

Corrigendum
of
RFP for Selection of an Agency
for
Support in Implementation of NextGen CPGRAMS

Tender ID: 2024_DARPG_832134_1
RFP No.: S-15/35/2024-PG dated 23.10.2024



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES
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1. Corrigendum

SN	Reference in RFP/Corrigendum			Original Clause in RFP/Corrigendum	Revised Clause/Clarification/Response
	RFP Volume	RFP Clause / Section	Page No.		
1.	RFP Vol 1 of 3 - Scope of Services	Section 1	8	Extension of bid submission deadline	Last Date for Submission of Bids is 16th December 2024 till 3 PM and Date of opening of Technical Bids is 17th December at 3 PM as per Bid Extension Corrigendum published on 22nd Nov. 2024.
2.		Section 5.5	46	i. The selected agency will be responsible for establishing a comprehensive data lake / Lakehouse and analytics platform that will serve as the central repository for grievance - related data, reporting, dashboards, and advanced analytics for DARPG. This platform will act as a single source of truth for all grievance data and must deliver outputs in various formats, including but not limited to APIs, HTML, PDF, and CSV.	i. The selected agency and CSV. Further, the selected agency shall be responsible for extracting all legacy data pertaining to CPGRAMS for creating the lake house / data lake for subsequent analysis of the legacy data and for other purposes including use of LLMs for classification and report generation of legacy data. It is the responsibility of SI for creating customized dashboard as and when required by DARPG for legacy data.
3.		Section 5.6	50	<u>5.6 Development of mobile applications</u>	<u>5.6 Development of mobile applications</u> R. SI shall provide support based on standard working hours of DARPG for mobile application &

SN	Reference in RFP/Corrigendum			Original Clause in RFP/Corrigendum	Revised Clause/Clarification/Response
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				R. SI shall provide support 24*7 for mobile application related issues.	Portal related issues." Meanwhile, SI is responsible for 24*7 up time of mobile application & Portal developed by the agency.
4.		Section 5.8	51	<p><u>5.8 Application Hosting on Cloud Services:</u></p> <p>E. The Selected agency shall ensure that both the Disaster Recovery (DR) site and the primary Data Centre (DC) operate with 100% compute capacity to support seamless failover and uninterrupted operations in active-active mode. The database storage capacity at the DR site must match 100% of the DC's capacity to enable full real-time replication and data recovery. The responsibility for all necessary software, licenses, and replication links for DR operations will rest with the selected agency.</p>	<p><u>5.8 Application Hosting on Cloud Services:</u></p> <p>E. The Selected agency shall ensure that both the Disaster Recovery (DR) offered as a service and the primary Data Centre (DC) operate with 100% compute capacity to support seamless failover and uninterrupted operations. The database storage capacity at the DR site must match 100% of the DC's capacity to enable full real-time replication and data recovery. The responsibility for all necessary software, licenses, and replication links for DR operations will rest with the selected agency. DC and DR sites should be in different seismic zones with at-least a distance of 100 KMs.</p>
5.	RFP Vol 1 of 3 - Scope of Services	Section 5.8	51	<p><u>5.8 Application Hosting on Cloud Services:</u></p> <p>F. "The Selected agencyshall ensure that the Near Disaster Recovery</p>	<p><u>5.8 Application Hosting on Cloud Services:</u></p> <p>The entire clause stands deleted.</p>

SN	Reference in RFP/Corrigendum			Original Clause in RFP/Corrigendum	Revised Clause/Clarification/Response
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				(Near DR) site maintains at least 75%..... Near DR.”	
6.		Section 5.8	51	<u>5.8 Application Hosting on Cloud Services:</u>	<u>Additional Points:</u> Kindly refer to <u>Annexure 1</u> of this document where additional points on the mentioned clause have been added in Section 5.8 .
7.		Section 7.6	73	Clause 7.6 (point J): Document Management System (DMS): The application shall be integrated with the DMS to access and view various legacy digitized content/ files for business continuity.	Clause 7.6 (point J): The entire clause stands deleted. However, DMS shall be part of the Project scope (Please refer Section 2.7 of Detailed FRS, Page No 105) for more details.
8.		Section 8.1	86	<u>8.1 Implementation Service Levels (Liquidated Damages)</u> The Selected agency must strictly adhere to the deliveries defined in the milestones/timelines outlined in Section 6 of Volume 1 of this RFP. If the Selected Agency fails to meet the project timelines as per the milestones defined in RFP Volume 1, the DARPG reserves the right to impose penalties without prejudice to other	<u>8.1 Implementation Service Levels (Liquidated Damages)</u> The Selected agency must strictly adhere to the deliveries defined in the milestones/timelines outlined in Section 6 of Volume 1 of this RFP. If the Selected Agency fails to meet the project timelines as per the milestones defined in RFP Volume 1, the DARPG reserves the right to impose penalties without prejudice to other rights under the contract. A penalty of 1% per week , or part thereof, will be deducted from the milestone payment for the first and second milestones. For the third milestone and onwards, a penalty of 0.5% per week, or part thereof, will be deducted from the milestone payment, as defined in RFP Volume 2, and calculated based on the final contract value.

