

**Meghalaya Small Farmers Agri-Business Consortium**  
Agricultural Complex, Cleve Colony, Shillong -793003

Ref No. INF/369/iTEAMS-1917/2017-18/08

Dated Shillong the 18<sup>th</sup> October 2017

To: All Potential Bidders

**Subject:** Corrigendum No. 3 to RFP for Selection of Systems Integrator (SI) Cum Operator for Setting Up and Operations and Maintenance of Integrated Technology Enabled Agri-Management Systems (iTEAMS)

*Vide Ref. No. INF/369/iTEAMS-1917/2017-18/03 Dated Shillong the 20<sup>th</sup> September 2017*

Further to Request for Proposal (RFP) No. INF/369/iTEAMS-1917/2017-18/03 Dated Shillong the 20<sup>th</sup> September 2017, the following corrigendum is notified as below which is hereby made part of the RFP. All other requirements, information, terms and conditions shall remain unchanged. Respondents shall take this corrigendum into consideration when preparing and submitting their proposals.

Sd/-

Managing Director  
MgSFAC,  
Meghalaya, Shillong

A. Further to the RFP its addendum and corrigendum, amendments are notified below. All other requirements, information/terms & conditions shall remain unchanged.

The original Table A(2) of Section-X of the RFP which is given as below:

**Table A(2): Break-up of Call Center Infrastructure & MSDC Hardware and software cost**

S. No.	Description	No. of	Rate in Rs	Total cost
		Units	(B)	(A*B)
		(A)		
3	IP Phone	70		
4	1KVA UPS	70		
5	MFP (Multi Function Printer)	6		
6	10 KVA UPS	2		
7	Conference Hall & Training hall LED TV 50”	2		
8	Video wall	1		
9	Desktop for Video Wall	1		
10	Lease line connectivity charge	16 Mbps		
11	EMS software	1		
12	IVRS solution	1		
13	Supply, installation, operation*, maintenance of iTEAMS Application Suit for to be hosted in MSDC	1 application suit		
14	Router/UTM	2		
15	Core Switch	2		
16	24 port PoE Switch	3		
17	42 U Rack	2		
18	Servers	2		
19	VC endpoint with 9 party VC	1		
20	VC mobile app	60		
21	IP PBX	1		

22	Contact Center Solution :	1		
	Telephony,			
	ACD,			
	Reporting Software,			
	Multimedia application,			
	Media Gateway			
23	Biometric attendance System	1		
24	CCTV Camera	10		
25	NVR 16 Channel with 4 TB SATA hard drive	1		
26	LED TV/Monitor for CCTV	1		
27	Anti-virus solution for call centre equipment	1		
28	Projector	2		
29	Motorised Projector Screen	2		
30	LED TV for conference & Training Room	2		
32	POS machine with SIM	60		
33	Tablet	60		
34	Smart phone	60		
35	Split AC – 2 ton, (Give per unit cost)	12		
	DG set		1	
			Taxes	
			Total (inclusive of tax) –X1	

**Stands amended as:**

**Table A(2): Break-up of Call Center Infrastructure & MSDC Hardware and software cost**

S. No.	Description	No. of	Rate in Rs (B)	Total cost (A*B)
		Units		
		(A)		
1	Desktop	70		
2	Headphones	70		
3	IP Phone	70		
4	1KVA UPS	70		
5	MFP (Multi Function Printer)	6		
6	10 KVA UPS	2		
7	Conference Hall & Training hall LED TV 50”	2		
8	Video wall	1		
9	Desktop for Video Wall	1		
10	Lease line connectivity charge	16 Mbps		
11	EMS software	1		
12	IVRS solution	1		
13	Supply, installation, operation & maintenance of iTEAMS Application Suit for to be hosted in MSDC	1 application suit		
14	Router/UTM	2		
15	Core Switch	2		
16	24 port PoE Switch	3		
17	42 U Rack	2		
18	Rack servers	2		
19	VC endpoint with 9 party VC	1		
20	VC mobile app	60		
21	IP PBX	1		
22	Contact Center Solution :	1		
	Telephony,			
	ACD,			
	Reporting Software,			
	Multimedia application, Media Gateway			
23	Biometric attendance System	1		

24	CCTV Camera	10		
25	NVR 16 Channel with 4 TB SATA hard drive	1		
26	LED TV/Monitor for CCTV	1		
27	Anti-virus solution for call centre equipment	1		
28	Projector	2		
29	Motorised Projector Screen	2		
30	LED TV for conference & Training Room	2		
31	POS machine with SIM	60		
32	Tablet	60		
33	Smart phone	60		
34	Split AC – 2 ton, (Give per unit cost)	12		
35	DG set	1		
		Applicable taxes		
		Total (inclusive of tax) –X1		

**Note: iTEAMS is a System Integration and Operation & Maintenance (O&M) project. Hence, bidders are required to quote unit rates of the item(s), not mentioned in the Bill of Quantity (BoQ) and which is/are deemed necessary to make iTEAMS functional.**

