



ASSAM ELECTRICITY GRID CORPORATION LIMITED

OFFICE OF THE MANAGING DIRECTOR

Regd. Office:(FIRST FLOOR), BIJULEE BHAWAN, PALTANBAZAR; GUWAHATI – 781001

CIN: U40101AS2003SGC007238 GSTIN: 18AAFCA4973J9Z3; PHONE: 0361-2739520; Web: www.aegcl.co.in



Corrigendum-I

RFP No. AEGCL/MD/e-Office/2020/24 Dtd. 17.11.2020

NIT NO: AEGCL/MD/e-Office/2020/25 Date:17.11.2020

The RFP identified as against the above referred RFP no. and NIT no. is amended to the following extent-

Sl. No	Description as per tender	Request for Change/Clarification	Amended as/Clarification
	CLAUSE B: ELIGIBILITY CRITERIA:		
1	iii) Should have Average Annual Turnover of more than Rs. 30 crores in for the last 3 financial years. Documentary evidence shall have to submitted justifying the same (ITR, CA certified document may be submitted.)	iii) Should have Average Annual Turnover of more than Rs. 30 crores in for the last 3 financial years. Documentary evidence shall have to submitted justifying the same (ITR, CA certified document may be submitted.) For bidders not possessing balance sheet for FY2019-2020, shall submit provisional balance for FY 2019-2020.	iii) Should have Average Annual Turnover of more than Rs. 30 crores in for the last 3 financial years. Documentary evidence shall have to submitted justifying the same (ITR, CA certified document may be submitted.) For bidders not possessing balance sheet for FY2019-2020, shall submit provisional balance for FY 2019-2020.
2	iv) The bidder should possess minimum 03 years of dealing with corporate email account with at least 2000 User's Capacity with SAAS Model and with atleast one implementation in PSU/Govt. of India departments/State Gov/ BFSI (Banking Financial Services and Insurance) during last 3 years. Bidders shall submit documents and reference in support of this compliance (Annex-1).	The bidder/Authorized Mail Service Provider/ OEM should possess minimum 03 years of dealing with corporate email account with at least 2000 User's Capacity with SAAS Model and with atleast one implementation in PSU/Govt. of India departments/State Govt./ BFSI (Banking Financial Services and Insurance)during last 3 years. Bidders shall submit documents and reference in support of this compliance (Annex-1).	The bidder/Authorized Mail Service Provider/ OEM should possess minimum 03 years of dealing with corporate email account with at least 2000 User's Capacity with SAAS Model and with atleast one implementation in PSU/Govt. of India departments/State Govt./ BFSI (Banking Financial Services and Insurance)during last 3 years. Bidders shall submit documents and reference in support of this compliance (Annex-1).



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3	vi) The Bidders or its Data Center partners shall have Data Centre/DR Center (at least Tier-III) in India and the Email solution shall be hosted in that Data center. Documentary evidence shall have to be submitted.	The Bidders/Authorized Mail Service Provider/ OEM or its Data Center partners shall have Data Centre/DR Center (at least Tier-III) in India and the Email solution shall be hosted in that Data center. Documentary evidence shall have to be submitted.	The Bidders/Authorized Mail Service Provider/ OEM or its Data Center partners shall have Data Centre/DR Center (at least Tier-III) in India and the Email solution shall be hosted in that Data center. Documentary evidence shall have to be submitted.
4	vii) The Bidder must be certified to the following standards (Copy of valid ISO certificate to be submitted as on the date of bid submission).	The Bidders/Authorized Mail Service Provider/ OEM or its Data Center partners must be certified to the following standards (Copy of valid ISO certificate to be submitted as on the date of bid submission).	The Bidders/Authorized Mail Service Provider/ OEM or its Data Center partners must be certified to the following standards (Copy of valid ISO certificate to be submitted as on the date of bid submission).
	<ul style="list-style-type: none"> a) ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards b) ISO/IEC 27017:2015 - Code of practice for information security controls. c) ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds. d) ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services. e) The bidder should conform the industry level certifications like ISO 9001: 2015, ISO 27001:2013 & SOC 2 and SOC 3. 	<ul style="list-style-type: none"> a) ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards b) ISO/IEC 27017:2015 - Code of practice for information security controls. c) ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds. d) ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services. e) The bidder should conform the industry level certifications like ISO 9001:2015, ISO 27001:2013& SOC 2 and SOC 3. 	<ul style="list-style-type: none"> a) ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards b) ISO/IEC 27017:2015 - Code of practice for information security controls. c) ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds. d) ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services. e) The bidder should conform the industry level certifications like ISO 9001:2015, ISO 27001:2013& SOC 2 and SOC 3.
	CLAUSE O: TENDERING PROCESS		
6	Subclause i.e : EMD –In Original - Rs.22,000/- (Twenty Two Thousands Only) in form of DD in favour of “ Managing Director, Assam Electricity Grid Corporation Ltd.” Payable at Guwahati	<ul style="list-style-type: none"> 1) EMD - 22,000/- (Twenty two thousand only) to be paid only through e-Tender portal. 2) EMD/Fee exemption for MSME registered company. 	EMD - 22,000/- (Twenty two thousand only) to be paid only through e-Tender portal. For MSME registered company, EMD is exempted,



