ADDENDUM TO THE CORRIGENDUM

Tender No. IGR/BOT/539/2011 – Request for Proposal (RFP) for Competitive Bidding for the Management of Computerization in Sub-Registrars Offices on Build-Operate-Transfer basis

This document should be considered by all the bidders as an Addendum to the Corrigendum issued on 15th Dec 2011 for the captioned tender and the following modifications and clarifications should necessarily be considered.

1. Last date, time and place for the submission of bid is extended to 9th January 2012 till 3 P.M. at the office of INSPECTOR GENERAL OF REGISTRATION & CONTROLLER OF STAMPS, Ground Floor, Opp. Vidhan Bhavan (Council Hall), New Administrative Building, Pune 411 001, Maharashtra. The Pre-qualification documents and technical proposals will be opened on 10th January 2012 at 11 A.M. at the above mentioned office in the presence of bidders. No further request for extension of time for submission of bids shall be entertained.

2. Clause 4.3, Page 23 – Data & Backup of the RFP: Please note that this clause only refers to SARITA 3, which is only to be used during network downtime for few months until network across the state becomes stable and iSARITA is fully functional. In case of iSARITA which is expected to be launched around two months from now, the data will be automatically transferred to the central server (SDC/NDC).

3. Clause 2-iii of the Corrigendum: This clause is revised as follows:

Following Articles may be considered for eRegistration as of now

<table>
<thead>
<tr>
<th>Articlewise no. of Documents in the year 2010-11</th>
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<tbody>
<tr>
<td></td>
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<tr>
<td>Leave &amp; License Agreement and Tenancy Agreement</td>
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</table>
4. **Clause 4.10 of the RFP**: This clause is revised as follows:

**Establish & Maintain uninterrupted Connectivity across all offices (refer Annexure 4 of the RFP) of the department**

- The bidder should provide MPLS VPN connectivity to all the offices of the department with the State Data Centre (SDC) located at Mumbai or National Data Centre (NDC) located at Pune.
- The bidder should establish uninterrupted connectivity to enable the networked model to function.
  - To run the entire registration process in a web-based application (iSARITA)
  - To verify payment of stamp duty, registration fees, service charges by establishing connectivity with GRAS/Bank’s server when the facility is made available through the server to which the MPLS connection is made. Till that time, other modes like internet can be used which would be provided by the department.
  - To verify the identity of the parties to the document by establishing connectivity with server of UID/ Mahabhulekh portal when the facility is made available through the server to which the MPLS connection is made. Till that time, other modes like internet can be used which would be provided by the department.
- The MPLS VPN bandwidth between the departmental offices and MPLS cloud of the service provider should be a minimum of 2 Mbps and MPLS cloud to central server (NDC/SDC) should be minimum of \[20\% \times (\text{Total No. of offices}) \times 2\] Mbps. 100% committed bandwidth with the contention ratio of 1:1 is expected across all offices of the department.
- All Public and Private Network service providers are welcome; however, selected bidders will be encouraged to have MPLS VPN from the same service provider throughout the state.
- The network service provider may refer to the latest tender quotation of Dept. of IT, Govt. of Maharashtra for Video Conferencing facility before any negotiation with the BOT operator.
- The data size per document is 300KB with scan per page as 50 KB approximately.
- Periodic report should be provided by the bidder about the network availability and bandwidth usage as and when requested by the department.
- Commercial and technical agreement between selected bidder and his network operator should be disclosed to the department before signing of the contract between the department and the selected bidder.
- Cost and prices of the bidder should also be disclosed during signing of the contract between the department and the selected bidder.

5. **A new Clause 4.10.1 is added to the RFP as follows:**

The bidder should ensure that the network service provider should meet the following criteria before making an agreement with them. The network service provider failing to meet any of the below mentioned criteria should not be permitted. Necessary supporting may be demanded by the department if required.

