

# Request for Proposal (RFP)

Samajik Suvidha Sangam

Selection of System Integrator for  
Establishment & Maintenance of the IT  
Solution for Mission Convergence

**Volume II – Commercial Specifications and Bid Process**

*Government of National Capital Territory Delhi*

December 2008

## Abbreviations and Definitions

For the purpose of this RFP, the following table gives the Terminologies used and the reference to/ definition of these terminologies.

S. No.	Terminology	Reference To/ Definition
1.	SSS	Samajik Suvidha Sangam
2.	GNCTD	Govt. of National Capital Territory of Delhi
3.	PMU	Project Management Unit
4.	EMD	Earnest Money Deposit
5.	PBG	Performance Bank Guarantee
6.	BG	Bank Guarantee
7.	AC	Air Conditioner
8.	CD	Compact Disk
9.	CPS	Column Per Second
10.	CPU	Central Processing Unit
11.	DBA	Data Base Administrator
12.	DEO	Data Entry Operator
13.	DIT	Department of Information Technology, SSS
14.	DPI	Dot Per Inch
15.	DVD	Digital Video Drive
16.	Gbps	Giga Bits Per Second
17.	HO	Head Office
18.	HQ	Head Quarter
19.	ICT	Information and Communication Technology
20.	INR	Indian National Rupees
21.	IPR	Intellectual Property Right
22.	IT	Information Technology
23.	KMS	Key Management System
24.	LAN	Local Area Network
25.	MB	Mega Bytes
26.	Mbps	Mega Bits Per Second
27.	MIS	Management Information System

S. No.	Terminology	Reference To/ Definition
28.	MSA	Master Service Agreement
29.	NDA	Non Disclosure Agreement
30.	NIC	National Informatics Centre
31.	NOC	No Objection Certificate
32.	O&M	Operation and Maintenance
33.	OEM	Original Equipment Manufacturer
34.	OS	Operating System
35.	PBG	Performance Bank Guarantee
36.	PC	Personal Computer
37.	POP	Point of Presence
38.	PPM	Pages Per Minute
39.	RAID	Redundant Array of Inexpensive Disk
40.	RAM	Random Access Memory
41.	RDBMS	Relational Data Base Management System
42.	RFP	Request For Proposal (referring to this RFP)
43.	RPM	Revolutions Per Minute
44.	SLA	Service Level Agreement
45.	SWAN	State Wide Area Network
46.	Tenderer	Bidder
47.	TPA	Third Party Agency (for monitoring)
48.	UPS	Uninterrupted Power Supply
49.	USB	Universal Serial Bus
50.	Vendor	Selected BOOT operator, Selected Bidder

## Table of Contents

<b>1. Request for Proposal (RFP) Process .....</b>	<b>8</b>
1.1. Pre-Bid Conference.....	8
1.2. Bidder Inquiries and SSS Responses .....	9
1.3. Supplemental Information to the Request for proposals .....	9
1.4. Proposal Preparation Costs.....	9
1.5. SSS’s Right to Terminate the Process.....	10
1.6. Bid Security (EMD).....	10
1.7. Venue & Deadline for submission of proposals .....	10
1.8. Late bids .....	11
1.9. General Guidelines for bid opening .....	11
1.10. Bid Opening .....	11
<b>2. Proposal Evaluation Process .....</b>	<b>14</b>
2.1. Evaluation of Bid .....	14
2.2. General Eligibility Criteria for Bidders .....	16
2.3. Pre-Qualification Bid Evaluation.....	17
2.4. Technical Evaluation .....	18
2.5. Financial Evaluation.....	20
<b>2.5.1.</b> Financial Bid formats & Marking .....	20
<b>2.5.2.</b> Quality & Cost Based Selection .....	21
<b>3. Instructions and Conditions .....</b>	<b>23</b>
3.1. RFP Format .....	23
3.2. Documents comprising the bidders' proposal .....	23
<b>3.2.1.</b> Bid Content .....	24
<b>3.2.2.</b> Attachments with Bid.....	24
3.3. Pre-qualification proposal.....	25
3.4. Technical Proposal.....	25
<b>3.4.1.</b> Manpower Deployment Plan.....	27
<b>3.4.2.</b> Prospective Consortium Member Statement.....	27
<b>3.4.3.</b> Deviations and Exclusions .....	28
<b>3.4.4.</b> Source Code and Intellectual Property Rights.....	28
<b>3.4.5.</b> Total Responsibility.....	28

3.4.6. New Hardware & Software .....	28
3.5. Financial Proposal .....	29
3.6. Signature .....	29
3.7. Sealing and Marking of Bids.....	29
3.8. Submission of Bids.....	30
3.9. Period of Validity of Bids .....	30
3.10. Non-Conforming Bids.....	31
3.11. Amendment of bidding documents .....	31
3.12. Language of Bids .....	31
3.13. Prices.....	31
3.14. Correction of errors.....	31
3.15. Rejection .....	32
3.16. Modification and Withdrawal of Proposals.....	33
3.17. Conflict of Interest .....	33
3.18. Acknowledgement of Understanding of Terms .....	33
3.19. Other Conditions .....	33
<b>4. Award of Contract .....</b>	<b>36</b>
4.1. Award Criteria.....	36
4.2. Right to accept / reject any or All Proposals .....	36
4.3. Notification of Award .....	36
4.4. Signing of Contract.....	36
4.5. Performance Bank Guarantee .....	36
4.6. Warranty & Maintenance.....	37
4.7. Failure to agree with the Terms & Conditions of the RFP .....	39
<b>5. Payment Schedule.....</b>	<b>41</b>
5.1. Payment for Service Charges.....	41
5.2. Other Payment Terms .....	43
<b>Annexure .....</b>	<b>45</b>
Annexure-1: Pre-qualification Criteria Checklist and Forms .....	45
Annexure 2: Technical bid format & Evaluation Criterion.....	52
Annexure 3: Project Description Template.....	59
Annexure 4:Technical Specifications/ Brands of the proposed equipments- .....	60
Annexure 5:Format for deviation(s) from Scheduled Requirements.....	61
Annexure 6: Team Composition and Task Assignments.....	62
Annexure 7: Curriculum Vitae (CV) for Proposed Professional Staff Template.....	63

Annexure 8: Work Schedule Template .....65

Annexure 9: Financial Bid Format.....66

Annexure 10:Performance Bank Guarantee .....70

# 1. Request for Proposal (RFP) Process

# 1. Request for Proposal (RFP) Process

## 1.1. Bid Documents

The bid documents are available for sale against payment of INR 10,000 (Rupees Ten Thousand only), non refundable, by **demand draft** drawn in favor of **Mission Director, Samajik Suvidha Sangam, GNCTD** payable at Delhi. The bidder shall be required to download the bid documents from the following website/s: <http://ar.delhigovt.nic.in> and/or <http://it.delhigovt.nic.in>

The cost of the bid documents as mentioned above shall be deposited by the bidder along with the bid submission, in a separate envelope. However, if the bidder is interested in participating in pre-bid conference, the bidder shall bring the demand draft (DD) of INR 10,000 (Rupees Ten Thousand only) as a tender fee, non refundable, drawn in favor of **Mission Director, Samajik Suvidha Sangam, GNCTD** payable at Delhi. In that case the bidder is not required to submit the tender fees at the time of submission of bid. However, a photocopy of the DD shall be placed in the pre-qualification bid.

*Note: The bid shall be rejected in case the tender fee is not paid by the bidder.*

## 1.1. Pre-Bid Conference

The SSS will host a Pre-Bid Conference<sup>1</sup> as indicated below:

Venue	:	Ms. Rashmi Singh Mission Convergence Director Samajik Suvidha Sangam, Room No 403, 4th Level, B-Wing Delhi Secretariat New Delhi-110 002
Time	:	10:00 AM
Date	:	As mentioned in Volume I page 3

The purpose of this pre bid conference is to provide bidders with initial information regarding the RFP and the proposed project requirements. The conference would also aim to provide each bidder with an opportunity to seek clarifications regarding any aspect of the MC project. The bidders may submit any questions in writing to SSS not later than 2 working (two) days/ 48 hours before the pre-bid conference.

<sup>1</sup> In case of any change in the Pre-Bid conference date, it would be posted on the website <http://ar.delhigovt.nic.in> and/or <http://it.delhigovt.nic.in>



**Note:** A maximum of three people per bidder shall be allowed to attend the pre bid conference

## 1.2. Bidder Inquiries and SSS Responses

All enquiries related to this RFP must be directed in writing exclusively to the contact person notified by SSS. The mode of delivering written questions to the aforementioned contact person would be through email only. The bidders shall send their queries at the following email address:

samajik.suvidha.sangam@gmail.com

In no event will the SSS be responsible for ensuring that bidders' inquiries have been received by the SSS. After the initial introduction to Mission Convergence, the contact person notified by SSS will begin accepting written questions from the bidders. The SSS will endeavor to provide a timely response to all questions. SSS would provide information to the extent it is currently available to the best of the knowledge of the project team<sup>2</sup>. The responses will be posted at the following website/s: <http://ar.delhigovt.nic.in> and/or <http://it.delhigovt.nic.in>

The last date for receiving the clarification requests and the date of providing responses in mentioned in Volume 1 page 3.

