	Terms and conditions	14. The remunerations details of the resources deployed, the details of payment made in full to the resources, bank statement, PF, ESI remittance details and attendance report will be submitted to STPI along with the monthly invoices without fail. Failing which invoices for payment will not be processed.	<p>"14. The remunerations details of the resources deployed, the details of payment made in full to the resources, bank statement, PF, ESI remittance details and attendance report will be submitted to STPI along with the monthly invoices without fail. Failing which invoices for payment will not be processed."</p> <p>We request authority to change and accept the HR letter for payment to resources being made</p>	No Change

This is for your kind information.

दिनांक/Date : 14.03.2023

निदेशक/ Director
एसटीपीआई-बेंगलूरु/STPI – Bengaluru