

Selection of firm to provide support on the Namma School Virtual Pavilion, CSR Conclave & Roadshows

RfP No.: 2352/B6/CSR/SS/2022

RfP Date: 20 June 2022

Corrigendum 2

Sl.	Pg. No. & Point No.	Existing Clause	Revised Clause
1	Page 26; ITB Clause 2.1	Quality and Cost Based Selection (QCBS) with technical component and financial component in the ratio of 80:20.	Quality and Cost Based Selection (QCBS) with technical component and financial component in the ratio of 60:40 .
2	Page 26 & 30; ITB Clause 2.6, Point No. 2	The Bidder should have a minimum annual turnover of INR 2 Crore (audited) in any three of the preceding five financial years (FY 17- 18, FY 18-19, FY 19-20, FY 20-21, FY 21-22).	The bidder/ lead bidder should have a minimum annual turnover of INR 1.5 Crore (audited) in any three of the preceding five financial years (FY 17- 18, FY 18-19, FY 19-20, FY 20-21, FY 21-22).
3	Page 26 & 30; ITB Clause 2.6, Point No. 4	The Bidder should wholly own a SMART in-house Pavilion platform.	<p>Prequalification criteria 4:</p> <p>Bidder/ lead bidder should have conducted at least 2 blended (physical and online) events for Government departments/ PSUs/ Govt. Companies in the past three financial years (FY 19-20, FY 20-21, FY 21-22), each of value of Rs. 25 Lakhs (excl. of GST).</p> <p><i>(In light of the changes made to the Pre-Qualification criteria, the Pre-Qual Compliance Sheet Format (Form Pre-Qual 1) stands modified. Bidders shall be expected to incorporate the same in form pre qual 1 during their submission.</i></p>
4	Page 26 & 30; ITB Clause 2.6, Point No. 7	The Bidder should wholly own a SMART in-house pavilion platform with <u>an in-house programming team</u> .	<p>Addition: Prequalification criteria 7:</p> <p>The bidder should have on his pay role, at least 5 resources, each with at least 3 years' experience in software development or product development, on the date of publication of the tender.</p> <p>Proof required:</p> <ul style="list-style-type: none"> • Self-certificate on the company letter head signed by the Authorised signatory, CVs and Provident Fund deposit (or) Salary transfer proof to the employees for the month of May 2022.
5	Page No. 26 & 30, ITB Clause 2.6, Point No. 1	N/A	<ul style="list-style-type: none"> • Consortium, with a maximum of two bidders shall be permitted. The format included in annexure 2 shall also be submitted by the bidders along with the pre-qualification documents in case of a consortium.
6	Page No. 26 & 30, ITB Clause 2.6, Point No.1	The Bidder should be registered as a firm/ company/ LLP in India with the appropriate statutory authority.	The bidder/ all members of the consortium should be registered as a firm/ company/

Sl.	Pg. No. & Point No.	Existing Clause	Revised Clause
			LLP/ sole proprietorship/ partnership in India.
7	Page No. 51, Point A	Proposal Evaluation: 1. Firm Credentials: 50 marks 2. Presentation: 50 marks	Proposal Evaluation: 1. Firm Credentials: 70 marks 2. Presentation: 30 marks Please refer to the revised scoring criteria as mentioned in Annexure 1.
8	Page 32; Point No. 3a	Date of Incorporation of the Company: Copy of Incorporation Certificate to be provided.	Date of Incorporation of the Company (bidder/ lead bidder): Copy of Incorporation Certificate to be provided (UDYAM Certificate will be accepted)
9	Page 32; Point No. 4	Company Profile	Company Profile should be a type-written document of at least 2 pages. Corporate brochure can be provided in addition to the same.
10	Page No. 39; Part A3: Pavilion Maintenance cost Page No. 54; Point No. C-c Page No. 56; Point No. c-ii)	Page 54; Point No. C-c: The bidder is required to provide 99% system availability uptime measured over a calendar month based on Service Hours of 24 X 7 X 365 for the core modules. Page 56; Point No. c-ii) High Availability (24 X 7 X 365) i.e., >99% Server Uptime.	The hardware etc. shall be hosted on the Samagra Shiksha server. Therefore, the uptime of the hardware infrastructure can be taken care by SS. However, the bidder shall support on the software uptime.
11	Pg. No. 41; Point No. 11	Event execution discovery costs.	The bidder/ lead bidder shall be required to provide the comprehensive list of possible additional items as an annexure to the financial bid. Items not explicitly included by the bidder may be considered for reimbursement if an item of comparable cost has been included by the bidder.
12	Page No. 55; Infrastructure Setup Point No. 1	The successful bidder shall be responsible for hosting the portals/ applications. The hosting may be done on the State Data Centre servers and bidder would be responsible for arranging all the necessary software (other than SDC and DR), licenses etc. for hosting the portal. Successful bidder will support the installation, commissioning and other deployment activities with the OEMs and other stakeholders.	The hosting of the portal on the required hardware infrastructure will be responsibility of Samagra Shiksha. However, the bidder or the consortium should provide the application code, the necessary documentation, and integration support if any required in bringing up the application live. The application robustness shall remain the responsibility of the Bidder/ Consortium.
13	Page No. 55; Infrastructure Setup Point No. 1b	Hosting must be done in Tamil Nadu only & the DR solution should also be covered.	Hosting must be done in Tamil Nadu only. Given that the DR Solution is a factor of server protection, it shall be the responsibility of Samagra Shiksha. However, the application robustness shall remain the responsibility of the bidder/ consortium.

