

Corrigendum:

Date: 22/10/2020

Reference:

This corrigendum has been issued for NIT : AEML/MDB/2020-21/76 : Supply, Installation, Implementation , Integration and support of Consumer Communication Management Platform (for five years)

Corrigendum 1: Scope Of Work , BOQ and Technical requirements

With Reference to the above, the Corrigendum 1 to the tender is hereby issued as follows:

Sr No	Description	As per original	Revised & Additional Technical Specifications
1	Section III Scope of work : Integration requirement	Integration with AEML – Postfix SMTP server to trigger Email.	Removed
2	Section V : Technical Requirements : Email	Integrate with AEML – postfix SMTP server to send Email.	Removed
3	Section IV: Bill of Quantity – Note		PDF generation for the purpose of print, pull services (for bill download) shall not be counted as “Interaction”. No separate cost shall be paid for the same. Cost of PDF configuration & generation for said purposes forms part of the license cost.

Corrigendum 2: Eligibility Criteria

With Reference to the above, the Corrigendum 2 to the tender is hereby issued as follows:

Sr No	Description	As per original	Revised & Additional Technical Specifications
1	Section VI: Eligibility Criteria:- Implementation Partner	Compliance certification from existing contact Center OEM	Removed
2	Section VI: Eligibility Criteria:- Additional Requirements	All the devices should be provided with suitable housing and mounting.	Removed

3	Section VI: Evaluation criteria : Technical Score	Certified in-house expert team on product and backline with OEM with local support (Mumbai Based)	Certified in-house expert team on product and backline with OEM
4	Section VI: Evaluation criteria : Technical Score	Integration capabilities with SAP, CRM and other external systems mentioned in scope (Both flat file and	Integration capabilities with SAP, CRM and other external systems mentioned in scope (Both flat file and API)
5	Section VI: Evaluation criteria : Technical Score	Provision to store consumer information and capability to generate PDF	Provision to maintain and update master & transactional data for quick campaigns
6	Section VI: Evaluation criteria : Technical Score		Capability to Configure, generate, store PDF files and share with external printer in secured way

Corrigendum 3: Project Management, SLA and change management

With Reference to the above, the Corrigendum 3 to the tender is hereby issued as follows:

Sr No	Description	As per original	Revised & Additional Technical Specifications
1	Eligibility Criteria & Qualification Criteria		Amendment clarified as below under section SLA requirements

1. Application related parameters:

Penalty shall be levied on the SLA defined above under

Availability	Penalty
> 99.5%	NIL
< 99.5% to > 97%	2.0 % of quarterly payment charges will be deducted for every 0.5% decrease
< 97% to > 95%	3.0 % of quarterly payment charges will be deducted for every 0.5% decrease

Electricity

< 95%	5.0 % of quarterly payment charges will be deducted for every 0.5% decrease With cap of maximum 10%
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2. Project Management:

Penalty shall be levied on the SLA defined above under

Availability	Penalty
Implementation within agreed timelines	NIL
Delay by 2 Weeks to 4 weeks	2.0% of Implementation Cost
Delay by 4 weeks to 6 weeks	3% of Implementation Cost
Delay > 6 weeks	5 % of Implementation Cost With cap of maximum 10 %

3. Post Go Live:

Penalty shall be levied on the SLA defined above under

Availability	Penalty
Any escalation or breach of Level I issues	3 % of quarterly payments
Any escalation or breach of Level II issues	2 % of quarterly payments
Any escalation or breach of Level III issues	1 % of quarterly payment

Penalty to be capped at 5 % of Quarterly charges

Corrigendum 4: Commercial terms and conditions

With Reference to the above, the Corrigendum 4 to the tender is hereby issued as follows:

Sr No	Description	As per original	Revised & Additional Technical Specifications
1	Payment terms	<p>A: Supply hardware/software/license: 1) 70% within 60 days from the date of receipt of material and on submission of original invoice after due certification from Engineer Incharge. 2) 30% within 30 days post Go Live after due certification from Engineer Incharge.</p>	<p>Licence: a) 30% - Payable within 30 days after submission of invoice for 5 year license. b) 17.5% - Payable at the beginning of each year for subsequent years.</p>
		<p>B. Implementation: within 30 days on achievement of the flowing milestones after due certification from Engineer Incharge. 1) 60% on Design and Setup finalization 2) 30% on implementation and integration 3) 25% on Training and User Acceptance. 4) 10% post Go Live</p>	<p>Implementation: Milestone based payment as below :</p> <p>i. Resource Allocation : 10% of implementation cost ii. Design and set up : 20% of implementation cost iii. Development & UAT : 30 % of implementation cost iv. Go live : 40% of Implementation cost</p> <p>Payable within 30 days after achievement of individual milestones and due certification from Engineer In charge:</p>
		<p>C: Support Service: 1) Yearly Basis: within 30 days after end of each year.</p>	<p>Quarterly Payment in Arrears payable in 30 days after invoice submission.</p>

