



**Surat  
Municipal  
Corporation**

**ADDENDUM & CORRIGENDUM-2**

**REQUEST FOR PROPOSAL**

**FOR**

**SELECTION OF IMPLEMENTATION AGENCY FOR  
INTEGRATED COMMAND AND CONTROL CENTER  
(ICCC) IN SURAT CITY**

**RFP No.: SSCDL-ICCC-RFP-02-2019**

**Last date for Price Bid Submission: 16.10.2019**



Invited by

Surat Smart City Development Limited

1st Floor, South Zone Office, Surat Municipal  
Corporation, Opp. Satyanagar, Udhna, Surat-  
394210, Gujarat, India

**Surat Smart City Development Limited**

**ADDENDUM AND CORRIGENDUM-2**

**RFP Notification No.: SSCDL-ICCC-RFP-02-2019**

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The Bidder are requested to take note of the following changes made in the RFP documents, which are to be taken in to account while submitting the RFP. They shall be presumed to have done so and submitted the RFP accordingly.

- This Addendum and Corrigendum shall be the part of the RFP documents.
- All items specified in this Addendum and Corrigendum supersede relevant items to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- Bidder shall read and consider following points, which shall be a part of the RFP documents.
- All the changes mentioned in this document should be read across the RFP, Addendum & Corrigendum, wherever applicable.
- **The queries raised and given by bidders, but the clarifications are not made in this Addendum and Corrigendum shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents.**

**Changes with respect to RFP Schedule**

Please note that with respect to tendering schedules, the following changes have been effected. Bidders are requested to take note of the same and adhere to the dates specified hereunder with regards to Price Bid Submission and Technical Bid Submission:

<b>Particular</b>	<b>Current Dates</b>	<b>Proposed Dates</b>
<b>Online Price Bid Submission Date</b>	09.10.2019 up to 18:00 hrs.	<b>16.10.2019</b> up to 18:00 hrs.
<b>Technical Bid Submission (in Hard Copy)</b> Filled-in Technical Bid along with Bid Fee, EMD and other documents	In sealed envelope strictly by RPAD/Postal Speed Post On or before 15.10.2019 up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat by RPAD or Speed Post Only.	In sealed envelope strictly by RPAD/Postal Speed Post On or before <b>23.10.2019</b> up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat by RPAD or Speed Post Only.

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**Other Changes**

#	Section	Page No.	Tender Reference	Existing Clause	Amended/New Clause
1.	13.15.2	115	Systems Administration Services	8. Identification, diagnosis and resolution of problem areas pertaining to the DC/DR site infrastructure and application and maintenance of assured SLA levels	8. Identification, diagnosis and resolution of problem areas pertaining to the DC infrastructure and application and maintenance of assured SLA levels under the scope of this RFP.
2.	15.41	213	Call Center Management Solution		Please refer to Annexure I for revised specifications for Call Center Management Solution
3.	15.43	54	Addendum & Corrigendum -1	New Component Added : VM based Network Access Control Solution	Please refer to Annexure I for revised specifications for VM based Network Access Control Solution

## ANNEXURE-I

### **15. Annexure III – Technical requirements for ICT Components**

1. The bidder can quote for each item meeting or exceeding the below mentioned minimum specification. Separate sheet needs to be attached if required.
2. The specification mentioned below are minimum specification. The bidder can quote the products equivalent or higher depending upon the sizing for the entire solution.
3. The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
4. In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.