## 1.3. Supplemental Information to the Request for proposals

If SSS deems it appropriate to revise any part of this RFP or to issue additional data to clarify any provisions of this RFP, it may issue supplements to RFP. Copies of such supplements will be provided to all the buyers of this RFP. All such supplements, along with three volumes of this tender document shall be a part of the RFP and the bidders shall submit their bids on that basis.

## 1.4. Proposal Preparation Costs

The bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, formation of consortium, in providing any additional information required by SSS to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. This RFP does not commit the SSS to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

---

<sup>2</sup> SSS makes no representation or warranty as to the completeness or accuracy of any response, nor does the SSS undertake to answer all the queries that have been posed by the bidders.

## 1.5. SSS's Right to Terminate the Process

- i. The SSS may terminate the bidding process at any time without assigning any reason. The SSS makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by SSS. The SSS may invite the bidder for further discussions and negotiation towards the process of selection. The commencement of such negotiations does not, however, signify a commitment by SSS to execute a contract or to continue negotiations. The SSS may terminate negotiations at any time without assigning any reason.

## 1.6. Bid Security (EMD)

- i. Bidders shall submit, along with their Bids, Bid security or Earnest Money Deposit **(EMD) of Rs. 20 Lacs (Rupees Twenty lacs only)**, in the form of a Demand Draft (or Fixed Deposit Receipt, Bankers cheque or Bank Guarantee from any of the commercial Banks in acceptable form) in favour of Mission Director, Samajik Suvidha Sangam, GNCTD, payable at Delhi. EMD in any other form shall not be entertained. The demand draft shall be enclosed with the pre-qualification bid.
- ii. The bid of all bidders shall be valid for a period of 180 days after the last date of submission of bids.
- iii. The EMD of all bidders shall be valid for a period of 45 days after the bid validity period.
- iv. The EMD of all bidders (including selected bidder) would be refunded by SSS within 15 days of award of the contract.
- v. Bid without adequate bid security/ EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- vi. The SSS shall not be liable at any time for any interest, bank guarantee commission, margin money or other expenses incurred by a bidder in respect of the bid security.

## 1.7. Venue & Deadline for submission of proposals

- i. Proposals must be submitted to the SSS at the address specified below:

Ms. Rashmi Singh  
Mission Director, Samajik Suvidha Sangam,  
Room No 403, 4th Level, B-Wing  
Delhi Secretariat  
New Delhi-110 002

Last Date & Time of submission: As per the table of “Key Events & Dates” given in Volume I of this RFP.

- ii. The SSS may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the proposed project and the bidders will thereafter be subject to the deadline as extended.

### 1.8. Late bids

Bids received after the due date and the specified time for any reason whatsoever, shall automatically stand rejected.

### 1.9. General Guidelines for bid opening

- i. Bids will be in three parts (pre-qualification, technical and financial) as indicated in the RFP. There will be three bid-opening events (i) for the pre-qualifications (ii) for the Technical Bids and (iii) for the Financial Bids. (The earnest money and tender purchase amount should be in separate envelopes). All envelopes should be properly mentioned on the cover – “Pre-Qualification Documents”, “Technical Bid”, “Financial Bid”, “Tender Purchase Fee” and “Earnest Money”, as per the case).
- ii. The bidders shall submit a sealed cover consisting of two (2) copies of all the bid documents.
- iii. SSS will open the pre-qualification bids and list them for further evaluation. The ‘Technical Proposal’ covers and ‘Financial Proposal’ covers shall not be opened until the evaluation of the pre-qualification proposals is complete.
- iv. The technical proposals of **only those bidders who qualify in the pre-qualification evaluation** will be opened. After evaluation of technical proposals, the financial proposals of only those bidders, **who qualify in technical evaluation**, will be opened.
- v. All the proposals will be opened in presence of the bidders or their representatives, if present at the time of bid opening. However, if there is no representative of the bidder, SSS shall still go ahead and open the bids.

### 1.10. Bid Opening

Total transparency will be observed while opening of proposals. SSS reserves the right at all times to postpone or cancel a scheduled Tender opening. The venue for the opening of proposals is given below:

Ms. Rashmi Singh  
Mission Director, Samajik Suvidha Sangam,  
Room No 403, 4th Level, B-Wing  
Delhi Secretariat  
New Delhi-110 002

Date and timing of opening the pre-qualification bid: Per table of “Key Events & Dates” given in Volume I of this RFP.

In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and location on the next working day.

The venue, date and timing for opening the Technical & Financial proposals will be informed to the bidders at the appropriate time.

## 2. Proposal Evaluation Process

## 2. Proposal Evaluation Process

### 2.1. Evaluation of Bid

Proposals will be reviewed by a Committee of Officers (the “Committee”) appointed by the SSS or its designated representative(s). The SSS, or such other authority designated by the SSS, as the case may be, is also referred to herein as the Committee of Officers (or “Committee”). The committee may be comprised of, or receive assistance from, several teams conducting parallel evaluations.

Evaluation of the bids will be done in three stages and at the end of every stage short listed bidders may be informed of the result to have a fair and healthy competition. The final awarding of the contract will be done based on a quality & cost based selection procedure. The following is the procedure for evaluation.

1. **Pre-qualification evaluation:** The pre-qualification bid documentation furnished by the bidder shall be examined prima facie to substantiate the compliance with the bidder’s eligibility criteria as set out for this project in terms of organizational, financial and technical experience etc.
2. **Technical evaluation:** The next stage of the evaluation will be an assessment of the technical bid. Based on the short-listing of the pre-qualified bidders, the SSS representatives then will proceed to a detailed evaluation of the Technical Bids of eligible bidders in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, the SSS will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP. This evaluation will also involve scoring each component of the technical bid as per guidelines described in this RFP so that each technical bid will be assigned an overall score.
  - o The Technical Bid Opening Committee will open all the parts of Technical Proposals, in the presence of Tenderers' designated representatives who choose to attend, at the time, date, and location, to be intimated by the SSS. The Tenderers' representatives who are present shall sign a register evidencing their attendance.

- A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to comply with the technical requirements. The technical evaluation criterion is same as given in Annexure 2 of this RFP.
  - After the technical evaluation is completed and approved, the SSS shall inform the Tenderers who have submitted proposals the detailed compliance of their Technical Proposals, and shall notify those Tenderers whose Proposals did not meet the minimum technical criterion or were considered non responsive to the RFP and Scope of Services, that their Financial Proposals will be returned unopened after completing the selection process. The SSS shall simultaneously notify in writing Tenderers that have complied with the technical criterion specified in the RFP the date, time and location for opening the Financial Proposals.
  - At the option of the SSS, the bidders may be invited to make presentation on technical and operations aspect of the bid.
  - Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and the same is approved by the appropriate committee.
- 3. Financial evaluation:** Based on the results of the technical evaluation, the SSS representative will then proceed to open and evaluate the Financial Bids of the technically acceptable bidders. The financial evaluation will take into account the information supplied by the Bidders in the Financial Proposal, and the same shall be evaluated in accordance with the evaluation criteria specified in this RFP. This evaluation will result in each financial bid being assigned a score based on the scoring system described in this RFP.

Please note that the financial bid should not be conditional and no technical information should be provided along with the financial bid)

Also the responsibility to make the solution perform on a turnkey basis, is that of the System Integrator. In case the SI does not consider any specific hardware/software/system in the financial bid, which would hamper the performance of the solution, as per SLAs mentioned in Volume I, SSS would not be responsible.

In such a case, the SI has to provide additional equipment/services, without any additional cost to the SSS.

- 4. Quality and Cost Based Selection:** The final evaluation will be done using the QCBS methodology, which would ensure the quality of the solution as well as the cost effectiveness of the same. Once the technical and financial evaluation has been done for each of the pre-qualifying bidders, the technical and financial scores of the bidder will be consolidated by assigning weights (0.7 to technical score and 0.3 to financial score) and adding the weighted scores. Once this process has been completed, the bidders are ranked as per their consolidated scores and the contract is awarded to the bidder with the highest consolidated score.

**Note:**

- The Bid Opening Committee/ SSS representative shall prepare Minutes of the Proposal Opening, including the information disclosed to those present for its record.
- A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, department's rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.
- The SSS may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

## **2.2. General Eligibility Criteria for Bidders**

This invitation for bids is open to all bidders who fulfill pre-qualification criteria as specified below. Considering the wide variety of skills and resources needed to implement the proposed project, a consortium of companies may bid for the project. One of the members of the consortium should act as the 'Prime Bidder' and shall be responsible to SSS for discharging of all responsibilities related to the bid finalization and implementation of project (if selected as the 'Implementing Agency (IA)'). The other



members of the consortium or group shall be called as 'Consortium Members'. The total number of members in the consortium (including the Prime Bidder) should not exceed 3 (THREE). The Prime Bidder should submit the bid on behalf of the consortium along with a copy of the consortium agreement and authorization from consortium members.

