Corrigendum to the RFP

For

Selection of Software Solution Provider

for

Development of State Resident Data Hub (SRDH)

Application Framework

Dated 29th September, 2011

**Consequent upon the pre bid conference that was held on 26th September 2011, corrigendum to the RFP for Selection of Software Solution Provider for Development of State Resident Data Hub (SRDH) Application Framework is issued. The last date for submission of Bid and other dates have been extended as follows:**

|  |  |
| --- | --- |
| **Last date for sale of Tender Document** | **13/10/2011 1700 Hrs** |
| **Date & Time of Submission of Bids**  **Bids will not be accepted after due date & time.** | **14/10/2011 1500 Hrs** |
| **Date & Time of opening of Technical Bids** | **14/10/2011 1600 Hrs** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl No** | **Para no, Section & Vol. of the RFP** | **Particulars** | **Existing clause/provision** | **Revised clause/provision** |
| 1 | FORM TECH-3, Section 4, Vol -I | Solution Proposed for Application | The section should also include the Bill of Materials (BOM) for all the software and hardware components, products and tools that are proposed for the application development, testing, deployment and maintenance. | The section should also include the Bill of Materials (BOM) for all the software and hardware components, products and tools that are proposed for the application development and QA (testing).  Further, it is highly recommended that the same technology stack as used currently in UIDAI for the CIDR be used which is provided in Annexure B. The SSP is expected to only use the relevant components of the same as required for SRDH and also explain reasoning for deviations, if any.  Nonfunctional requirements that needs to be considered while proposing the solution is described in Annexure C. |
| 2 | FORM TECH-6, Section 4, Vol-I | Technical Proposal, Staffing Schedule | As in Annexure D | Deleted from RFP |
| 3 | Section 5, Vol- I | Financial Proposal | NIL | Added “Form Fin 7” as in Annexure E |
| 4 | Para 10, Section 1.5, Vol-II | Functional Specifications of SRDH | State may choose to have core database of their choice therefore the wrapper services should be designed in such a way that any industry standard RDBMS can be plugged in as the core. Supported databases should include but not limited to latest releases of MySQL, Oracle, Sybase, MS Access and DB2. | State may choose to have core database of their choice therefore the wrapper services should be designed in such a way that any industry standard RDBMS can be plugged in as the core. Supported databases should include latest releases of MySQL, Oracle, SQL Server and DB2. |
| 5 | Para 1.20, Vol II | Responsibilities of each party | Provide personnel adequately qualified to perform the requisite tasks. In case performance related issues are observed that | Provide personnel adequately qualified to perform the requisite tasks.  1. Replacement will be expected, in case personnel are removed from the project.  2. Transition cost if any will not be borne by UIDAI  3. Rework cost if any will not be borne by UIDAI  4. If a milestone is missed then penalty clause will be initiated |
| 6 | Para 1.21, Vol -II | Service Level Agreements and Penalties | Table 1 in Annexure A | Table 2 in Annexure A |
| 7 | Para 3, Section 1.1, Vol III | Contract Form | [Note: If the Software Solution Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:] | Deleted |
| 8 | Para 2.3, Section 1.2, Vol III | General Conditions of Contract | The Software Solution Provider shall begin carrying out the Services not later than 10 days after the Effective Date specified in the SC. | The Software Solution Provider shall begin carrying out the Services not later than 15 days from award of Letter of Intent by UIDAI. |

**NB: Since, Form Tech-6 has been deleted from Section 4, Vol-I, and the same has been placed as Form Fin-7 in Section 5, Vol-I, hence this form may not be submitted as a part of Technical Proposal, it should be submitted as part of Financial Proposal.**

**Annexure A**

**Table 1 (Existing clause/provision)**

**Capping of Penalties**

|  |  |  |
| --- | --- | --- |
| **S.no.** | **Description** | **Penalty Capping Value** |
| 1 | All penalties | 10% of the project value |

**Table 2(Revised clause/provision)**

**Capping of Penalties**

|  |  |  |
| --- | --- | --- |
| **S.no.** | **Description** | **Penalty Capping Value** |
| 1 | All penalties excluding warranty penalties | 10% of the project value excluding warranty cost component |
| 2 | Warranty Penalties | 10% of the warranty cost component |

Further, the SSP is expected to respond to requests for support in fixing issues as found during usage of SRDH at States during the warranty period promptly. During the warranty period, Service Level Agreements and associated penalties as shown below will be imposed on SSP.

