# Final Request for Proposal (RFP)
# (after Pre-Bid)

## For

## Selection of Implementation Agency (IA)

## (from Implementation Agencies already empanelled with Department of Information Technology, Government of India)

## For

## Implementing Electronic Forms Application, State Portal and State Service Delivery Gateway

## For

## The State of Rajasthan, India

File No. F4.2 (195)/RajCOMP/Tech/2009 Dated 12 August 2010

(30 August 2010)

**State Nodal Agency**

## RajCOMP

**1st Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan**
**Phone: 91(141) 2229394, 5103902, Fax: 91(141) 2228701**
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## **Table of Contents**

## PREFACE

'State Portal and State Delivery Gateway Project' formulated under the National e- Governance Plan (NeGP) aims to fulfill the vision of providing easy and convenient access to the services for the citizens through remote access, primarily through Common Service Centers (CSCs) and enabling the State Portal by implementing the key components viz. SSDG, Electronic Form ("e-Forms"), Application and Computing Infrastructure.

Department of Information Technology, Government of India (DIT, GoI) aims to utilize the Core Infrastructure i.e. State Wide Area Network (SWAN), State Data Center (SDC) and Common Service Centre (CSC) to be leveraged by developing applications and infrastructure required for deployment of State Portal and SSDG across the States and Union Territories (UT).

The Government of Rajasthan is also keen to build the State Portal as a single channel for providing easy, anywhere and anytime access to Government services (both Informational and Transactional) for the common man. One of the goals of the State Government is to cooperate, collaborate and integrate information across different Departments in the State. To simplify the above task, the concept of e-Governance Service Delivery Gateway has been conceptualized that will act as standards-based messaging switch and provide seamless interoperability and exchange of data across the Departments. Therefore, Government of Rajasthan invites Bids from Implementation Agencies already empanelled with DIT, GoI vide RFQ No 4 (6) /2008-EG II for the implementation of the project "Enabling e-Form application through State Portal and SSDG" in the State of Rajasthan.

Bidder has to quote for the design, development, testing, implementation, operation and maintenance for 3 years of
1. e-Form Application      2. State Portal and      3. State Service Delivery Gateway (SSDG) including installation, commissioning and maintenance of IT infrastructure and providing training to the identified users in accordance with the various provisions of this RFP document.

Evaluation for the selection of Bidder shall be as per the criteria mentioned in this RFP document.

Bidder shall submit two sealed envelopes containing:
- Envelop-I: Technical Bid
- Envelop-II: Financial Bid.

The last date for submitting the complete Bid is **21 September 2010.** The Bid is to be submitted at the following address which shall also to be used for all communication with regard to this Bid process: -

*Managing Director, RajCOMP*
*1st Floor, C-Block, Yojana Bhawan,*
*Tilak Marg, C- Scheme, Jaipur- 302005*

Please note that a pre-Bid conference would be held on **19 August 2010** at: -
*Committee Hall, 1st Floor, C-Block, Yojana Bhawan,*
*Tilak Marg, C- Scheme, Jaipur-302005*

# DEFINITIONS
# AND
# ACRONYMS

# Chapter-1: Definitions & Acronyms

| | |
|---|---|
| **CDAC** | Centre for Development of Advanced Computing |
| **Contract/Project Period** | The Contract/ Project Period shall commence from the date of issue of work order till Three Years of Operations & Maintenance Services after successful Sign-Off of the project. |
| **CSC** | Citizen Service Centre |
| **CSP** | Content Service Provider. RajCOMP has been designated as CSP for this project by the Government of Rajasthan. |
| **CV** | Curriculum Vitae |
| **DIT, GoI** | Department of Information Technology, Government of India |
| **DoIT&C** | Department of Information Technology & Communication, Rajasthan |
| **EMD** | Earnest Money Deposit |
| **FRS** | Functional Requirement Specifications |
| **IA** | Implementation Agency |
| **IPR** | Intellectual Property Rights |
| **MIS** | Management Information Systems |
| **MMP** | Mission Mode Projects |
| **NeGP** | National e-Governance Plan |
| **NIC** | National Informatics Centre |
| **NPI** | National Portal of India |
| **NSDG** | National Service Delivery Gateway |
| **O&M** | Operations and Maintenance |
| **OEM** | Original Equipment Manufacturer |
| **PBG** | Performance Bank Guarantee |
| **PMP** | Project Management Professional |
| **QGR** | Quarterly Guaranteed Revenues |
| **RajCOMP** | State Nodal Agency for SSDG as designated by the Government of Rajasthan. |
| **RajSWAN** | Rajasthan State Wide Area Network |
| **RFP** | Request For Proposal |
| **SAP** | Service Access Provider |
| **SDC** | State Data Centre |
| **SLA** | Service Level Agreement |
| **SLR** | Service Level Requirement |
| **SPF** | State Portal Framework |
| **SRS** | Software Requirement Specifications |
| **SSDG** | State Service Delivery Gateway |
| **STQC** | Standardization, Testing & Quality Certification |
| **UAT** | User Acceptance Testing |
| **UT** | Union Territory |

# INVITATION FOR BIDS

# Chapter-2: Invitation for Bids

**2.1** Government of Rajasthan intends to implement e-Form application through State Portal and State Service Delivery Gateway. The State Portal is envisaged to act as a front end interface to the State level e-Governance initiatives.

**2.2** Following is the list of already empanelled Implementation Agencies with Department of Information Technology, Government of India for "e-Form Application, State Portal and SSDG".

1  Accenture Services Pvt. Ltd
   7th Floor, Embassy Heights,
   No. 13, Magrath Road,
   Bangalore 560001

2  Hewlett Packard India Sales Pvt. Ltd.
   Tower D, 6th Floor
   Global Business Park
   Gurgaon, Haryana- 122002

3  Infosys Technologies Limited
   Building 38,
   44 Electronic City
   Bangalore- 560100

4  Wipro Limited- Infotech Group
   (Infotech Division)
   480-481 Udyog Vihar,
   Phase –III
   Gurgaon-122016, Haryana

## 2.3 Purpose

2.3.1  The purpose of this Request for Proposal (RFP) is to seek the services of one of the above empanelled firms that would design, develop, test, implement, operate and maintain for 3 years "e-Form Application, State Portal and SSDG" along with installation, commissioning and maintenance of IT infrastructure and training of personnel. The Project shall be commissioned within six months of the start of the Implementation Phase followed by three years of Operation & Maintenance Phase after the project sign-off. This document provides information to enable the Bidders to understand the broad requirements to submit their 'Bids'. The detailed scope of work is provided in Chapter 5 of this RFP document.

**2.4 Cost of RFP**

2.4.1    The Tender document fee is Rs. 1,000.00 (Rupees One Thousand Only) The soft copy may be downloaded from Government of Rajasthan's website "http://rajasthan.gov.in" and RajCOMP's website "http://www.rajcomp.net/". Empanelled Bidders should submit the Tender Document fee in the form of a Cash or Demand Draft drawn in favour of 'Managing Director, RajCOMP' payable at Jaipur, Rajasthan along with the Bid.

**2.5 Transfer of RFP**

2.5.1    The RFP Document is not transferable to any other Bidder.

**2.6 Completeness of Response**

2.6.1    Bidders are advised to study all the instructions, forms, terms, requirements and other information in the RFP document carefully. Submission of Bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

2.6.2    The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a Bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Bid and forfeiture of the Bid EMD.

**2.7 Bid Preparation Costs**

2.7.1    The Bidder is responsible for all the costs incurred in connection with 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 Bid, in providing any additional information required by the State Nodal Agency to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the Bid process. The State Nodal Agency will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

2.7.2    This RFP does not commit the State Nodal Agency to award a Contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of the award.

2.7.3    All materials submitted by the Bidder become the property of the State Nodal Agency and may be returned at its sole discretion, provided, any materials which are identified as "Proprietary and Confidential Material of Bidder" shall remain the property of such Bidder and the State Nodal Agency shall maintain confidentiality of such materials.

**2.8 Signing of Communication to the State Nodal Agency**

2.8.1    All communications to the State Nodal Agency including this RFP and the Bid documents shall be signed by the authorized representative of the Bidder and the Authority Letter should be attached with the Bid.

**2.9 Pre-Bid Meeting**

2.9.1    The Pre-Bid Meeting shall be held on **19 August 2010.** It is mandatory for all the Bidders to attend this meeting.

2.9.2    The purpose of the meeting is to provide Bidders information regarding the RFP, project requirements, and opportunity to seek clarifications regarding any aspect of the RFP and the project. However, the State Nodal Agency reserves the right to hold or re-schedule the pre-Bid meeting.

2.9.3    The Bidders will have to send their queries for Pre-Bid meeting at least 24 hours before the schedule of the meeting by post/ email/ fax.

**2.10 Bidder enquiries and State Nodal Agency's responses**

2.10.1   All enquiries / clarifications from the Bidders, related to this RFP, must be directed in writing exclusively to the contact person notified in Section 3.2. Bidders must necessarily use format provided in **Form 10** for seeking any clarifications.

2.10.2   After publication of the RFP, the contact person notified by the State Nodal Agency will begin accepting written queries from the Bidders. The State Nodal Agency will endeavour to provide a full, complete, accurate, and timely response to all the queries. However, the State Nodal Agency makes no representation or warranty as to the completeness or accuracy of any response, nor does the State Nodal Agency undertake to answer all the queries that have been posed by the Bidders. The responses to the queries will be distributed to all the Bidders.

2.10.3   No request for clarification from any Bidder (in written) shall be entertained after the Date and Time as mentioned in this RFP or otherwise as communicated by the State Nodal Agency.

**2.11 Amendment of RFP Document**

2.11.1   At any time till one week before the deadline for submission of Bids, the State Nodal Agency, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment. All the amendments made in the document would be published on RajCOMP's website http://www.rajcomp.net and Rajasthan Government's website http://www.rajasthan.gov.in.

2.11.2  The Bidders are advised to visit the aforementioned website on regular basis for checking necessary updates. The State Nodal Agency also reserves the rights to amend the dates mentioned in this RFP for Bid process.

2.11.3  In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the State Nodal Agency may, at its discretion, extend the last date for the receipt of Bids by a reasonable period.

### 2.12 The State Nodal Agency's right to modify submission deadline

2.12.1  The State Nodal Agency may, in exceptional circumstances and at its discretion, extend the deadline for submission of Bids by issuing a corrigendum or by intimating all the Bidders who have been provided the Bid documents, in writing or by facsimile, in which case all rights and obligations of the project and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

### 2.13 The State Nodal Agency's right to terminate the process

2.13.1  The State Nodal Agency may terminate the RFP process at any time and without assigning any reason. The State Nodal Agency makes no commitments, express or implied, that this process will result in a business transaction with anyone.

2.13.2  This RFP does not constitute an offer by the State Nodal Agency. The Bidder's participation in this process may result in the State Nodal Agency selecting the Bidder to engage in further discussions and negotiations toward the execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State Nodal Agency to execute a Contract or to continue negotiations. The State Nodal Agency may terminate negotiations at any time without assigning any reason.

# NOTICE INVITING TENDER (NIT)

# Chapter-3: Notice Inviting Tender

**3.1 Tender Notice**

3.1.1    RajCOMP on behalf of Department of Information Technology & Communication (DoIT&C), Government of Rajasthan invites **electronic bids/ Bids** from the firms already empanelled with DIT, GoI for Design, Development, Testing, Implementation, Operations & Management of "e-Form Application, State Portal and SSDG", in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

3.1.2    The empanelment bank guarantee of Rs. 25,00,000.00 (Rupees Twenty Five Lacs Only) submitted by the Empanelled Agencies in response to DIT, GoI empanelment notification No 4 (6) /2008-EG II dated 02 March 2009 will be encashed by DIT, GoI in the event of failure to submit Bids as per this RFP notice. Hence, it is mandatory for all the Empanelled Agencies to participate in the Bid process.

3.1.3    The following already empanelled agencies can download the tender document from http://www.rajcomp.net, http://www.rajasthan.gov.in and http://www.eproc.rajasthan.gov.in. **Tenders are to be submitted only online and in electronic format at the web site http://www.eproc.rajasthan.gov.in.**

1    Accenture Services Pvt. Ltd
7th Floor, Embassy Heights,
No. 13, Magrath Road,
Bangalore 560001

2    Hewlett Packard India Sales Pvt. Ltd.
Tower D, 6th Floor
Global Business Park
Gurgaon, Haryana- 122002

3    Infosys Technologies Limited
Building 38,
44 Electronic City,
Bangalore- 560100

4    Wipro Limited- Infotech Group
(Infotech Division)
480-481 Udyog Vihar,
Phase –III
Gurgaon-122016 Haryana

3.1.4   To participate in this tender, Bidders will have to register on http://www.eproc.rajasthan.gov.in. Further, Class 3 Digital Certificates with encryption and decryption facility as per the Information Technology Act-2000 is required for signing the electronic bids. Bidders can procure the same from any of the CCA (Certificate Certifying Authority) approved certifying agency, i.e. e-Mudhra, Safescrypt, NIC, nCode etc. The complete list of Certifying Agencies is available at *http://cca.gov.in/rw/pages/index.en.do* **Bidders who already have a valid Digital Certificate (as mentioned above) need not procure a new Digital Certificate.**

3.1.5   Bidders are advised to study this RFP document carefully before submitting their Bids in response to the RFP Notice. Submission of a Bid in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

3.1.6   This RFP document is not transferable.

3.1.7   Bidders are requested to attend a Pre-Bid meeting on **19 August 2010** as per details provided below.

3.1.8   Bidders shall submit the bids in Electronic format at http://www.eproc.rajasthan.gov.in up to **21 September 2010** after digitally signing the same. Offers, which are not digitally signed, will not be accepted. No offer in physical form will be accepted and any such offer if received by RajCOMP will be out rightly rejected.

3.1.9   Bids will be opened online as per the time schedule mentioned in the below table.

3.1.10  Before submission of online bids, bidders must ensure that scanned copy of all the necessary documents have been attached with the bid.

3.1.11  The department will not be responsible for delay in online submission due to any reason.

3.1.12  All the necessary information required for bid must be filled and submitted online.

3.1.13  The Bidders should ensure that all the Bid documents related to the Bid including conditions of contract are digitally signed by the Bidder and uploaded.

**3.2 Critical Information**

| S. No | Information | Details |
|-------|-------------|---------|
| **1** | RFP Reference No. and Date | File No. F4.2(195)/RajCOMP/Tech/2009 Dated 12 August 2010 |
| **2** | Place, Time and Date for Pre-Bid Meeting | Committee Hall, 1st Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan) At 02.30 P.M. on 19 August 2010 |

| S. No | Information | Details |
|---|---|---|
| 3 | Last date for submission of written queries for clarifications* | Up to 03.00 P.M. on 17 August 2010 at ssdg.jaipur@rajcomp.net |
| 4 | Upload of Final Tender Document after addressing Bidder's queries | 30 August 2010 |
| 5 | Start & End Date and time for online submission of Bids in response to the RFP notice | From 30 August 2010<br><br>Up to 03.00 P.M.<br><br>on 21 September 2010 at http://eproc.rajasthan.gov.in |
| 6 | Place, Time and Date of opening of Technical Bids received in response to the RFP notice | Committee Hall,<br><br>1st Floor, C-Block, Yojana Bhawan,<br><br>Tilak Marg, C-Scheme,<br><br>Jaipur-302005 (Rajasthan)<br><br>At 03.30 P.M. on 21 September 2010 |
| 7 | Place, Time and Date of Technical Presentation by Bidders | Committee Hall,<br><br>1st Floor, C-Block, Yojana Bhawan,<br><br>Tilak Marg, C-Scheme,<br><br>Jaipur-302005 (Rajasthan)<br><br>At 11.00 A.M on 30 September 2010<br><br>(Shall be communicated subsequently to the substantially responsive Bidders.)<br><br>Time slots- max. 30 min (per Bidder) |
| 8 | Place, Time and Date of opening of Financial Bids received in response to the RFP notice | Committee Hall,<br><br>1st Floor, C-Block, Yojana Bhawan,<br><br>Tilak Marg, C-Scheme,<br><br>Jaipur-302005 (Rajasthan)<br><br>At 03.30 P.M on 06 October 2010. |
| 9 | Contact Person for queries | Mrs. Jyoti Luhadiya<br><br>ACP, DoIT&C<br><br>Tel: 0141- 5153222 (1145)<br>Fax : (0141) 2228701 |

| S. No | Information | Details |
|---|---|---|
| | | Email: jluhadiya@rajasthan.gov.in |
| **10** | Addressee and Address at which Bids in response to the RFP notice is to be submitted | Managing Director, RajCOMP<br><br>1st Floor, C-Block, Yojana Bhawan,<br><br>Tilak Marg, C-Scheme,<br><br>Jaipur-302005 (Rajasthan)<br><br>Tel: (0141) 2229394, 2224855<br>Fax : (0141) 2228701, 2222011 |

*Pre Bid Queries – Refer Form 10 for Pre Bid Query format

## 3.3 Other Important Information related to Bid

| S. No. | Item | Description |
|---|---|---|
| **1.** | RFP document fee | Amount of Rs. 1,000.00 (Rupees One Thousand Only)<br><br>(Non-refundable) |
| **2.** | Earnest Money Deposit (EMD) in the form of a Bank Guarantee/Demand Draft | Amount of Rs. 18, 00,000.00 (Rupees Eighteen Lacs Only). |
| **3.** | Bid Validity Period | 180 days from the last date of submission of Bids. |
| **4.** | Deadline / last date for furnishing performance security | Within 15 working days from the date of issue of work order. |
| **5.** | Performance Bank Guarantee<br><br>(Refer Chapter 18 for details) | Amount equivalent to 5% of the Contract value should be submitted by short listed Implementation Agency within the specified timelines. |
| **6.** | Performance Bank Guarantee validity period | 3 Months beyond expiration of the Contract Period. |
| **7.** | Deadline / last date for signing the Contract | Within 15 working days from the date of notice of award. |

# PROJECT PROFILE

# Chapter-4: Project Profile

### 4.1 Background

The State Portal and SSDG project has been formulated under the National e- Governance Plan (NeGP) to fulfill the vision of providing easy and convenient access to the services for the citizens through remote access primarily through Common Service Centres (CSCs) and enabling the State Portal by implementing the key components namely SSDG, Electronic Form (e-Forms) Application and Computing Infrastructure.

