CORRIGENDUM-6

GeM Tender No. GEM/2022/B/2614615

This **Corrigendum No. 6** dated 28.12.2022 to GeM Tender No. GEM/2022/B/2614615 dated 07.10.2022 for **"Hiring services for Design, Development, Hosting and Maintenance of a Web-Based Application System of 3-tier architecture for online collection of Application Forms, with a Registration Mechanism and provision for generation of various reports that may be required by Oil India Limited from time to time for miscellaneous purposes like Recruitment of personnel, Hiring of transport services / Special Services of same nature etc."** is issued to amend the following:

(i) **Clause No. 1.5 of SCC (under Section-II of STC of the tender)** and of Scope of Work **(SOW)** has been amended as under:

Existing Clause	Amended Clause
The System must be designed such that the Application process begins with applicant's registration process. Registration process shall be deemed complete when the applicant authenticates / verifies himself/herself by entering the OTP sent on the provided Mobile Number and Email ID subsequent to which user profiles shall be created with unique Login ID and secure password. To ensure uniqueness of the registration, the Aadhaar Number of the applicants must be obtained. However, the Aadhaar Number obtained must be stored in encrypted form as per the existing norms of the Government of India. Further, Aadhaar Number has to be verified with the UIDAI which shall be in the Scope of the Contractor and a new reference number corresponding to that Aadhar number must be generated and stored in the database in encrypted form Aadhaar number should not be shown / displayed anywhere either in the database or in the hard copy of the application. Aadhaar details are highly confidential, and it should not be shared with anyone including the officials of Oil India unless Oil India specifically warrants such details. The Contractor must comply in toto with the latest Aadhar act and shall take all the necessary measures for compliance of the guidelines as laid down by the government from time to time.	The System must be designed such that the Application process begins with applicant's registration process and system should allow registration of users once only (per event) – uniqueness in record. Registration process shall be deemed complete when the applicant authenticates / verifies himself/herself by entering the OTP sent on the provided Mobile Number and Email ID subsequent to which user profiles shall be created with unique Login ID and secure password. To ensure uniqueness of the registration, proper provision/procedures shall be implemented by the Contractor. For instance, the Aadhaar number linked mobile number verification [without capturing the full Aadhar number in the database] may be provisioned as per the existing norms of the Government of India. In such a case, it becomes imperative for the Contractor to mandatorily comply in toto with the latest Aadhar act and shall take all the necessary measures for compliance of the guidelines as laid down by the government from time to time.

(ii)   Clause No. 1.15 of SCC (under Section-II of STC) and of Scope of Work **(SOW)** of the tender has been amended as under:

Existing Clause	Amended Clause
Testing: The developed system shall be tested. The contractor must have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system. Testing should not be limited to system features and functionality. The system must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery. The testing should be done with proper Test Script which should be duly certified by OIL before commencement of the testing. The contractor must provide a test environment to test the newly developed system by filling in the data and checking the integrity of the submitted data. OIL authority will scrutinize the system to certify the security, technicality and suitability of the developed system to meet the requirements of OIL. OIL will give the Final approval / User Acceptance of the system only after satisfactory performance. Further improvement / development of the system must be carried out by the Contractor if felt necessary by OIL team for enhancing the efficiency of the system without any additional cost / financial implication to OIL. On Final approval / User Acceptance of the system, Phase-1 of the contract shall be deemed complete.	**Testing:** The developed system shall be tested. The contractor must have an in-house quality assurance and product testing team with a robust quality management process that are followed to test and certify the system. Testing should not be limited to system features and functionality. The system must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery. The testing should be done with proper Test Script which should be duly certified by OIL before commencement of the testing. The contractor must provide a test environment to test the newly developed system by filling in the data and checking the integrity of the submitted data. OIL authority will check the system to certify the suitability of the developed system to meet the requirements of OIL. OIL will give the Final approval / User Acceptance of the system only after satisfactory performance. Further improvement / development of the system must be carried out by the Contractor if felt necessary by OIL team for enhancing the efficiency of the system without any additional cost / financial implication to OIL. On Final approval / User Acceptance of the system, Phase-1 of the contract shall be deemed complete.

(iii)   The number of Categories mentioned under Clause 2.1 of SCC shall be read as **02 (Two)** in lieu of the existing as shown below.

Existing Clause	Amended Clause
Design and development of e-form for the very First **EVENT***. There shall be mainly but not limited to three **CATEGORIES** of events based on "OIL's	Design and development of e-form for the very First **EVENT***. There shall be mainly but not limited to two **CATEGORIES** of events based on "OIL's

purpose / requirement of collection of forms" viz. (i) Hiring of Vehicles for transport services / Special Services of same nature; and (ii) Empanelment of firms.	purpose / requirement of collection of forms" viz. (i) Hiring of Vehicles for transport services / Special Services of same nature; and (ii) Empanelment of firms.

(iv) All the Sub-Clauses under Clause No.21, 22 & 23 of (SCC) Section-II of STC are to be read as 21.1,21.2...; 22.1,22.2....& 23.1,23.2....respectively in lieu of the existing.