**Warranty penalty chart**

| **Sl.no.** | **Description** | **Metric** | **Penalties** |
| --- | --- | --- | --- |
|  | Errors which lead to un-usability of a feature of the application without any workaround is considered high severity.  SSP is expected to fix any high severity error within 3 days of it being reported | High Severity Error | 0.5% of total warranty cost per day of delay beyond 3 days |
|  | Errors which lead to un-usability of a feature of the application but with a valid workaround is considered medium severity  SSP is expected to fix any medium severity error within 5 days of it being reported | Medium Severity Error | 0.25% of total warranty cost per day of delay beyond 5 days |
|  | All errors other than high or medium.  SSP is expected to fix any low severity error within 10 days of it being reported | Low Severity Error | 0.25% of total warranty cost per day of delay beyond 10 days |

* **Error classification as High/ Medium/ Low is done by UIDAI**
* **Error will be reported either by eMail or Fax**

**Annexure B**

CIDR software at UIDAI is developed around the technical architecture principles of openness, vendor neutrality, usage of open source and open standards and uses following technology stack:

* Language - Java
* Containers - Spring, Mule, Tomcat
* Messaging - RabbitMQ (AMQP based)
* Persistence - MySQL, HDFS, HBase, MongoDB
* Rule Engine, Workflow - Drools stack
* Web application - Servlets, Spring
* Distributed Caching - Voldemort
* BI, Mining, Analytics, Reporting - Hive+Pig (for atomic data warehouse), R/Weka (mining), Pentaho+MySQL (for reporting and analytics), FusionCharts (for portal charting)
* Multilingual Support - embedded libraries from Quillpad and CDAC (for Urdu)

**Annexure C**

Nonfunctional requirements would be finalized as part of the FRS. Indicative nonfunctional requirements are as below:

* Availability of application: During Pilot- 99% uptime (24 X7 ) except scheduled downtime
* Response Time:
  + < 2 seconds at normal load and <3 seconds at peak load for save and other operations other than search.
  + The System must be able to perform a simple search within 1-2 seconds and an advanced search (multiple search criteria) within 3-5 seconds regardless of the storage capacity or number of records in the system.
* Peak Load:  100-1000 users and about 100 concurrent users.
* For web service: It should support 1000 concurrent users with response time as mentioned for search.
* Throughput Requirement:
  + Application should be able to handle 1 million records inserts/updates from EID-UID mapping file per day (20 hrs).
* CPU utilization: Average daily CPU utilization levels during business hours should be less than 70%. Excluding EOD processing time (Batch processing).
* Memory utilization: Average daily memory utilization levels during business hours should be less than 70%. Excluding EOD processing time (Batch processing).
* Application should be built to scale horizontally and should be able to handle large authentication volume (as an AUA). Vendor should demonstrate that AUA sever can handle up to 10 million authentication calls in 10 hrs (1 million an hour) assuming each call takes 1 sec at CIDR. Please refer Authentication section of UIDAI website for further details.
* Adherence to the security guidelines published by UIDAI (<http://uidai.gov.in/>), security standards such as ISO 27001, Information security standards framework and guidelines standards under eGovernance standards (http://egovstandards.gov.in), Information Security guidelines as published by Data Security Council of India (DSCI) and complies to IT (Amendment) Act 2008.

**Annexure D**

**Form TECH-6 Staffing Schedule**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Name of Staff1** | **Staff input in Months (in the form of a bar chart)2** | | | | | | | | | | | | | **Total staff man-months proposed** |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | n | Total |
| 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|
| 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|
| 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|
| N |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|
|  |  |  |  |  |  |  |  |  |  |  | Total | | | |  |

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category

2 Months are counted from the start of the assignment.

Full time input Part time input

**Annexure E**

**Form FIN-7 Staffing Schedule**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Name of Staff1** | **Staff input in Months (in the form of a bar chart)2** | | | | | | | | | | | | | **Total staff man-months proposed** |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | n | Total |
| 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|
| 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|
| 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|
| N |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|
|  |  |  |  |  |  |  |  |  |  |  | Total | | | |  |

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category

2 Months are counted from the start of the assignment.

Full time input Part time input