Sl.	Pg. No. & Point No.	Existing Clause	Revised Clause
14	Page No. 56; Infrastructure Setup Point No. 1c	The proposed portal solution should provide the following without compromising in the quality & performance of the services: <ul style="list-style-type: none"> i. High Reliability. ii. High Availability (24 X 7 X 365) i.e., >99% Server Uptime. iii. High Scalability (500 concurrent users) with Load Balancing & Clustering as per the need. iv. High Performance (The proposed solution should work even in low bandwidth like 128 Kbps using dialup connection). v. It should not take more than 6 seconds for responding to the users. 	All aspects associated with hardware, uptime, server, CPU etc. shall be sufficiently provisioned by Samagra Shiksha as per the requirements. However, the application robustness shall remain the responsibility of the bidder/consortium. The software running on Samagra Shiksha's hardware should also adhere to the performance requirements, which shall remain the bidder's responsibility.
15	Page No. 55; Operation & Maintenance Point No. C	Server-side activities required for proper functioning, but not limited to: configuration, fine-tuning, optimization, scripting, and addition/ deletion/ updation of features for the applicable web server(s), application server(s), database server(s) etc.	Server-side activities required for proper functioning, but not limited to: configuration, fine-tuning, optimization, scripting, and addition/ deletion/ updation of features for the applicable web server(s), application server(s), database server(s) etc. The hardware configuration, performance, maintenance and uptime shall be the responsibility of SS.
16	Page No. 55; Operation & Maintenance Point No. D	Replacing any content (photos, videos, text etc.) derived from public domain with the official content as and when they are developed or made available for a given asset.	Replacing any content (photos, videos, text etc.) derived from public domain with the official content as and when they are developed or made available for a given asset. The hardware configuration, performance, maintenance and uptime shall be the responsibility of SS. However, the bidder/consortium shall be required to take on and support on all aspects with regards to software functionality, confirmation, errors, bugs etc.
17	Page No. 55; Operation & Maintenance Point No. H	Business Continuity Plan management.	Business Continuity Plan management. (Business Continuity Plan Management deals with hardware infrastructure availability of servers and database. These shall be managed by the SS. The bidder/consortium shall be responsible for ensuring seamless and continual operations with required configurations for load balancing etc. of the software provided. In addition, the bidder/consortium shall also be required to provide clear documentation for database recovery, software installation, configuration etc.)
18	Page No. 56 – SLA Monitoring	Service Level Agreement a) The Applications/ portals should be developed, deployed and hosted at	Service Level Agreement a) The Applications/ portals should be developed, deployed and hosted at the