To kick-start the State Portal initiative, DIT, GoI had requested all the States/UTs to prepare project proposals for the implementation of State Portal in their respective States/UTs. The approved proposals were used as one of the inputs for the Functional Requirement Specifications (FRS) and the Request for Proposal (RFP) prepared by the Consultant.

DIT, GoI has already empanelled Implementation Agencies through a central empanelment process. These implementing agencies will be responsible for implementing the State Portal and e-Forms in the States/UTs. The Consultant will assist the State in selecting one of these Implementation Agencies through a RFP tendering process. The creation of the RFP was preceded by an extensive requirements gathering exercise aimed at defining the scope of work of the Implementation Agency resulting in the creation of the FRS document. After an Implementation Agency is selected, the Consultant will support the State in monitoring the implementation of the project.

The objective of the State Portal and SSDG project is to ensure the following:

i. Providing easy, anywhere and anytime access to Government Services (both Informational & Transactional)

ii. Reducing the number of visits of citizens to a Government office/Department for availing the services

iii. Reducing administrative burden and service fulfillment time and costs for the Government, Citizens and Businesses

iv. Reducing direct interaction of citizens with the Government and encourage 'e'-interaction and more efficient communication through the Portal.

v. Enhancing perception and image of the Government and its constituent Departments

vi. Promotion of uniform web interface across Government and build in synergies with the National Portal of India (NPI) using the National Service Delivery Gateway (NSDG)

vii. Delivery of services through Common Service Centres (CSCs) by leveraging the common infrastructure (SWAN, SDC etc.) and development of the applications

and infrastructure required for deployment of State Portal and State Service Delivery Gateway (SSDG) for the State.

viii.  Publishing the static data and all information of the State Departments in-line with the guidelines for necessary integration with NPI.

## 4.2 Components

The project commissioning shall be implemented within a period of 6 months or earlier and it shall shall be followed by an Operations and Maintenance phase of 3 years.

The basic components of the project are as follows:

i)  State Portal including Application and Electronic Forms

ii)  State Service Delivery Gateway (SSDG)

iii)  e-Forms, State Portal and SSDG Infrastructure and Computing Infrastructure at the destination offices including gaps in connectivity.

iv)  Training for SSDG, State Portal and e-Form Application

v)  Compliance/Certification by STQC

*Figure 1: Project Components*
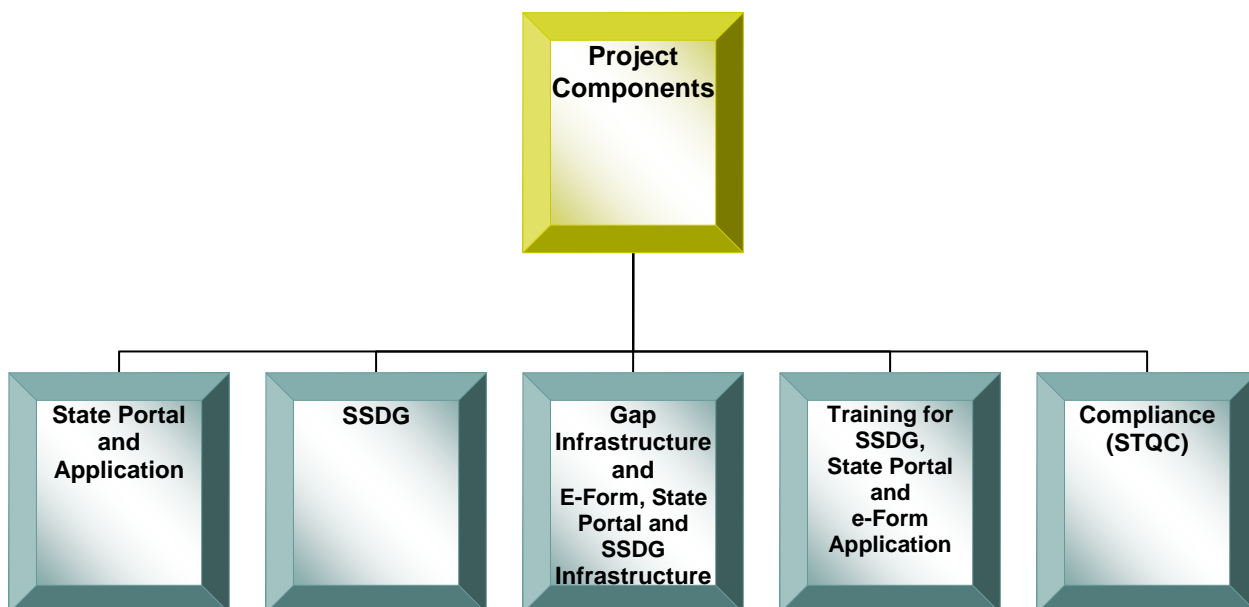
**4.3 State Portal including Applications and Electronic forms**

With the Common Service Centres (CSCs) at the forefront for the end user, the State Portal will act as a front-end interface to the State level e-Governance initiatives and services. The State Portal and SSDG project infrastructure shall be hosted in the State Data Centre located at Jaipur.

The basic functionalities required through the State Portal are:

i.   <u>Information Dissemination:</u> The Portal will provide information about Government Departments, Line Ministries and web links to these Departments. It will provide information about Government structure in the State, service offerings, key notifications etc. to the business and citizen community. Content Architecture of the Portal shall be in accordance with the State Portal Framework (SPF).

ii.  It is mandatory to have metadata as specified in the SPF for all information and services being published on the State Portal.

iii. <u>Multilingual:</u> The Portal would primarily be available in Hindi and English.

iv.  <u>Anytime, Anywhere Availability</u>: The Portal will be available 24 hours a day, 7 days a week, and accessible from anywhere in the world via the internet. Both the technology and functional support should be available on 24x7 basis.

v.   <u>Accessibility</u>: The Portal can be accessed via a variety of established channels, including individual desktops/laptops, Common Service Centres (CSC), Government Service Delivery Counters (Kiosks), mobile phones etc.

vi.  It shall exchange information and services seamlessly across State Government Departments as well as Central Metadata Repository as specified in the SPF. This exchange should be in accordance with the SPF.

vii. The State Portal shall also host all the electronic forms for various Government Services accessible to citizens in the State. A citizen will be able to fill the form electronically (both online and offline) through internet services including Common Service Centre (CSCs) outlets and submit his/her application electronically. A citizen will be able to track the status of his/her application/ request at any point in time.  Portal development shall include development of a complete application for electronic receipt of forms by the destination office, MIS, printing, accounting, status tracking, and payment handling.

The services offered by the Government through the Portal have been categorized as:

i.   High Volume Services – Services having high volume of transactions so that there is a maximum impact

ii.  Mission Mode Project (MMP) Services – Services already identified under State MMPs where work is yet to start and which are not covered under High Volume Services

iii. Other Services with high citizen relevance

**4.4 State Service Delivery Gateway (SSDG) (CDAC's Component)**

One of the goals of the State Government is to cooperate, collaborate and integrate information across different Departments in the State. To simplify the above task, the concept of e-Governance Service Delivery Gateway has been conceptualized that will act as standards-based messaging switch and provide seamless interoperability and exchange of data across the Departments. The SSDG shall:

i)   Act as hub for all the interactions between service seekers (the citizen and businesses) and various service providers (Government Departments) and even among Government Departments.

ii)  Handle large number of transactions across the entire network; provide a common set of specifications and a single point of access.

iii) Provide seamless interoperability and exchange of data across the Departments.

iv)  Facilitate synchronization and co-ordination of inter Departmental working, tracking all transactions of the Government etc.

v)   Be a messaging middleware between State Portal (acting as Service Access Provider (SAP)) and State Department Services (State Department acting as Service Provider (SP))

The basic functionalities envisaged through SSDG are as follows:

i)   Audit Management & Time Stamping - Results in better tracking (auditing) and security of each transaction.

ii)  Web enabling of Legacy Applications - With Gateway Server, legacy applications can be Internet enabled as Gateway server can act as a Web layer around them, so Government Departments need to put least effort for web enabling of their legacy applications.

iii) Interoperability – The Gateway as the middleware will facilitate easy inter-Departmental data exchange. The Gateway should be able to exchange data between different Departments working on different platforms (Oracle, Java, .NET etc).

iv)  Departmental Workflow - The Gateway will also help the Department's backend workflow evolve gradually as it acts as a middleware de-linking the back-end from the front-end.  This means that even those Departments, which do not have the complete automation or workflow at the back-end, can still deliver e-Service to the citizens in a limited manner.

v)   Ensure seamless availability of information.

vi)  Shared Services - In future, Gateway shall have the capability to add additional functionality to support shared common services like Authentication, Payment Gateway interface, etc.

vii) Applications developed at the State level can interact with the Gateway through connectors. The Generic Connectors shall be provided by C-DAC and the Application Specific Connectors shall be developed by the selected Implementation Agency for the project.

### 4.5 Training for SSDG and State Portal

4.5.1    The objective is to build internal capacities to support the Line Departments of the State on an on-going basis for electronic forms, new application integration, Service Registration etc. on SSDG /Portal and continuity when the Implementation Agency exits.

### 4.6 Gap Infrastructure and e-Form, State Portal and SSDG Infrastructure

4.6.1    The Gap Infrastructure in the form of Computing Infrastructure and Connectivity (except the bandwidth from the Telecom Service Provider) shall be provided at the Departmental locations across the State so as to facilitate delivery of services from respective State Department offices, in response to the requests raised through filled Electronic Forms on the State Portal. **Refer Annexure 3** for service delivery locations and **Refer Section 23.10** for number of computing devices.

4.6.2    The e-Form, State Portal and SSDG infrastructure shall be provided at the State Data Centre for hosting the State Portal, e-Form Application and SSDG. **Refer Annexure 4** for details of existing IT Infrastructure at the State Data Centre.

### 4.7 Compliance/Certification by STQC

4.7.1    Quality Certification of the various components of the project i.e. Portal as per SPF, e-Form Application, Electronic Forms and State Service Delivery Gateway is mandatory. The STQC is the designated agency to perform this task of providing compliance, conformity assessment and quality certification for the same.

# SCOPE OF WORK

# Chapter-5: Scope of Work

**5.1** The Functional Requirement Specifications document prepared by the Consultant shall be provided to the selected Bidder. However, the Implementation Agency is required to study the same and resolve gaps / issues (if any) with the respective Consultant and the State Nodal Agency. The selected Bidder shall design, develop, test, supply and manage the e-Forms Application on the State Portal with the SSDG and related System Software and Hardware for a period of 3 years subsequent to the system "Sign-Off". The system will be first test run in seven Departments **(Refer Annexure 1)** on pilot basis. Once stabilized and accepted by the Departments, it may be replicated in other Departments.

## 5.2 Project Overview

The project has been classified into two main stages,

- Study and Implementation Stage
- Support and Maintenance Stage

### 5.2.1 Study and Implementation Stage
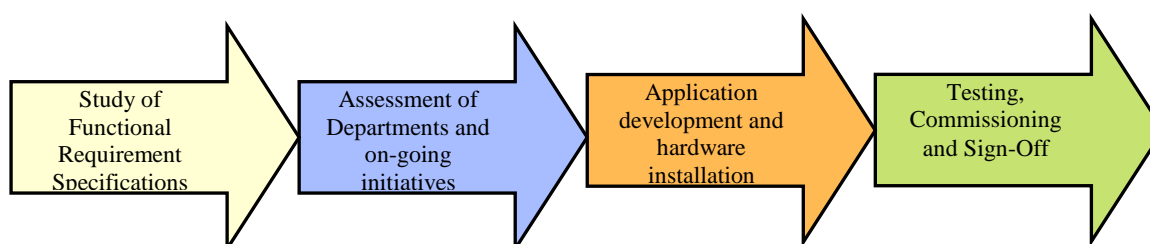


As shown in the above diagram, Study and Implementation Stage will consist of four major activities. These will involve a number of sub-activities as discussed in section 5.2.3

### 5.2.2 Support and Maintenance Stage

After the commissioning of e-Forms, State Portal and SSDG, the IA shall provide Operation and Maintenance support for a period of 3 years from the day the State Nodal Agency accepts implementation of the Portal and SSDG. The IA shall perform all support activities related to the following:

- Trouble shooting (User level support)

- e-Forms, State Portal and SSDG Infrastructure support (Hardware and Application level support)

- Trainings and workshops for Departmental users (Capacity building)

- Addition of services and features

- Other activities like solution up-gradation (Installation of patches, higher versions of application etc) as and when required.

5.2.3 **Detailed scope of work to be covered as part of this RFP document.**

| Initial Assessment | Software Development | Hardware Installation | Testing | Training | Project Commissioning and Sign-Off | Operation and Maintenance |
|---|---|---|---|---|---|---|
| • Study of Functional Requirement Specification Document<br><br>• Assessment of State IT initiatives, Departmental Applications and SDC.<br><br>• Discussions with the State Nodal Agency and other stakeholders. | • Finalization of System Requirement Specifications<br><br>• Architecture Design of State Portal<br><br>• Handover of Design documents to the State Nodal Agency<br><br>• Conversion of Physical Forms to e-Forms<br><br>• Security Level Design Document<br><br>• Development of application and Implementation of Security Policy<br><br>• Application development | • Delivery and Installation of e-Form, State Portal and SSDG Infrastructure and Gap Infrastructure | • Unit testing<br><br>• Integration Testing<br><br>• Preparation of UAT environment<br><br>• User Acceptance Test. | • Handover of training manuals to the State Nodal Agency and the identified Departments<br><br>• Completion of Training<br><br>• Other training related literature | • Commissioning of State Portal (including Metadata services, Government office and service locator) and SSDG<br><br>• Obtain and maintain quality certification<br><br>• Project Sign-Off | • Operation and Maintenance for a period of 3 years from Project Sign-Off<br><br>• Post-Implementation training workshops<br><br>• Addition/ Updation of services, if required. |

### 5.3  State Portal and Electronic Form Application

a.  Design and development of the State Portal according to the State Portal Framework. The Bidder would be required to take an approval of the design document by the State Nodal Agency.

b.  e-Form Application: The e-Form Application will serve as the back-end application for the identified Departments to receive and process the e-Form requests / applications received via SSDG from the State Portal. The e-Form Application shall provide the following functionality:-

   i)   Centralized Data Repository: The e-Form Application shall have a centralized data repository for the field offices of the various Departments identified under the project. The submitted e-Forms along with the required attachments shall be stored in the designated data stores of the respective Departments. The officers from the various field offices can access the e-Form Application by providing their access credentials. The compartmentalized Central Data Repository shall have role-based access control mechanisms to ensure that Departmental data remains specific to a Department user and is not shared across Departments or given to unauthorized users.

   ii)  User Authentication & Role-based access control: The back-end users from various Departments shall be provided with access credentials governed by a comprehensive role-based access control mechanism. This will ensure that only authenticated and authorized users are allowed to access the data in the back-end system.

   iii) MIS & Status Reporting: Reporting of details related to the applications received and processed shall be generated trough the e-Form Application.

c.  At design stage, the selected Bidder shall develop appropriate screen layouts for the web pages to be displayed on the State Portal. The IA shall take necessary approval regarding the same from the State Nodal Agency.

d.  Following mandatory services have to be developed for the State Portal:

   - Metadata Replication Service as per the SPF

   - Government Office Directory

   - Service Locator

   - Self Service

   - Portal Usage Report

e.  Integration of the State Portal with the NPI  for exchange of content through metadata and seamless exchange of services (as specified in SPF)

   - List of Departments requiring e-Forms

   - List of services under each Department

   - Specific rationalized forms for each service

- **Refer Annexure 1** for details regarding list of Departments and their services. All the services mentioned in the Annexure are to be converted into e-Form enabled services.

- MIS at State level, Department level and field office level for the e-Form Application

- The proposed system shall allow authorized users to have the flexibility of generating MIS reports as per specified fields - Department-wise, location-wise, user-wise and district-wise.

f. Design and development of the e-Form Application in secure and usable format. All the hosted electronic forms shall have the option of online and offline filing. The detailed features expected in an e-Form have been highlighted in the FRS document and will be shared with the short listed IA.

g. There must be a field for UID (Unique Identification Number) in all the e-Forms to cater to the future scenario wherein all the citizens will have a UID for unique identification and authentication.

h. e-Form Application would have the following components

- Web-based registration of service Departments, services and field locations

- Form Designer tool

- Access Rights management

- Front-end on the State Portal

- Back-end application for receiving filled e-Forms, printing, status update and MIS

- Providing automatic acknowledgement with date and time stamping

- Enabling tracking of the status of the application through a unique application ID

- Routing based on the location parameters in the e-Forms and the Departmental service registration

i. The Form Designer Tool used by the IA for designing the e-Forms for this project shall be used in all the forthcoming applications / projects having requirement of designing e-Forms in order to have a consistency in e-Forms and avoid / reduce integration issues. Hence, IA shall share the tool with other vendors and provide hand-holding in designing the e-Forms.

j. The proposed system should allow the flexibility to

- Add a new service under any Department

- Add/Edit fields in existing e-Forms

- Add/Edit feature in the State Portal and e-Form Application.

k. Development of role-based and workflow driven web-based Content Management System (CMS) for contribution of any type of content to the State Portal including the metadata as specified in SPF and the Content Management Policies described in "Content Framework for the National

Portal of India" document (http://india.gov.in/cfw). Content Management System should have the following (but not limited to) features or capabilities:

- Content storage or repository management

- Content authoring and publishing

- Content delivery

- Content exit and archival

- Content repurposing for different audience and for different interfaces

- e-Mail notifications for automated content edits and reviews

- Provide searching and retrieving of content based on various criteria

- Browser based interface

- Support for setting up development, staging and production environment setup in the platform

l. Operation and Maintenance of the Portal and Electronic Form Application including bug-fixes and problem resolutions as indicated by the State for 3 years from the date of Sign-Off for Forty Two (42) services of Seven (7) Departments. For any additional services beyond 42 services, the IA shall be responsible for study, design, develop, test and integrate with State Portal and SSDG. IA shall provide the additional services at the price quoted in the financial bid.

m. Detailed User and Operational Manuals to be provided to each Department, whose services will be hosted on the State Portal.

n. Implement/add any additional e-Forms of State Departments as and when the Departments are ready for delivering.

o. IA shall develop the e-Forms of the selected services in Hindi and English language. Content creation and data entry for the respective services through e-Forms shall be done both in English and Hindi."

p. Rationalized e-Form for each service has to be developed by the Consultant in-line with the existing physical form for each service in consultation with the IA. However, the Implementation Agency shall take approval on rationalized e-Forms from the concerned departments.

q. There shall be no delay in the User Acceptance Testing on account of limitation on part of the State to provide required inputs for e-Forms development.

r. IA shall develop Application Specific connectors for the identified services in co-ordination with the respective Implementation Agency of the Backend Computerization project related to the service.

s. Customization of the connectors provided by CDAC to be integrated with the Electronic Form Application and the State Portal

t.    The IPR and source code of the Electronic Form Application would be owned by the Government of Rajasthan. IA shall provide the perpetual licenses for the commercial software so as to maintain the IPR of the source code (customized / extension) with the Government of Rajasthan.