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			however, the company has to upload the required document for the same.
7	Contract shall be for total (Three) 03 years, renewable on Yearly Basis. The decision to award renewal of contract solely rests upon AEGCL, based on SATISFACTORY PERFORMANCE. After expiry of the initial contract period of 3 years, the contract period may further be extended based on mutually agreeable terms & conditions	As per the said clause it is clear that Bidder will need to provide the email service to the department for the period of 3 years. But as per the RFP ANNEXURE-II Schedule - II " Mail vault with retention policy (7 YEARS) " department is expecting backup for the 7 Year both this terms are contradicting with each other hence bidder understands that backup retention will be needed for 3 years kindly confirm does bidder understanding is correct ?	Mail vault with retention will be as per the contract period whereas mail retention policy remains same. After the contract period, the mail vault need to be hand over to AEGCL.
8	ANNEXURE-II (SAMPLE PRICE SCHEDULE FORMAT)	Referring to the ANNEXURE-II (Sample Price Schedule Format) , Schedule - II, Number of Users for "Basic Plan" is 160 nos and for "Professional Plan" it is 590 nos. But referring to the "BoQ" excel to be uploaded at the time bid submission, number of Users for " Basic Plan " is 590 nos and for " Professional Plan " it is 160 nos Both this quantity of the mail users defined in RFP and BoQ for basic and professional plan are contradicting with each other, so kindly confirm the exact number of mailbox to be consider for basic and professional users.	Professional plan: 160 nos. Basic plan:590 nos.



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9	Bulk mail service	In order to provide the bulk email service, kindly provide the details on exact number of bulk mail to be send in a Month.	Approx. 5-10 email per month to the users of same domain. Whereas, there need to be provisions for sending bulk email to pensioners/external email IDs in every 3 months.
10	ANNEXURE-II (SAMPLE PRICE SCHEDULE FORMAT) : Cost of Professional	Kindly provide more clarity on does department is expecting any specific or dedicated feature for the professional mail users apart from the feature that are mentioned in the RFP so that bidder can consider the same at the time of bid submission	<p>The organization is expecting the features mentioned in the RFP for professional users.</p> <p>The organization is looking for email solution for basic users and professional users wherein Basic users</p> <ul style="list-style-type: none"> - may not have the facility for collaboration features like sharing mailbox, calendar and contacts with other users in the domain. -Allocated mailbox size may be less than the professional users. -Only weblogin access features is available for basic users. <p>However, this does not restrict the bidders to make available all the features available to advanced users to Basic users.</p>

All other terms and condition shall remain same.


 01-12-2020
Chief General Manager (O&M).
 Assam Electricity Grid Corporation Limited.



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Memo No: AEGCL/MD/e-Office/2020/ 31

1. The AGM-III for n/a.

Date: 1.12.2020

01-12-2020

Chief General Manager (O&M).
Assam Electricity Grid Corporation Limited.