### **2.3. Pre-Qualification Bid Evaluation**

The following defines the basis for pre-qualification evaluation of the different bidders and hence indicates the basic criteria for bidders. The Agency/ Company/ Consortium should comply with the following eligibility criteria for evaluation of pre-qualification:

- i. The agency/company (Prime Bidder in case of a consortium) quoting must be engaged in the Software/ Hardware & Networking/ IT Services/ Distributed IT based service delivery or smart card related activities/services for at least last five years and in providing IT backend support services for at least last 3 years. Company's Articles of Association, Memorandum of Association, and last three years annual reports (with audited financial statements) must be submitted.
- ii. The bidder (Prime Bidder in case of a consortium) should be incorporated and registered in India under Indian Companies Act 1956, as evidenced by the certificate of incorporation issued by the Registrar of companies
- iii. The agency/company (Prime Bidder in case of a consortium) must have minimum average annual sales turnover of INR 50 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. (In case the audited annual report does not explicitly mention the percentage of IT services, Statutory Auditor's certificate to that effect must be submitted by the agency)
- iv. The agency/company (Prime Bidder in case of a consortium) should have positive net worth (measured as paid-up capital plus free reserves) for the last three financial years.
- v. The Bidder (Prime Bidder in case of a consortium) should be a profit making company, i.e., a company which earned net profits in each of the last three financial years (irrespective of the amount of profits). Bidder shall submit the profit and loss statement for the last three financial years

- vi. The agency/company (Prime Bidder in case of a consortium) should have minimum 200 IT professional employees on its payrolls for at least last one year. A self certificate to the effect signed by the Company Secretary of the company must be submitted.
- vii. The agency/company (Prime Bidder in case of a consortium) must possess quality certification, ISO 9001:2000, in delivery of IT services. The agency/ company/ consortium member responsible for Software Development and System Integration should have SEI-CMM Level 5 certification. Bidder shall be required to submit the letter (or any other relevant evidence) certifying the same.
- viii. The agency/company may form consortiums but, the lead partner will be solely responsible for the project to the SSS, GNCTD. A power of attorney signed by legally authorized signatories of all the partners nominating one of the partners having at least 51% stake in the consortium as the lead partner. The lead partner signing an undertaking to be solely responsible for the project, to SSS, GNCTD.
- ix. The bid must be accompanied by an EMD in the form of a Demand Draft of INR 20,00,000 (INR Twenty Lac only) in favor of “Mission Director, Samajik Suvidha Sangam, GNCTD” payable at Delhi, drawn on a nationalized/scheduled bank in a separate envelope.

The bidders should submit all the information in their prequalification proposals as required for prequalification as given from above points above along with the supporting documents.

Checklist: A checklist as per the format given below should be attached inside the pre-qualification bid has been provided in Annexure-1 attached with this document. The format for the checklist along with the proof supporting the same should be attached by the bidder.

## 2.4. Technical Evaluation

Each Proposal will be evaluated according to the following criteria, but not limited to:

- i. The quality, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, Information Systems Security Policy, Public Key Infrastructure Strategy, other strategic dimensions and services incorporated in the proposed solution.

- ii. Bidder's understanding of the project's requirements and technology as reflected in the approach/options presented by the Bidder of the solution offered and technology related issues.
- iii. The evaluation will measure if the Bidder's proposed solution meets project's service needs as outlined in the RFP. Site Inspections and Management Interviews, if requested by the SSS, will be factored into the evaluation.
- iv. The evaluation will be made based on Bidder's responses to all RFP requirements including, but not limited to, data from the Bidder's Proposal, questions and answers, Bidder qualifications, expertise and relevant experience.
- v. Bidder's demonstrated ability to make available the key personnel at the time of contracting and post key personnel on the project thereafter.
- vi. The Bidder's understanding of the MIS requirements of this project and approach presented by the Bidder in developing the same. The Bidder may also choose to demonstrate expertise in tools (if applicable) for developing the solution.
- vii. The Bidder's expertise in managing complex integrated systems & data including (but not limited to) biometric data as well as the bidder's experience in implementing integrated turnkey solutions and maintaining proven state-of-the-art technologies.
- viii. Bidder's ability to provide the needed support (installation support, maintenance, training etc.), references confirming past success in similar projects, use of appropriate technologies and products, ability to provide integrated software solution etc.
- ix. The Bidder's Design, Development and Implementation Plan, its deployment of sound project management strategy and its allocation of sufficient resources to address all aspects of its proposed solution will also be evaluated.
- x. The Bidder's demonstrated ability in implementing Biometric Solutions (front ended by smart cards) & understanding of Data Mining methods for Fraud Detection using biometric data as reflected in the past references and approaches/ options presented by the Bidder.

Annexure-2 gives the technical bid formats as per which the bidder is required to submit the bid document. The evaluation committee shall first evaluate the Technical Proposals

on the basis of the technical evaluation criteria provided in this volume of the RFP (Annexure 2).

The bidders satisfying the minimum technical qualification criterion shall be qualified to participate in the financial bid.

At the option of the SSS, the bidders qualifying the technical evaluation may be invited to make presentation on technical and operations aspect of the bid.

## 2.5. Financial Evaluation

The financial evaluation of the bid would be carried out for bidders who have been technically qualified (have scored more than or equal to the minimum qualifying marks as per the technical evaluation parameters). The details about the bid formats and the bidder selection criterion are as follows:

### 2.5.1. Financial Bid formats & Marking

Bidders shall quote for the entire Project on a single responsibility basis on the following lines:

- i. Bidders intending for financial bid should necessarily give the financial details in the format given in Annexure 9. All the financial details should be given in the following format only in accordance to the details and terms and conditions as mentioned in the RFP. It may be noted that the responsibility to make the solution perform on a turnkey basis, is that of the System Integrator (hence the bidder is expected to understand the RFP in all respect). In case the SI does not consider any hardware/software/system which would hamper the performance as per SLAs mentioned in Volume I, the SI would provide them, without any additional cost to the SSS.
- ii. Assignment of marks to the financial bids will be done as follows: Once all the financial bids (of eligible bidders as mentioned above) have been opened, marks will be assigned to each financial bid as per the formula below:

**Marks assigned to financial bid =  $100 * [F1 / \text{Total Financial Bid}]$**

where Total Financial Bid is the total bid amount of the bid being evaluated as per Annexure 9, and F1 = the best (i.e. the lowest) financial bid of all the bids opened.

- iii. The bid should be comprehensive and inclusive for all the services to be provided by the bidder as per scope of his work. The payments would be made to selected bidder on the basis of the following bid and further negotiations between the department and the bidder only. No separate payment shall be made for services that are to be delivered by the vendor as part of his scope of work for this project.
- iv. The prices quoted shall be inclusive of all taxes, duties and statutory payments incident upon the bidder and it shall be a fixed price bid. Form D shall **not** be provided by the SSS to the vendor. Once the prices have been tendered to department, no change / modification will be entertained for any cause whatsoever (including changes in regulation, tax and duty structure etc.) The prices once provided by the bidder will be valid for the entire period of validity of the bid as defined in the bid document. Further negotiations between the SSS and bidder may lead to change in the quoted prices.
- v. Any revision (increase or decrease) in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid will be to the account of the bidder.
- vi. The vendor shall be responsible for the costs towards travel/stay, daily allowance or any other allowances with respect to their staff deployed with respect to the execution of this project before or after the award of the contract.

### 2.5.2. Quality & Cost Based Selection

- i. The method employed for the final selection of the vendor to be awarded the contract will be QCBS i.e. Quality and Cost Based Selection method. Each bidder would be assigned a technical score and a financial score based on the technical and financial evaluation of the bid respectively. These scores would then be combined with pre-assigned weights (**0.7 for technical score and 0.3 for financial score**) and the bidders would be ranked as per this combined score. The bidder having the highest overall score and qualifying the pre-qualification round would be invited for negotiations for award of project by the SSS. The weights assigned for each item is for the purpose of evaluation of this bid only and does not necessarily reflect the actual transactions/ quantities that would be undertaken for the period of contract.

i.

# 3. Proposal Instructions & Conditions

### 3. Instructions and Conditions

Bids must be direct, precise, concise, and complete. The SSS will evaluate bidder's proposal based on the response to the requirements of the project as outlined in this RFP. To assist in the preparation of proposal, the SSS is making available an electronic version of this RFP in pdf format.

#### 3.1. RFP Format

- i. Volume I of this RFP provides information on technical and functional requirements of the Mission Convergence project including the overall structure of the project, the scope of work for the bidder with regards to the (i) design and operationalization of the Service Delivery Points (GRC/DRC/FPS etc) and (ii) the integrated MC portal.
- ii. The Volume I also elaborates on the phases of design and implementation and requirements for launch of the MC project as well as the Service Level Agreement (SLA) to be used during operation phase of the MC project. In addition Volume I further indicates the participating departments in the initiative, associated services which are included and corresponding process related documentation and other related information.
- iii. This volume II of the RFP provides Bid process and includes specific questions about bidder's proposed solution, technical qualifications and capabilities, development, implementation, operations and management approaches and strategy, to facilitate SSS in determining bidder's suitability as the proposed solution provider for the requirements outlined in this RFP. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the proposed solution provider for the requirements outlined in this RFP.
- iv. The Volume III of the RFP provides the draft / indicative Master Services Agreement ("MSA").