**Note: During the design and development of the State Portal, the Bidder should closely examine 'Raj Darpan', an official website of Government of Rajasthan. All the features of Raj Darpan shall be retained in the State Portal to be prepared by IA.**

## 5.4 State Service Delivery Gateway

a.    Installation and Commissioning of State Service Delivery Gateway which will act as a hub for all the interactions among Service Seekers and Service Providers.

b.    The original SSDG products for the Gateway shall be provided by CDAC.

c.    Integration of State Service Delivery Gateway with National Service Delivery Gateway, National Service Directory and State Portal.

d.    Guaranteed forwarding of the application to the destination office of the concerned Department.

e.    Operation and Maintenance of the SSDG software product and the SSDG stack for 3 years from the date of Project Sign –Off.

## 5.5 Gap Infrastructure

a.    Supply and Installation of Gap Infrastructure at various Department offices and different locations within the State. **(Refer Annexure 3)**

b.    The IA will procure, deliver, install and maintain the required gap infrastructure at various locations.

c.    Gap Infrastructure will include:

- Computing Infrastructure -Desktops, Printer, Scanner and UPS.

- Maintenance of the Computing infrastructure for the entire Contract Period.

  Note – Under the RSWAN project, it has been envisaged that connectivity shall be provided to all the horizontal offices. Therefore, State shall leverage the use of the SWAN for providing the required bandwidth as and when the SWAN is made available in the State. However, till RSWAN is not operational, connectivity to all the offices shall be provided through broadband connection/ any other means by the State. Also, the recurring expenses towards the provisioning of the bandwidth shall be borne by the State.

  Whenever RSWAN will be implemented in the State, the IA has to ensure that the connectivity to all the identified offices is provided through RSWAN.

d.    The details of the Gap Infrastructure to be provided are detailed in Section 23.10

e.  The Gap Infrastructure shall be directly delivered at the respective destination locations where these items are required to be installed by the IA. Therefore all rates should be quoted inclusive of FOR destination. No transportation/ insurance/ other charges would be paid by the State Nodal Agency for this purpose.

f.  The IA shall also be responsible for the stock entry at the respective departmental location upon successful installation of the Gap Infrastructure. The IA shall also obtain the installation note duly signed by the concerned officers.

g.  The IA shall implement a web-based monitoring system for tracking the progress of the various activities as defined in the scope of the work.

h.  The infrastructure to be supplied by IA should not be at the end of life or out of support.

i.  Model of the equipment to be quoted / supplied should have been introduced in the market not earlier than 2 years from the date of the bid. The IA shall provide the Manufacturer's Authorization Letter along with an undertaking from the OEM that the product has been introduced not earlier than 2 years from the date of the Bid.

### 5.5.1  **e-Form, State Portal and SSDG Infrastructure**

The Implementation Agency shall provide the hardware at SDC for hosting the State Portal, e-Forms **(Refer Section 22.1)** and State Service Delivery Gateway **(Refer Section 22.3)** and integrate it with existing SDC infrastructure with the help of Facility Management Service Provider of State Data Centre. The State shall also leverage the existing SDC infrastructure wherever possible for the e-Forms, State Portal and SSDG application**. Refer Annexure 4** for information on SDC and existing hardware.

The proposed e-Forms State Portal and SSDG infrastructure should be scalable enough to support transactions for 200 services (approx.) after 3 years.

Following are the key applications to be hosted at SDC:

- e-Forms
- State Portal
- Departmental Applications
- SSDG (provided by CDAC)

Note: If required, the System may be migrated from existing SDC to new SDC in future at no additional cost.

**5.6** CDAC shall provide the SSDG executables, centrally manage version control and provide technical assistance to the Implementation Agency in:

- Proposal preparation (SSDG component)

- Implementation

- Training the Implementation Agency's personnel

- Necessary support for Operations and Maintenance as required

- Any additional support pertaining to the SSDG component.

**5.7** The IA has to integrate the SSDG component as provided by CDAC with e-Form Application and State Portal.

**5.8** In responding to the architecture requirements in this RFP, Bidders should explicitly respond in terms of design and development, testing and implementation, and operational phases of the project. The Bidders shall in their Technical Bid:

- Describe how the Functional Requirements will be translated into technical implementations

- Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter

- Propose how availability and performance rates for the system will be measured and maintained

- Provide details of all hardware equipments and Off-the-Shelf software proposed for the system

**5.9** During design, development, implementation, testing and O&M, the Implementation Agency needs to,

- Maintain configuration management rules and system for all documents as well as source code. Only those documents and code which are approved in reviews should be used.

- Provide Status Reports and participate in Status Reviews

- Provide all necessary documentation

- Submit internal review, testing results and necessary documents (E.g. – If the Implementation Agency performs internal code review, then corresponding results and documents should be submitted to the State Nodal Agency.) All the internal review and test plans should be mentioned by the Implementation Agency in the detailed project plan to be submitted during the stage of project initiation.

## 5.10 Change in the Scope of Work

5.10.1 Any changes in the scope of work shall be finalized with the State Nodal Agency's approval. The IA shall detail out and discuss specific changes in the scope of work with the State Nodal Agency before incorporating them in the plan of action. Any deviations from the scope of work shall be highlighted at the earliest.

5.10.2   The State Nodal Agency may at anytime give written order to the IA for making changes in functionalities required or additional hardware required; but not falling within the general scope of work for the document. If any such change causes an increase in the cost or time required, the IA should notify in terms of man-month required/additional cost for executing the change requests.

5.10.3   The State Nodal Agency will examine the estimate and the agreed efforts will be compensated in terms of man-month charges/ hardware cost quoted in the commercial Bid.

**5.11 Hardware Equipments and Off-the-Shelf Softwares**

5.11.1   The Implementation Agency should Procure, Supply, Install, Commission, Configure, Test, Integrate, Manage and Support the E-Form, State Portal and SSDG Hardware Equipments and Off-the-shelf software (if any) as per the time frame stipulated by the State Nodal Agency given in the subsequent section(s) that meets or exceeds the requirements stipulated in this RFP.

**5.12 Documentation**

5.12.1   The Implementation Agency shall prepare all necessary documentation for the project, and provide them to the State Nodal Agency or the designated Consultant for review, approval, record, reference etc as mentioned in this RFP. Some of the documents (but not limited to) to be provided include:

- During installation and post installation, the Implementation Agency shall provide As-Built/Customized documentation to the State Nodal Agency. The As-built documentation should consist of all the configuration details, diagrams, Test plans, administration manuals, setup guides etc as minimum.

- Detailed manuals for each appropriate unit of the supplied equipment and services

- The training manuals and administration manuals

- Inspection and testing procedures manual including QA Policy as per STQC framework and procedures for the software/hardware equipments

- Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware equipments and the overall system.

**5.13 Software Licenses**

5.13.1   All the system software licenses shall be procured by the Bidder. The system software licenses mentioned in the Bill of Materials should be genuine, perpetual, full use and the Bidder should provide patches, hot fixes, security updates directly from the OEM at no additional cost to the State Nodal Agency for the entire period of Contract.

5.13.2   All the perpetual licenses and support should be in the name of Government of Rajasthan.

5.13.3   The Bidder shall provide with a full use database license during the contract period.

## 5.14 Security

5.14.1   Security is one of the most important aspects of the Departmental network. In order to ensure complete security of the network, scope of security services is given below.

5.14.2   The Bidder shall, to the extent relevant and possible, be guided by the standard information System Security Policies and Guidelines issued by STQC. The software solution shall contain all suitable security features and firewalls using the latest features to protect and secure the databases used by the proposed system, data in transit etc. Appropriate access and authorization controls should be incorporated in the software.

5.14.3   In general, the Implementation Agency shall ensure the following:

- Secured network access provision for all authorized users

- Ability to detect and control any unauthorized access to the system

- Secure data transaction within Department

- Secure access to centralized application

- Appropriate Anti-Virus rules and general security policies

- Shall filter packets based on protocol, source and destination address, source and destination ports, interface of the firewall from where the packet entered

- Shall be able to filter malicious contents viz. Java Applets, ActiveX.

- Shall log different type of events viz. Traffic allowed, denied etc. in standard formats. Filters shall allow viewing of different events based on IP address, network numbers, connection types, domain names, date and time etc.

- Shall have facility to query the logs and display the appropriate results

- Should support 24/7 Security Update Service

- Adherence to all security guidelines issued by the Government of India from time-to-time.

## 5.15 Backup Management Services

5.15.1   The Implementation Agency shall provide for backup management services (conduct regular backups and restoration, of critical data and systems to achieve the required service level)

5.15.2　The activities shall include:

- Backup of operating system, database and application as per the Department's policies.

- Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related policies of the Department.

- Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by the User Departments or in case of upgrades and configuration changes in the system.

- Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.

- Ongoing support for file and volume restoration requests.

### 5.16 Maintenance

5.16.1　The Implementation Agency should define and indicate the preventive maintenance schedule and procedures. Any special tools/ instruments/ equipments required in carrying out the preventive and break down maintenance of the system offered should be clearly indicated and offered to the Departments by the selected Bidder at no extra cost.

5.16.2　The IA shall ensure that adequate spares are retained at respective locations at all the times during the entire Contract Period to meet the SLR requirements.

5.16.3　The IA shall take at least 15 days prior approval from the State for the Application Maintenance i.e. planned downtime. Any Downtime within Prime hours without prior Approvals will be counted, as a Downtime and IA shall have to bear the penalties for that.

### 5.17 Preventive Maintenance Services

5.17.1　IA will perform fine-tuning of the servers as and when required at no additional cost to the State Nodal Agency.

5.17.2　Check, repair/ replace any loose contacts in the cables/ connectors & connections on a regular basis.

5.17.3　Conduct preventive maintenance in every three months or as directed by the State Nodal Agency (including inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment).

5.17.4　Cleaning and removal of dust, dirt etc. from the interior and exterior of the equipment on a regular basis.

5.17.5 Preventive Maintenance activities of components as per the recommendation/ advice of respective manufactures.

5.17.6 The Preventive Maintenance shall be carried out only during Non-Prime Hours after due intimation to the State Nodal Agency.

**5.18 Corrective Maintenance Services**

5.18.1 Warranty and maintenance/ troubleshooting of hardware problem of all supplied IT Infrastructure and rectification of the same.

5.18.2 Troubleshooting of problems arising in the system and resolving the same.

5.18.3 Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.

**5.19 Change Management**

For introducing any change, there is a need to consider the impact that change will have on all the stakeholders – both within and outside the Department. It is therefore necessary to formulate a change management strategy that encompasses the requirements of the end user and the employees. Change management should start with the planning stage and continues with the life of the project.

The IA has to submit a detailed change management plan, number of workshops and the same shall be considered during Bid evaluation.

The Change Management Plan suggests the key strategies to address the change implications having highest impact. These strategies have been classified as:

- Training

- Stakeholder Communication

- Other interventions such as Reward & Recognition, Coaching & Mentoring, setting up change teams etc.

5.19.1 **Communication Plan**

The Communication Plan maps out a clear agenda for delivering key messages to the stakeholders throughout the duration of the project. It includes communication to the identified stakeholders who should be communicated common and repeatable themes, communication roles and sign-off procedures. The basic purpose of having an employee-centric approach towards change management is to address the resistance on the part of the employees regarding adoption of the new system through an effective communication strategy.

5.19.2 **Awareness Generation Strategy**

The following channels shall be used as a medium for communication with the employees and creating awareness about the new system and processes:

- Mailers and posters

- Orientation and workshops

- Scheduled activities for change management exercise

- Interaction with Change Agents and Change Champions

### 5.19.3  **Training Requirements**

5.19.3.1 Training shall be provided by the selected Bidder to the officials of DoIT & C, State Nodal Agency and the identified Departments. Training shall also be provided to the employees of those Departments whose information and services will be provided through the Portal to enable them to contribute content.

5.19.3.2 Training shall encompass State Portal Framework & Website Guidelines, SSDG understanding and e-Form processing.

5.19.3.3 Training shall also be provided for teaching the basic trouble shooting activities (hardware and software related) in case of problems.

5.19.3.4 The IA will provide necessary training to the Departmental users. The IA should consider all the costs related to training like manuals, traveling cost of the trainer and trainer's cost. Training shall be conducted at the Block, District and State Head Quarters.

5.19.3.5 The IA shall provide training to the identified users of the two Service Centre Agencies (SCAs) of CSC project in the State who shall further train the Village Level Entrepreneurs operating the CSCs.

5.19.3.6 The Implementation Agency shall provide training to system users to efficiently use the system.

5.19.3.7 Training should be offered in English and Hindi. The training manual should have content in both Hindi and English language.

5.19.3.8 The IA shall have to make arrangements for the training infrastructure (including Projector, Computers for user training, UPS etc.). In case of non-availability of power supply at any given location, Department may shift the training location.

5.19.3.9 The Implementation Agency shall provide training as per its proposed training plan. Following is an indicative list of number of users to be trained during implementation stage.

| Capacity Building & Training | No. of Trainees at State HQ level | No. of Trainees at District level | No. of Trainees at Block level | Total Trainees at Gram Panchayat level | Total Trainees at State Nodal Agency and Others |
|---|---|---|---|---|---|
| E Form, State Portal, SSDG Orientation<br><br>Application & MIS training for operational level staff | 52 | 626 | 1303 | * 9168 | 20 (State Nodal Agency and Department of IT&C)<br><br>10 (5 from each Service Centre Agency's of CSC project) |

Note: Training to the users at the Gram Panchayat level is optional. IA may be asked to provide training at the Gram Panchayat level if required additionally, during the Operations & Maintenance Phase. The cost quoted by the Bidder for Training & Workshop table (**Refer Section 23.5** per trainee cost) in the Financial Bid shall be applicable.

5.19.3.10 The selected Bidder shall conduct training after installation and commissioning has been completed. Training will be provided by the IA to the Department officials of respective State Departments limited for a batch of minimum 15 and maximum 25 people to be identified by the IA in consultation with the State Nodal Agency.

5.19.3.11 IA should conduct online tests for the training so imparted to the functionaries and share results with the State Nodal Agency.

5.19.3.12 A detailed training schedule, including the dates, areas to be covered, time and the training literature (to be supplied to the Department) at various stages of the cycle and feedback for effectiveness will be agreed to by both the parties (State Nodal Agency and the Implementation Agency) during the performance of the Contract.

5.19.3.13 A detailed training plan has to be proposed by IA. However, following are the key training modules for the reference of the IA:

- e-Form, State Portal and SSDG orientation
- Application training for service delivery staff

5.19.3.14 The IA should provide training to each user for minimum 12 hours covering all proposed modules.

### 5.19.4  Post Implementation Training Workshop

5.19.4.1 Post implementation, the IA should conduct at least 1 workshop every quarter to train the Departmental users.

**e-Forms, State Portal and SSDG orientation**

The contents of this training module could include the following,
- Overview of e-Governance
- Vision, Objective and Strategies of the project
- Scope of work
- Proposed Solution
- Roles and Responsibilities of officials
- Typical workflow envisaged under various services
- Benefits emanating from the project to Government officials

**Application training for Service Delivery staff**

The contents could include –
- Establishing revised roles and responsibilities of concerned actors
- Understanding the revised method of service delivery.
- Specific modules of State Portal, e-Form and E-Form Application
- Training to be given to concerned process officials on use, working, authenticity and implementation of access control methods and tools
- Training related to MIS Reporting to be imparted

**Training Plan**

The training requirements mentioned above are at a role level for the specific changes that have been recommended. Further to this, during implementation, the Implementation Agency needs to chart a detailed plan of the activities given below,
- Planning the Training Requirements and activities
  - Brainstorm training activities
  - Finalize preferred media and channels for training
  - Select priority training activities
- Define training curriculum and work plan

- Define in detail, format for training deliverables
- Develop local training development work plan
- Develop contents for the training course
- Tag training activities to systems rollout plan

- Training delivery Scheduling
  - Assign staff to training courses
  - Schedule training courses
  - Confirm names and dates for courses
  - Issue invitations and confirmations
  - Allocate responsibilities

- Set up training facilities and infrastructure
  - Define technical (web) infrastructure / equipment required and source
  - Finalize training venues as identified by the State Nodal Agency
  - Training infrastructure set up
  - Finalize Training Plan

- Training Content Development
  - Develop project training material
  - Develop change management training material

- Determine End User Support Strategy
  - Define support strategy for project Sign-Off and steady state
  - Define roles and responsibilities and resources for end user support
  - Define skills and training required for support
  - Finalize support strategy with IT and project management
  - Identify individuals involved in end user support
  - Develop support team training strategy

## 5.20 Compliance

5.20.1  Quality Certification of the various components of the project i.e. Portal including SPF, e-Form Application, Electronic forms and State Service Delivery Gateway is mandatory. STQC is the designated agency to perform this task.

5.20.2  The IA shall initiate communication and follow-up with STQC regarding above the certification before the project Sign-Off.

## 5.21 Standards

5.21.1  The metadata standards published by DIT, GoI have to be followed.

## 5.22 Non-Conformities

5.22.1  The Implementation Agency shall rectify and/or take necessary action to overcome any non-conformities/observations with respect to their work as reported by the State Nodal Agency as

promptly as possible and at no additional cost to the State Nodal Agency if such rectification / action are required to be undertaken during the Contract Period.

