

Corrigendum-2

Important Dates:

Sl.	Description	Date & Time
1.	Submission of Bids	07/05/14 by 15:00 Hrs
2.	Opening of Bids(Part-1, Part-2, Part-3)	07/05/14 from 16:00 Hrs onwards
3.	Technical Presentation(30 mins) in-front of the committee	12/05/14 from 11:00 Hrs onwards
4.	Opening of the Financial Bid and declaration of results	14/05/14 from 11:00 Hrs

4.4. Payment Terms

The method and conditions of payment to be made to the Firm under this contract shall be specified as follows. IT if any will be deducted at source as per IT act. The Bidder's request(s) for payment shall be made to the SHSB in writing accompanied by the details of work executed, supported with evidence of accomplishment of the item wise work. The Payment schedule shall be as follows:

- a. **Capital Expenditure:** All the hardware & software equipment required for the 104 Operations according to the specifications in RFP, need to be procured by the Bidder & the same shall form the part of Financial Bid.
- b. **Operational Expenses:** The operational expenses would be paid to the Bidder on a monthly basis as per the mutually agreed terms in the agreement & operational plan.

Sl. No.	Milestone	Timeline	% of Payment to be released
Capex Payment			
1.	CAPEX- On delivery & commissioning of the hardware, Application, and system at site and installation	T0+ 30 days	85% of the CAPEX
2.	Successful Trail run for 10 days		10% of the CAPEX
3.	End of Project		5 % of the Capex
OPEX Payment – O&M phase Operation and Maintenance Amount shall be amortized over a period of 1 year and payment shall be made in 12 equal monthly installments & the O&M phase will commence from declaration of "Go-Live" by the Department			
1.	OPEX- In 12 monthly instalments		100% of OPEX

T0 = 2weeks from date of signing of contract agreement

* All percentages to be computed on the Capital Expenditure and Operational Expenditure values of the Project Cost.

On receipt of such invoice after verification, SHS shall release the amount to the BIDDER. Bidders are requested to raise monthly invoice for the Opex Part.

The currency of payment shall be Indian Rupees.

If there is any deficiency in the performance of contractual obligations on the part of the BIDDER, the BIDDER shall be liable for imposition of appropriate penalties as specified in the RFP and SHS, Bihar shall be entitled to deduct such penalties at source while making payment to the BIDDER for the services provided as mentioned & forfeit the guarantee submitted.

Annexure 8: Technical Evaluation Criteria

Sl. No.	Category	Max Marks	Sub-category	Marks
1.	Technical architecture, network, Call Center Design	20	Redundancy & design of network	5
			Design & Scalability of the solution	10
			Security of network	5
2.	Proposed technical solution	20	Methodology for the proposed services	5
			Call center design and operation procedure	5
			Proposed work plan with detailed WBS	5
			Training details	5
3.	Manpower: Availability of technically qualified resources on the rolls of the bidder (Letter from HR department)	10	1 – 60	5
			>60	10
4.	Certifications (Photo copy of the Certificates to be furnished)	15	2 PMP/ Prince 2 certified and 1 ITIL certified resources	5
			3 PMP/ Prince 2 certified and 2 ITIL certified resources	10
			4 PMP/ Prince 2 certified and 3 ITIL certified resources	15
			Else	0
5.	Technical Specification	20	Comparison between Technical Specification and offered Specification	20

			2 marks to be reduced for each deviation but not limited to 10 marks only. If deviation in Technical specifications mentioned is more than 5 the bid can be summarily rejected	
6.	Technical Presentation	10	Methodology of operational plan IT Solutions Management of Manpower Clarification of Queries	10
7.	Quality certifications	5	ISO 9001:2008	5
			Else	0

Annexure-4: Format for MAF from OEM

To be submitted in OEM letter head in original / copy. If submitted in copy SHSB at the later stage can ask for the original which needs to be submitted within 2 days when asked

Manpower in Call Center:

Bidders need to deploy at least 5 seats for 3 shifts 24x7 for Paramedic staffs in the Call Center.

Number of A3 Printers

Total number of A3 Printers required will be 5.

All the other clauses remain same.