#### 3.2. Documents comprising the bidders' proposal

### 3.2.1. Bid Content

The bids shall comprise the following items and others as listed in the Annexure (please refer Annexure 1 & 2 for checklist for Pre-qualification & Technical bid)

- i. Proposal covering letter (covering letter is set forth in Annexure 1: Form 4 of the Volume II of this RFP).
- ii. Pre-qualification proposal containing data to support the qualification of the Bidder to bid for the proposed MC project, as given in Annexure 1 of Volume II of this RFP.
- iii. Technical proposal in the format as specified in Annexure 2 of Volume II of this RFP.
- iv. Financial proposal as specified in Annexure 9 of Volume II of this RFP.
- v. Any other information that is required to be submitted in the proposal or to supplement the information provided in the forms (Work orders etc.).

The bidders must submit the pre-qualification, technical and financial proposal in both soft and hard copies. Separate and properly labeled CD must be provided for each of the proposal. All proposals shall be submitted in duplicate. All the bids should be properly indexed, numbered and hard bounded.

### 3.2.2. Attachments with Bid

The Bidder shall submit with its proposal, inter alia, the following attachments:

- i. In case of a consortium, a certified true copy of the consortium agreement between the Prime Bidder and the other members of the consortium, describing the respective roles and responsibilities of all the members, in meeting the overall scope and requirements of the proposed MC Project.
- ii. EMD amount in the form of Demand Draft as mentioned in Section 1.6 'Bid Security and its Amount (EMD)' Volume II of this RFP.

Bidders shall furnish the required information on their pre-qualifications, technical and financial strengths in the enclosed formats only. Any deviations in format may make the tender liable for rejection. The bid shall be attached with the covering letter as specified in Form 4 and shall be enclosed in the main envelope, which has Pre-Qualification,



Technical and Financial bids in separate covers. Tenders not submitted with this covering letter shall be liable for rejection.

### 3.3. Pre-qualification proposal

The pre-qualification proposal will be used to evaluate if the bidder's/consortium's technical skill base and financial capacity is consistent with the needs of the project and meets the pre-qualification criteria as mentioned in section 2.3 of Volume II of this RFP.

### 3.4. Technical Proposal

- i. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution for the MC Project meets the requirements specified in the RFP.
- ii. **The technical proposal must NOT contain any pricing information.**
- iii. In submitting additional information, please mark it as supplemental to the required response. If the bidder wishes to propose additional services or materials (or enhanced levels of services) beyond the scope stated in this RFP, the proposal must include a description of such services / materials as a separate attachment to the proposal.
- iv. The technical proposal should address the following at the minimum:
  1. Overview of the proposed solution to meet the requirements in the RFP
  2. Understanding of the project requirements
  3. Overall proposed project solution architecture
  4. Technical architecture including central data repository details
  5. Security architecture (Including various options for securing smart card data and prevention of falsification)
  6. Detailed MIS Architecture and MIS Development Strategy
  7. Data Mining Methodology and Options for Fraud Detection
  8. Infrastructure Management Approach for data centre, network, storage etc including (but not limited to)

- i. Planning and Building Infrastructure (assessment, design, migration, integration of disparate back end systems etc)
    - ii. Operating and Maintaining Infrastructure (monitoring, service desk, data centre operations, backup and disaster recovery, etc)
  9. Data Analytics Tool /engines (for de-duplication process involving cross checks with various existing databases)
  10. Risks identified and suggested mitigation
  11. Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities
  12. Operational environment
  13. Implementation methodology, project plan and implementation schedule
  14. Project team structure, size and capability (Total Staffing plan including numbers)
  15. Project Management, reporting and review methodology
  16. Training & Change Management Strategies & proposed materials for GRC/ DRC operators and the Government departments
  17. Communication strategy & high level plan
  18. Key Deliverables (along with example deliverables , where possible)
- v. The technical proposal shall also contain bidder's plan to address the key challenges of the project, separately for the MC Portal and Service Delivery Points (connectivity and application layer). The bidder is expected to provide bill of materials for the proposed solution. The Bill of materials/ deliverables as given in the technical bid should be in consonance with the financial proposal. Any deviations in the final deliverables between technical and financial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal. SSS reserves the right to take appropriate decision and action in this regard.
- vi. SSS is also open to any suggestions that the bidder may want to render w.r.t, the approach adopted for the assignment in the light of their expertise or experience from similar assignments. However, this should not lead to the submission date being missed or extended.

### 3.4.1. Manpower Deployment Plan

- i. The bidder must also provide information regarding a specific description of the prior experience and expertise of the resources in the organization that enable the organization to provide a scalable, robust, and industry-standards based products and support services
- ii. The bidder must provide resumes of manager(s) responsible for the management of this project, highlighting pertinent experience
- iii. The technical proposal must have resumes of personnel who would be directly assigned to provide services pertaining to this contract and the specific function each individual would perform

All the resumes of the proposed team should be given in the format provided in Annexure 7. (also refer Volume 1, Section 3.3.6 b)

Bidders have to submit a declaration on the continuity of all CORE team members of the Project for a period of at least one year from the date of awarding the contract and average tenure of at least one year of new team members joining the CORE team, there after. The CORE team members of the solution provider for this project should be available on a continuous basis in Delhi. No offline support provided from a remote location will be acceptable to the Government.

### 3.4.2. Prospective Consortium Member Statement

Bidder shall identify all prospective consortium members, if any, (the consortium of bidders should not exceed THREE (3) inclusive of the Prime Bidder himself) that the bidder will engage to provide any of the services required under this RFP. For each proposed consortium member, bidder shall provide in respect of pre-qualification, technical and financial bids, the following information:

- i. Brief description of nature of products/services to be provided by consortium member;
- ii. Head and branch offices (if responsible for work under this contract) (provide street and mailing addresses, phone, fax and email);
- iii. Date, form and state of incorporation;

- iv. Contract administrator (Name, business address, fax, phone and email address of individual responsible for administering any contract that might result from this RFP);
- v. Company principals (Name, title and business address); and,
- vi. Current or prior successful partnerships with proposed consortium member including client reference (Contact Name, Phone Number, dates when services were performed).

The prime bidder shall also provide a declaration (signed by the Prime Bidder) undertaking that it shall be solely liable and responsible for the completion and execution of the project in all respects.

### **3.4.3. Deviations and Exclusions**

The bidder shall provide the deviations and exclusions, if any, from the defined scope of proposed project in the format provided in Annexure 5.

### **3.4.4. Source Code and Intellectual Property Rights**

The source codes & intellectual property rights of all the software developed under this project shall be the sole and exclusive property of SSS. Bidders should submit a declaration to this affect.

### **3.4.5. Total Responsibility**

Bidder should furnish an unconditional declaration undertaking total responsibility including responsibility for the security of any transactions/data transfer through the MC Portal for the defect free operation of the proposed MC project solution which shall not include any conditional statements.

### **3.4.6. New Hardware & Software**

Bidder should furnish a statement indicating that all the software and hardware for the MC project shall be bought after the signing of the agreement and any upgrade/replacement of hardware or components throughout the period of the contract shall be with a new (purchased within last 1 months) component unless specifically authorized by the SSS Program Management Unit (PMU).

### 3.5. Financial Proposal

- i. Unless expressly indicated, bidder shall not include any technical information regarding the services in the financial proposal. Additional information may be submitted to accompany the proposal. In submitting additional information, please mark it as supplemental to the required response.
- ii. The financial proposal must be detailed and must cover each year of the contract term. The bidder must provide the financial proposal in softcopy and hardcopy; however the hard copy version will be treated as final in case of any discrepancy between the two.

### 3.6. Signature

The covering letter and each bid (pre-qualification, financial and technical bid) must be signed with the bidder's name and by a representative of bidder, who is authorized to commit the bidder to contractual obligations.

Each page of each of the bid (pre-qualification, financial and technical bid) must be signed and stamped by the authorized signatory of the bidder who is authorized to commit the bidder to contractual obligations.

### 3.7. Sealing and Marking of Bids

- i. The bidders shall seal the pre-qualification proposal in an inner envelope marked "Pre-qualification proposal". The inner envelope shall be sealed in an outer envelope. Both inner and outer envelopes shall be addressed to the address specified in section 1.7 of Volume II of this RFP.
- ii. The bidder shall seal the technical proposal in an inner envelope marked "Technical Proposal". The inner envelope shall be sealed in an outer envelope. Both inner and outer envelopes shall be addressed to SSS at the address specified in Section 1.7 of Volume II of this RFP.
- iii. The bidders shall seal the financial proposal in an inner envelope marked "Financial Proposal". The inner envelope shall be sealed in an outer envelope. Both inner and outer envelopes shall be addressed to SSS at the address specified in Section 1.7 of Volume II of this RFP. The inner envelope shall indicate the name and address of the bidder to enable the proposal to be returned unopened for any reason.