5.22.2   The Implementation Agency shall provide the spares and service support for the entire IT infrastructure supplied by them for the entire Contract duration at no additional cost to the State Nodal Agency.

## 5.23 Warranty & Maintenance

5.23.1   The Implementation Agency shall provide a comprehensive onsite warranty for the entire Contract Period.

5.23.2   The warranty should include that the web based software designed and developed by the Implementation Agency under this Contract shall have no defect arising from the design or workmanship or from any act or omission of the Implementation Agency that may develop under normal use of the supplied software. The Bidder shall specify normal operating environmental conditions in the Contract.

5.23.3   The State Nodal Agency shall promptly notify the Implementation Agency 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 the State Nodal Agency and within the time specified and acceptable to the State Nodal Agency.

5.23.4   If the Implementation Agency, having been notified, fails to rectify the defect(s) within the period specified in the Contract, the State Nodal Agency may proceed to take such reasonable and remedial action as may be necessary, like imposition of penalties as per SLRs defined in this RFP at the Implementation Agency's risk and expense and without prejudice to any other rights which the State Nodal Agency may have against the Implementation Agency under the Contract.

5.23.5   During the Warranty period, the Implementation Agency will provide all updates, patches/ fixes, version upgrades and new versions if any within 15 days of their availability and should carry out installation and operationalization of the same at no additional cost to the State Nodal Agency for the infrastructure installed at SDC under the Project.

5.23.6   The Implementation Agency hereby represents and warrants that the system so developed will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights, or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the State Nodal Agency to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the IA shall secure all necessary written agreements, consents and

transfers of rights from its employees and other persons or entities whose services are used for development of the system.

5.23.7   The system proposed to be developed and maintained by the Bidder represents a complete, integrated solution meeting the State Nodal Agency's requirements and will provide the functionality and performance, as per the terms and conditions and SLRs under the Contract.

5.23.8   The Implementation Agency shall accept responsibility for the successful implementation and operation of the proposed System and for the compatibility of the various software and hardware components.

5.23.9   The Implementation Agency must pass on the standard OEMs' warranty which comes bundled with the purchased equipment wherever it is superior to the warranty specified in this RFP document.

5.23.10 Implementation Agency has to provide documentary evidence for back-to-back support agreement with the respective OEMs along with the Bid.

5.23.11 The Implementation Agency should undertake to ensure adherence to the acceptance criteria /standards in respect of the systems.

## 5.24 Team Deployment

The Implementation Agency (IA) would be required to deploy a team consisting of members with requisite skills and experience as per the Team Evaluation Criteria **(Refer Annexure 5)**.

5.24.1   The IA shall set-up office in Jaipur within 1 month of the award of Contract. Software development will happen from local office in Jaipur.

5.24.2   IA should ensure that minimum of the following team members are deployed during the Operations & Maintenance Phase:
- Project Manager -1
- Database Administrator- 2
- System Administrator -2
- Help Desk Engineer-5 (2 Engineers are required for morning & evening shifts each and 1 Engineer is required for the night shift)

5.24.3   The Project Manager should be deployed at Jaipur from day one of the start of the assignment.

5.24.4   The IA has to deploy minimum one personnel at each of the seven Divisional Head Quarters for successful management and implementation of the project on fulltime basis.

5.24.5   The resume of all team members should be submitted as per the format given in Form-4.

5.24.6   Replacement of any team member is subject to approval from the State Nodal Agency.

5.24.7   IA should consider team members of equivalent or higher credentials as replacement.

5.24.8   IA should refer **Annexure 5** for credentials of proposed team members.

5.24.9   Attendance mechanism clearly marking the Time-in and Time-out should be followed. In case support staff is not available or is on leave, the IA shall provide the replacement staff with same technical capabilities as that of the non-available personnel in time.

5.24.10 The IA shall ensure that the minimum required manpower is available at the State and Divisional Head Quarters on a daily basis. The IA has to keep additional manpower in buffer so that in case any employee is on leave, then the buffer staff can be deputed during the leave period.

## 5.25 Approvals

5.25.1   The State Nodal Agency shall obtain approvals for any Statutory and Regulatory requirements (if any) from any respective State Authorities and Departments. However, the Implementation Agency shall be responsible to facilitate the State Nodal Agency in preparing the required supporting documentation for obtaining such approvals from time to time for the proposed solution in order to obtain necessary Government orders.

## 5.26 Post-Acceptance Support

5.26.1   From the day of project Sign-Off, the IA must provide expert personnel at the State level in specific locations/zones for a period of three (3) years on a full-time basis for providing Post-Acceptance support to the implemented system.

5.26.2   At the end of 3 years, the State Nodal Agency will have the option of extending the Post-Acceptance support for any further periods, if the need arises so.

## 5.27 System hand-over on completion of Contract Period

5.27.1   The Implementation Agency shall transfer all the assets including all its components of software, hardware etc. to the State at the end of the Contract Period at no additional cost to the State as per the Exit Plan.

## 5.28 Content Contribution

5.28.1   RajCOMP has been appointed as the Content Service Provider (CSP) for this project. RajCOMP shall be responsible for the creation, compilation, packaging and contribution as well as maintenance of the content of the State Portal through the Content Management System (CMS) developed by the IA.

**5.29 Integration**

5.29.1    Integration with other e-governance initiatives in the State is imperative to optimize the overall Information and Communication Technology (ICT) system across all the Departments. The State Portal will integrate with the following external interfaces to provide effective service to the citizens,

    a. National Portal

    b. State Government Departments (Departmental Applications)

    c. Websites of Government Departments and organizations

    d. National level service registry

    e. National level service repository

    f. State level service registry

    g. State level service repository

    h. Consolidated Metadata Repository

    i. Government Payment Gateway (GPG)

5.29.1.1 **Payment Gateway** - The Portal should provide the online payment services (for payment of service charges) for applicants through integration with the Payment Gateway authorized by the State Government and the same shall be integrated by the IA during the Implementation Phase. The Portal solution shall support card payments using all the popular debit and credit cards (Visa, Master card etc.) and Direct Debit. The online payment services should provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place through the State Portal. The standard protocols such as HTTP, Secure Socket Layer (SSL) (minimum 128 bit) shall be used for supporting and securing the transactions taking place through the Payment Gateway.
The payment gateway agreement shall be executed by the State Government.

5.29.1.2 **SMS Gateway -** The Portal should have a SMS Gateway for status reporting/tracking and other queries of the citizens. SMS Gateway will be utilized by the Government Departments for sending service delivery related status updates to the citizens. Also, the citizens should be able to send queries to the concerned Departments via SMS.

The SMS Gateway shall be made available by the State and the same shall be integrated by the IA during the Implementation Phase.

5.29.1.3 **Content Integration -** One of the major objectives of the State Portal would be to integrate content from Government Departments and organizational websites on the State Portal and provide interoperability with National Portal by means of keeping consolidated metadata repository updated with the metadata of State Portal's content.

5.29.2    **Integration with State MMPs and State Specific Applications**

5.29.2.1 During the Operations and Maintenance phase, necessary integration with the State Mission Mode Projects (MMPs) such as AGRISNET, e-District etc and State Specific Applications such as e-Sanchar, e-Mitra, BPL Census Database etc. is proposed to be implemented in the near future, shall be provided by the Implementation Agency.

5.29.2.2 The Bidders should study the software applications of various State Departments (irrespective of the technology used or the Software Development Agency involved such as NIC, RajCOMP etc.) before participating in the bidding process. This would be necessary from the point of view of integration of those applications with SSDG in future.

5.29.2.3 The IA shall extend handholding and provide adequate training and support to the government officials and other vendors/implementation agencies of specific departmental applications that need to be integrated with the State Portal and State Service Delivery Gateway.

5.29.2.4 **e-SANCHAR-** The State Government of Rajasthan has conceived a project known as e-SANCHAR (e-Speech Application through Network for Automated Communication Help And Response). The project integrates mobile/telephony network with ICT to enable real time information from text to voice mode to the citizens under various programmes through which they get the State Government's support and assistance. The State Portal should be integrated with this application so as to provide the status update to the citizens for their submitted service request based on the unique reference/application ID.

Following are the technical details,

- Technology: Shell, PHP, MySQL.

5.29.2.5 **BPL Census Database-** The data of urban and rural families living below the poverty line have been digitized and is accessible at http://www.rajasthan.gov.in/rajgovt/misc/bpllist.html and http://bpl2002.raj.nic.in respectively. Four services of the Department of Rural Development have been identified for implementation in this project. The e-Forms to be prepared for the selected services should be integrated with the BPL Census database. The details of the BPL applicants should be automatically fetched from the database on providing the valid BPL Form No. and the district.

Following are the technical details,

- Technology for Urban BPL Database: Visual Basic 6.0, MS Access.

- Technology for Rural BPL Database: ASP.net, MS SQL Server.

5.29.2.6 **e-Mitra**- The existing service delivery portal e-Mitra shall remain functional for the Utility Services. The Portal shall re-direct the user to the e-Mitra portal for availing those services.

Following are the technical details,

- Operating System: RHEL 5.4
- Database:  Oracle 10.G database
- Application Server:  JBoss -4.3
- Programming Language:  Java

5.29.2.7 **e-District-** e-District is a State Mission Mode Project under the National e-Governance Plan that has targeted high volume services currently, which are not covered by any MMP under NeGP and undertake backend computerization to electronically enable the delivery of these services through Common Service Centres.

Government of Rajasthan envisages e-District as automation of workflow and internal processes of District Administration with the possibility of seamless integration of various departments including Revenue, PDS, Social Welfare, Panchayati Raj, Election, ULB, Land Records, and Registration etc. for providing services to the citizens. Two Districts namely Jodhpur and Ajmer have been identified for implementing the pilot e-District model in Rajasthan. Sixty Two services have been selected for e-District project under six core categories of services (identified at national level) and six additional categories of services (identified at state level). e-Forms for the selected services under e-District shall also be hosted on the State Portal.

State Portal & SSDG and e-District project have approximately fourteen services in common. The IA shall develop Application Specific connectors per district for the fourteen common services for necessary integration of SSDG component with the back-end application to be developed under e-District project.

5.29.3 The State may implement the services of District Collectorate, Jaipur as covered under the scope of this RFP in all District offices during the contract period. The IA shall have to make necessary provision for replication of services of such services to all the other Collectorates at no extra cost.

# ROLES & RESPONSIBILITIES

# Chapter-6: Roles and Responsibilities

**6.1 Project Stakeholders and their roles and responsibilities.**

### 6.1.1    State Nodal Agency

The State Nodal Agency (RajCOMP) will have the overall responsibility for the smooth implementation of the whole project.

RajCOMP, a State Agency, established under the Department of IT&C, Government of Rajasthan, is a leading consulting organization in the field of Information Technology. RajCOMP operates under the aegis of the Chief Secretary, Government of Rajasthan, who is the Chairman of Governing Board. The Executive Committee is headed by the Principal Secretary IT &C, Government of Rajasthan.

Since its inception in 1989, RajCOMP has executed a number of prestigious IT & e-Governance assignments on turnkey basis. Its clientele include various Public Sectors Undertakings and major Government Departments.

RajCOMP has also been designated as the State Nodal Agency (SNA) for implementation of NeGP Components i.e State Data Center (SDC), State Wide Are Network (SWAN), Common Service Center (CSC), State Service Delivery Gateway (SSDG) and other Mission Mode Projects (MMPs).

RajCOMP is a Technology Partner with various Departments such as Agriculture, Election Department, State Election Department, JCTCL, Education Department, RHSDP, etc. RajCOMP takes up the activities of procuring and outsourcing of hardware, software, networking components and other products and services on behalf of Government Departments / Organization (users).

Responsibilities of the State Nodal Agency are as mentioned below:

- Review of e-Forms, State Portal prepared by IA

- Inspection and acceptance of  the e-Forms, State Portal and SSDG Infrastructure at the SDC

- Inspection and acceptance of  Gap Infrastructure at Departmental Locations

- Review of integration with National Portal of India and State Content update

- Review of Security Level Design document and implementation of Security policy

- Involvement in User Acceptance Testing (UAT) for e-Forms, State Portal and SSDG

- Co-ordination with STQC for Quality certification

- Review of training provided by IA to the identified users

- Final Acceptance for e-Forms, State Portal, SSDG and Project Sign off

- Monitoring of performance during the Operations and Maintenance phase

- Review of post implementation training workshops for users every quarter

- Monitoring of performance against the defined SLRs.

- Discussion over problems and issues with the IA

- Review of statistics related to rectification of outstanding faults and agreed changes.

### 6.1.2    Department of Information Technology & Communication, Rajasthan

The Department of Information Technology & Communication (DoIT&C), formerly known as the Department of Computers (DoC) was created in the year 1988 with a very specific objective of introducing computerization in Government sector. Thereafter in the year 1992, formal cadre was created and the Department was renamed as Department of Information Technology.

The mandate of the Department has now changed from merely creation of awareness to implementation of State wide e-Governance projects in the State with the use of Information Technology and Communication tools. Hence, in the year 2001, the Department was rechristened as "Department of Information Technology & Communication". The Department has also got a mandate to effectively implement the projects covered under the National e-Governance Plan of Government of India.

The following tables lists out the responsibilities of the Department,

| At Secretariat Level | At Department Level |
|---|---|
| - Policy planning and approvals<br><br>- Coordination with Departments<br><br>- Referral for Departments<br><br>- Financial approvals<br><br>- Pursuing with GoI for NeGP and other national programs | - Policy implementation<br><br>- Preparing projects for NeGP/MMP<br><br>- Back End Computerization of Departments<br><br>- Major IT infra projects<br><br>- Project Monitoring<br><br>- HR Development for Government<br><br>- Employees and general public |

### 6.1.3    State Departments

6.1.3.1    The State Nodal Agency shall formalize arrangement with the Departments concerned, regarding processing of electronic requests that are received.

6.1.3.2 State Departments shall provide the content, forms and other details to be published on the State Portal.

6.1.3.3 State Departments shall provide services to be offered on the Portal for e-filing of the applications.

6.1.3.4 State Departments shall issue necessary guidelines for processing of electronic forms to all the locations/offices.

6.1.3.5 During the Operations and Maintenance phase of the project, the State Departments shall indicate the incremental additional services to be provisioned based on the requirements.

6.1.3.6 Necessary Government Orders will be released by the respective State Departments to facilitate online service requests using e-Forms. The GO's should be issued within a period of one month from the issue of the Government Order by the Chief Secretary facilitating electronic service requests. The Apex Committee will guide the Departments for issuing the Government Orders. Respective Department heads will issue the Government Orders for:

- Receiving the application through Portal

- Receiving the supporting documents (Scanned copies)

- Approval/Rejection of service requests in the System

- Updates on application status on the Portal

The Consultants will provide required inputs to the State in issuing the necessary Government Orders.

6.1.3.7 State Departments shall monitor the processing of the applications / service requests raised by the citizens against the set service levels which shall involve the following steps:

- Taking the printout of the electronic form

- Processing it like any other paper based application

- Updating the status of application on the State Portal from time to time

- Informing the applicant to come to office with the relevant documents and fees, if applicable, to receive the certificate/license/permit/pension etc.

- Providing service on production of supporting documents / physical presence of the applicant

**6.1.4 NIC**

6.1.4.1 NIC has formulated the State Portal Framework (SPF) available at http://spf.india.gov.in to inculcate certain degree of standardization, interoperability and seamless exchange of Information and Services among the various websites/

portals of the State Government, District Administration as well as Central Government. All implementing agencies are expected to comply with the SPF.

6.1.4.2    NIC has developed the Website Guidelines and the necessary standards. Implementing Agencies are required to comply with these guidelines during the development of the State Portal in order to achieve citizen centricity, usability and accessibility.

6.1.4.3    NIC shall provide the technical advice/consultation to the Implementation Agency for the development of State Portal in accordance with SPF.

6.1.4.4    NIC shall provide the technical advice/consultation to the Implementation Agency for integration of contents on the State Portal.

6.1.4.5    NIC shall provide the technical advice/consultation to the Implementation Agency for exchange of Services between State Portal and National Portal of India.

### 6.1.5    CDAC

6.1.5.1    CDAC shall provide the SSDG software product along with the SSDG complete stack (RHEL+JBOSS+PostgreSQL) and shall do the centralized maintenance and version control of the executables/ product.

6.1.5.2    CDAC shall provide the technical assistance to the Implementation Agency for the SSDG implementation and Connector Interface with State Portal and Backend of Electronic Form Application. Please note that NSG and NSDG integration is inbuilt in SSDG.

6.1.5.3    CDAC shall provide training to the Implementation Agencies at various levels such as overview, administration and trouble shooting of SSDG. Implementation Agency should get their staff certified from CDAC for the same.

6.1.5.4    CDAC shall provide the necessary user manuals and guidelines for SSDG implementation.

6.1.5.5    CDAC shall provide generic connectors in Java and .Net for State Portal and Electronic Form Application.

### 6.1.6    STQC

6.1.6.1    The STQC is the agency designated for carrying out the Quality Certification of various components of the project i.e. Portal, e-Form Application, Electronic Forms and SSDG. The certification will be as per the guidelines issued by DIT,GoI,  NIC and CDAC.

### 6.1.7    Common Service Centres /e-Mitra Centres

6.1.7.1    CSCs shall provide the facility to the citizens for e-filing the forms for the hosted services.

6.1.7.2    CSCs shall provide status update and acknowledgement of the applications to the citizens.

6.1.7.3    CSCs shall also facilitate the State Nodal Agency in the dissemination of information regarding SSDG, e-Forms and State Portal to the citizens in their localities.

### 6.1.8    Service Seeker/Applicant

6.1.8.1    The service seeker will select and fill the electronic form available on the State Portal.

6.1.8.2    S/he will submit the e-Form electronically.

6.1.8.3    S/he will receive unique ID generated by the system for follow-up and status tracking of the submitted service request/application.