#### **Call Center Management Solution**

#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
1.	<p>The contact centre solution should be able to route voice/ VOIP calls from centralized Interactive Voice Response System (IVRS) to respective call centre (s) along with interaction history of the calling party.</p> <p><b>Note:</b> Scope of EPBAX and PRI Lines are not in the scope of SI. However, the SI is required to co-ordinate with SMC for the smooth roll out of Call Centre Management Solution. Apart from IVRS based Call Center Management Solution under this RFP, the SI may also be required to integrate /route the call to existing Sitilink IVRS system for smooth operations, if required.</p>		
2.	The callers should be able to access the various services through state-of-art centralized integrated Interactive Voice Response System (IVRS). The information is envisaged to be available to the customer through telephone (IVRS) and call centres agents.		
3.	The IVRS should establish two way communication on the same channel with customers through recorded synthesized voice in Hindi / English / Gujarati or in combination of languages to give information, reply to queries and provide other.		
4.	IVRS should be modular and scalable in nature for easy expansion without requiring any change in the software.		
5.	It should be possible to access IVRS through any of the access device such as Landline telephone, Mobile phone (GSM as well as CDMA) etc.		
6.	IVRS should support various means of Alarm indications/error logs in case of system failures, e.g. Functional error, missing voice message prompt, etc., and shall generate error Log		
7.	The system should have the ability to define business rules based upon which the system should quickly identify, classify and prioritize		

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#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
	callers, and using sophisticated routing, to deliver interactions to the best qualified agent in the any of the connected local/remote call centre, regardless of interaction channel		
8.	The IVRS should be capable to capture usage details of each customer as the customer traverses through a call. The IVRS should have an interface through which usage details can be shared with other solutions.		
9.	The application should provide CTI services such as: <ul style="list-style-type: none"> <li>• Automatic display (screen pop) of information concerning a user/customer on the call agent screen prior to taking the call based on ANI, DNIS or IVR data.</li> <li>• Synchronized transfer of the data and the call to the call centre agent.</li> <li>• Transfer of data corresponding to any query raised by any IP agent regarding a query raised by a customer whose call is being attended by the call IP agent.</li> <li>• Call routing facilities such as business rule based routing, skills-based routing etc.</li> </ul>		
10.	The application should support integration to leading CTI middleware vendors.		
11.	Should provide pre-integration with industry standard IVR servers and enhance routing & screen-pop by forwarding the information.		
12.	Should provide facilities for outbound calling list management, and software based predictive or preview dialling.		
13.	<b>Call Centre Agent’s Desktop: The agents desktop shall have an application which shall fulfil the following functionalities :</b> <ul style="list-style-type: none"> <li>• It should provide consistent agent interface across multiple media types like fax, SMS, telephone, email, and web call back.</li> <li>• The agent’s desktop should have a “soft-phone” – an application that enables standard telephony functions through a GUI.</li> <li>• It should be possible for agents to escalate the query.</li> </ul>		
14.	System should be able to integrate with e-mail / SMS gateway so that appropriate messages can be sent to the relevant stakeholders after the interaction and any updates thereon.		
15.	Should intelligently and automatically routes inquires with skills based routing discipline to agents		
16.	Should have an Intelligent distribution of email to agents		
17.	<b>CTI (Computer Telephone Integration) Application Requirements</b>		

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	<ul style="list-style-type: none"> <li>The CTI link should allow a computer application to acquire control of the agent resources on the IP EPABX &amp; change state of the agent phone through commands on the CTI link.</li> <li>The CTI link should pass events &amp; information of agent states &amp; changes in agent states as well as incoming calls to the computer applications.</li> <li>The CTI link should allow a computer application to take control of the call flow inside the IP EPABX &amp; also allow the computer application to decide the most suitable action / agent for an incoming call.</li> <li>Should be able to integrate with various domain systems of SMC to send/receive data like caller number, call duration, agent id, transfer details, etc.</li> <li>Ability to generate and service requests</li> <li>Call events should be handled from the system such as hold, retrieve hold, conference, transfer, etc.</li> <li>CTI should be integrated with core call center system and update the IVR</li> </ul>		
18.	<p><b>Automatic Call Distribution (ACD) Requirements</b></p> <ul style="list-style-type: none"> <li>The ACD solution should be able to route the call to any remote call centre agent using IP phones</li> <li>Should able to Handle high call volumes efficiently</li> <li>Should allow calls to be transferred within the call center</li> <li>Should support multiple groups for all call types</li> <li>Should provide highly configurable system for adding/removing users</li> <li>Should have an ability to queue or hold the call for an agent if none is immediately available.</li> <li>Should have an ability to keep the callers informed as to the status of the call and providing information to callers while they wait in queue.</li> <li>System should be able to perform prioritized call routing</li> </ul>		
19.	<p><b>Supervisor Module</b></p> <p>The call centre should provide a graphical console application program for the supervisor's workstation. This position shall facilitate the following features:-</p> <ul style="list-style-type: none"> <li>Any supervisor shall be able to monitor or control any group in the call Centre.</li> <li>It shall show the live activity of each agent in details as well as in a summarized fashion including information like total number of calls received, calls answered, average response time etc.</li> <li>The Supervisor console shall also graphically display live status of the call session summary, number of call waiting in the</li> </ul>		