### 3.8. Submission of Bids

- i. The bidders shall submit a sealed cover consisting of two (2) copies of all the bid documents. Sealed proposals must be received at the address specified in section 1.7.
- ii. Both of the copies of the bids (Original and Duplicate) must consist of the following:
  1. Pre-Qualification proposal, super scribing on the right hand side top of the cover as Pre-qualification
  2. Technical proposal, super scribing on the right hand side top of the cover as Technical Bid
  3. Financial proposal, super scribing on the right hand side top of the cover as Financial Bid.
- iii. The SSS will not accept delivery of proposal by fax or e-mail. Proposal received by facsimile shall be treated as defective, invalid and rejected.
- iv. The proposal documents (Pre-Qualification and Technical) shall be submitted as two complete sets of soft copies and Financial Proposal as both Hard and Soft Copies, following exactly, the conventions set forth above. For financial proposal, incase of discrepancy, the hard copy shall be taken as correct.
- v. The original and copies of the financial bid, each consisting of the documents listed in instructions and proposal cover letters, shall be typed or written in indelible ink and shall be signed by the bidder or a person /persons duly authorized to bind the Bidder to the contract.
- vi. All copies of the pre-qualification, technical and financial proposals must be submitted in a sealed package. The outside of the package must clearly indicate the name of the project [“Proposal for Designing, Developing, Implementing and Maintaining the IT Solution of Mission Convergence for Samajik Suvidha Sangam” ], the bidder’s name and address, and the names of primary and secondary contact persons.

### 3.9. Period of Validity of Bids

- a) The pre qualification, technical and financial bids shall be valid for a period of 180 days or Six (6) months from the closing date of submission of the proposals.

- b) A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.
- c) The SSS may solicit the bidder's consent for an extension of the validity period for the bids. The request and the responses thereto shall be made in writing to the Mission Direction, Mission Convergence, SSS.

### **3.10. Non-Conforming Bids**

Any proposal may be construed as a non-conforming proposal and ineligible for consideration if it does not comply with the requirements of this RFP.

### **3.11. Amendment of bidding documents**

At any time prior to the deadline for submission of proposals, SSS, for any reason, may modify the bidding documents by amendment notified in writing or by fax or email to all bidders who have received this RFP and such amendment shall be binding on them. SSS, at its discretion, may extend the deadline for the submission of bids.

### **3.12. Language of Bids**

The bids and all correspondence and documents shall be written in English. All bids and accompanying documentation will become the property of the SSS and will not be returned.

### **3.13. Prices**

The price would be as per Annexure 9 of this volume of the RFP. The bids not conforming to the format shall be rejected.

### **3.14. Correction of errors**

- i. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the quotations are opened. All corrections, if any, should be initialed by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
- ii. Arithmetic errors in proposals will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall

govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

### 3.15. Rejection

- i. The bids is liable to be rejected in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:
  1. Proposal not submitted in accordance with this document.
  2. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
  3. The bidder qualifies the proposal with his own conditions.
  4. Proposal is received in incomplete form.
  5. Proposal is not accompanied by all requisite documents.
  6. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
  7. Financial proposal is enclosed with the same envelope as technical proposal.
  8. Bidder tries to influence the proposal evaluation process by unlawful means at any point of time during the bid process.
  9. In case any one party submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.
  10. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 15 working days of the date of notice of award of contract or within such extended period, as may be specified by SSS.
- ii. Bidders may specifically note that while evaluating the proposals, if it comes to SSS's knowledge expressly or implied, that some bidders may have compounded in



any manner whatsoever or otherwise joined to form an alliance / cartel then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by SSS / GNCTD.

- iii. In case the terms and conditions of the contract applicable to this invitation to tender are not acceptable to any bidder, he should clearly specify any deviation, in the format appended to this Tender Document as Form 6.

### **3.16. Modification and Withdrawal of Proposals**

No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the bid validity period specified by the SSS. Any modification or withdrawal of bid during this period shall result in the forfeiture of the bid security.

### **3.17. Conflict of Interest**

Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective consortium member due to prior, current, or proposed contracts, engagements, or affiliations with SSS. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.

### **3.18. Acknowledgement of Understanding of Terms**

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of Volume I, Volume II and Volume III of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

### **3.19. Other Conditions**

The following terms are applicable to this RFP and the bidder's proposal.

- i. Any work product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the SSS unless stated otherwise in the definitive service agreement.

- ii. Timing and sequence of events resulting from this RFP shall ultimately be determined by the SSS.
- iii. No oral conversations or agreements with any official, agent, or employee of the SSS shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of the SSS shall be superseded by the definitive service agreement that results from this RFP process. Oral communications by the SSS to bidders shall not be considered binding on the SSS, nor shall any written materials provided by any person other than SSS.
- iv. Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP.
- v. By responding, the bidder shall be deemed to have represented and warranted: that its proposal is not made in connection with any competing bidder submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of the SSS participated directly or indirectly in the bidder's proposal preparation.
- vi. The bidder needs to get a third party audit done on an annual basis. The auditing party would be selected by the bidder in consultation with SSS. The scope of the audit has been defined in Volume I of the RFP.
- vii. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against the SSS or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- viii. Post the release of the RFP and until contract award, bidders shall not, directly or indirectly, solicit any employee of the SSS to leave the SSS or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, actual or prospective consortium members, or any person acting in concert with the bidder, without prior written approval of the SSS.

# 4. Award of Contract

## **4. Award of Contract**

### **4.1. Award Criteria**

SSS will award the Contract to the successful bidder as per Section 2.1 of Volume II of this RFP.

### **4.2. Right to accept / reject any or All Proposals**

SSS and SSS reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any financial or other liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for SSS's action.

### **4.3. Notification of Award**

Prior to the expiration of the validity period, SSS will notify the successful bidder in writing or by fax, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance security, SSS will promptly notify each unsuccessful bidder. The SSS shall not be bound to give reasons for rejection of any bid.

### **4.4. Signing of Contract**

After the SSS notifies the successful bidder that its proposal has been accepted, SSS shall enter into a separate contract, the draft of which is available in Volume III of this RFP and to be discussed and agreed upon separately, if necessary, between SSS and the successful bidder. The submission of Performance Bank Guarantee shall be a pre-condition for signing of the contract (please refer Annexure 10 for submission of Bank Guarantee).

### **4.5. Performance Bank Guarantee**

- i. The successful bidder shall at his own expense deposit with SSS, within fifteen (15) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized bank acceptable to SSS, payable on demand, for the due performance and fulfillment of the contract by the bidder. The Bid security amount would be returned to the

successful bidder on receipt of Performance Gurantee. In case the PBG is not furnished within the timelines mentioned, the Bid Security will be forfeited.

- ii. This Performance Bank Guarantee will be for an amount equal to 10% of the value of the contract awarded. The value of the contract will be calculated as the sum of all payments (as stipulated by the contract) to be made by the SSS to the bidder/ consortium during the contract period. All charges and expenses whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee shall be valid till 6 months after the completion of the contract period. The performance bank guarantee may be discharged/ returned by SSS upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.
- iii. In the event of the bidder being unable to service the contract for whatever reason, SSS would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of SSS under the contract in the matter, the proceeds of the PBG shall be payable to SSS as compensation for the pre-estimated, pre-determined and pre-agreed loss resulting from the bidder's failure to perform/comply its obligations under the contract. SSS shall notify the bidder in writing of the exercise of its right to receive such compensation within a reasonable time.
- iv. SSS shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

#### **4.6. Warranty & Maintenance**

- i. The successful bidder shall provide a comprehensive warranty for duration of 60 months, commencing from the date when the system goes "live" i.e. ('go-live' + 60 months).
- ii. Bidder shall also provide complete maintenance support for all the proposed Mission Convergence project solution components as outlined in this RFP for a period of sixty months from the date of launch of pilot i.e. "launch of pilot" + 60 months.

- iii. During the warranty period, the bidder warrants that the goods supplied under the contract are new, unused, of the most recent version/ models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.
- iv. SSS shall promptly notify successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to SSS and within time specified and acceptable to SSS.
- v. If the successful bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, SSS may proceed to take such reasonable remedial action as may be necessary, at the successful bidder's risk and expense and without prejudice to any other rights, which SSS may have against the bidder under the contract.
- vi. During the comprehensive warranty period, the successful bidder will provide all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability and should carry out installation and make operational the same at no additional cost to SSS.
- vii. The successful bidder hereby warrants SSS that:
  - a. The implemented proposed project solution represents a complete, integrated solution meeting all the requirements as outlined in the RFP and further amendments if any, and provides the functionality and performance, as per the terms and conditions specified in the contract.
  - b. The proposed project solution will achieve parameters delineated in the technical specification/ requirement and shall be appropriately integrated to meet proposed Project requirements.
  - c. The successful bidder will be responsible for warranty services from subcontracted third party producers or licensors of products included in the systems.

- d. The successful bidder undertakes to ensure the maintenance of the acceptance criterion/standards in respect of the systems during the warranty period.

#### **4.7. Failure to agree with the Terms & Conditions of the RFP**

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event SSS may award the contract to the next best value bidder or call for new proposals or invoke the PBG.

# 5. Payment schedule



## 5. Payment Schedule

The following section outlines the payments to be given by SSS to the selected bidder for successful execution of the project at each milestone of the project. The payments are subject to vendor's meeting the SLAs with respect to the deliverables described in detail in Volume I of this RFP.