### 6.1.9    Content Service Provider (CSP)

6.1.9.1    RajCOMP has been appointed as the Content Service Provider (CSP) by the State for the National Portal Project as well as the SSDG project.  CSP shall be responsible for creation, compilation, packaging and contribution as well as maintenance of the content on the State Portal through the Content Management System (CMS) to be developed by the IA.

### 6.1.10   Selected Implementation Agency

6.1.10.1   The Implementation Agency for each State is to be selected from among the empanelled agencies through the limited RFP process. Once selected and contracted, the Agency will under take the implementation work of the project as per the scope of work specified in this RFP.

### 6.1.11   Consultant

The Consultant will be required to assist the State in selecting one of the empanelled Implementing Agencies through a Request for Proposal (RFP) tendering process. The creation of the RFP has been preceded by an extensive requirements gathering exercise (including assessment of Gap Infrastructure) aimed at defining the scope of work of the Implementation Agency resulting in the

creation of the Functional Requirement Specification (FRS). After an Implementation Agency is selected, the Consultant will be required to support the State in monitoring the implementation of the project.

The primary responsibility of the Consultant will be to assist the State in planning and managing the implementation of the e-Form enabled Applications through State Portal and SSDG in accordance with the envisaged framework in the State project proposal approved by DIT, GoI. The Consultant will be required to assist in the implementation of the State Portal within 12 months from the time of engagement.

As the e-Forms, State Portal and SSDG infrastructure shall also be utilized by other Mission Mode Projects (MMPs) like e-District, the Consultant will ensure that necessary support for integration with these components is provided by the IA.

### 6.1.12  Responsibility Matrix

| | |
|---|---|
| **RajCOMP** | State Nodal Agency, Rajasthan |
| **State Departments** | Respective State Departments |
| **NIC** | NIC, Rajasthan |
| **CDAC** | CDAC, Mumbai |
| **CSP** | Content Service Provider for the State of Rajasthan- RajCOMP |
| **IA** | Implementation Agency to be short listed |
| **Consultant** | Short listed empanelled Consultant for the State |
| **STQC** | STQC, Government of India |

6.1.12.1  Summary of Roles and Responsibilities of stakeholders

| S. No | Activity | RajCOMP | State Departments | NIC | CDAC | CSP (RajCOMP) | IA | Consultant | STQC |
|---|---|---|---|---|---|---|---|---|---|
| 1. | Contract signing between State Nodal Agency & IA | Y | | | | | Y | | |
| 2. | Study and review of Functional Requirement Specifications (FRS) document | Y | Y | | | | Y | | |
| 3. | Study of existing Departmental Applications | Y | Y | | | | Y | | |
| 4. | Application Development as per the State Portal Framework (SPF), website guidelines, necessary standards and analysis of the same | | | Y | | | Y | | |
| 5. | Study, preparation and review of Software Requirement Specifications (SRS) document | Y | | | | | Y | Y | |
| 6. | Development of e-Forms, State Portal and review of the same | Y | Y | | | | Y | Y | |
| 7. | Unit Testing of the e-Forms, State | Y | | | | | Y | | |

| S. No | Activity | RajCOMP | State Departments | NIC | CDAC | CSP (RajCOMP) | IA | Consultant | STQC |
|---|---|---|---|---|---|---|---|---|---|
| | Portal and other Department specific components and review of the same | | | | | | | | |
| 8. | Installation and Commissioning of the e-forms, Sate Portal and SSDG Infrastructure at SDC and Gap Infrastructure at Departmental Locations | Y | | | | | Y | | |
| 9. | Migration of the developed system from existing SDC to new SDC (if required) | Y | | | | | Y | | |
| 10. | Co-ordination with CDAC for provisioning of SSDG software, centralized maintenance and version control of the SSDG software | Y | | | Y | | Y | | |
| 11. | Co-ordination with CDAC for providing technical assistance for the SSDG implementation, Connector Interface with State Portal and backend of Electronic Form Application | Y | | | Y | | Y | | |
| 12. | Deployment of the e-Forms, State Portal, SSDG and integration of the same with SMS and Payment Gateway | Y | | | | | Y | | |
| 13. | Preparation of necessary user manuals for the e-Forms, State Portal, SSDG and review of the same | Y | | | | | Y | | |
| 14. | Security level design document and implementation of Security policy | Y | | | | | Y | | |
| 15. | Integration testing with other Departmental Applications (e.g. Election Department., Revenue Department. etc) | Y | Y | | | | Y | | |
| 16. | User training, preparation, review and delivery of training manuals | Y | Y | | | | Y | | |
| 17. | User Acceptance Testing (UAT) for e-Forms, State Portal and SSDG | Y | Y | | | | Y | Y | |
| 18. | Commissioning of e-Forms, State Portal and SSDG Application | Y | | | | | Y | | |
| 19. | Co-ordination with STQC for Quality certification | Y | | | | | Y | | Y |

| S. No | Activity | RajCOMP | State Departments | NIC | CDAC | CSP (RajCOMP) | IA | Consultant | STQC |
|-------|----------|---------|-------------------|-----|------|---------------|----|-----------|------|
| 20. | Final Acceptance for e-Forms, State Portal, SSDG and Project Sign-Off | Y | Y | | | | Y | Y | |
| 21. | State Portal Content update | Y | | Y | | Y | Y | | |
| 21. | Operations and Maintenance for a period of 3 years after Acceptance and Sign-Off | Y | | | | | Y | | |
| 22. | Post implementation workshop for users every quarter (minimum one) | Y | Y | | | | Y | | |

# SERVICE LEVEL REQUIREMENTS

# Chapter-7: Service Level Requirement (SLR)

The purpose of Service Level Requirements (hereinafter referred to as SLR) is to clearly define the levels of service which shall be provided by the Implementation Agency to the State Nodal Agency for the duration of the Contract Period.

The present BOM has been worked out based on the study documented in the FRS. Any additional requirements in future shall be worked out separately and its consequent effect on the SLRs should also be taken into consideration.

## 7.1 Category of SLR (Service Level Requirement)

The SLR section provides for minimum level of services required as per the contractual obligations based on the performance indicators and measurements thereof. The IA shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the IA shall be reviewed by the State Nodal Agency that shall:

- Regularly monitor performance against the defined SLRs.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The SLRs have been logically segregated in the following three categories:

**Deployment SLR** - It is applicable as per the scope of development, supply, installation and commissioning of e-Forms, State Portal and SSDG solution at the State Data Centre and Gap Infrastructure to be deployed at the various Departmental locations.

**Technical SLR** – It is applicable and must be complied by demonstration at the time of acceptance of the State Portal. The objective is to assess the performance of installed hardware, State Portal and Central Application over a defined period of time.

**Operational SLR** – It is applicable after the acceptance of the State Portal and SSDG on successful Acceptance and Sign-Off and the entire support period i.e. 3 years post implementation.

**7.2 Deployment SLR**

The Deployment SLR is applicable to the following scope,

7.2.1.1    Supply, installation and commissioning of all required hardware for steady functioning of the State Portal and to comply with the Technical and Operation SLR

7.2.1.2    Supply, installation and commissioning of all required software (Commercial Off-The-Shelf (COTS)) for steady functioning of the State Portal and to comply with the Technical and Operational SLR

7.2.1.3    Development and commissioning of the applications as defined in the Functional Specifications.

7.2.1.4    The duration, basis of measurement and penalty which is in addition to the Liquidated Damages are as defined in the below table,

| S. No. | Deployment SLR component | Baseline * (T) (In weeks) | Low Performance | Penalty ** |
|---|---|---|---|---|
| 1 | Submission of SRS document | =T+6 | >T+6 | A Penalty of Rs. 25,000.00 per week for first two weeks, Rs. 40,000.00 per week for every subsequent week subject to a maximum of Rs. 2,10,000.00 |
| 2 | Submission of Architectural Design for State Portal | =T+6 | >T+6 | A Penalty of Rs. 25,000.00 per week for first two weeks, Rs. 40,000.00 per week for every subsequent week subject to a maximum of Rs. 2,10,000.00 |
| 3 | Submission of high level security design document | =T+6 | >T+6 | A Penalty of Rs. 25,000.00 per week for first two weeks, Rs. 40,000.00 per week for every subsequent week subject to a maximum of Rs. 2,10,000.00 |
| 4 | Delivery and installation and configuration of all | =T+17 | >T+17 | A Penalty of Rs. 10,00,000.00 per week |

| S. No. | Deployment SLR component | Baseline * (T) (In weeks) | Low Performance | Penalty ** |
|---|---|---|---|---|
|  | supplied hardware, software, etc at State Data Centre |  |  | for first two weeks, Rs. 20,00,000.00 per week for every subsequent week subject to a maximum of Rs. 40,00,000.00 |
| 5 | Delivery and installation and configuration of all supplied hardware (Desktop, Printer, Scanner and UPS) , system software, etc. for Departmental users at Districts and Blocks | =T+17 | >T+17 | A Penalty of Rs. 1,000.00 per week per destination location for first two weeks, Rs. 2,000.00 per week for every subsequent week subject to a maximum of Rs. 10,000.00 |
| 6 | Commissioning of e-Forms, State Portal and SSDG | =T+18 | >T+ 18 | A Penalty of 0.5% per week for first two weeks, 1% per week for every subsequent week. This is subject to a maximum of 5%. Penalty will be computed on Contract value. |
| 7 | User Training and Workshops | =T+23 | >T+23 | A Penalty of Rs. 300.00 per training session for first two weeks, Rs. 500.00 per training session for every subsequent week subject to a maximum of Rs. 1000.00 |
| 8 | System Integration, Final User Acceptance Testing and Project Sign-Off | =T+24 | >T+24 | A Penalty as 2% per week for first two weeks, 4% per week for every subsequent week. This is subject to a maximum of 20%. Penalty will be computed on Contract value. |

- Baseline (T) starts from the date of issue of work order.

- **Any delay beyond maximum penalty allowed could lead to termination of the Contract at the discretion of the State Nodal Agency.

### 7.3 Technical SLR

The solution would be tested during the User Acceptance Testing phase with reference to the Technical SLRs mentioned below,

| S. No. | Service Metrics Parameters | Metric | Basis of measurement | Response time/ remarks |
|---|---|---|---|---|
| 1 | Capacity of the State Portal | Equivalent of capacity to handle 40,000 Business Transactions* per day | Simulated the stated loads and testing the system performance using load-testing tools | Static web pages of State Portal, rules and regulations hosted in State Portal instance: 3-5 sec; Dynamic web pages of State Portal: 6-7 sec |
| 2 | Concurrent connects to State Portal | 1549 | | |
| 3 | SSDG | Message Throughput  Min. 100 messages/Sec | Messages per Second | Initial minimum – 100 messages  Scaleable up to 250 messages |
| | | Max response time 3 sec | Response Time is measured as the time taken from the point of receipt of a message by the SSDG up to the point that the message is sent from the SSDG to the Service Provider (SP) | 3 seconds for at least 95% of transactions in any 1 hour window of time |
| 4 | e-Forms Experience | 3-5 sec | These parameters to be decided on the basis of the connectivity as well as computing infrastructure availability. | Considering average e-Form size 300 Kb and minimum bandwidth of 64 Kbps. |
| | | 5-7 sec | | |
| | | Scanned documents upload time | | Considering average 5 scanned documents of 0.5 MB each. |

| S. No. | Service Metrics Parameters | Metric | Basis of measurement | Response time/ remarks |
|---|---|---|---|---|
| | | 30-45 Sec | | |
| 5 | State Portal<br><br>Storage and Retrieval from pre-defined locations | >=99% on quarterly basis | Audit done by Third Party Administrators- sample and random audits done by concerned authority | For 99% of request, should store and retrieve the data from pre-defined locations |
| 6 | Provision for uploading new versions of forms with maintenance of version control | No errors allowed | | Error monitoring and clearance within 1 working day.<br><br>Submission of version control document by IA every quarter. |

*A Business Transaction represents a Business Process, which may have multiple transactions.

## 7.4 Operational SLR

7.4.1 **Categorization of Call**

The purpose of this Service Level Requirements (SLRs) is to clearly define the levels of service which shall be provided by the IA for the duration of the Contract Period.

The IA and the State Nodal Agency shall regularly review the performance of the services being provided by the IA and the effectiveness of this SLR. As and when the Disaster Recovery (DR) site comes up for SDC, the corresponding SLRs will be included.

7.4.1.1  **Definitions**

For purpose of this Service Level Requirement, the definitions and terms as specified in the Contract along with the following terms shall have the meanings set forth below:

- "*Uptime*" shall mean the time period for which the specified services / components with specified technical and service standards are available to the State and user Departments. Uptime, in percentage, of any component (Non-IT & IT) can be calculated as:

    Uptime = {1- [(Downtime) / (Total Time – Maintenance Time)]} * 100

- "*Downtime*" shall mean the time period for which the specified services / components with specified technical and service standards are not available to the State and the user Departments. It excludes the scheduled outages planned in advance for e-Forms, State Portal and SSDG infrastructure and the link failures.

- "*Incident*" refers to any events / abnormalities in the functioning of the e-Forms, State Portal and SSDG infrastructure and State Portal Application services that may lead to disruption in normal operations.

- "*Helpdesk Support*" shall mean the 24x7x365 centre which shall handle Fault Reporting, Trouble Ticketing and related enquiries during this Contract.

- *"Response Time"* shall mean the time interval between the time the incident is reported to the Helpdesk and the time an engineer is assigned to the call.

- "*Resolution Time"* shall mean the time taken (after the incident has been reported at the Helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation. The resolution time shall vary based on the severity of the incident reported at the Helpdesk. The severity would be as follows:

    - Critical: Incidents which impact the overall solution like outage of SSDG/State Portal/e-Form Application and which has a high impact on the service delivery to citizens and respective Departments. Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs. Incidents for which no work around is available. Any incident which is affecting a majority of users (over 80% of users including Department users and CSCs).

    - Medium: Incidents which impact a limited number of users. The main application at SDC is available but the productivity of a limited number of users is getting affected. For e.g. SSDG and State Portal application are up and running but certain users are unable to login/access/ submit request/ process citizen service requests etc. Incidents whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. Acceptable work around is available. For example, installation of operating system, patches etc.

- <u>Low</u>: Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component. Incidents like functionality enhancement and/or support for modifications or maintenance of source code, application version enhancement etc.

### 7.4.1.2 SLRs for Helpdesk/ Maintenance support calls for e-Forms, State Portal and SSDG

Support calls to the Helpdesk should be answered in 2 rings.

| Sr. No. | Type of Incident | Response Time | Resolution time SLR |
|---|---|---|---|
| 1 | Critical<br><br>For critical incidents the resolution time "T" shall be mutually agreed by the State and the IA at the time of award of Contract. | 15 minutes from call logged. | <= 2 Hours |
| 2 | Medium | 30 minutes from call logged | <=1 Day from the time of incident logged at the Helpdesk |
| 3 | Low | 45 minutes from call logged | <= 2 Days from time of response logged. |

### 7.4.1.3 **Basis of Measurement**

| Sr.No. | Service Metrics parameters | Baseline metrics | Basis of measurement | Remarks |
|---|---|---|---|---|
| 1 | Portal Uptime | Web pages of State Portal, rules and regulations hosted in State Portal instance-99.9% uptime | Measured over a leased circuit or equivalent at 64kbps Bandwidth.<br><br>Measurement on a quarterly basis by the IA. | To facilitate quick page loading over low bandwidth connections |
| 2 | Portal Response Time | Static web pages of State Portal, rules and regulations hosted in State Portal instance – maximum 7 seconds for static pages<br><br>Dynamic web pages of State Portal maximum 10 seconds based irrespective of how dynamic the web page is. | Audit by Third Party Administrators | Sample and random audits would be done by Designated Authority. |
| 3 | State Portal Load Testing | Conduct load testing on the Portal every 3 months. | Reports submitted by IA and audited by Third Party Administrator. | Quarterly MIS reports. |

The tools for measurement would be provided by the Implementation Agency.

### 7.4.1.4 **Penalty**

| State Portal Performance | Target | Low Performance | Severity | Penalty |
|---|---|---|---|---|
| State Portal-Up time (Total time other than | >=99.9% | NA | Critical | No Penalty upto 2.2 hours per quarter |

| State Portal Performance | Target | Low Performance | Severity | Penalty |
|---|---|---|---|---|
| scheduled maintenance) | | <99.9 % to >= 99.5% | | Beyond 2.2 hours of downtime, 1% of the QGR for every 2 hours of down time at a stretch or in parts up to total down time of 10.95 hours. This down time shall be calculated over and above the total hours of permissible downtime. |
| | | <99.5% to >= 99% | | Beyond 10.95 hours of downtime, 2% of the QGR for every 2 hours of down time at a stretch or in parts up to total down time of 21.90 hours. This down time shall be calculated over and above the total hours of permissible downtime. |
| | | <99 % | | Beyond 21.90 hours of down time, 3% of the QGR for every 1 hour of down time at a stretch or in parts subject to a maximum of 43.8 hours |
| Intranet user reports (MIS) | Report for the previous month shall be submitted by the 7th of the next month. Penalty shall be levied only after the 10th of the month of submission | Medium | | Rs. 10,000.00 per day of delay in submission subject to a maximum of Rs. 30,000.00 |
| Static web pages of migrated portals, rules and regulations hosted in State Portal instance | >=99.9% | NA | Critical | No Penalty upto 2.2 hours per quarter |
| | | <99.9 % to >= 99.5% | | Beyond 2.2 hours of downtime, 1% of the QGR for every 2 hours of down time at a stretch or in parts up to total down time of 10.95 hours. This down time shall be calculated over and above the total hours of permissible downtime. |

| State Portal Performance | Target | Low Performance | Severity | Penalty |
|---|---|---|---|---|
| | | <99.5% to >= 99% | | Beyond 10.95 hours of downtime, 2% of the QGR for every 2 hours of down time at a stretch or in parts up to total down time of 21.90 hours. This down time shall be calculated over and above the total hours of permissible downtime. |
| | | <99 % | | Beyond 21.90 hours of down time, 3% of the QGR for every 1 hour of down time at a stretch or in parts subject to a maximum of 43. 8 hours |
| Storage and retrieval of service requests from pre-defined locations | >=99.9% | NA | Critical | No Penalty up to 2.2 hours per quarter |
| | | <99.9 % to >= 99.5% | | Beyond 2.2 hours of downtime, 1% of the QGR for every 2 hours of down time at a stretch or in parts up to total down time of 10.95 hours. This down time shall be calculated over and above the total hours of permissible downtime. |
| | | <99.5% to >= 99% | | Beyond 10.95 hours of downtime, 2% of the QGR for every 2 hours of down time at a stretch or in parts up to total down time of 21.90 hours. This down time shall be calculated over and above the total hours of permissible downtime. |
| | | <99 % | | Beyond 21.90 hours of down time, 3% of the QGR for every 1 hour of down time at a stretch or in parts subject to a maximum of 43. 8 hours |
| Provision for uploading new versions of forms with maintenance of | No errors allowed | | Critical | Error monitoring and resolution within 1 working day. Beyond 1 day, penalty of Rs. |

| State Portal Performance | Target | Low Performance | Severity | Penalty |
|---|---|---|---|---|
| version control | | | | 2,500.00 per day of delay subject to a maximum of Rs. 10,000.00 |
| **Response Time** | | | | |
| Dynamic Web pages | <=10 sec | | | No Penalty |
| | | >10 sec and <=30 sec | | Rs. 2000.00 / sec |
| | | >30 sec | | Rs. 5000.00 / sec |
| Static Web Pages | <=7 sec | | | No Penalty |
| | | >7 sec and <=10 sec | | Rs. 3000.00 / sec |
| | | >10 sec | | Rs. 5000.00 / sec |
| Training Workshops | | | | |
| | >=1 | <1 | | IA has to conduct at least 1 Training Workshops every quarter or else 20% of QGR will be deducted as penalty per workshop. |

7.4.1.5 **SLRs for Helpdesk / Maintenance support calls for Gap Infrastructure for Departments**

The Help Desk service will serve as a single point of contact for all incidents and service requests for the user Departments. The service will provide escalation / closure of incidents for the user Departments for the installed gap infrastructure. The activities shall include:

- Provide Help Desk facility during agreed service period for reporting user Department incidents / issues / problems with the gap infrastructure.