SN	Reference in RFP/Corrigendum			Original Clause in RFP/Corrigendum	Revised Clause/Clarification/Response
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				rights under the contract. A penalty of 2% per week, or part thereof, will be deducted from the milestone payment for the first and second milestones. For the third milestone and onwards, a penalty of 0.5% per week, or part thereof, will be deducted from the milestone payment, as defined in RFP Volume 2, and calculated based on the final contract value.	
9.	RFP Vol 1 of 3 - Scope of Services	7.14 Data Backup/ Data Archival/ Restore	82	<u>7.14 Data Backup/ Data Archival/ Restore</u>	<u>7.14 Data Backup/ Data Archival/ Restore</u> Additional Point- R. Bidder shall ensure data loss prevention by making adequate data loss prevention strategy to ensure sensitive data is not lost, misused, or accessed by unauthorized individual or any external factors. Bidders shall ensure the following: i. Data Identification: Detects sensitive data through classification techniques (e.g., keyword matching, pattern recognition). ii. Monitoring and Control: Monitors data flows across endpoints, networks, and cloud environments. iii. Policy Enforcement: Blocks or restricts unauthorized data sharing, transfer, or access.

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					<p>iv. Compliance Management: Ensures adherence to regulatory requirements by flagging non-compliant actions.</p> <p>v. Incident Response: Provides alerts and reports for potential breaches or risky behaviours.</p>
10	RFP Vol 1 of 3 - Scope of Services	Section 7 (Technical and Functional Requirement)	68	<p>7. Technical and Functional Requirement</p> <p>G. The application shall have an interface for receiving grievances through mobile, social media, and call centre.</p>	<p>7. Technical and Functional Requirement</p> <p>G. The application may have social media interfaces for user registration for lodging of grievances which is subject to the discretion of DARPG.</p>
11.	RFP Volume 2 of 3 - General & Financial Specifications	Section 1.4	8	<p>1.4 Right to Terminate</p> <p>1.4.1 DARPG may terminate the RFP process at any time and without assigning any reason. DARPG makes no commitment, express or implied, that this process will result in a business transaction with anyone.</p>	<p>1.4 Right to Terminate</p> <p>1.4.1 DARPG may terminate the RFP process at any time by sending an advance notice of at least 30 Days without assigning any reason. DARPG makes no commitment, express or implied, that this process will result in a business transaction with anyone.</p>
12.		Section 4.6,	26	<p><u>4.6 Exit/ Suspension/ Termination of Contract with Selected Bidder</u></p> <p>Order of suspension or termination of contract with the selected bidder would be issued by DARPG. The grounds for suspension/ termination of the selected</p>	<p><u>4.6 Exit/Termination of Contract with Selected Bidder</u></p> <p>Order of termination of contract with the selected bidder would be issued by DARPG. The grounds for termination of the selected bidder may include inter alia:</p> <p>4.6.1 Contravention of the conditions/ clauses as would be specified in the Contract/ Letter of Appointment/ Work Order.</p>