### 5.1. Payment for Service Charges

The following schedule would be followed for payment during the Project implementation:

S. No	Key Activities/ Milestones	Deliverables	Earliest Elapsed Time from start of project	Payment (%)	Payment (INR)
Hardware related costs - This would be done basis the unit costs provided in Financial Bid). As the actual quantities approved for delivery and installation may vary (post approval from SSS), the amount quoted in Financial Bid and the amount invoiced, may not be same.					
1.	Initial Study	Detailed level solution outlaying the capex and opex		10%	
2.	Delivery and Inspection of hardware at correct site	Certification of hardware delivered to the minimum specification requirement and quantity at correct site		20%	
3.	Successful Installation and Testing of the hardware	Approved test results (The responsibility to make the solution perform on a turnkey basis, is that of the System Integrator). In case the SI does not consider any hardware/software/system which would hamper the performance as per SLAs mentioned in Volume I, the SI would provide them, without any additional cost to the SSS)		70%	
		SUB TOTAL		100%	
Networking related costs - This would be done basis the unit costs provided in Financial Bid. As the actual quantities may vary (post approval from SSS), the amount quoted in Financial Bid and the amount invoiced, may not be same.					
1.	Equipment installation (routers,	Certification of equipment installation and cabling completion		30%	

S. No	Key Activities/ Milestones	Deliverables	Earliest Elapsed Time from start of project	Payment (%)	Payment (INR)
	switches, cabling, etc)				
2.	Successful testing of connectivity as per SLA guidelines	Approved test results		70%	
		SUB TOTAL		100%	
Data Center Development costs : This would be the same as that mentioned in the Financial bid					
1	Server Installation	Certification of hardware installed as per requirements		50%	
2.	Server Testing as per SLA	Approved test results		50%	
		SUB TOTAL		100%	
Application Development & Database Creation: This would be the same as that mentioned in the Financial bid					
1.	Initial Study	Approval on FRS & SRS approval from SSS		10%	
2.	Data Synching & Upload	Creating database in data center with input data from survey and biometric capture exercise carried out through DIMTS		10%	
3.	User Acceptance Testing on local server	Approved test results		40%	
4.	User Acceptance Testing across different sites (administrative, GRCs, DRCs)	Approved test results		40%	
Operation and Maintenance Costs – to be paid out every quarter for 5 years after the “Go-Live” (also refer minimum manpower requirement in volume 1, section 3.3.6 (b))					
1.	Connectivity Charges	Dated Bills for connectivity (Mission Convergence would use Delhi SWAN for connectivity)		Quarterly payments made for 5 years after “go-live	
2.	O&M for data centre, helpdesk,	Invoices giving details of manpower deployed and services provided			

S. No	Key Activities/ Milestones	Deliverables	Earliest Elapsed Time from start of project	Payment (%)	Payment (INR)
	hardware (including network infrastructure)				
3.	Application Maintenance and Operation	Invoices giving details of manpower deployed and services provided			
4.	Capacity Building Exercise	Training feedback forms, and attendance sheets			
		SUB TOTAL		100%	
	<b>Total</b>				

## 5.2. Other Payment Terms

- Penalties as per the service level agreement will be deducted before payment to the bidder.
- For the payment purposes, price reduction shall be applied on pro rata basis on all head, sub heads and items of the financial bid.
- Any fluctuation in prices due to inflation, tax regulations, will be borne by the bidder and not be passed on to SSS.

	Draft Request for Proposal
Mission Convergence	Volume II

# 6. Annexure

## Annexure

### Annexure-1: Pre-qualification Criteria Checklist and Forms

The criterion for pre-qualification is as per the following checklist, to be attached by the vendor with suitable proofs of same in a separate folder marked as “pre-qualification bid”.

S. No	Documents to be submitted	Yes/No/NA & Reference no. in the document
1.	General information of the bidders (Annexure 1, Form 1)	
2.	Information about the company (Annexure 1, Form 2)	
3.	Proposal Cover Letter (Annexure 1, Form 3)	
4.	Proof of operations of bidder Software/ Hardware & Networking/ IT Services/ Distributed IT based service delivery services for more than 5 years.	
5.	a) Company's Articles of Association, b) Memorandum of Association and the c) Certificate of incorporation issued by the Registrar of companies.	
6.	Annual reports (with audited financial statements) for last 3 years confirming an average turnover in IT or smart card enabled services of over INR 50 crores. (In case the audited annual report does not explicitly mention the % of revenue from IT services, Statutory Auditor's certificate to that effect must be submitted by the bidder)	
7.	Audited Certificate/ Annual report of the company for last 3 years (including the P&L statements) confirming that the bidder had positive net worth (measured as paid-up capital plus free reserves) and net profits for each of the last 3 financial years.	
8.	Self attested certificate signed by the company secretary of bidder confirming presence of more than 200 IT professionals in the payroll of the company	
9.	Self attested copy of ISO 9001:2000 certificate or equivalent certificate awarded to the bidder in the field of IT services. Self attested copy of SEI CMM level 5 in the field of software development to be provided by the bidder/consortium member responsible for software development and system integration.	

S. No	Documents to be submitted	Yes/No/NA & Reference no. in the document
10.	In case of a consortium (maximum of 3 partners): a power of attorney signed by legally authorized signatories of all the partners nominating one of the partners having at least 51% stake in the consortium as the lead partner. The lead partner signing an undertaking to be solely responsible for the project, to SSS, GNCTD.	
11.	EMD in the form of a Demand Draft of INR 20,00,000 (Rupees twenty lac only) in favour of "Mission Director, Samajik Suvidha Sangam, GNCTD", payable at Delhi, drawn on a nationalized/scheduled bank in a separate envelope.	

**Form 1: General information of the bidders**

<b>General Information</b>			
<b>Details of the Prime Bidder (Company)</b>			
Name			
Address			
Telephone		Fax	
E-mail		Website	
<b>Details of Authorized person</b>			
Name			
Address			
Telephone (Mobile)		Email	
Telephone (Landline)			
<b>Details of the members of the Consortium</b>			
Name			
Address			
Telephone		Fax	
E-mail		Website	
<b>Details of Authorized person</b>			
Name			
Address			
Telephone		Email	

**Form 2: Information about the company**

S. No.	Name of Prime Bidder or member Company (in case of consortium)	Status of the company (Public Ltd./Pvt. Ltd.)	Whether Prime bidder or member	Details of Incorporation of Company		Details of Commencement of Business				
				Date	ROC Ref. #	Date	ROC Ref. #			
1.	<<Sole Bidder/Prime Bidder>>									
2.	<<Member '2'>>									
3.	<<Member '3'>>									
Financial Details as per Audited Balance Sheet										
S. No.	Name of Prime Bidder or member Company (in case of consortium)	Turnover & Profit of the Company								Number of Employees as on March 31 <sup>st</sup> , 2008
		FY 2005-06		FY 2006-07		FY 2007-08		Average of last three FYs		
		Revenue	Net Profit After Tax	Revenue	Net Profit After Tax	Revenue	Net Profit After Tax	Revenue	Net Profit After Tax	
1	<<Sole Bidder/ Prime Bidder>>									
2	<<Member '2'>>									
3	<<Member '3'>>									
Details of Specific Responsibilities (applicable in case of Consortium only)										
S. No.	Name of Prime Bidder or member Company (in case of Consortium)	Specify responsibilities of each member (incl. Prime Bidder) in the scope of implementation of proposed Mission Convergence Project Include relevant certifications of the organizations, applicable for specific requirements of the project.								
1	<<Sole Bidder/ Prime Bidder>>									
2	<<Member '2'>>									
3	<<Member '3'>>									



**Form 3 : Revenue break-up of company**

Name of the Bidder				
Financial Year	Turnover in Software development	Turnover from Hardware sales	Total Turnover / Income	Net Profit
2005-06				
2006-07				
2007-08				

All of the above financial figures are to be given as per audited accounts in INR Lac.

#### Form 4: Proposal cover letter

[Date]

To,

Ms. Rashmi Singh  
Mission Director,  
Samajik Suvidha Sangam,  
Room No 403, 4th Level, B-Wing  
Delhi Secretariat  
New Delhi-110 002

Dear Madam,

**Ref: RFP for Designing, Developing, Implementing and Maintaining the IT Solution of Mission Convergence for Samajik Suvidha Sangam, GNCTD**

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the RFP for proposed Mission Convergence project solution for SSS. To meet such requirements and provide such services as required and are set out in the tender document. We attach hereto the tender technical response as required by the tender document, which constitutes our proposal.

We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule for providing Professional Services in Design, Development, Implementation and Maintenance of proposed project put forward in RFP (Vol. I) or such adjusted plan as may subsequently be mutually agreed between us and SSS or its appointed representatives.

If our proposal is accepted, we will obtain a performance bank guarantee in the format given in the tender document issued by a PSU bank in India, acceptable to SSS, for a sum equivalent to 10% of the value of the contract awarded for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response for a period of SIX MONTHS from the last date of submission of the bid document and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and SSS.



## Annexure 2: Technical bid format & Evaluation Criterion

The Technical Proposal should consist of the information mentioned in the table below. You are suggested to present your Technical Proposal (100 pages, inclusive of charts and diagrams). In case of any deviations, the same needs to be provided as per the format mentioned in Annexure 5.