- Provide necessary channels for reporting issues to the Help Desk. The incident reporting channels shall be the following:
    - Specific e-Mail account
    - Telephone Line for Help desk personnel (Minimum Two)
    - State Portal

- Implement a call logging system in-line with the defined incident types as per the SLRs. The Help Desk shall log user calls related to gap infrastructure and assign an incident/ call ID number.

- Creation of knowledge base on frequently asked questions to assist user Departments in resolving basic issues themselves

- Track each incident / call to resolution

- Provide feedback to callers.

- Analyze the call statistics

- Continuous monitoring of the gap infrastructure at the SDC to ensure compliance with SLRs.

- Day-to-day monitoring and trouble-shooting shall be done by the manpower to be deployed at the various divisions by selected IA.

- Escalate the calls, to the appropriate levels, if necessary as per the Escalation Matrix agreed between the IA and the user Department. The Escalation Matrix shall be developed by the IA in discussion with the State Nodal Agency.

- Coordinate with respective vendors for closure of calls.

- Analyze the incident / call statistics and provide monthly reports to the State Nodal Agency including but not limited to:

    - Type of incidents / calls logged

    - Incidents / calls resolved

    - Incidents / calls open

    - Time for Resolution

7.4.1.6   **Help Desk Timings**

| Sr. No. | Description | Duration |
|---|---|---|
| 1 | Timings | 24 x 7 |
| 2 | Prime Time | 9am to 8pm |
| 3 | Non-Prime Time | 8pm to 9am |
| 4 | Period | Three years from the date of Project Sign-Off |

*Note: State Government declared public holidays and Sundays shall be considered as Non-Prime Time.

7.4.1.7   **SLRs for Gap Infrastructure**

For purpose of this Service Level Requirement, the severity of the incidents shall have the meanings set forth below:

- Critical: Incidents that impact the overall services (e.g. Desktop, changes in the configuration of hardware / software etc.) of a Department in a particular location. Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs. Incidents for which no work around is available.

- Medium: Incidents that partially impact the overall service delivery (Printer, Scanners, etc.) of a Department. Incidents whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. Acceptable work around is available. For example, installation of operating system, patches etc.

- Low: Incidents that may affect the performance of the gap infrastructure (consumables, printer cartridges etc.) and are not significantly interrupting the working of that component.

| Sr. No. | Type of Incident | Business Hours | Response Time | Resolution time SLR | Penalties |
|---------|------------------|----------------|---------------|---------------------|-----------|
| 1 | Critical | Prime Time | 15 minutes from call logged | <= 2 hours | Beyond 2 hours of down time, Rs. 500.00 per hour per incident subject to a maximum of Rs. 2000.00 |
| | | Non-Prime Time | 30 minutes from call logged | <=4 hours | Beyond 4 hours of down time, Rs. 500.00 per hour per incident subject to a maximum of Rs. 2000.00 |
| 2 | Medium | Prime Time | 30 minutes from call logged | Within 24 hours from the time of incident logged at the Helpdesk | Beyond 24 hours of down time, Rs. 300.00 per 2 hours per incident subject to a maximum of Rs. 1800.00 |
| | | Non-Prime Time | 60 minutes from call logged | Within 36 hours from the time of incident logged at the Helpdesk | Beyond 36 hours of down time, Rs. 300.00 per 2 hours per incident subject to a maximum of Rs. 1800.00 |
| 3 | Low | | 60 minutes from call logged | Within 48 hours from time of incident logged at the Helpdesk | Beyond 48 hours of down time, Rs. 200.00 per 2 hours per incident subject to a maximum of Rs. 4000.00 |

# PROJECT MANAGEMENT REVIEW

# Chapter-8: Project Management Review

**8.1** The progress of the project would be reviewed at regular intervals by the State Nodal Agency and the Consultant. Implementing Agency should send weekly progress reports & monthly status reports to the Consultant and the State Nodal Agency. Implementing Agency has to obtain necessary concurrence from the State Nodal Agency if there are any slippages in the deliverables as mentioned in Chapter 10

**8.2** The State Government has constituted four committees with the aim of giving impetus to e-Governance initiatives in the State. These are listed as below,

1. State e-Governance Council (Chairman - Chief Minister)

2. State Level Apex Committee (Chairman - Chief Secretary)

3. State e-Governance Mission Team (Chairman – Principal Secretary, IT&C)

4. Project e-Governance Mission Team

**8.3** The project progress shall be reviewed in the above mentioned committees on a timely basis. The IA shall be responsible for providing the status of the project during the above Committee meetings.

**8.4 Acceptance Criteria**

8.4.1    State will accept the commissioning and project Sign-Off only after confirmation from all respective Departments (7 Departments for 42 services).

8.4.2    Since it is a web based application, a team comprising of representatives from the State Nodal Agency, IA and respective Departments will verify if all the components of the solution are working fine and Department is satisfied with the e-Forms (fields and features), State Portal Application (Application Download, Approval, Rejection) and SSDG.

8.4.3    Any delay on account of Government side procedures such as issuance of Government Orders, logistics arrangement at site offices, personnel deployment, power supply, network connectivity and bandwidth etc. should not be considered for acceptance. In case such a delay occurs, the acceptance should be completed for those services where these procedures are not impacting. The prorated payment for the delayed service may be made later at the discretion of the State Nodal Agency.

8.4.4    Acceptance by the State Nodal Agency is subject to satisfactory responses from the respective Departments for all services.

# TECHNICAL ARCHITECTURE

# Chapter-9: Technical Architecture

### 9.1 Solution Architecture- Overview

The following diagram depicts the key logical components that would constitute an overall Solution for e-Forms, State Portal and SSDG. The following architecture is intended to facilitate the Bidder in better understanding of overall solution architecture in addition to the requirements mentioned in the RFP.
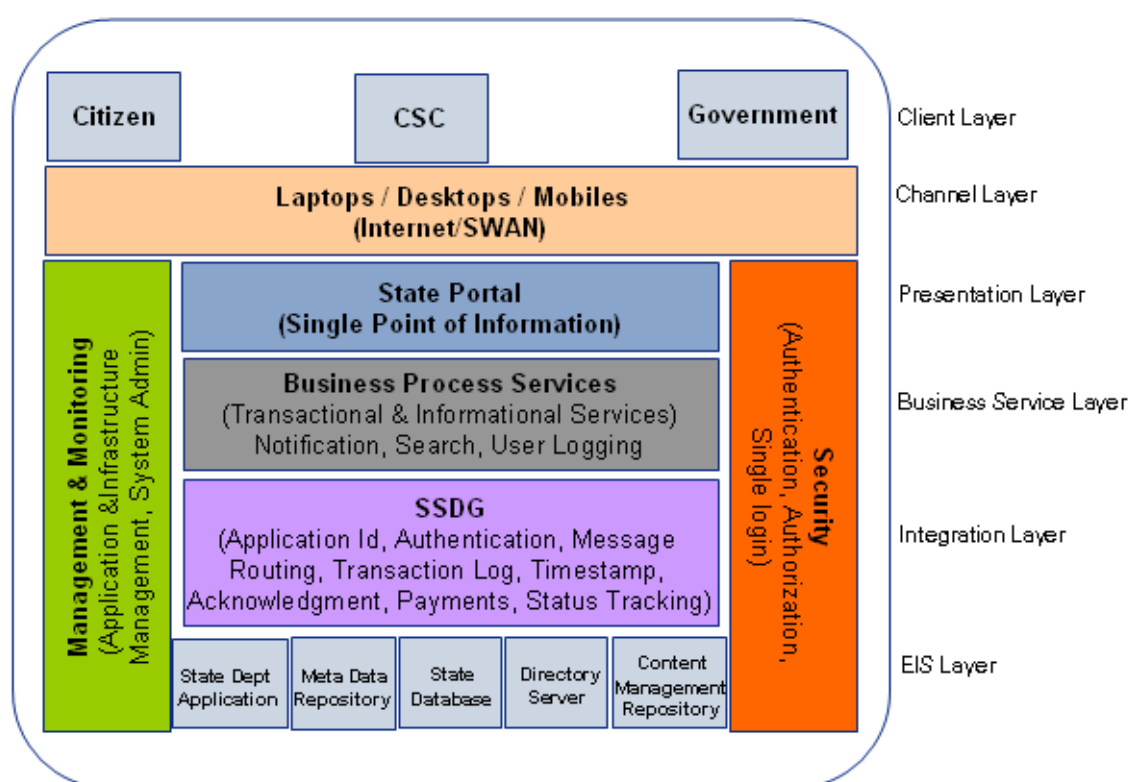
**Technical Architecture**

- **Client Layer-** This layer considers different users accessing the solution. User could be a Service Seeker (Citizen/CSC Operator) and Service Provider (Government Department officials processing the service requests) from anywhere at any time.

- **Channel Layer-** A user can access the solution through various media such as web browsers, thin client applications, Smart Phones etc.

- **Presentation Layer-** This layer caters to functionalities of the State Portal. It includes content publishing, bilingual interface, information retrieval and overall Content Management framework.

- **Business Service Layer-** This is an intermediate layer that represents the common business process services like notification, search, enterprise related applications and components such as workflow management, business data services, operational services like session management, audit logging, input data validation (e-Forms and scanned documents) and caching management services to name a few.

- **Integration Layer-** This layer consists of SSDG for integration with e-Form Application, other Departmental applications, Service Repository etc. Other functions like message routing, time stamping and interoperability between various layers and connectors of Departmental applications also form part of this layer.

- **EIS Layer-** Enterprise Information System Layer consists of all Department databases, Content Management System, Metadata repository, Directory servers etc.

## 9.2 Technology Standards

This section details the various Information Technology (IT) standards that are to be considered while developing the System.

### 9.2.1 Platform Flexibility

- Web-centric multi-tier architecture with each tier fully independent and platform independent

- Open Standards are to be adhered to

- Extensible Markup Language (XML) standards are used which are platform independent

- Compliance to SOA and Web-services

### 9.2.2 Interoperability

- Usage of standard Application Programming Interface (APIs)

- Support for BPEL (Business Process Execution Language) or any other equivalent.

- Integration with Enterprise Application Integration (EAI) technology suites and directory

- Openness to multiple channel capabilities, such as mobile computing

- Service-Oriented Architecture (SOA) support

- Extensible Markup Language (XML) process definition storage

- Support for multiple industry standard databases with connectivity ODBC/ JDBC and Unicode compliance

### 9.2.3    Deployment Architecture:

**Presentation Layer (User Interface)**

The communication between Portal and other components is performed via Web Service. Web Services are de facto standard for communication across different hardware platforms, operating systems and business processes.

They are modeled according to publicly accepted Open Standards, so that different implementations running on different operating systems can interoperate. Common markup languages for Web Services communication used are XML (Extensible Markup Language), SOAP (Simple Object Access Protocol) (which is also based on XML) as common message format for exchanging information and WSDL (Web Service Description Language) (based also on XML) as common format for Web Service description. Web Services are published via UDDI (Universal Description, Discovery and Integration) (also based on XML).

Web Service and code behind Web Service (WS end point code) is deployed on a separate cluster of HW servers. This type of HW architecture, in conjunction with load balancing, makes the system more scalable. Two Web Services could be used for communication with both information seekers/users and external information systems. One Web Service is used for initial authentication to Portal and the other one for sending service requests to Portal after successful authentication.

**9.3 Work Flow of e-Form Application through State Portal and SSDG**

*Fig. 9.2 Workflow of e-Form application*
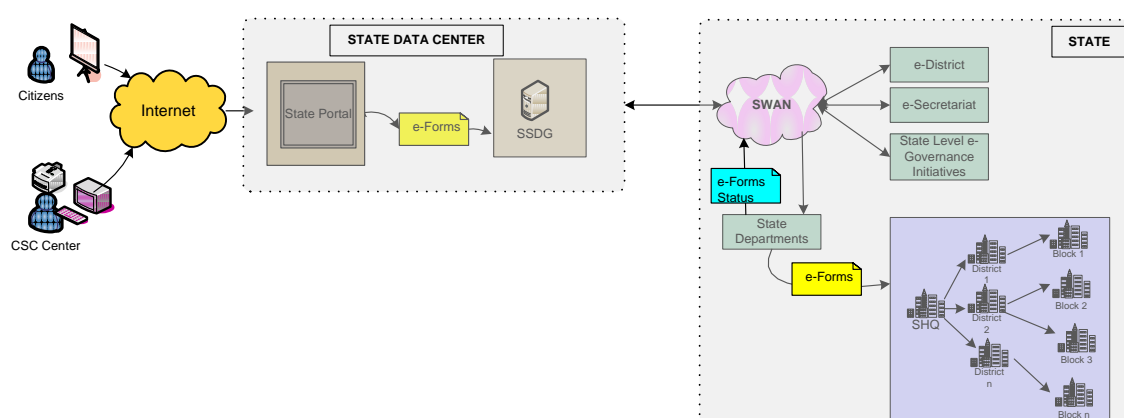
# DELIVERABLES

# Chapter-10: Deliverables

**10.1 List of Deliverables**

The list of deliverables from the successful Bidder is as follows:

10.1.1 **Stage I: Design**

- System Requirement Specification (SRS) document containing detailed requirements captured and analyzed including Functional Requirements, Interface Specifications, and Application Security Requirements

- High Level Software Design document including Software Architecture Design, Logical and Physical Database Design (E-R Diagrams) etc.

- Low Level Software Design document including Programming Logic, Work Flow, Data Flow Diagrams (DFDs) etc.

- Security Level Design Document

10.1.2 **Stage II: Application Development**

- Conversion of Physical forms to e-Forms

- Complete Source Code (Application development)

- Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan)

- Unit Testing

- Load Testing

- Integration Testing

- Implementation of Security Policy

- Testing Documentation (including details of defects/bugs/errors and their resolution)

10.1.3 **Stage III: Procurement and Installation of IT Infrastructure**

- Procurement of IT Infrastructure and installation at SDC for e-Forms, State Portal and SSDG

- Procurement of Gap Infrastructure and installation i.e. Desktops with printers, scanners and UPS at Departmental locations

- Installation of Management and Reporting tools

- Web-based Monitoring Tool

### 10.1.4 **Stage IV: Solution Commissioning**

- Preparation of UAT environment

- Commissioning of e-Forms, State Portal (including metadata services, Department locations and service locator) and SSDG

- Pilot run Testing and documentation (including details of defects/bugs/errors and their resolution)

- User Acceptance Test

- Integration with existing State Departmental applications

### 10.1.5 **Stage V: User Training**

- Training Manuals

  - User Manuals- e-Forms and State Portal

  - Systems Administration Manuals- Installation, Maintenance and MIS reporting

- Training compliance report duly certified by trainees/Departments.

- Trainings and Workshops

### 10.1.6 **Stage VI: Quality Certification and Project Monitoring**

- Quality Certification from STQC

- UAT report plan and acceptance report by the State Nodal Agency

- Periodic Status and Review Reports

- Quarterly Root Cause Analysis reports for all SLRs and critical services failures and any other major problem. The reports shall also have a detailed Root Cause Analysis for all performance and availability problem that occur. Formal root cause analysis will be delivered within five days of problem occurrence, including:

  - Explanation of the root cause

  - Corrective Actions taken for resolution

- Action plan to prevent re-occurrence, with project plan / tasks required and timing for major milestone of the correction effort and identification of the State Nodal Agency's responsibilities in the correction process.

### 10.1.7 **Stage VII: Project Sign-Off**

- Project Sign-Off

### 10.1.8 **Stage VIII: Operation and Maintenance (Three years after Project Sign-Off) on a Quarterly Basis**

- Periodic Status and Review Reports

- Quarterly Root Cause Analysis reports for all SLR and critical services failures and any other major problem. The reports shall also have a detailed Root Cause Analysis for all performance and availability problem that occur. Formal root cause analysis will be delivered within five days of problem occurrence, including:

  - Explanation of the root cause

  - Corrective Actions taken for resolution

- Action plan to prevent re-occurrence, with project plan / tasks required and timing for each major milestone of the correction effort and identification of the State Nodal Agency's responsibilities in the correction process

- SLA Monitoring and Management reports

- MIS reports

- Report on planned Preventive Maintenance schedules

10.1.9 The IA shall workout the formats for above reports and gets these approved by the State Nodal Agency.

10.1.10 The IA shall provide all other relevant design & documents as may be required to carry out the work as detailed in the scope of work.

