CHANGE 1:
Page 14: Currently read as -

4.4.3 Agreements and penalties

4.4.3.1.   The CSolP is expected to maintain 99.999% uptime for the application under any concurrent user scenario.

4.4.3.2.   Downtime of the portal - For every hour of portal downtime, a penalty of Rs. 1 lakh will be imposed on the CSolP.

4.4.3.3.   Any bug that is classified as critical by NPTEL needs to be fixed within 2 hours.

4.4.3.4.   Any bug that is classified as serious by NPTEL needs to be fixed within 24 hours.

4.4.3.5.   Any other bug needs to be fixed within 3 days.

4.4.3.6.   The CSolP will forego payment for the period of time for which the above 3 service level requirements are violated.

4.4.3.7.   On days when high usage is expected (like an exam day or assignment deadline day), online support is expected from coders and/or architect of the CSolP.

To be modified as -

4.4.3 Agreements and penalties

4.4.3.1.   The CSolP is expected to maintain 99.9% uptime for the application under any concurrent user scenario.

4.4.3.2.   Any issue that is classified as critical by NPTEL needs to be fixed within 2 hours.

4.4.3.3.   Any issue that is classified as serious by NPTEL needs to be fixed within 24 hours.

4.4.3.4.   Any other issue needs to be fixed within 3 days.

4.4.3.5.   Downtime penalty because of CSolP's fault: Payment will be made only for the time that the portal is available and all downtime will be subtracted from the time included for payment. For every hour of total downtime beyond the allowable limit, a penalty of Rs. 1 lakh will be imposed on the CSolP subject to a maximum of Rs. 10 lakhs per quarter. If the uptime target is not met for two quarters in a row, the contract may be terminated.

4.4.3.6.   Service level violation penalty: For every 24 hours of total delays in issues getting fixed beyond the allowable limit, a penalty of Rs. 1 lakh will be imposed on the CSolP. subject to a maximum of Rs. 10 lakhs per quarter. If the service level target is not met for two quarters in a row, the contract may be terminated.

4.4.3.7.   On days when high usage is expected (like an exam day or assignment deadline day), online support is expected from coders and/or architect of the CSolP.

Page 19: Currently read as -

Communication of Acceptance:

Acceptance by the Purchaser will be communicated by Post, and the Company's acceptance should be communicated to us formally in writing.

To be modified as -
Communication of Acceptance:

Acceptance by the Purchaser (NPTEL-IIT Madras) will be communicated by Post, and the Successful Bidder's acceptance should be communicated to us formally in writing.

Page 20: Currently read as -

Period of Service:
The period of service is for three years starting from the commissioning as mentioned in Section 5.1.5.

To be modified as -

Period of Service:
The period of service is for three years starting from the commissioning as mentioned in Section 5.1.5, extendable by mutual agreement..

6.4 At the end of the 3 years, the contract to the winning bidder may be extended by NPTEL-IIT Madras with mutually agreeable terms on the cost and service level agreements.

Annexure - 6: Details of Technical and Administrative Personnel

Total personnel in the bidder's organisation relevant to this project (program managers, architects, coders)

Sl. no	Designation	Total No. of employees in this category	Number available for this project
1	Program manager		
2	Architect		
3	Coder		
	Add more, if needed		

Personnel who will be working in this project

Name	Qualification	Professional experience	Capacity in which employee will be involved in this project
			Program manager
			Architect
			Coder
			Coder
			Coder
			Coder

Documents to be attached along with the above statement:

a) Representative resumes of staff mentioned in above table

b) Any other relevant documents

(Signature of the bidder)

CHANGE 6: The financial bid on Page 32 is being changed to as follows

Annexure - 7: Financial bid

Staffing cost

S. No	Designation	Cost per month per person (in INR)	Number	Cost per month (in INR)
1	Program manager		1	
2	Architect		1	
3	Coder		4	
Total (without taxes)				
Total (inclusive of all taxes)				

The above costs are valid for a period of 36 months from the start date of the contract.

The above costs will be the only payment made to the CSoIP. The project manager and the architect will be expected to travel to Chennai 3 or 4 times a year. All such incidental expenses should be included by the CSoIP in the staffing cost quoted above.

Estimate of cloud usage cost per user per month (in INR) - without taxes: _____
Estimate of cloud usage cost per user per month (in INR) - with taxes: _____

The CSoIP should submit an estimate of the cloud usage cost per user per month based on data from any existing deployment of the application. A user is one who interacts with the portal on a regular basis and accesses content such as lectures, assignments and forum.

Enclosures:
1. Actual cloud charge invoices from an existing deployment of the MOOC application in a public cloud for the last one year.
2. Actual number of users on the existing deployment over the last one year.
3. Any other supporting document.