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				<p>bidder may include inter alia:</p> <p>4.6.1 Contravention of the conditions/ clauses as would be specified in the Contract/ Letter of Appointment/ Work Order.</p> <p>4.6.2 Inability to perform the duties and requirements as would be specified in the contract. Termination of the selected bidder shall be with immediate effect and would be subjected to the directions of DARPG.</p>	<p>4.6.2 Inability to perform the duties and requirements as would be specified in the contract. Termination of the selected bidder shall be executed and would be subjected to the directions of DARPG after giving a cure period of 30 Days.</p>
13.	RFP Volume 2 of 3 - General & Financial Specifications	2.8 Financial Proposal; 2.8.4.5	14	<p>2.8 Financial Proposal:</p> <p>The cost quoted here by the bidder in the Annexures mentioned above include the lumpsum cost for component A- for design & development and Go- live for Next Gen CPGRAMS, Dashboards, and a recurring cost for O&M support (component B), Manpower (component C), and Cloud management (component D). The total project cost will however be A+B+C only. (Cloud cost</p>	<p>2.8 Financial Proposal:</p> <p>The cost quoted here by the bidder in the Annexures mentioned above include the lumpsum cost for component A- for design & development and Go- live for Next Gen CPGRAMS, Dashboards, and a recurring cost for O&M support (component B), Manpower (component C), and Cloud management (component D). The total project cost will however be A+B+C only. (Cloud cost will not be considered for evaluation of financial bid). The total project cost will remain A+B+C for bid evaluation; however, indicative cloud costs (Component D) must be provided for reference, and deviations during implementation exceeding 15% of Component D must be justified by bidder and pre-approved in writing by DARPG.</p>

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				will not be considered for evaluation of financial bid).	
14.	RFP Volume 2 of 3 - General & Financial Specifications	Section 6.1	32	<u>6.1 Pre-Qualification Criteria for System Integrator (Point 6)</u> The bidder must have completed at least 1 (One) project across large scale worth value INR 10 Crores or more of data management/ data warehouse/ advanced analytics and reporting in the last 5 (Five) years (Starting from 1st April 2019) till the last date of submission of bid. The projects should be similar in scope and size to NextGen CPGRAMS.	<u>6.1 Pre-Qualification Criteria for System Integrator (Point 6)</u> The bidder must have completed at least 1 (One) project across large scale worth value INR 10 Crores or more of data management/ data warehouse/ advanced analytics and reporting in the last 5 (Five) years (Starting from 1st April 2019) till the last date of submission of bid. (Last Line in Original Clause stands deleted)
15.		Section 6.1(7)	32	<u>6.1 Pre-Qualification Criteria for System Integrator (7) Certifications:</u> The bidder should have valid CMMi Level 3 Certification as on date of submission of bid.	<u>6.1 Pre-Qualification Criteria for System Integrator (7) Certifications:</u> The bidder should have valid CMMi Level 3 or above Certification as on date of submission of bid.
16.	RFP Volume 2 of 3 – General & Financial Specifications	Section 7. (3)	Pg. 35	<u>7. Technical Qualification Evaluation Point 3</u>	<u>7. Technical Qualification Evaluation Point 3</u> Note: The documents supplied should clearly mentioning the project scope along with modules,

SN	Reference in RFP/Corrigendum			Original Clause in RFP/Corrigendum	Revised Clause/Clarification/Response
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				<p>Note: The documents supplied should clearly mentioning the project scope along with modules, project duration (phase wise if any), project value, project start date etc.</p> <p>The Workorder or Client Certificate (Completion or Ongoing) must mention the deployment of application in Public Cloud (MeitY Empanelled)</p>	project duration (phase wise if any), project value, project start date etc. The Workorder or Client Certificate (Completion or Ongoing) must mention the deployment of application in Cloud.
17.	RFP Volume 2 of 3 - General & Financial Specifications	Section 9.4 Annexure 4: Compliance to PQ Criteria	52	<p>7. Certifications:</p> <p>The bidder should have valid CMMi 5 Certification as on date of submission of bid.</p>	<p>7. Certifications:</p> <p>The bidder should have valid CMMi 3 or above Certification as on date of submission of bid.</p>
18.		Section 9.17.5	89	9.17.5. Deployment of Cloud (DC & DR) for NextGen CPGRAMS for DARPG	<p>Please refer Annexure 3 in the corrigendum for the revised Financial Bid Format for clause 9.17.5 – Deployment of Cloud (DC & DR) for NextGen CPGRAMS</p> <p>Note: Please refer to the Revised BoQ wherein an additional tab (Service wise Cloud Charges) has been added. It is mandatory for Bidder to fill-up this tab.</p>
19.		Section 9.17.3	87	9.17.3. Operation & Management Support of NextGen CPGRAMS for DARPG (Table)	Please refer Annexure 1A in the corrigendum for the Additional Note to be appended under Table specifying cost of Component B.