10.1.11 Any other deliverables and related documents not covered under the above scope will be decided through mutual agreement. IA shall be responsible for providing the required deliverables to the State Nodal Agency.

# TIME SCHEDULE

# Chapter-11: Time Schedule

**11.1 Project Plan**

11.1.1 The implementation schedule for the project is as following:

| Stage | Sr.No | Project Milestones | Time for Completion (weeks) |
|---|---|---|---|
| **Stage I** | 1 | Project Kick-Off Meeting | T[1] |
| | 2 | Assessment of physical infrastructure and FRS document | T + 2 |
| | 3 | Finalization of System Requirement Specifications (SRS) | T + 6 |
| | 4 | Architecture Design of State Portal | T + 6 |
| | 5 | High Level and Security Design Document | T + 6 |
| **Stage II** | 6 | Conversion of Physical Forms to e-Forms | T + 12 |
| | 7 | Application Development and Testing- Unit testing, Load Testing and Integration testing | T + 13 |
| | 8 | Testing Documentation (including details of defects/bugs/errors and their resolution) | T + 14 |
| **Stage III** | 9 | Supply and Installation of e-Forms, State Portal, SSDG Hardware and Gap Infrastructure | T + 17 |
| **Stage IV** | 10 | Commissioning of e-Forms, State Portal (including metadata services, Department locations and service locator) and SSDG | T + 18 |
| | 11 | Preparation of UAT environment | T + 18 |
| | 12 | User Acceptance Testing | T + 19 |
| **Stage V** | 13 | User Training and Workshops | T + 23 |
| **Stage VI** | 14 | Quality certification from STQC | T + 23 |
| | 15 | Project Monitoring (after the Commissioning of e-Forms, State Portal and SSDG) | T + 24 |
| **Stage VII** | 16 | Project Sign-Off | T + 24 |
| **Stage VIII** | 17 | Operations and Maintenance (For 3 years after Project Sign-Off) | T + 24 onwards |

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[1] T refers to the project start date. This should be from the date of issue of Work Order.

11.1.2  The Implementation Agency needs to submit a detailed project plan on the commencement of the project. The State Nodal Agency may also prioritize the deliverables and can ask the Implementation Agency to incrementally implement the high priority items initially during the Development Phase.

11.1.3  The period of 18 weeks for finalization and development of software may be used to incrementally implement some of the selected solution, so as to inject the IT culture within the organization, promote continuous learning and to carry out training programs. It is assumed that installation of hardware equipments would be in place by then (through appropriate phased installation).

11.1.4  The State Nodal Agency and/or its designated authorities (e.g. Project Management Consultant, committees etc) would conduct periodic reviews and audits of the work done by the Implementation Agency.

# STATE SPECIFIC INFORMATION

# Chapter-12: State Specific Information

**12.1 State's e-Vision**

The Government of Rajasthan envisages to leverage Information & Communication Technology (ICT) not only as a tool for improving governance and employment opportunities, but also more significantly as a means to enhance the quality of life and bridging the socio-economic divide in the State. The State Government intends to make conscious efforts to see that benefits of IT / ITeS in terms of employment generation and economic up-liftment percolates to all sections of the society, particularly to those living in rural and remote areas.

The e-Governance Framework includes:

- Adherence to the vision of IT Policy 2007

- Timely completion of Core NeGP projects in the State

- Standardization and Security Aspects

- Capacity Building

- End-to-end Service Delivery under:

    - Government to Citizen (G2C) Services

    - Business to Citizen (B2C) Services

    - Government to Government (G2G) Services

**12.2 Key Initiatives**

State's first IT Policy was released in the year 2000. Subsequent to the technological advances, level of technology penetration in urban and rural areas and thrust of the State Government on citizen-centric e-Governance applications, the Policy was revised and 'IT & ITES Policy 2007' was released.

As per the guidelines of Government of India under National e-Governance Plan (NeGP), Four Committees have been constituted by the State Government with the aim to provide impetus and right direction to IT and e-Governance in the State. These are:

- State e-Governance Council (Chaired by Hon'ble Chief Minister)

- State Level Apex Committee (Chaired by Chief Secretary)

- State e-Governance Mission Team (Chaired by Principal Secretary, IT&C)

- Project e-Governance Mission Team (in Government Departments, chaired by Principal Secretary / Secretary of the Department)

To give impetus to e-Governance, the State Government announced the setting apart of up to 3% of the Plan funds of each Department for citizen-centric e-Governance initiatives. "Guidelines for utilization of 3% Plan Budget by Government Departments for e-Governance initiatives" have been circulated to all the Departments. This unique scheme is probably the first of its kind to be launched anywhere in the country. The salient features of this scheme are as follows,

- All Departments to prepare 5-year e-Governance Action Plan

- Each Department to constitute a Project e-Governance Mission Team (PeMT)

- Funds can be utilized for development of IT Infrastructure; Software Application and Business Process Re-engineering,

- Provision for involvement of DoIT&C, RajCOMP and external Consultants for project planning, managing and monitoring

- Emphasis on Public-Private Partnership (PPP) like BOO / BOT / BOOT

To make all Government services accessible to the common man in his locality, through Common Service Delivery outlets and ensure efficiency, transparency and reliability of such services at affordable cost to realize the basic needs of the common man, the State Government has made it mandatory for Departments with citizen interface to identify a minimum of 2 (Two) Government-to-Citizen services for e-service delivery on an end-to-end basis. A circular to this effect has been issued on January 28, 2010.

### 12.2.1  **Raj Darpan**

12.2.1.1　'Raj Darpan' is the official website of the State Government of Rajasthan. It acts as an interface for Government to Government (G2G), Government to Citizen (G2C), and Government to Business (G2B) information services to the citizens. The State website hosts links to various e-Governance initiatives of the Government of Rajasthan and provides links to websites of various State Government Departments, Public Sector Units, District Websites, Central Government Departments and Educational / Training Institutes. Additionally, Acts & policies, Citizen Charters and press releases are available to the citizens on this website.

12.2.1.2　The site is also enriched with a selection based integrated search feature which facilitates title search in the site, Department-wise title search in the websites of  all State Departments and category-wise search in various sectors like Education, Medical, Engineering etc.

12.2.1.3　The URL of the State website is http://rajasthan.gov.in

12.2.2  **SecLAN**

In the year 2005, DoIT&C established a Campus-wide Local Area Network in State Secretariat which has extended this network to 40+ Government buildings situated in Jaipur.

The Network has been established to facilitate Voice, Data and Video Communication between various users. In addition, the State has also established a State Data Center with an area of 1000 sq.ft. from its own budget and it is functional since December 2005.

URL: http://seconline.rajasthan.gov.in

12.2.3  **e-Sanchar**

(e-Speech Application through Network for Automated Communication, Help & Response)

This project integrates mobile telephony with Information Technology for generating voice calls for timely communication of information to rural citizens such as old-aged, physically challenged and widow pensioners for the sanction and monthly releases of pension, social messages and many more. It harnesses the benefits of the telecom technology in providing information to rural citizens.

URL: http://esanchar.rajasthan.gov.in

12.2.4  **Land Record Computerization**

Land Record computerization is a G2C and G2G initiative of the Revenue Department Government of Rajasthan. The main objective is to facilitate easy maintenance and updation of changes due to irrigation, natural calamities, legalities, transfer of ownership, land acquisition lease, etc. The project has been implemented by NIC and is successfully operational in 247 Tehsils covering 42,665 villages.

URL: http://www.apnakhata.raj.nic.in

12.2.5  **VAT Information System for Tax Administration**

Rajasthan VAT – IT Project, an integrated and automated IT System has been implemented by Commercial Taxes Department catering to tax payers as well as assessor. The project has been implemented in all 14 Zonal Head Quarters, 111 Circles, 328 Wards across the State. More than 50% of monthly revenue of the Department is being realized through electronic payment system which is probably one of the highest percentages amongst the Indian States.

URL: www.rajtax.gov.in

### 12.2.6  **SUGAM**

It is as Public Service Delivery application being taken up in collaboration with NIC to provide Single-Window system for delivery of Government services, Web-enabled Public Grievance Monitoring and State-level Call Centre to provide Government services and to function as helpdesk/centre for applications related to Public Grievances and RTI queries.

### 12.2.7  **Bharat Nirman Rajiv Gandhi Sewa Kendra**

In order to provide IT and IT-enabled service in the rural areas of the State, the State Government would setup 249 such kendras throughout the State at all the Block Headquarters. These centres would provide G2C services such as depositing of bills of various types, bus/train tickets and copies of revenue records (Jamabandi) etc. These centers would impart training in IT and act as a Nodal Centre for computerization initiatives at the Block level. A model CSC is to be set up at each of the Rajiv Gandhi Seva Kendra.

### 12.2.8  **e-Mitra**

e-Mitra, is an ambitious eGovernance initiative of the Government of Rajasthan which is being implemented in all 32 Districts of the State using Public-Private Partnership (PPP) model for the convenience of the citizens and aims to deliver the services almost at their door steps. It makes use of an e-platform to provide all Government information and services to rural and urban masses under one roof through centers and kiosks on a PPP model.

As on date, more than 500 Kiosks are operational across the State. Moreover, e-Mitra Data Centers have been setup in all the 32 districts of the State.

### 12.2.9  **Common Service Center**

#### 12.2.9.1  **Background and scope of project**

Common Service Center is a Mission Mode Project under National e-Governance Plan of Government of India. The Government of India has approved a Common Service Centres (CSCs) scheme to develop a platform that can enable Government, private and social sector organizations to align their social and commercial goals, especially for the benefit of the rural population in the remotest corners of the country through a combination of IT-based as well as non-IT-based services.

Government of Rajasthan is setting up 6626 Common Service Centers (CSC) in rural areas for electronic service delivery of Government to Citizen (G2C), Government to Business (G2B) and Business to Citizen (B2C). Such centers would be established to deliver various services to a cluster

of 6 to 7 villages. The centers would have computers, printers, scanners, cameras and appropriate internet connectivity.

In view of empowering the women of the State, it has been decided that only Women Entrepreneurs fulfilling the desired eligibility criteria will be selected as Village Level Entrepreneurs (VLE) for all 6,626 CSCs across the State.

Two SCAs (Service Centre Agencies) namely M/s. Zoom Developers and Ms/ CMS have already been selected in the month of February 2009 to roll out the project in Rajasthan. M/s CMS is to set up 4054 Centres in 19 districts of Jaipur, Ajmer, Udaipur and Kota Division and M/s Zoom Developers is to set up 2572 centres in 14 districts of Bharatpur, Jodhpur and Bikaner Division.

With due emphasis on the **e-Mitra** brand, the State Government has resolved that all the CSC to be established in the State would be recognized by the e-Mitra brand.

### 12.2.10 **State Data Center**

### 12.2.10.1 **Background and scope of project**

State Data Centre (SDC) has been identified as one of the important elements of the core infrastructure for supporting e-Governance initiatives under National e-Governance Plan (NeGP). The aim is to create State Data Centres for the States to consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services. State Data Centre would provide various functionalities such as Central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc. State Data Centre would also provide better operation & management control and minimize the overall cost of Data Management, IT Resource Management, Deployment and other costs. The State Data Centre shall be established in the new IT Building being constructed in Jaipur and would be made functional by September 2010. The estimated project cost is Rs. 49.50 Crores. RajCOMP has been designated as State Designated Agency (SDA) for the project.

Envisaged Outcomes

- Reduced cost of infrastructure

- Enhanced reliability and security of information system

- Efficient and effective management of information security

- Availability of "IT infrastructure on demand" to various State Departments and agencies

- Standardization of systems

- Stable and predictable physical and technical environment

12.2.11 **State Wide Area Network**

12.2.11.1 **Background and Scope of Project**

The State Wide Area Network (SWAN) project is one of three Core Infrastructure Components. The objective of the project is to create a secure close user group (CUG) Government network for the purpose of delivering Government to Government (G2G) and Government to Citizen (G2C) services.

RajCOMP has been designated as State Designated Agency (SDA) for implementation of Rajasthan State Wide Area Network (RajSWAN).

The entire RajSWAN is logically divided into two network segments i.e. Vertical and Horizontal segment.

- Vertical Segment connecting State HQ with 33 District HQs over 4 Mbps leased lines and 250 Block HQs over 2 Mbps Leased Line.
- Horizontal Segment connecting 3,381 GoR offices located at Districts and Blocks and 4 offices located at New Delhi

Note: RFP has been released and bid solicitation process for the project has been initiated.

**12.3 e-Governance Initiatives in State Departments**

12.3.1  **Agriculture**

**"Agricultural Information System Network (AGRISNET)"** is a state sector Mission Mode Project under National e-Governance Plan of Government of India, Department of Agriculture & Co-operation. The main objective of AGRISNET Project is to provide improved services to farming community using ICT.

Department of Agriculture & Co-operation, Government of India has sanctioned a budget of Rs. 5, 60, 000, 00.00 (Rupees Five Crores Sixty Lacs) for the State of Rajasthan.

12.3.2  **Social Justice & empowerment**

The Department of Social Justice and Empowerment has taken an initiative and developed web based software for all the schemes offered by the Department. However, in the first phase, the Department has gone live only for the scheme of post metric scholarships to SC, ST & OBC students.

Currently, Department has provided a copy of offline software to respective educational institutions who make an entry of all the application forms received by them and provide the file to the respective district office of the Department. The concerned officer further uploads the file on the web based software.
The Government institutions shall upload file on the software with the username and password given to them by the Department.
There is a provision to issue online sanction and generate progress reports with this software.

**Technology** – ASP.Net
**Database**- SQL Server

The application is hosted in the existing State Data Center.

12.3.3  **Employment Department**

**Employment Exchanges Management Information System** (EEMS) has been initiated with the objective of providing a computerised solution to day-to-day activities of the various Employment Exchanges in the State. The project is based on client server model and has been implemented in all 7 divisional and nearly 46 employment exchanges in the State of Rajasthan.

**Features of EEMS**

1. Registration: The software facilitates registration and renewal of candidates.

2. Employment Market Information (EMI): The software maintains a record of returns from industries.

3. Report Generation: Variety of reports can be generated from the software like number of unemployed persons, total enrolled persons and also a category wise list etc.

NIC has developed **EEMS** application using .NET and Microsoft SQL Server. The servers are hosted at Directorate of Employment, Jaipur.

Currently, the Department is in the process of backlog data entry of the registered candidates.

### 12.3.4  **Education Department**

The Department of Education (DoE) jointly with RajCOMP initiated computerization of its operations by implementing a comprehensive IT System throughout its offices in the State of Rajasthan together with the necessary infrastructure as required.

**Scope of Work**

The components of project can be broadly classified as follows:

- Development of Application Software.
- Setting up of Infrastructure – Hardware, Network, Facilities, etc.
- Providing IT support & Training to DoE Staff
- Implementation of IT System and Infrastructure

**Modules of Application**

Computerization activity of Department of Education includes the below modules:

- Student Information System
- School Information
- Personnel Information System
- Automation of Legal Cell
- Monthly Progress Reports

The web based application can be accessed at http://schooleducation.rajathan.gov.in. Department-wise login ids up to the Block level have been provided in the application software.

**Technology:** JAVA

**Database:** ORACLE

The servers hosting the application is installed at the State Data Center.

**Current Status**

Currently, School Information and Personnel Information System are operational in all the departmental offices of DoE.

12.3.5  **Jaipur Collectorate**

Government of Rajasthan conceived a project **'e-Zila'** with an objective of computerization of District Collectorates in order to avoid inconsistency in the data that is received from different Government organization & corporations such as SDO offices, Tehsil offices etc and to provide compiled information as and when required by State and Central Government. Jaipur, Kota and Udaipur districts were identified as the pilot districts for the project. RajCOMP is the implementation agency of the project.

Following list of software modules were finalized to be developed under Phase-I (yr. 2008-09) & Phase-II (yr. 2009-10) under e-Zila project for computerization of District Collectorates.

| Phase (year) | S. No | Software Modules |
|---|---|---|
| I (2008-09) | 1. | Software under Single Window System |
| | 2. | Help Desk – IVRS/ Touch Screen |
| | 3. | e-PDS (District Supply Office) - Issue of new/duplicate/updated Ration cards, Allotment of Fair Price Shops, Issue/Renewal/duplicate Licenses under RTA, Other activities, Distribution of Food Grains and Kerosene received from Govt. to Fair Price Shops, Inspection of Fair Price Shops and other licensees. |
| | 4. | Disaster Management Control Room - Relief to public under natural calamities, Issue of Administrative sanctions of works etc. |
| | 5. | NREGS |
| | 6. | GIS for Jaipur District |
| | 7. | Receipt & Dispatch with PUC monitoring |
| | 8. | Vigilance - Monitoring of complaints received from CM Secretariat, Lokayukt Secretariat, Divisional Commissioner, Mahila Aayog, SC/ST/Minority Aayog, Human Rights Commission, Public Grievance Dept |
| | 9. | Arms License |
| | 10. | Establishment - Conducting DPC, Leaves, Fixation, Selection Scale, Transfer and Posting of ministerial staff, Court cases, PE/DE complaints, Pension cases, Maintenance of service record, etc. |
| | 11. | Information Kiosks |
| II (2009-10) | 1. | All types of NOC's |
| | 2. | Character Verification |
| | 3. | Licensing other than Arms |
| | 4. | Land Conversion, Mapping etc. Monitoring & Issue of Jamabandis/Passbooks to Khatedars, Issue of duplicates of records, and other related activities. |
| | 5. | Revenue Map Digitization - Land Conversion, Land Set-apart / allotment, Processing proposals for allotment of Government land, Land acquisition, Submission of various MIS reports to Board of Revenue, Other land related matters, Regularization of encroachment |

| | 6. | Other citizen centric services |
|---|----|---------------------------------|
| | 7. | Net meeting |
| | 8. | Other applications needs to be finalized after 1st phase |

**Technology**

Language: JAVA

Application Server: JBOSS

Database: Ms-Access

**Status of the Project**

- The Single Window application based on Client-Server Architecture is currently in use by the Ekkal Khidki at Jaipur Collectorate which was also replicated in the 13 Tehsils in Jaipur District.