- B. Further to the RFP its addendum and corrigendum No I, amendments are notified below. All other requirements, information/terms & conditions shall remain unchanged.**

## **5. Section VI – Functional Requirement Specification**

### **ARV Specification & Scope**

#### **ARV Basic**

- ⊙ Payload : 1.5 - 3.5 tons
- ⊙ Engine Capacity : 2.4-2.9L Turbo, 4 cylinder
- ⊙ Cabin Capacity : Minimum 2
- ⊙ 4 Wheel Drive
- ⊙ Power Steering
- ⊙ Manual 5 Speed Gearbox
- ⊙ Suspension Setup : Front : Coil / Leaf. Rear: Leaf Spring
- ⊙ Fuel Type : Diesel
- ⊙ Emission norms BS- III / IV
- ⊙ Side deck / High deck
- ⊙ Accessories : GPS Tracker, Dash cam (front and inside cabin),
- ⊙ Other minor accessories : ropes, tarpaulin sheets,
- ⊙ Each vehicle should come with 1917 iTEAMS branding (stickers) as designed/approved by the Department
- ⊙ Insurance(in the name of department)/Maintenance/all Taxes to be provided
- ⊙ Assistance for Registration in the name of Department will be provided

#### **ARV Advanced**

- ⊙ All the above ARV Specifications without Side/High Deck and Tarpaulin Sheets
- ⊙ Reefer with Dual power compressors, temperature logger, pallets

**Stands amended as**

## **5. Section VI – Functional Requirement Specification**

### **ARV Specification & Scope**

#### **ARV Basic**

- ⊙ Payload : 1.0 - 3.5 tons
- ⊙ Engine Capacity : 2.4-2.9L Turbo, 4 cylinder
- ⊙ Cabin Capacity : Minimum 2
- ⊙ 4 Wheel Drive
- ⊙ Manual 5 Speed Gearbox
- ⊙ Suspension Setup : Front : Coil / Leaf. Rear: Leaf Spring
- ⊙ Fuel Type : Diesel
- ⊙ Emission norms BS- III / IV
- ⊙ Side deck / High deck
- ⊙ Accessories : GPS Tracker, Dash cam (front and inside cabin),
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- ⊙ Insurance(in the name of department)/Maintenance/all Taxes to be provided
- ⊙ Assistance for Registration in the name of Department will be provided

#### **ARV Advanced**

- ⊙ All the above ARV Specifications without Side/High Deck and Tarpaulin Sheets
- ⊙ Reefer with Dual power compressors, temperature logger, pallets

- C. Further to the RFP its addendum and corrigendum, amendments are notified below. All other requirements, information/terms & conditions shall remain unchanged.**

S. No	Section No.	Clause No./ Page No.	Reference / Subject	Stands corrected as
1	Scope of Services - Operation and Maintenance Phase	III/ Page 45	The SI shall reconcile recurring costs like Electricity bill, Diesel bill for Generators, Toll free calls (1917), ARV fuel bill, service operation related bill for ARV, phone bill, water bill, SMS charge to the user etc. and same shall be reimbursed to the SI by DEPARTMENT OF AGRICULTURE/ Purchaser.	The SI shall reconcile recurring costs like Toll free calls (1917), SMS charge to the user and same shall be reimbursed to the SI by DEPARTMENT OF AGRICULTURE/ Purchaser.  All other costs like Electricity bill, Diesel bill for Generators, ARV fuel bill, service operation related bill for ARV, phone bill, water bill, etc. will be taken care by the user (DEPARTMENT OF AGRICULTURE/ Purchaser) directly, on actuals.
2	Indemnity	page 128	The SI shall execute and furnish to DEPARTMENT OF AGRICULTURE a Deed of Indemnity in favour of the DEPARTMENT OF AGRICULTURE in a form and manner acceptable to the DEPARTMENT OF AGRICULTURE, indemnifying the DEPARTMENT OF AGRICULTURE from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of: > Any negligence or wrongful act or omission by the SI or the Implementation Agency's Team / or any third party in connection with or incidental to this	The SI will execute and furnish to DEPARTMENT OF AGRICULTURE a Deed of Indemnity in favour of the DEPARTMENT OF AGRICULTURE in a form and manner acceptable to the DEPARTMENT OF AGRICULTURE, indemnifying the DEPARTMENT OF AGRICULTURE from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of: > Any negligence or wrongful act or omission by the SI or the Implementation Agency's Team in connection with or incidental to this Contract; or > A breach of any of the terms of the Implementation Agency's Bid as agreed,