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20.	RFP Volume 2 of 3 - General & Financial Specifications	Section 6 & 7		Supporting Documents: Copy of Volume – II of RFP document along with Work order + Completion certificate from the client. OR CA/CS/ Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client)	Supporting Documents: Copy of Volume – II of RFP document along with Work order + Completion certificate/ Self Certificate in Company Letter Head (for ongoing Projects) from the client. OR CA/CS/Authorized signatory certificate with client name or project name, project value and details (Applicable in case bidders has an NDA clause with client or does not have completion certificate from the client) Note: The amendment is applicable for Point No 5, 6 of Prequalification Criteria (Section 6 of RFP Volume 2) and Point No 1, 2 & 3 of Technical Qualification Evaluation (Section 7 of RFP Volume 2)
21.	RFP Volume 2 of 3 - General & Financial Specifications	Section 9.17.1	84	9.17.1. Financial Bid Summary	9.17.1. Financial Bid Summary: <u>Additional point as a Note:</u> DARPG reserves the rights to classify the Bids as abnormally low if the bid price in combination with other elements is so low that it raises material concerns about the bidder's ability to deliver the contract. In such cases, DARPG may seek detailed written clarification from the bidders and if the bidder subsequently fails to demonstrate the capability to deliver, the bid may be rejected. This is in line with Ministry of Finance OM No. No. F.12/17/2019-PPD Dated 06th Feb. 2020 regarding Predatory Pricing / Abnormally Low Bids.

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22.	RFP Volume 3 of 3 - Master Service Agreement	Section 11.1.1	18	<p>11.1 Right to Terminate DARPG shall reserve the right to terminate the contract and recover expenditure incurred by DARPG under the following circumstances:</p> <p>i. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>ii. The bidder goes into liquidation, voluntarily or otherwise.</p> <p>iii. If the selected bidder fails to complete the assignment as per the timelines prescribed in the RFP and the extension if any allowed, it shall be a breach of contract. DARPG reserves its right to cancel the order in the event of delay and encash the PBG (including e-BG) as liquidated damages for the delay.</p> <p>iv. If deductions on account of liquidated damages exceeds more than 10% of the total quoted value.</p>	<p>11.1 Right to Terminate DARPG shall reserve the right to terminate the contract and recover expenditure incurred by DARPG under the following circumstances:</p> <p>i. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>ii. The bidder goes into liquidation, voluntarily or otherwise.</p> <p>iii. If the selected bidder fails to complete the assignment as per the timelines prescribed in the RFP and the extension if any allowed, it shall be a breach of contract. If such breach is not cured within 30 days of written notice to the DARPG, then DARPG will have to right to terminate this Agreement. DARPG reserves its right to cancel the order in the event of delay and encash the PBG (including e-BG) as liquidated damages prior to written consent from breaching party for the delay.</p>

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	RFP Volume	RFP Clause / Section	Page No.		
23.	RFP Volume 2 of 3 - General & Financial Specifications	Page No 12		2.7 Technical Proposal	<p>Please find below the Bank Details:</p> <p>Bank Name: Punjab National Bank Bank Branch: Sansad Marg Account No. 0153002100565842 IFSC Code: PUNB0015300</p>

2. Annexures

2.1 Annexure - 1: Additional Details related to Section 5.8 “Application hosting on Cloud”

Below are the additional points appended with section 5.8 “Application hosting on Cloud”.

- V. **Services to be Offered by Cloud:** The bidder shall be responsible to propose MeitY empaneled CSP that will provide Infrastructure as a Service (IaaS) to them for the project, which includes compute, storage, networks, and other fundamental computing resources. No Software-as-a-Service (SaaS) offerings shall be considered for billing purposes unless explicitly pre-approved in writing by DARPG. The modality of the services will be part of the technical proposal and the technical evaluation by DARPG during Technical Presentation and Live Demonstration by the eligible bidders.
- W. **Technical Evaluation of Cloud:** The bidder must submit Cloud Cost as outlined in Section 9.17.5 of the RFP Volume 2 (Component D). This includes estimated itemized Bill of Quantities (BoQ) and the total cloud cost to be estimated by the bidder considering the full project scope and requirements. The same BoQ (Sizing & Services) shall also be evaluated during the Technical Presentation and Live Demonstration in the Technical evaluation. During implementation, deviations exceeding 15% of this approved cost of cloud (Component D) must be pre-approved in writing by DARPG. DARPG reserves the right to request optimized usage patterns to minimize costs. The CSP should publish the history of service availability for all the services offered for a period of at least three months from the date of submission of bid.
- X. The bidder must declare the estimated itemized Bill of Quantities (BoQ without the financials) (in the technical bid proposal document and during the Technical Presentation and Live Demonstration) considering the full project scope and requirements. The same BoQ (Sizing & Services) shall also be evaluated during the Technical Presentation and Live Demonstration in the Technical evaluation. The same BOQ shall be part of the financial proposal as defined in section 9.17.5 of the **RFP volume 2 (Corrigendum Section 2.3 Annexure – 3: (9.17.5 Deployment of Cloud (DC & DR) for NextGen CPGRAMS for DARPG).**