Sl.	Pg. No. & Point No.	Existing Clause	Revised Clause
	& Warranty a, b, c	<p>the central server. Necessary application-level support should be mainly at the server side. However, client level support shall be required when the issues are reported by department/ users.</p> <p>b) The successful bidder shall ensure system uptime more than 99%. The uptime will be monitored on a quarterly basis.</p> <p>c) The successful bidder will maintain logs for the entire contract period.</p>	<p>central server. Necessary application-level support should be mainly at the server side. However, client level support shall be required when the issues are reported by department/ users.</p> <p>b) The successful bidder/consortium shall ensure system uptime more than 99%. The uptime will be monitored on a quarterly basis.</p> <p>The successful bidder/consortium will maintain logs for the entire contract period.</p> <p>All aspects associated with hardware, uptime, server, CPU etc. shall be sufficiently provisioned by Samagra Shiksha as per the requirements.</p> <p>However, the application robustness shall remain the responsibility of the bidder/consortium. The software running on Samagra Shiksha's hardware should also adhere to the performance requirements, which shall remain the bidder's/ consortium's responsibility.</p>
19	Page No. 56 & 57 – SLA Monitoring & Warranty; Point No. 1 & 2	<p>1) System support - System Availability.</p> <p>2) Concurrent users</p>	<p>3) System support - System Availability.</p> <p>Concurrent users</p> <p>All aspects associated with hardware, uptime, server, CPU etc. shall be sufficiently provisioned by Samagra Shiksha as per the requirements.</p> <p>However, the application robustness shall remain the responsibility of the bidder/consortium. The software running on Samagra Shiksha's hardware should also adhere to the performance requirements, which shall remain the bidder's responsibility.</p>
20	Page No. 57 – SLA Monitoring & Warranty; Point No. 3	<p>Response time for the forms in application:</p> <p>g) For < 1.00 second: No penalty</p> <p>h) For > 1.00 sec and < 2.00 seconds: 1% of module payment amount for every week from the data of SL slippage with a cap of 5% of module amount.</p> <p>i) For > 2.00 seconds: 2% of module payment amount for every week from the data of SL slippage with a cap of 10% of module amount.</p>	<p>Response time for the forms in application:</p> <p>g) For < 1.00 second: No penalty</p> <p>h) For > 1.00 sec and < 2.00 seconds: 1% of module payment amount for every week from the data of SL slippage with a cap of 5% of module amount.</p> <p>i) For > 2.00 seconds: 2% of module payment amount for every week from the data of SL slippage with a cap of 10% of module amount.</p> <p>All aspects associated with hardware, uptime, server, CPU etc. shall be sufficiently provisioned by Samagra Shiksha as per the requirements.</p> <p>However, the application robustness shall remain the responsibility of the bidder/consortium. The software running on</p>

Sl.	Pg. No. & Point No.	Existing Clause	Revised Clause
			<p>Samagra Shiksha's hardware should also adhere to the performance requirements, which shall remain the bidder's/consortium's responsibility.</p> <p>Samagra Shiksha shall be responsible for any concerns/ issues/ failures under the hardware preview. However, if the challenges identified are at the application/ form level, the bidder/consortium shall be responsible.</p>
21	Pg. No. 59	Bank Guarantee	Bank Guarantee (All bidders shall mandatorily provide a Performance Bank Guarantee, if the bidder/consortium has been awarded the contract.)

Extension of Submission Date

The revised date of submission of the bid (Bid Due Date) will now stand as **09 August, 2022 at 12:00 PM**. The bid opening date shall subsequently stand revised as **09 August, 2022 at 3:00 PM**.

ANNEXURE 1

Proposal Evaluation

Details of each evaluation criteria are as in the table below:

Sl.	Evaluation Criteria	Max Points	Criteria for Awarding Points
1	Lead bidder should have conducted on their in-house pavilion platform blended events (physical and online) at a national level in the past five financial years (FY 18-19, FY 19-20, FY 20-21, FY 21-22, FY 22-23).	14	<ul style="list-style-type: none"> • <5 events: 3 points. • 5 or more events: 10 points. • For each of the above clients that is a Government department/ agency: 2 points (Max: 4 points). <p>Proof required:</p> <ul style="list-style-type: none"> • Work Orders, Certificates of Completion, Letters from Clients acknowledging work. • Cuttings/ event photographs to be included in the presentation for validation. • The bidder/ lead bidder should submit end-user certificate or letter of acknowledgement from the client to show that the service has been satisfactory.
2	Lead bidder should have conducted virtual events using owned pavilion platform with at least 3,000 attendees each of minimum value of INR 10 lakh each, in the past five financial years (FY 17- 18, FY 18-19, FY 19-20, FY 20-21, FY 21-22).	14	<ul style="list-style-type: none"> • < = 20 events: 3 points. • More than 20 events: 10 points. • For each of the above clients that is a Government department/ agency: 2 points (Max: 4 points). <p>Proof required:</p> <ul style="list-style-type: none"> • Work Orders, Certificates of Completion, Letters from Clients acknowledging work. Number of attendees participating from website registrations proof. • Clippings/ event photographs, registration proofs to be included in the presentation for validation. • The bidder/ lead bidder should submit end-user certificate or letter of acknowledgement from the client to show that the service has been satisfactory.
3	Lead bidder should have conducted blended (physical and virtual) pavilions/ exhibitions/ expos using owned pavilion platform of minimum value of INR 25 lakh each in the past five financial years (FY 18-19, FY 19-20, FY 20-21, FY 21-22, FY 22-23).	14	<ul style="list-style-type: none"> • < = 20 events: 3 points. • More than 20 events: 10 points. • For each of the above clients that is a Government department/ agency: 2 points (Max: 4 points). <p>Proof required:</p> <ul style="list-style-type: none"> • Work Orders, Certificates of Completion, Letters from Clients acknowledging work. • Clippings/ event photographs to be included in the presentation for validation.

Sl.	Evaluation Criteria	Max Points	Criteria for Awarding Points
			<ul style="list-style-type: none"> • The bidder/ lead bidder should be required to submit end-user certificate or letter of acknowledgement from the client to show that the service has been satisfactory.
4	Bidder/ Lead Bidder should have done international roadshows in different countries in the last five years (FY 18-19, FY 19-20, FY 20-21, FY 21-22, FY 22-23).	6	<ul style="list-style-type: none"> • 2 roadshows: 1 point. • 3 or more road shows: 3 points. • If conducted in at least three different countries: 3 points. <p>Proof required:</p> <ul style="list-style-type: none"> • Work Orders Certificates of Completion, Letters from Clients acknowledging work. • Clippings/ roadshow photographs to be included in the presentation for validation.
5	Bidder/ Lead Bidder should have done roadshows in Tamil Nadu in the last five years (FY 18-19, FY 19-20, FY 20-21, FY 21-22, FY 22-23).	2	<ul style="list-style-type: none"> • 2 road shows: 1 point. • 3 or more road shows: 2 points. <p>Proof required:</p> <ul style="list-style-type: none"> • Work Orders Certificates of Completion, Letters from Clients acknowledging work. • Clippings/ roadshow photographs to be included in the presentation for validation.
6	Bidder/ Lead Bidder should have in-house events team of professionally qualified resources with fluency in the Tamil language.	6	<ul style="list-style-type: none"> • 5-8 employees: 2 points. • More than 8 employees: 4 points. • If at least 5 employees been with the firm for over two years: 2 points. <p>Proof required:</p> <ul style="list-style-type: none"> • Appointment letters and CVs. • CVs should specify the language proficiency. • For this clause, the events team will be given a score only if the same team has been involved in the preparation of the videos shared. This shall be validated during the presentation phase.
7	Should have a design and graphics team with fluency in Tamil and expertise in developing short videos, films and design collateral for Live & Hybrid Events.	6	<ul style="list-style-type: none"> • 8-10 videos/ films: 3 points. • More than 10 videos/ films: 6 points. <p>Proof required:</p> <ul style="list-style-type: none"> • Samples of short videos, films and designed collaterals to be submitted. • To be submitted with the bid in a cd. Also summarised and shown in the presentation for validation. • For this clause, the design team will be given a score only if the same team has been involved in the preparation of the videos shared. This shall be validated during the presentation phase.

Sl.	Evaluation Criteria	Max Points	Criteria for Awarding Points
			<ul style="list-style-type: none"> • Proof of language proficiency to be included in the CV.
8	Should have in-house team of coding professionals to adapt and develop solutions real time.	8	<ul style="list-style-type: none"> • 5-9 software coders: 3 points. • 10 or more coders: 5 points. • If 5 or more have been with the firm for more than 2 years: 3 points. <p>Proof required:</p> <ul style="list-style-type: none"> • Appointment letters. • CVs with technical expertise highlighted to be submitted in the technical bid. • The scores provided to the individuals whose CVs have been provided will be cross checked and confirmed during the presentation phase.
9	Presentation Evaluation (90 Mins)	30	<ul style="list-style-type: none"> • As per details on next page.