(v) **Clause No. 24** has been additionally inserted to the SCC (Section-II of STC) & Scope of Work (SOW) of the tender. The aforesaid Clause is reproduced as under:

QUOTE:

"Exit Management/Transition Out Phase

The responsibilities of Solution Provider are stated as follows:

1. *Bidder must provide a comprehensive exit management plan and ensure that all the documentation required for smooth transition including configuration documents (in addition to the documentation provided by the CSP) are kept up to date and is handed over to the OIL during regular intervals as well as during the exit management process.*

2. *On expiry or termination of the contract, the contractor must transfer the data to OIL; the format of the data transmitted from the CSP to the OIL should leverage industry standard data formats (e.g., OVF, VHD, excel, bak etc.) whichever deemed fit by OIL to ease and enhance portability. Once the data transfer to OIL / exit process is completed, the bidder shall remove the data, content and other assets from the cloud environment and destroy the VMs, Content and data of OIL including backup data as per stipulations and shall ensure that the data cannot be forensically recovered and furnish a certificate towards the same to OIL.*

3. *The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with OIL."*

:UNQUOTE

(vi) Minutes of the Pre-Bid Meeting held on 14.10.2022 is enclosed as **Annexure-A**.

(vii) All others terms and conditions of the Bid Document remain unchanged. Details can be viewed at www.oil-india.com.

SR. OFFICER – CONTRACTS (S)

Minutes of Pre-Bid Meeting held on 14.10.2022

Sl.No.	Clause No.	Bidder's Query	Bidder's Name	OIL's Remarks
1	General	1) For OTP verification through SMS and email, do we have to provide separate gateways or will be provided by OIL? If later, are there standardised templates to comply with? Regarding No. of SMS, More than 160 Characters in a single SMS will be counted as 2 SMS.	M/s. Mayurakshi Infotech Pvt. Ltd.	OIL's does not have any SMS gateway. The bidder has to procure and mantain separate SMS gateway service at no extra cost to OIL. The total estimated No. of SMSs that is required to be sent to the applicants during the the tenure of the Contract is 15,45,000. (considering the limitations of No. of Characters in a single SMS)
2	General	2) Is there any encryption standard we need to comply with or use industry standards used in other GOI projects?	M/s. Mayurakshi Infotech Pvt. Ltd.	**Clarified** Yes, for Aadhar Based verification, bidders has to comply with the rules & regulations of the Government in line with the latest AADHAAR act. However, other provisions as alternatives to the above shall also be provided to the applicants for determining uniqueness of the applicants which will be discussed in details in the Kick-Off meeting.
3	General	3) For role-based access authentication, shall we get the roles before the FRD preparation or keep provision for new role definitions during the course of the contract?	M/s. Mayurakshi Infotech Pvt. Ltd.	The roles shall be provided before FRD preparation.
4	General	4) Will the reports be predefined or should we have to provide functionality of dynamic designing of new reports?	M/s. Mayurakshi Infotech Pvt. Ltd.	The reports shall be pre-defined.
5	General	5) Does Oil India have a 3rd party development audit contract, whose observations need to be complied with before Go-Live for every change?	M/s. Mayurakshi Infotech Pvt. Ltd.	**Clarified** No, OIL itself will audit the service contract.
6	Scope of Work (SOW)	1) Point no 1.3 of Page 2 of 17: In the tender you have not mentioned about development platform / technology whether Microsoft / Open Source. Are you specific to any database like MSSQL SERVER / MYSQL / POSTGRESQL?	M/s. Web.Com (India) Pvt. Ltd.	**Clarified** No, bidder can use any one of the platform/technology.

Minutes of Pre-Bid Meeting held on 14.10.2022

7	Scope of Work (SOW)	2) Point no 1.5 of Page 2 of 17: For Aadhaar Number verification with the UIDAI, will the APIs be provided to us?	M/s. Web.Com (India) Pvt. Ltd.	No, the APIs have to be arranged by the Contractor.
8	General	3) While designing the E-Forms for different "Events" can we group all the common information to be collected in one group and variable information collection in another group?	M/s. Web.Com (India) Pvt. Ltd.	**Clarified** Yes, bidder can group all the common information to be collected in one group and variable information collection in another group.
9	BOQ	4) Where is the cost of SSL certificate, 6 lakh SMS and cloud hosting to be mentioned?	M/s. Web.Com (India) Pvt. Ltd.	**Clarified** Bidder has to consider this cost of SSL certificate, 15.45 lakh SMSs & cloud hosting while providing their quotation in Price Bidding Format/BOQ of the tender.
10	BOQ	As per the Pre Bid meeting, could the following be accommodated separately as different LINE items? i). SSL certificate & Cloud Hosting: ii). 6 lakh SMS	M/s. Web.Com (India) Pvt. Ltd.	**Clarified** No separate line items shall be added.

(S. Goswami)
22/11/22

Buttanyil Borgohain
S.CO-S

Member
N.J. Sarkar
DGMC(S)

(S. Bora)
GM - S

(S. Mahanta)
GM - F&A