Note: Bidders to ensure that only REVISED Financial BoQ on CPP Portal to be used for final bid submission. Revised BoQ file name need not to be changed from Bidder’s side for CPP Portal.

- Y. **Billing of Cloud:** The cloud usage and associated billing must adhere strictly to the publicly listed prices of the Cloud Service Provider (CSP) for each unit of measurement (e.g., compute hours, storage GBs). At no point shall the billed amount exceed these publicly listed rates. The selected System Integrator must provide a clear breakdown of cloud usage against billed units, subject to audit by DARPG or an appointed agency as mentioned in 9.17.5 of Volume 2 of the RFP. DARPG will make the payment for Cloud

resources based on actual consumption. Bidders to share the actual consumption report of their CSP (OEM of the Cloud provider) from their official portal and the corresponding list prices from the cloud service provider's website each month to track expenses accurately. The selected bidder must provide access to a cloud monitoring dashboard for real-time tracking of resource consumption. The Cloud resource cost will be benchmarked on the existing workloads running across the Government departments and will be evaluated periodically. All other points mentioned above shall be applicable for the bidder proposing its own cloud services.

2.2 Annexure – 1A Additional points appended with section 9.17.3 – “Operation & management Support of NextGen CPGRAMS for DARPG”. Note under the Table Component B

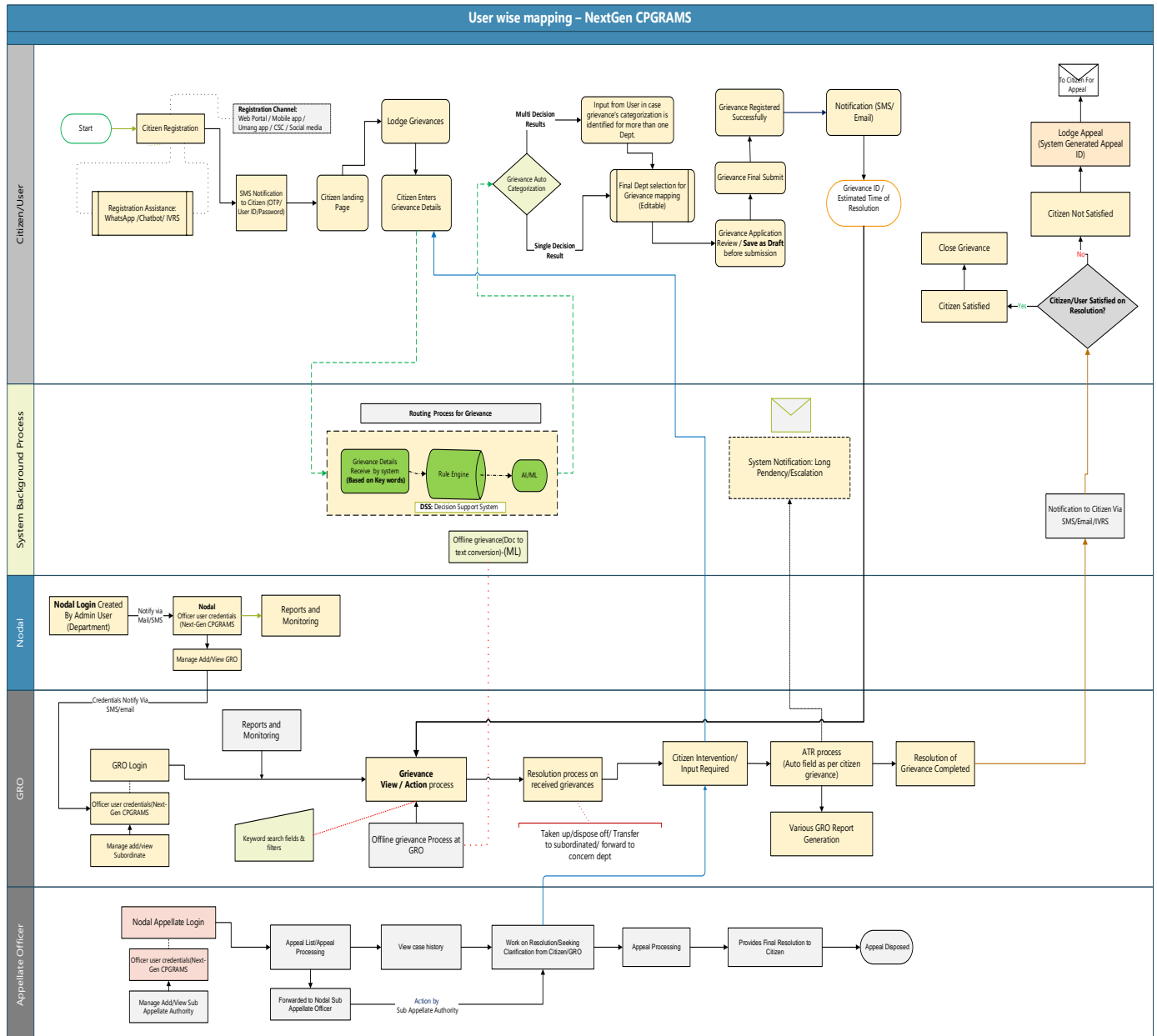
- A. DARPG reserves the right to select the LLMs based on accuracy and performance during the technical evaluation. Payment for LLM usage will be made on actual consumption, subject to scrutiny and approval. Bidders must share consumption reports generated by the respective LLM service provider to validate usage. It is the responsibility of the bidder to optimize his application to ensure efficient use of LLM so that requirements of DARPG are met within the amount being quoted.
- B. Bidders are required to deploy the same LLM services demonstrated in their prototypes during the evaluation phase during project execution. The declared LLM partner cannot be changed, unless specifically approved by DARPG, after bid submission or during the implementation of the NextGen CPGRAMS Application. All bidders must submit a Manufacturer Authorization Form (MAF) for their chosen LLM partner, with only one partner allowed per bidder.