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	<p>queue, call traffic etc.</p> <ul style="list-style-type: none"> <li>• Live status of the group shall be shown, including waiting calls and calls being answered currently.</li> <li>• Access to the supervisor console shall be restricted.</li> <li>• It shall be possible for a supervisor to attend calls whenever necessary.</li> </ul>		
20.	<p><b>Recording</b></p> <p>The solution should have provision for call recording, archival and retrieval. The recording should contain detailed call information and the solution must provide advanced searching capabilities</p> <p>The solution should able to store /retain the recording on the recording server for 30 days.</p>		
21.	<p>Proposed solution should not have any user license restriction up to 50 user licenses. The performance of solution must not degrade with increase in number of users in the application up to 50 user licenses.</p>		
22.	<p>Should have a comprehensive audit trail detailing every user activity including system/security administrators.</p>		
23.	<p><b>Security and Privacy</b></p> <ul style="list-style-type: none"> <li>• Should be capable to protect the caller information and thus privacy of the caller.</li> <li>• System must maintain log including date, time, terminal number of each operation, done by every user/group and should have back up.</li> <li>• There should be a complete and comprehensive security from unauthorized access and misuse.</li> <li>• System should support the following <ul style="list-style-type: none"> <li>- Forced password change</li> <li>- Display last login/logout</li> <li>- Failed login attempts</li> <li>- Inactivity time out</li> <li>- No concurrent login</li> <li>- Block/delete/relocate users</li> <li>- Password control (length, composition etc.)</li> <li>- Password not displayed when entered</li> <li>- Password change interval</li> <li>- Password change history</li> <li>- Login session timeout</li> <li>- Allows password reset</li> <li>- Allows user to change password</li> </ul> </li> </ul>		

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24.	<p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>The daily, weekly, monthly MIS reports shall include all the following but not limited to: report on calls handled, call pending, average duration of calls, min. &amp; max duration of calls, number of instances the operator found busy, calls abandoned due to breakdown, etc. The proposed solution must have comprehensive reports for various activities by the Contact Center: <ul style="list-style-type: none"> <li>- Calls per week, month or other period.</li> <li>- Numeric and graphical representation of call volume</li> <li>- Calls for each interaction tracked by type</li> <li>- Number of dropped calls after answering</li> <li>- Calls that ended while on hold, indicating that the caller hung up</li> <li>- Reports must have restricted access based on user access privileges.</li> <li>- The ad-hoc reporting tool must enable reports to be exported to other formats like MS Excel and MS word format</li> <li>- Agent based/shift based and other suitable reporting shall be there</li> </ul> </li> </ul>		
25.	Specify the proposed Make		
26.	Specify the proposed Model No		

**15.43: VM Based Network Access Control Solution**

#	Parameter	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
1.	Solution	VM Hosted (VMWare/Hyper-V)		
2.	Type	Bidder/OEM is required to specify recommended hardware specification for hosting/mounting product/solution VM on server like RAM, HDD, vCPU, Ethernet Gig ports, VMware/Hyper-V version etc.		
3.	Features	Product/Solution should be Web-based Centralized GUI that can perform the task mentioned as per below points to devices which are connected to various branches through distributed network and thorough multiple router hops via Leased Line/MPLS/Internet with various VLANs or different L3 IP networks configured for its connectivity to HQ/DC.		
4.		Solution should provide functionality to Centrally configure and manage Various Profiles, Guest Access, BYoD, Device, User Authentication and Authorization based services, Administration in single Web-based Centralized GUI console.		