### Criteria/Sub Criteria and Point system for the evaluation of Technical proposals

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
<b>1</b>	<b>Past Experience of the Bidder</b>			<b>25</b>	
<b>a.</b>	<b>System Integration projects</b>	At least THREE client reference for implementation of an integrated turnkey involving software solution and hardware deployment for providing the information and transaction services including integration with the disparate backend application systems (The bidder / consortium shall provide work orders certified by the clients mentioning duration of project, scope of work & manpower deployed by the bidder. Names and contact information of the client contact persons to be provided) The proof of completion of work should be within the last three years. – (as per template provided in Annexure 3)	Weighted average to be used for the 3 case studies  >10 Crores = 10 points; >8 but less than 10 crores=8 points; >6 but less than 8 crores=6 points; >3 but less than 6 crores=4 points; >2 crores but less than 3 crores =2 point; else 0	<b>10</b>	
<b>b.</b>	<b>Hardware Products Installation</b>	Whether the Firm has delivered hardware products in one of the workorders of Similar Capacity in last 3 yr. Names and contact information of the client contact persons to be provided) The proof of completion of work should be within the last three years. – – (as per template provided in Annexure 3)	Value of hardware only: >8 Crores = 5 points; >6 but less than 8 crores=4 points; >4 but less than 6 crores=3 points; >2 but less than 4 crores=2 points; >2 but less than 1 crores=1 point; else 0	<b>5</b>	

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
c.	<b>Software Solutions</b>	<p>At least TWO completed/ongoing software development projects together (with each having a minimum value of 150 Lakhs – for software development component only) in the last three years to be looked at.</p> <p>Names and contact information of the client contact persons to be provided) The proof of completion of work should be within the last three years. – (as per template provided in Annexure 3)</p>	<p>&gt; 4 Projects – 4 points; 4 Projects - 3 points; 3 Projects - 2 points; 2 Projects - 1 points; else 0.</p> <p>1 mark will be awarded to the Bidders if they had undertaken this type of project similar to that required in Mission Convergence (involving workflow, biometric etc.)</p>	<b>5</b>	
D	<b>Maintenance Services</b>	<p>Proof of engagement of bidder in an “over the counter” or backend support project for a period of over 3 year in the field of IT services with a minimum order size of INR 2 Crores for the bidder in last 3 yr.</p> <p>Names and contact information of the client contact persons to be provided. – (as per template provided in Annexure 3)</p>	<p>&gt; 2 Projects – 2 points; 1 Project - 1 points; else 0.</p>	<b>2</b>	
E	<b>Biometric Solution</b>	<p>Proof of engagement of bidder in an implementation of Biometric Solution in verification of individual for the project value of more than INR 2 Crores in last 3 yr.</p> <p>The bidder / consortium shall provide work orders certified by the client (s) mentioning duration of project, scope of work &amp; manpower deployed by the bidder, names and contact information of the client contact persons.– (as per template provided in Annexure 3)</p>	<p>&gt; 2 Projects – 3 points; 1 Project – 1.5 points; else 0.</p>	<b>3</b>	
<b>2</b>	<b>Solution proposed for Mission Convergence by the Bidder or Consortium</b>			<b>40</b>	
a.	<b>Proposed software solution</b>	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution	<p>Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:-</p> <ul style="list-style-type: none"> <li>– Solution architecture</li> </ul>	<b>15</b>	

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
			<p>conceptualized for this project.</p> <ul style="list-style-type: none"> <li>- Security architecture (Including various options for securing smart card data and prevention of falsification)</li> <li>- Data Mining Methodology and Options for Fraud Detection – using Data Analytics Tool /engines (for de-duplication process involving cross checks with various existing databases)</li> <li>- Detailed plan for using of Delhi SWAN as connectivity and plan for deployment</li> <li>- Application deployment and testing Strategy</li> <li>- Quality Control Procedures suggested by Bidders</li> <li>- Comprehensiveness of Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities</li> </ul>		
b.	<b>Proposed Approach and methodology</b>	<p>Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:-</p> <ul style="list-style-type: none"> <li>- Plan for meeting the SLA norms.</li> <li>- Redundancy and failover options.</li> <li>- Spare equipments availability plans</li> <li>- Business Continuity Plan</li> </ul>	<p>In this section, you should</p> <ul style="list-style-type: none"> <li>- Explain your understanding of the project requirements, approach to the services, methodology for carrying out the activities and obtaining the expected output, overview of the proposed solution and the degree of detail of such output.</li> <li>- Highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them.</li> <li>- Explain the methodologies you propose to adopt and highlight the compatibility of those</li> </ul>	5	

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
			methodologies with the proposed approach. - Panning and Building Infrastructure (assessment, design, migration, integration of disparate back end systems etc)		
c.	<b>Compliance of the Hardware components offered for the proposed solution</b>	The responsibility to make the solution perform on a turnkey basis, is that of the System Integrator. In case the SI does not consider any hardware/software/system in the financial bid, which would hamper the performance as per SLAs mentioned in Volume I, SSS would not be responsible. In such a case, the SI has to provide additional equipment/services, without any additional cost to the SSS.  The compliance with the technical specifications of the hardware proposed as per the requirements mentioned in the RFP. This needs to be provided as per Annexure 4.	The evaluation would be done on the adequacy (nos.) and the specifications of the hardware/system software proposed by the bidder. The specifications should meet the requirement of the solution / SLAs detailed out in Volume 1 of this RFP. The specifications of the following items would be evaluated (but not limited to) - Server - Desktops - Printer - Scanner - LAN Switch - Firewall - UPS	10	
d.	<b>Training</b>	Proposed Training and Change Management plan description to be looked into	Subjective Criteria:-The Evaluation Committee will evaluate on the basis of - Proposed Training Schedule - Areas/domains covered - Number of personnel to be deployed for training with location of training	5	
e.	<b>Formation of Helpdesk &amp; other manpower support (refer Volume 1 – section 3.3.6 b)</b>	Proposed methodology of formation of the manpower support team. Operating and Maintaining Infrastructure (monitoring, service desk, data center operations, backup and disaster recovery, etc)	Subjective Criteria- The Evaluation Committee will evaluate on the basis of • Proposed Staff details • Areas/domains covered	5	
<b>3</b>	<b>Work Plan approach and proposed methodology</b>			<b>15</b>	

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
a.	<b>Compliance with the timelines</b>	The project implementation timelines to be looked into from an overall project duration mentioned in Volume I Section 3.3.	1-15 additional days from the timelines as mentioned in the RFP - deduction of 2 points 16-30 additional days from the timelines as mentioned in the RFP - deduction of 4 points 31-45 additional days from the timelines as mentioned in the RFP - deduction of 6 points No points if the total timeline exceeds 45 days as compared to the timelines as given in the RFP Additional 2 points will be awarded to the bidder for the Project completion before the timeframe as mentioned in the RFP	7	
b.	<b>Project Approach and Methodology</b>	The overall approach and methodology to be looked into	The overall approach and methodology adopted by the Bidder to implement the project to meet the timelines.	5	
c.	<b>Detailed Work Plan</b>	The description and quality of the work plan to be looked into (please update as per format provided in Annexure 8)	Subjective Criteria:- The detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc.	3	
<b>4</b>	<b>Project Organization</b>			<b>20</b>	
a.	<b>Number and Quality of people proposed for application development</b>	Number and Quality of the application development team to be looked at (please update as per format provided in Annexure 6 and 7)	Number of people proposed by the organization = 5 points Education Qualification/relevant certification of the people involved =5 points	10	
b.	<b>Number and Quality of people proposed for application support</b>	Number and Quality of the database admin personnel to be looked at (please update as per format provided in Annexure 6 and 7)	Number of people proposed by the organization=2 points Education Qualification/relevant certification of the People Involved = 3 points	5	



SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
c.	Number and Quality of people proposed for system support	Number and Quality of the system support team to be looked at (please update as per format provided in Annexure 6 and 7)	Number of people proposed by the organization for help desk and support =3 points Education Qualification/relevant certification of the People Involved = 2 points	5	
<b>Total Points</b>				<b>100</b>	

Further the bidder is required to provide the following:

- Each page of each of the bid (pre-qualification, financial and technical bid) must be signed and stamped by the authorized signatory of the bidder who is authorized to commit the bidder to contractual obligations.
- Bidder should furnish an unconditional declaration undertaking total responsibility including responsibility for the security of any transactions/data transfer through the MC Portal for the defect free operation of the proposed MC project solution which shall not include any conditional statements.
- Bidder should furnish a statement indicating that all the software and hardware for the MC project shall be bought after the signing of the agreement and any upgrade/replacement of hardware or components throughout the period of the contract shall be with a new (purchased within last 1 months) component unless specifically authorized by the SSS Program Management Unit (PMU).
- Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective consortium member due to prior, current, or proposed contracts, engagements, or affiliations with SSS. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.
- Bidders have to submit a declaration on the continuity of all CORE team members of the Project for a period of at least one year from the date of awarding the contract

and average tenure of at least one year of new team members joining the CORE team, there after. (The CORE team members of the solution provider for this project should be available on a continuous basis in Delhi. No offline support provided from a remote location will be acceptable to the Government)

### Annexure 3: Project Description Template

The bidder should attach the following format for relevant project description

<b>Relevant Project Description – to be annexed for Technical evaluation template</b>	
Name of the Assignment	
Name, Address and Contact details of the client (email, phone no. of the key contact person)	
Location of the Project (State/country)	
No. of locations covered in the project	
Start date and End Date	
Name of the Key personnel associated with the project	
Total number of staff assigned to project	
Total Duration of project in Staff-months	
Narrative description of the project	
Technology used including Front end / Back end, O/S etc.	
User base of the application developed	
Support/ Maintenance obligations (if applicable)	
Current status of the project	
Contract Value (INR) – proof to be separately attached	
Testimonial (if any)	

### Annexure 4: Technical Specifications/ Brands of the proposed equipments-

The details of the IT equipments and application software proposed to be installed by the bidder should be provided as per the following format, the proposed equipment specifications and number should equal to or greater than that proposed in the RFP.