Sl.	Presentation	
9a	<p>The Bidder is required to make a Presentation to the Evaluation Committee covering the following aspects and demonstrate the Pavilion Elements. The Presentation will also be used to validate details submitted for evaluation in the Bid submitted.</p> <ul style="list-style-type: none"> • Showcasing website of the firm highlighting events and technology deployed. • A Presentation of clips/ photographs/ films/ videos/ participant registrations mentioned in the submitted bid. • A presentation of technology innovations developed and deployed for events/pavilion. <p>The bidder must demonstrate a prototype working model of a pavilion addressing the requirements specified below:</p>	
	Sl.	Pavilion Elements Demonstrated
		Max.Pts
		A. Features of the Pavilion
	1	Experiential Virtual Tour platform of multiple schools
	2	Namma School Album of events, viewable for each school
	3	Chat integration with school
	4	Alumni page
	5	Legacy lounge with snaps of their achievements (History Wall)
	6	Connect with old teachers
	7	Planning, Promotion Campaign & Road Show Integration
	8	CSR Campaigns
	9	School appeal page
		B. Administration & Integration with Portal & Dept. Databases
	1	Automated fact sheet for each school to share link & assimilate data
	2	Integration & Migration
	3	Central Dashboard
	4	Vigilance
	5	Bulk Mailing
	6	Call Centre
		C. Total
		30

ANNEXURE – 2

(TO BE INCLUDED WITH THE PRE- QUALIFICATION DOCUMENTS)

In light of the changes made by allowing a consortium, this document needs to be filled as part of the Pre-Qual Compliance Sheet. It needs to be signed by all members of the consortium.

POWER OF ATTORNEY AUTHORIZING LEAD BIDDER

Whereas the **Samagra Shiksha, Department of School Education, Government of Tamil Nadu, (the “Authority”)**, has invited proposals for the **“Selection of firm to provide support on the Namma School Virtual Pavilion, CSR Conclave & Roadshows”**.

Whereas, _____ and _____, **(collectively the “Consortium”)** being **Members of the Consortium** are interested in jointly bidding for the Consultancy in accordance with the terms and conditions of the Request for Proposal and other connected documents in respect of the Consultancy.

NOW, THEREFORE, KNOW ALL MEN BY THESE PRESENTS,

We, _____, having our registered office _____; and _____ having our registered office at “_____”, (hereinafter collectively referred to as the “Consortium”) do **hereby irrevocably agree, and constitute the Project Consortium to conduct all business for and on behalf of the project**, “Selection of firm to provide support on the Namma School Virtual Pavilion, CSR Conclave & Roadshows” during the bidding process.

We, the Consortium, hereby irrevocably designate, nominate, constitute, and appoint, _____ having its registered office at _____, as the **“Authorised Representative”** to attest the bid documents on behalf of the Consortium, conduct all business for and on behalf of the Consortium and any one of us during the bidding process.

AND, in the event the Consortium is awarded the Contract, during the performance of the services related to the Consultancy, and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the submission of its bid for the Consultancy, including but not limited to signing and submission of all applications, bids and other documents and writings, accept the Letter of Acceptance, participate in bidders’ and other conferences, respond to queries, submit information/documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with Samagra Shiksha (the “Authority”), and/ or any other government agency or any person, in all matters in connection with or relating to or arising out of the Consortium’s bid for the Consultancy and/ or upon award thereof till the Contract is entered into with Samagra Shiksha (the “Authority”).

And, whereas, the triad of parties forming the Consortium, _____ would be **jointly and severally responsible for the Consultancy.**

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Authorised Representative, pursuant to and in exercise of the powers conferred by this Power of Attorney, and shall and shall always be deemed to have been done by us/ Consortium, jointly.

IN WITNESS WHEREOF WE THE CONSORTIUM ABOVE, HAVE EXECUTED THIS AGREEMENT ON THIS **XXth DAY OF <<MONTH>> 2022.**

**For <<Name of Lead Bidder>>,
<<Name>>
<<Designation>>**

**For <<Name of Supporting Bidder>>
<<Name>>
<<Designation>>**