2.3 Annexure – 2: Functional Flow Diagram for NextGen CPGRAMS



Functional Flow
Diagram for NextGen

Please refer to attached Functional flow Diagram for NextGen CPGRAMS.pdf



2.3 Annexure – 3: (9.17.5 Deployment of Cloud (DC & DR) for NextGen CPGRAMS for DARPG

SN	Service	Service Configuration offered by CSP	Documentation Available in Public (Y/N) and Pricing link	UoM	Indicative Units/ Quantity	Hours per Month	Public Unit Cost in INR	Total Cost (CSP public pricing in INR)	Unit rate (in INR)	Total Monthly Cost (in INR)	
*Total											
SN	Component			Total Charges		GST %		GST Amount		Total Charges (Inclusive of all taxes and duties)	TOTAL AMOUNT In Words
1	*Monthly Cloud DC &DR Charges including VMs, Storage, Bandwidth, Security, Software licenses along with other services in line with above BOQ. (not to be evaluated in bid evaluation)										

* Sum of monthly cost against each service proposed by the agency

Note:

1. *BoQ needs to be followed with above table line items.*
2. Bidder should provide all prices as per the prescribed format in BoQ. Bidder should not leave any field blank. Bidder is advised that DARPG expects an optimized BoQ which subject to verification by an expert agency appointed by DARPG which will also help DARPG evaluate the same during the Technical Presentation and Live Demonstration in the Technical evaluation of the bid.
3. Purchaser reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable
4. The Unit Rate as mentioned in the following formats shall be used for the purpose of 'Placing the Order or address any Change Order' for respective items, if any. However, based on the market trends, Purchaser retains the right to negotiate this rate for future requirements.
5. Bidder will have to ensure the lifetime usage of any IPR solution and needs to submit the cost of the IPR if any.

The recurring cost on components B, C & D will be applicable after successful Go-live of next Gen CPGRAMS and will be paid on a quarterly basis on actuals. The SI may be considered a yearly increment maximum within 8 % of the recurring cost quoted in component B & C depending on the performance and after due approvals of the competent authorities. For the cloud cost D, payment will be made on the actual basis by an expert agency appointed by DARPG for guiding the usages of cloud.

2.4 Annexure – 4: Link to access the Functional requirement Specification (FRS) and Sample Grievance Data for analysis.

<https://darpg.gov.in/en/relatedlinks/tenders-invited-nextgen-cpgrams>