			<p>Contract; or</p> <p>&gt; A breach of any of the terms of the Implementation Agency's Bid as agreed, the Tender and this Contract by the Implementation Agency, the Implementation Agency's Team or any third party</p> <p>The indemnity shall be to the extent of 100% in favour of DEPARTMENT OF AGRICULTURE</p>	<p>the Tender and this Contract by the Implementation Agency, the Implementation Agency's Team</p> <p>The indemnity shall be to the extent of 100% in favour of DEPARTMENT OF AGRICULTURE.</p> <p>(The SI's aggregate liability under this tender shall be subject to an overall limit of 100% of the total Quarter wise O&amp;M Cost for the Contract period. )</p>
3	Adherence to Implementation Timelines	3./Page 48	<p><b>Completion of iTEAMS application</b></p> <p>1. For every day of delay after the target date, a penalty of 1% of iTEAMS application cost shall be deducted per day of delay.</p> <p>2. Delay beyond 4 weeks after the target date shall be treated as breach of contract.</p>	<p>For every week of delay after the target date, a penalty of 0.5% per week of application cost shall be deducted with a maximum LD of 5%.</p> <p>LD clause will not be applicable for delay due to reasons which cannot be attributed to the contractor.</p> <p>(DoA = Department of Agriculture, GoM = Government of Meghalaya)</p> <p>a) The bidder needs to deliver the basic software modules of iTEAMS Application within 56 days timeline as mentioned in LSA and any new functionality/change request from the DoA/GoM will be done after freezing of FRS (functional requirement specification) or SRS (software requirement specification) or SDD (software design document) as per mutual understanding with DoA/GoM and the functionality/change request will be done after 56 days as mentioned in SLA timeline after a meeting and taking sign-off from DoA/GoM.</p> <p>b) DoA/GoM will ensure the MSDC access for Hardware/Software/Network Installation and commissioning and any gap/delay due to that will not be bidder responsibility.</p> <p>c) Since there will be integration of Software/Database with multiple</p>

				<p>department of GoM involved in this project, there is a dependency involved with the GoM &amp; different departments. Hence any delay due to departmental software/database access will not be the bidder responsibility</p> <p>d) DoA/GoM will provide all the API's required to integrate department software/database and any delay due to that will not be bidder responsibility</p>
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**D. Further to the RFP its addendum and corrigendum, amendments are notified below. All other requirements, information/terms & conditions shall remain unchanged.**

**Table A(4)**

**Resources required for running the Project for 5 years**

<b>Resources :</b>	<b>Rate per month (Rs)</b>	<b>Rate for 5 years</b>
i. 20 Incoming Communications Officers (ICOs),		
ii. 10 Dispatch Officers (DOs),		
iii. 4 CCOs,		
iv. 5 Feedback Officers		
v. 3 DAOs		
vi. 5 Administrators, Finance executive and HR executive		
viii. 20 ARVOs *	25000/-	
ix. 60 ARV Pilots#	15000/-	
x. 2 iTEAMS Experts (PR and Marketing)		
Sub-total		
Taxes		

Total		
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**\*Criteria for selection and salary for ARV Officers (ARVOs):**

i. Net minimum salary will be Rs 25000/- per month. Bidder is expected to quote for the salary & overheads (including PF, insurance, etc.) accordingly in the above table.

ii. B. Sc in Agriculture / B.V.Sc.

iii. Should possess valid Driving license

**# Criteria for selection and salary for ARV Pilots:**

i. Net minimum salary will be Rs 15000/- per month. Bidder is expected to quote for the salary & overheads (including PF, insurance, etc.) accordingly in the above table.

ii. Should possess valid Driving license

**Stands corrected as**

**Table A(4)**

**Resources required for running the Project for 5 years**

<b>Resources :</b>	<b>Rate per month (Rs)</b>	<b>Rate for 5 years</b>
i. 20 Incoming Communications Officers (ICOs), (2 shifts/day)		
ii. 10 Dispatch Officers (DOs), (2 shifts / day)		
iii. 4 CCOs, (2 shifts /Day)		
iv. 5 Feedback Officers (1 shift/day)		
v. 3 DAOs (1 shift/day)		
vi. 5 Administrators, Finance executive and HR executive (1 shift/day)		
viii. 20 ARVOs * (1 shift/day)	25000/-	
ix. 60 ARV Pilots# (1 shift/day)	15000/-	
x. 2 iTEAMS Experts (PR and Marketing) (1 shift/day)		
<b>Sub-total</b>		

Taxes		
Total		

\*Criteria for selection and salary for ARV Officers (ARVOs):

i. Net minimum salary will be Rs 25000/- per month. Bidder is expected to quote for the salary & overheads (including PF, insurance, etc.) accordingly in the above table.

ii. B. Sc in Agriculture / B.V.Sc.

iii. Should possess valid Driving license

# Criteria for selection and salary for ARV Pilots:

i. Net minimum salary will be Rs 15000/- per month. Bidder is expected to quote for the salary & overheads (including PF, insurance, etc.) accordingly in the above table.

ii. Should possess valid Driving license

Sd/-

Managing Director  
MgSFAC,  
Meghalaya, Shillong