1. The network service provider should be an ISO 9001:2000 Or TL 9000, ISO 27001 certified company.
2. The network service provider should hold the necessary valid license, from the competent regulatory authority for providing:
   a. Terrestrial links in India.
   b. Layer 3 MPLS VPN

3. The network service provider should have experience in implementing, commissioning, managing and monitoring enterprise MPLS-based networks for 100 links in India through their PoPs in the last two years ending on 31/03/2011.
   a. The above networks should be operational and should be working successfully at present.
   b. At least one network should have been for an organization having a pan Maharashtra presence.

4. The network service provider should own state-wide high redundancy MPLS based network backbone. The backbone should be highly redundant, ensuring that there is no single point of failure.

5. The network service provider should have its own fully fledged Network Operation Center (NOC) in India for the last 3 years. The NOC should be operated by skilled resources of CCNP/CCNA (Cisco Certified Network Professional / Cisco Certified Network Associate) and should be available 24x7x365.

6. The network service provider should have Proactive Network Monitoring with own on-line real time monitoring and reporting tool with 24*7*365 support

6. Clause 6.1.5 of the RFP: This clause is revised as follows:

Service Level Agreements for Connectivity

a) Service Levels for implementation across all offices of the department:

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Delivery Period</th>
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<tbody>
<tr>
<td>Network Availability/Setting up of connectivity of all offices with Central Server/Data Centre</td>
<td>Within 8 weeks of the commencement of the work</td>
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</table>

Delay beyond the above 8 weeks will be penalized as follows:

<table>
<thead>
<tr>
<th>Delay</th>
<th>Penalty</th>
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<tbody>
<tr>
<td>Delay upto 4 weeks</td>
<td>(Proportionate network cost per location per week) X (No. of units where the deployment, installation and commissioning is delayed beyond specified period) X 1.25</td>
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</table>
Delay upto 8 weeks | (Proportionate network cost per location per week) X (No. of units where the deployment, installation and commissioning is delayed beyond specified period) X 1.5
---|---
Delay upto 12 weeks | (Proportionate network cost per location per week) X (No. of units where the deployment, installation and commissioning is delayed beyond specified period) X 1.75
Delay upto 16 weeks | (Proportionate network cost per location per week) X (No. of units where the deployment, installation and commissioning is delayed beyond specified period) X 2
Beyond 16 weeks | Termination of the contract

b) Service Levels for Network Downtime:

Data entry for the entire registration process should be done online in iSARITA and scanned copy of the registration document should be uploaded/pushed to the central server simultaneously. System uptime of 99.00% per month per BOT Territory should be maintained by the bidder. In case the network is down, the bidder should carry the registration activities in SARITA3 as a backup application which is only to be used during network downtime for few months until network across the state becomes stable and iSARITA is fully functional. Please note that:

- Network availability is defined as total time in a month (in minutes) less total down time (in minutes) in the month.
- The successful bidder shall provide all necessary tools and reports to arrive at the availability percentage as specified above.
- All SLA calculations will be done on a monthly basis.
- All network maintenance activities should be done beyond office hours or public holidays. The selected bidder should take at least 15 days prior approval from the department for the network maintenance.

The following penalties will be levied on the bidder for the network downtime.

<table>
<thead>
<tr>
<th>System Availability</th>
<th>Penalty</th>
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<tbody>
<tr>
<td>System Uptime of 98-99%</td>
<td>5% of the monthly payment to the bidder per BOT Territory</td>
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<tr>
<td>System Uptime of 95-98%</td>
<td>10% of the monthly payment to the bidder per BOT Territory</td>
</tr>
<tr>
<td>System Uptime of 90-95%</td>
<td>15% of the monthly payment to the bidder per BOT Territory</td>
</tr>
<tr>
<td>System Uptime below 90%</td>
<td>90% of the monthly payment to the bidder per BOT Territory</td>
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<tr>
<td>Territory</td>
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Non-operation of office for a day will include a penalty of 50% of the last month average days work for that office.

Inspector General of Registration &
Controller of Stamps, Maharashtra State, Pune