S No	Equipment / Item	Location (GRC/ DRC/ DC Office/ Office/ Department /SSS / PMU etc.)	Make and Model with OEM name and contact	Details of technical specifications	Indicative number of equipments / items proposed including number of licenses wherever the same is required

### Annexure 5:Format for deviation(s) from Scheduled Requirements

S. No. (1)	Reference of Clause No. & Pg. No (2)	Deviation in the Proposal (3)	Brief Reasons (4)

## Annexure 6: Team Composition and Task Assignments

Important Note: The Tenderers are required to furnish the following information for application development, Hardware/Networking installation support, operations and maintenance of the IT/ network infrastructure at the GRCs, DRCs, government & administrative offices involved in this initiative separately.

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

This information should be provided for all key staff, such as team leaders, project managers, technical support staff, etc. The relevant CV's of the professional staffs mentioned above are also required to be given in the format provided under this section

## Annexure 7: Curriculum Vitae (CV) for Proposed Professional Staff Template

1. **Proposed Position** [only one candidate shall be nominated for each position]:
2. **Name of Firm** [Insert name of firm proposing the staff]: \_\_\_\_\_
3. **Name of Staff** [Insert full name]: \_\_\_\_\_
4. **Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_
5. **Education** [Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]: \_\_\_\_\_
6. **Membership of Professional Associations:** \_\_\_\_\_
7. **Other Training** [Indicate significant training since degrees under “5 – Education” were obtained]: \_\_\_\_\_
8. **Countries of Work Experience:** [List countries where staff has worked in the last ten years]: \_\_\_\_\_
9. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: \_\_\_\_\_
10. **Employment Record** [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held, Project handled.]:

From [Year]: \_\_\_\_\_ To [Year]: \_\_\_\_\_

Employer: \_\_\_\_\_

Positions held: \_\_\_\_\_

11. Detailed Tasks Assigned	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned
-----------------------------	---

<p>[List all tasks to be performed under this assignment]</p>	<p>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the project]</p> <p>Name of assignment or project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Client: _____</p> <p>Main project features: _____</p> <p>Positions held: _____</p> <p>Activities performed: _____</p>
---	--

**13. Staff is resident / native of Delhi: Yes or No**

**14. Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

\_\_\_\_\_  
[Signature of staff member or authorized representative of the staff]      Date: \_\_\_\_\_  
Day/Month/Year

Full name of authorized representative: \_\_\_\_



## Annexure 8: Work Schedule Template

Work Plan: In this section you should propose the main activities of the assignment, their content and duration, phasing and interrelations, handshaking methodology with the bank / smart card vendor selected by DIMTS, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of services and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

The bidder is to describe the work schedule for different tasks which the vendor plans to start and accomplish as part of the project, using the following format:

N°	Activity	Months												N
		1	2	3	4	5	6	7	8	9	10	11	12	
1														
2														
3														
4														
5														
n														

Duration of activities shall be indicated in the form of a bar chart.

The work schedule should reflect how and by when the tenderer expected to complete the assignment for each of the component, as per the major deliverable in the scope of work of the vendor and the timelines of achieving the same as mentioned in the RFP.

## Annexure 9: Financial Bid Format

Format for submission of financial bid has been given here. The payment would be made to bidder on the basis of the following bid and further negotiations. No separate payment shall be made for services that are to be delivered by the vendor as part of his scope of work for this project. All Prices in INR, inclusive of all taxes, levies etc. (as applicable). Form D shall not be provided by the SSS. The rates should be described on per unit basis. The Rate mentioned should be inclusive of all operational costs, raw material consumables, utility, resource cost etc.,. As the NIC data centre and Delhi SWAN, would be used, the associated costs (if any) for the making these infrastructure operational would be borne by the vendor. The responsibility to make the solution perform on a turnkey basis, is that of the System Integrator. In case the SI does not consider any hardware/software/system which would hamper the performance as per SLAs mentioned in Volume I, the SI would provide them, without any additional cost to the SSS. (Please note that the financial bid should not be conditional and no technical information should be provided along with the financial bid)

The items in the 3<sup>rd</sup> & 4<sup>th</sup> columns below should match with the estimates given earlier (TP 5) in the Bill of Materials. Anything required over and above the BOM may be given as a separate item and appended at the end of the table below.

The format has been given in the table below:

S. No.	Category	Component/ Activity (X)	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
A. Hardware Related Costs					
1.	Infrastructure / Hardware at GRCs	PCs			
		Printers			
		Others			
2.	Infrastructure / Hardware at DRCs				

S. No.	Category	Component/ Activity (X)	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
3.	Infrastructure / Hardware at DC Offices	Others			
4.	Infrastructure / Hardware at Nodal Offices & SDM Offices	Others			
5.	Infrastructure / Hardware at Departmental HQs	Others			
6.	Infrastructure / Hardware at SSS-PMU	Others			
7.	Infrastructure / Hardware at CS Office	Others			
8.	Infrastructure Installation and Testing / Miscellaneous Charges	Others			
<b>Total A:</b>					
<b>B. Networking Related Costs</b>					
1.	Network Related Infrastructure at GRCs	Routers			
		Switches			
		LAN Cabling, etc			
2.	Network Related Infrastructure at DRCs	Others			
3.	Network Related Infrastructure at DC Offices				

S. No.	Category	Component/ Activity (X)	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
		Others			
4.	Network Related Infrastructure at Nodal Offices & SDM Offices				
		Others			
5.	Network Related Infrastructure at Departmental HQs				
		Others			
6.	Network Related Infrastructure at SSS-PMU				
		Others			
7.	Network Related Infrastructure at CS Office				
		Others			
8.	Network Testing / Miscellaneous Charges				
		Others			
<b>Total B:</b>					
<b>C. Data Center Development Costs</b>					
1.	Site Preparation Costs, if any, (to be located out of NIC, Data Centre)				
2.	Server Costs + other costs				
		Others			
3.	Server Installation and Testing / Miscellaneous Charges				
<b>Total C:</b>					
<b>D. Application Development &amp; Database Creation</b>					
1.	Application and Portal Development				
2.	Data Synching and Upload (Database Creation)				

	Draft Request for Proposal
Mission Convergence	Volume II

S. No.	Category	Component/ Activity (X)	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
3.	Development of Data Analytics Tool for De-duplication and Cross Checking with existing Databases				
4.	Development of Data Mining Procedures for Fraud Detection				
5.	Other Expenses				
<b>Total D:</b>					
<b>E. Operations and Maintenance Costs (Quarterly Expenses for 5 years of contract after "Go-Live") – refer Volume 1 - section 3.3.6 b</b>					
1.	Connectivity Charges (Provided through DSWAN)				
2.	Application Maintenance & Operational Expense				
3.	Infrastructure Maintenance Expense (data center, Helpdesk, deployed hardware & network infrastructure at GRC, DRC etc,)				
4.	Training and Capacity Building Expense				
<b>F. Others (Misc.)</b>					
1	Audit charges (refer Section 3.19, vi)				
2					
3					
4					
5					
<b>Total E:</b>					
<b>Total Financial Bid (A + B + C + D+ E×20+F)</b>					

## Annexure 10: Performance Bank Guarantee

[Date]

To,

Ms. Rashmi Singh  
Mission Director,  
Samajik Suvidha Sangam,  
Room No 403, 4th Level, B-Wing  
Delhi Secretariat  
New Delhi-110 002

Dear Madam,

**Ref: PERFORMANCE BANK GUARANTEE –Design, Development, Implementation and Maintenance of proposed Mission Convergence Project (Portal, Smart Card Operations and Service Delivery Points) for Government of National Capital Territory of Delhi**

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated ..... (Herein after, referred to as “Contract”) with you (Mission Director, SSS) for Design, Development, Implementation and Maintenance of proposed Mission Convergence project for SSS.

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee in your favor for an amount INR xxxxxxxx (Rupees xxxxx Crores/ Lacs Only) and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of INR xxxxxxxx (Rupees xxxxx Crores/ Lacs only) without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of six months after the end of the Contract period, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of signing of the said Contract until the completion of six months after the end of the contract period as per said Contract.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights to pursue legal remedies against SSS.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to INR xxxxxxxx (Rupees xxxxx Crores / Lacs only) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed INR xxxxxxxx (Rupees xxxxx Crores / Lacs Only).

This Performance Bank Guarantee shall be valid only up to the completion of the period of six months after the end of contract period;

and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .....(Date - six months after the end of contract period).



Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

*This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.*

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated ..... this ..... day ..... 2008

Yours faithfully,

For and on behalf of the ..... Bank,

(Signature)

Designation

(Address of the Bank)

Note: This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.