

Corrigendum - GeM Bid "GEM/2023/B/3458687"

"Custom Bid for Services - Metadata Tagging Storage Search and Retrieval of Audio Video Recordings of Parliament Proceedings"

Date: 05.06.2023

With reference to the published bid on GeM with Bid Number "GEM/2023/B/3458687" dated 17-05-2023, the following points have been taken into cognizance and have been amended as follows:

S.no.	Section	Page no.	Existing clause	Amended clause
1.	2.8.1 Accuracy of the synchronization	14	<i>It is expected that the returned timestamp shall be within ± 2.00 sec from the time the word is spoken in the speech.</i>	It is expected that the returned timestamp shall be within 15-30 seconds before (not after) the exact time the word (first time) is spoken in the speech.
2	Annexure 1 Table (a). Eligibility Criteria for Bidder	36	<i>Exemption for Startups & MSME- Firms who are certified/recognized as a startup/MSME with valid proofs as per Govt. of India norms and regulations shall be considered for exemption from criteria as mentioned in S. No. - 2,3, and 5 in "Table A". In such cases, an attested copy of the valid Recognition/Certification of being a Startup/MSME must be furnished.</i>	Exemption for Startups & MSME- Firms who are certified/recognized as a startup/MSME with valid proofs as per Govt. of India norms and regulations shall be considered for exemption from criteria as mentioned in S. No. - 1,2,3, and 5 in "Table A". In such cases, an attested copy of the valid Recognition/Certification of being a Startup/MSME must be furnished.
3	Table B. Eligibility Criteria for CSP (Cloud Service Provider)	43	<i>The Cloud Service Provider (CSP) has at least 2 Data Centers in two different seismic zone within the country.</i>	This clause is removed.

4	Table B CSP Eligibility Clause no 11	37	<p><i>The Cloud Service Provider (CSP) shall be a leader in the latest Gartner Magic Quadrant for "Cloud Infrastructure and Platform Services (CIPS)"</i></p>	This clause is removed.
5	Annexure 9 Delivery schedule point no. 8	49	<p><i>Go-live Phase 4 (in batches depending on availability of content within the O&M phase of 3 years) -</i></p> <p><i>Vendor shall perform end to end processing of another approximately 16000 hours of audio-video recordings (apart from 2000 hours of content processed for Go-Live Phase 1 and Phase 2 and Phase 3 respectively) as per scope of work and upload the recordings in cloud.</i></p> <p><i>These 16000 hours of content are audio-video recordings of future sessions or backlogs (in case provided by the department).</i></p> <p><i>The delivery of these 16000 hours will be done in batches based on the availability of content from the day of Phase 3 Go-live.</i></p>	<p>Go-live Phase 4 (in batches depending on availability of content within the O&M phase of 3 years) -</p> <p>Vendor shall perform end to end processing of another approximately 16000 hours of audio-video recordings (apart from 2000 hours of content processed for Go-Live Phase 1 and Phase 2 and Phase 3 respectively) as per scope of work and upload the recordings in cloud.</p> <p>These 16000 hours of content are audio-video recordings of backlogs. In addition, the department may also provide audio-video recordings of future sessions.</p> <p>Based on last 3 years data, it is expected that the audio video recordings per annum for future sessions will be around 2000 hours for both houses of parliament.</p> <p>The delivery of these audio video recordings hours will be done in batches based on the availability of content from the day of Phase 3 Go-live.</p>

6	Annexure 8 Service level agreements	44	Addition in the SLA clause in table no. 1 Annexure 8	Revised SLA table is mentioned as below in Table A. Point no. 9 and 10 have been added in the SLA table. All other conditions in annexure 8 will remain same.
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Table (a)

S. NO.	Items	Target	Penalty in case of SLA Breach
1	<p>Availability of the web interface and search & retrieval module -</p> <p>Vendor shall provide monthly availability reports which shall be automatically generated from system log.</p>	99.5%	For each 0.1% downside in monthly availability - a deduction of 0.025% of monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.
2	<p>Search Response Time -</p> <p>Vendor shall capture the response time for each searched performed from system log and generate monthly reports.</p> <p>For Monthly SLA Monitoring -</p>	<=2.5 Sec	For each 0.5 sec increase in Average Response Time (Monthly) a penalty 0.05% of monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.

	<p>Simple average of the day wise response time shall be taken for calculating the monthly score.</p> <p>User department may also raise ticket through the web module if they experience slowness in search performance.</p>		
3.	<p>Solution including web module, search and retrieval module not operational or partially operational -</p> <p>In such scenario, user department will notify vendor through email or phone call (vendor will provide dedicated support desk number and email).</p> <p>Issue raised in such way must be resolved within 4 hours.</p>	4 hours	<p>For each hour delay of ticket resolution, a penalty of INR 2500 will be charged from the monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.</p>

<p>4</p>	<p>User ticket - Transcription and Synchronization and search error</p> <p>User shall have the option to raise ticket if there are issues found with generated transcript of audio-video content or if there is synchronization issue or if search results are not coming accurately or search response time is longer than expected or there is buffering in video playback beyond acceptable limit and conditions as defined in the scope.</p> <p>Vendor must resolve any such user ticket within 8 hours from the time they are raised.</p>	<p>8 hours</p>	<p>For each hour delay of ticket resolution, a penalty of INR 1000 will be charged from the monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.</p>
<p>5.</p>	<p>Any major cyber security issue identified through independent cyber security audit performed by a third party appointed by the department or otherwise raised by the department to the vendor.</p> <p>Vendor needs to address all the findings of the security audit in a</p>	<p>8 hours</p>	<p>INR 5000/- per hour shall be charged (for every hour of delay in resolution of the issue) from the monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.</p>

	timely manner.		
6.	If there are more than 2 instances in a month where issues raised by user under SLA category 3 and 5 (SL#3, SL#5).	NA	Penalty of INR 10,000 will be deducted for each such instance from monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.
7.	If there are more than 5 instances in a month where issues raised by user under SLA category 4 (SL#4).	NA	Penalty of INR 5,000 will be deducted for each such instance from monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.
8.	Timely Submission of auto generated/customized SLA Reports (as defined in scope) - Vendor shall submit auto generated /customized SLA reports for all categories of SLAs defined under this SLA table (SI#1 to SI#8).	3rd day of every month during O&M period.	For each day delay in submission of monthly SLA reports, INR 1000 will be deducted from monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.

9	<p>Recovery Point Objective- Maximum tolerable period in which data might be lost from IT service due to an incident (or disruption).</p>	8 Hours	<p>For each minute of deviation from the stated RPO, a penalty of INR 500 will be charged from the monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.</p>
10	<p>Recovery Time Objective- Duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity</p>	4 Hours	<p>For each minute of deviation from the stated RTO, a penalty of INR 500 will be charged from the monthly/milestone payment as per payment schedule (Annexure 11) shall be charged.</p>