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5.		It should be able to authenticate wired devices from LAN, WAN and wireless devices from WLAN as well as VPN users connected to network.		
6.		It should be able to provide clientless web authentication for guest devices.		
7.		It should check for policy compliance before permitting access to any devices on network and upon verification grant access to those particular resources which were allocated for it and block access to other recourses on network.		
8.		Product/Solution should be able to detect/discover and control every managed devices on network and it should be able provide automatic responses to devices based on predefined templets/policy.		
9.		Product/Solution should be able to Enrol guest, BYOD, and IOT devices and provide protection against modern day threats/challenges from IoT , BYoD, guests etc.		
10.		It should be able to detect and eliminate/isolate/quarantine rogue devices on network and should be able to provide alert on dashboard and by other methods like reporting or by email etc..		
11.		It should be able to detect and enforce predefined or custom policy compliance based on user type, device type and operating system.		
12.		Product/Solution should be able to respond/react to events/threats in networks before they spread by its <b>own or by help of existing Firewall</b> and End Point Antivirus Solution.		
13.		It should be able authenticate IP devices by its MAC Address with either agentless deployment with the help of 802.1x enabled existing switches in network or with the help of Agent/client (Agent/Client license must be included if required) based deployment or with combination of both techniques (Agentless & with Agent) without making changes to existing network infrastructure.		
14.		Solution should provide inventory of all devices connected to HQ/DC <b>through LAN, WAN, WLAN, Leased Line/MPLS</b> connectivity and able to identify that which device is connected to which port of various managed switches via drilled down access.		
15.		It should provide integration for Inbound & Outbound Security Events.		
16.		It should be able to perform Layer 2 and Layer 3 Polling to fetch/resolve details like IP address, MAC Address, Hostname, Location, Vendor Name, Operating System for each and every system/device connected to network.		
17.		It should support third-party network devices available in existing infrastructure as per below, <b>Network Devices</b> from OEM like: Cisco, D-Link, H3C, HP/HPE/3Com/Aruba, Intel, Juniper, Brocade, Ruckus, Fortinet products etc.		

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#	Parameter	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
		<p><b>Security/Firewalls</b> like: FortiGate, Checkpoint, Cisco etc.</p> <p><b>Operating Systems</b> like: MS Windows, Linux, Apple MAC OSX &amp; iOS, Android etc.</p> <p><b>Endpoint Protection</b> software like: Microsoft, Symantec, Norton, Trend Micro, McAfee etc.</p> <p><b>Authentication &amp; Directory Services</b> like RADIUS, Microsoft IAS, LDAP, MS Active Directory etc.</p>		
18.		Solution should be compatible and work with existing Enterprise firewall from Fortigate and End Point Antivirus Solution from Symantec & Microsoft.		
19.		It should have inbuilt support 802.1x or SPAN Ports and captive portal to implement solution.		
20.		Solution should be able to create pre-defined templates for endpoints like IP device		
21.		It should provide various advanced and customized Reports for analysis and tools for troubleshooting.		
22	Licensing	<p>Product Solution offered must have capacity for support of minimum 15,000 Concurrent Ports/End Device/End Users.</p> <p>Product/Solution/Modules offered must be provided with <b>5 years subscription base license( from the date of Go-live)</b> initially for minimum 5,000 Concurrent Ports/Ports/End Device/End Users which also includes IoT, BYoD, guests devices and it should be upgradable up to at least 15,000 Concurrent Ports/End Device/End Users in future if required with additional license.</p> <p>Note: SI is required to provide at least 1 major upgrade during the 5 years of Contract period, if any</p>		
23	Training	Bidder/OEM is responsible for Full Configuration, Integration, Implementation and maintenance and technical support of solution/product as per requirement of SSCDL/SMC for RFP contract period and necessary hands on training for Administration & Operational Features in this regard is required to be provided without any additional commercial to identified Representatives of SSCDL/SMC.		
24	Specify the proposed Make			
25	Specify the proposed Model No			