- The other software modules are not running due to lack of manpower or other issues.

- Development under second phase of the **e-Zlia** project has not started yet.

### 12.3.6  **Department of Local Bodies and Department of Rural Development**

To make BPL Census easily available at a central location and bring transparency into the same, the data for the urban and rural BPL families identified during BPL Census 2002 has been digitized.

BPL list can be accessed online at http://www.rajasthan.gov.in/rajgovt/misc/bpllist.html and http://bpl2002.raj.nic.in for urban and rural BPL families respectively.  Rural BPL Application developed has records of 21 lac families which are segregated as per the districts. The BPL form no. and name of the district are the inputs required to extract the data from the system.

Following are the technical details,

- Technology for Urban BPL Database: Visual Basic 6.0, MS Access.

- Technology for Rural BPL Database: ASP.net, MS SQL Server.

# EARNEST MONEY DEPOSIT

# Chapter-13: Earnest Money Deposit (EMD)

**13.1 Earnest Money Deposit and its amount (EMD)**

13.1.1   The EMD shall be paid in Indian Rupees. The Bid Security/ Earnest money of Rs. 18, 000, 00.00 (Rupees Eighteen Lacs Only) shall be in the form of (i) Cash or Demand Draft drawn on a Scheduled Commercial Bank in favor of 'Managing Director, RajCOMP', payable at Jaipur OR in the form of (ii) irrevocable and unconditional Bank Guarantee from any scheduled bank's branch located in Jaipur in the name of "Managing Director, RajCOMP". The DD/ Bank Guarantee shall be valid for 180 days or six months from the date of submission of RFP, which can be extended, if required. EMD to have an additional one month as a Grace Period.

13.1.2   The EMD shall be denominated in Indian Rupees only. No interest shall be payable to the Bidder on the amount of the EMD.

13.1.3   Earnest Money of unsuccessful bidders will be returned within 60 days after the expiration of the period of bid validity prescribed in the bid document or once the successful bidder signs the agreement and furnishes the performance security, whichever is earlier.

13.1.4   Earnest Money of the successful bidder will be released once the bidder signs the agreement and furnishes the performance Security.

13.1.5   The EMD may be forfeited:

13.1.5.1   If a Bidder withdraws its Bid or increases its quoted prices during the period of Bid validity or its extended period, if any; or

13.1.5.2   In the case of a successful Bidder, if the Bidder fails to sign the Contract for any reason not attributable to the State Nodal Agency or to furnish Performance Bank Guarantee within the specified time in accordance with the format given in the RFP.

13.1.5.3   The EMD shall be submitted with the Technical Bid in a separately sealed envelope. Bids submitted without adequate EMD will be liable for rejection.

13.1.5.4   During the Bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of Bid evaluation and finalization. The decision of the State Nodal Agency regarding forfeiture of the EMD shall be final and shall not be called upon question under any circumstances.

13.1.5.5   If more than one Bid is submitted by the same organization/ other divisions of the same organization. In such a scenario, the State Nodal Agency reserves the right to disqualify the Bids.

13.1.5.6   During the Bid process, if any information is found wrong / manipulated / hidden in the Bid. The decision of the State Nodal Agency regarding forfeiture of the EMD and rejection of the Bid shall be final and shall not be called upon question under any circumstances.

# BIDDING PROCESS

# Chapter-14: Bidding Process

**14.1 Bidding Process shall have following system:**

14.1.1   Envelope I- Technical Bid.

14.1.2   Envelope II- Financial Bid.

14.1.3   The Technical Bid and Financial Bid should be submitted in separate covers super-scribing "Technical Bid" and "Financial Bid" respectively. Please note that the prices should only be indicated in the Financial Bid and not in the Technical Bid.

14.1.4   The attachments should be page numbered, appropriately flagged and must contain the list of contents with the page numbers (file name).

14.1.5   *Bids will be accepted only in the electronic format, which are to be submitted at* www.eproc.rajasthan.gov.in. Bids submitted in any other format or through any other means e.g. Post (Registered post/Speed post/Courier)/Telex/Telegraphic/Tele-fax Bids without submitting the electronic bids will not be considered.

14.1.6   Along with the electronic submission of the Technical Bids, Bidders are also required to submit the printed copy of documents related to technical criteria and technical compliances along with the submission over e-Procurement system within prescribed date and time as per the tender document. In case, Bidder is not able to upload the scanned copy of above requisite documents on the e-Proc portal then their bid will be evaluated on the basis of the documents submitted by them in physical form. Tender Fee and Earnest Money Deposit (EMD) are also to be submitted to the State Nodal Agency on or before the last date and time of submission of the bid without which the bids will liable to be rejected (refer clause 16.1).

14.1.7   The financial/commercial bid have to be submitted through e-Procurement system only.

14.1.8   Printed copy of supporting documents of the Technical Bid should be submitted in a sealed cover super-scribing "Design, Development, Testing, Implementation, Operations and Support of e-Form Application, State Portal and SSDG- Documents related to Technical Bid". The envelope should also super scribe with Tender Number and the wordings "DO NOT OPEN BEFORE Time_____ hours_____ on Date___ ". Please note that the prices should only be indicated in the Financial Bid.

14.1.9   The cover thus prepared should also indicate clearly the name, address, telephone number, e-mail ID and fax number of the Bidder to enable the Bid to be returned unopened in case it is declared "Late" or "Opened".

14.1.10 Copy of the Bid should be a complete document and should be bound as volume (s). The document should be page numbered, appropriately flagged and must contain the list of contents with the page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

14.1.11 Each page of the Bid documents should be signed by the authorized representative of the Bidder and the Authority Letter should be attached with the Bid.

14.1.12 In case of any discrepancy observed by the State Nodal Agency in the contents of the electronic bid submitted and the physical Bid documents, the information furnished on electronic Bid document will prevail over others.

14.1.13 The State Nodal Agency reserves the right to accept or reject any Bid (refer clause 14.11)

**14.2 Cost of Bidding**

14.2.1 The Bidder shall bear all the costs associated with the preparation and submission of its Bid including the cost of presentation with reference to the Bid. The State Nodal Agency will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.

**14.3 Communication with the State Nodal Agency**

14.3.1 Bidder shall not approach the State Nodal Agency or its officers after office hours and/or out side office premises, from the time of the Bid opening till the time the Contract is awarded.

**14.4 Language of the Bids**

14.4.1 The Bids prepared by the Bidder and all correspondence and documents relating to the Bids shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.

14.4.2 This Bid should be filed in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidder.

**14.5 Bid Submission Format**

14.5.1   The entire Bid shall be strictly as per the format specified in this Request for Proposal.

14.5.2   Firm Prices

14.5.2.1   Prices quoted in the Bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. However, the State Nodal Agency reserves the right to negotiate the prices quoted in the Bid to effect downward modification.

14.5.2.2   Prices in any form or by any reason before opening the Financial Bid should not be revealed, failing which the offer shall be liable to be rejected. If price change is envisaged due to any clarification, revised Bid in a separate sealed cover shall be submitted with prior written permission of the State Nodal Agency.

**14.6 Documents Comprising the Bid**

The Bids prepared by the Bidder shall comprise of the following:

14.6.1   Bid Covering letter

14.6.2   A board resolution authorizing the Bidder to sign/ execute the Bid as a binding document and also execute all relevant agreements forming part of the RFP. The resolution should be validated by CA/CS with his/her registration details. CA/CS registration details should be clearly mentioned in the resolution.

14.6.3   Power of Attorney executed by the Bidder in favour of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this tender.

14.6.4   Declaration that the Bidder has not been debarred/blacklisted by any Government / Semi-Government organization for quality of services/product and there is no major complaint against the Bidder by any organization.

14.6.5   RFP document fee in the form of Demand Draft

14.6.6   Earnest Money Deposit (EMD) amount in the form of a Bank Guarantee

14.6.7   Technical Bid Cover Letter

14.6.8   Technical Bid

14.6.9   Financial Bid Cover Letter

14.6.10  Financial Bid

14.6.11  Team Composition

14.6.12 Relevant documents in support for past experience of the firm (duly signed by the designated authority)

14.6.13  Any printed literature in support of Technical Bid

14.6.14  Curriculum Vitae (CV) of proposed staff.

**14.7 Technical Bid**

Technical Bid should consist of the following:

14.7.1  A printed covering letter, on the Bidding organization's letterhead with all the required information and authorized representative's initials, shall be submitted along with the Bid. Do not, otherwise, edit the content of the Bid cover letter.

14.7.2  The Technical Bid 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 meets the requirements specified in the RFP. The Technical Bid must not contain any pricing information. In submitting additional information, please mark it as supplementary to the required response.

14.7.3  Bids must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. The State Nodal Agency will evaluate the Bidder's Bid based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

14.7.4  The Bill of Materials/deliverables as given in the technical solution should be in consonance with the Financial Bid. Any deviations in the final deliverables between Technical and Financial Bids shall make the Bid as being unresponsive and may lead to disqualification of the Bid. The Nodal Agency reserves the right to take appropriate action in this regard.

14.7.5  Bidders are required to provide in their Bids, details and sizing estimates of hardware required to be procured by the State. The hardware equipments should be planned keeping in mind the application and data requirements for a period of at least seven (7) years. The hardware equipments face technological obsolescence and thus proper planning for procurement and management is very critical.

14.7.6   The Bidders must address the following in their project implementation strategy:

14.7.6.1   A detailed Project Schedule and Milestone Chart.

14.7.6.2   Approach and Methodology of design, development and management of the Application Software. The plan should adhere to the software development life cycle (SDLC)

14.7.6.3   Project Management tools proposed to be used for the project.

14.7.6.4   Bidder's plan to address the key challenges of the project.

14.7.7   The Technical Bid should address the following at the minimum:

14.7.7.1   The Bid should have information specific to State Portal, SSDG, e-Forms and Gap Infrastructure.

14.7.7.2   Describe how the Functional Requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.

14.7.7.3   Comply with the State Portal Framework and the metadata publishing services.

14.7.7.4   Should include e-Forms application adopting the metadata standard for interoperability.

14.7.7.5   Architectural details for integration with SSDG's legacy and future solutions.

14.7.7.6   Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter.

14.7.7.7   Propose how availability, performance rates for the system will be measured and maintained.

14.7.7.8   Project Management Plan including
   - Team composition and Tasks assigned to be submitted in the format as enclosed in **Form 3**
   - Implementation Methodology and Plan to include
      - Key implementation objectives, key deliverables and an implementation schedule for the same
      - Roll-out Plan at the specified locations including PERT chart of activities proposed.
      - Indication of Time Frame
      - Acceptance Testing Plan
      - Data Back-up Plan
      - Escalation Process during implementation
   - Quality and Security Assurance Plan
   - Training Plan
   - Hand holding, Operation and Maintenance Plan
   - Bill of Materials (without price) location-wise to include all Hardware, Software
   - Detailed specifications including make, model, version of Hardware equipments and also if there is any deviation from the hardware specifications as mentioned in Chapter 21

- Licensing details of software with details of maintenance arrangements with OEM
- Post Implementation Plan
    - Manpower Deployment to support operation and maintenance of Services and IT infrastructure
    - Location, Manpower Structure and Services offered from Helpdesk
    - Method of calculating uptime of IT infrastructure and reporting format
    - Maintenance arrangements with OEM for all supplies arranged through them
    - Method of estimating man power efforts to develop, design and implement additional e-Forms and services.
    - Exit Plan
- Escalation Mechanism on the Bidder side.

### 14.8 Financial Bid

14.8.1  Financial Bid should comprise of:
- Financial Bid Cover Letter.
- Unless expressly indicated, Bidder shall not include any technical information regarding the services in the Financial Bid.

14.8.2  Prices shall be quoted entirely in Indian Rupees.

14.8.3  No adjustment of the Contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the Contract. The Contract price shall be the only payment payable to the selected Implementation Agency for completion of the Contractual obligations by the Implementation Agency under the Contract, subject to the terms of payment specified in the Contract. The price quoted would be inclusive of all taxes, duties, and charges and levies as applicable. Service tax as and when applicable shall be quoted separately. Prices quoted for all hardware and software shall be inclusive of supply at site, installation and commissioning. No extra payment on any account shall be admissible.

14.8.4  All hardware equipments and cables shall be supplied brand new. All hardware supplied shall be with 3 years or more (as provided by the OEM) warranty support from OEM and Bidder shall be responsible for ensuring uptime at all locations and State Data Centre as per the defined SLRs.

14.8.5  The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the Contract Period. A Bid submitted with an adjustable price quotation or conditional Bid may be rejected as non-responsive.

14.8.6  Permissible Concessions- Bidder must take cognizance of all concessions permissible under the statutes including the benefit under Central Sales Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. The State Nodal Agency will not take any responsibility towards this. However, the State Nodal Agency may provide necessary assistance, wherever possible, in this regard.

14.8.7  Discount - The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.

14.8.8  Correction of errors

14.8.8.1  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 Bid before submission, failing which the figures for such items may not be considered.

14.8.8.2  Arithmetic errors in the financial Bid will be rectified on the following basis:

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and will be considered for future calculations.

- In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.

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

- If the Bidder does not accept the correction of errors, its Bid will be rejected and its EMD may be forfeited.

14.8.9  The Bidder shall have to upgrade the infrastructure, if required to meet the SLA and performance standards as defined in this RFP, during the entire Contract period without any extra cost to the State Nodal Agency.

14.8.10  All financial details must be filled in the forms given in following sections of the RFP. Financial details must contain the following:
   i.    Details of Financial Bid
   ii.   BOM for e-Form, e-Form Application and State Portal Infrastructure
   iii.  BOM for SSDG Infrastructure
   iv.   BOM for Departmental ICT Infrastructure
   v.    Implementation cost details
   vi.   Training and workshop cost details
   vii.  Operations and Support cost details

**14.9 Negotiations, Contract Finalization and Award**

14.9.1 The State Nodal Agency shall reserve the right to negotiate with the Bidder(s) whose Bid has been ranked first by the tender evaluation committee on the basis of Financial Bid being the lowest. If the State Nodal Agency is unable to finalize a service agreement with the Bidder ranked first, the State Nodal Agency may proceed to the next ranked Bidder, and so on until a Contract is awarded.

**14.10 Award Criteria**

14.10.1 The State Nodal Agency will award the Contract to the Bidder whose Bid has been determined to be substantially responsive and has been determined as the Bid which qualifies in all the two evaluation stages and proves to be the lowest Financial quote provided further that the Bidder has demonstrated that it is qualified to perform services required for the project satisfactorily.

**14.11 State Nodal Agency Rights to Accept / Reject any or all Bids**

14.11.1 The State Nodal Agency reserves the right to accept or reject any Bid and to annul the Bidding process and reject all the Bids at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the State Nodal Agency's action.

# BID SUBMISSION AND VALIDITY

# **Chapter-15: Bid Submission and Validity**

### **15.1 Bid Submission Format**

15.1.1  Bidders shall furnish the required information in their Technical and Financial Bids in the enclosed formats only. Do not edit the formats and Bid cover letters.

### **15.2 Authentication of Bid**

15.2.1  The Bid shall be signed by the Bidder or a person or persons duly authorized for the purpose. A Letter of Authorization shall be supported by a written Power-of-Attorney accompanying the Bid.

### **15.3 Validity of Bids**

15.3.1  Bids shall remain valid for 180 days from the last date of bid submission. A Bid valid for a shorter period shall be rejected as non-responsive.

15.3.2  In exceptional circumstances, the State Nodal Agency may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD shall also be suitably extended without any interest. A Bidder giving the request to extend the validity is not required nor permitted to modify the Bid.

# DISQUALIFICATION

# Chapter-16: Disqualification

**16.1 Disqualification**

The State Nodal Agency may in its sole discretion and at any time during the Bid process, disqualify any Bidder from the process if the Bidder has: –

16.1.1   Submitted the Bid without tender document fees of Rs. 1,000.00 (Rupees One Thousand Only).

16.1.2   Submitted Bid document, which is not accompanied by required documentation, Earnest Money Deposit (EMD) and is non-responsive.

16.1.3   Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

16.1.4   If found to have a record of poor performance such as abandoning works, not properly completing the Contract, inordinately delaying completion, being involved in litigation or financial failures, etc.

16.1.5   Failed to provide clarifications Undertaking, Authorization, etc. requested document such related thereto, when sought.

16.1.6   Submitted more than one Bid. This will cause disqualification of all Bids submitted by such applicants except the last Bid received

16.1.7   If the Bidder quoted prices in Technical Bid.

16.1.8   Not provided Proposed Manpower details as per respective clauses in Scope of work.

16.1.9   Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

16.1.10 Submitted a conditional Bid.

16.1.11 A Bid not valid for at least 180 days shall be considered as non-responsive and would be disqualified.

**16.2 Failure to agree with the Terms & Conditions of the RFP/Contract**

Failure of the Implementation Agency to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of Contract, in which event the Contract may be awarded to the Bidder as ranked second by the Bid Evaluation Committee constituted for the evaluation of the bids.

**16.3 Rejection Criteria**

Bids may be rejected under the following circumstances:

16.3.1   Technical Rejection Criteria

- Technical Bid containing commercial details.
- Revelation of Prices in any form or by any reason before opening the Financial Bid.
- Failure to furnish all information required by the RFP Document or submission of a Bid not substantially responsive in every respect.
- Bidders not quoting for the complete Scope of Work as indicated in the Bid documents, addendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and General Terms and conditions as stated in the RFP Document.
- The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Requirements as mentioned in this RFP.
- If the Bid does not adhere to the timelines indicated in the Bid.

16.3.2   Financial Rejection Criteria

- Incomplete Price Bid
- Price Bids that do not conform to the Financial Bid format (Refer Chapter on 'Financial Bid')
- Total price quoted by the Bidder does not include all statutory taxes and levies applicable.

# BID EVALUATION PROCESS

# Chapter-17: Bid Evaluation Process

### 17.1 Evaluation Process

### 17.1.1  Bid Evaluation Committee

17.1.1.1  The Bid Evaluation Committee constituted by the Nodal Agency shall evaluate the Bids.

17.1.1.2  The decision of the Bid Evaluation Committee in the evaluation of the Technical and Financial Bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

### 17.1.2  Overall Evaluation

17.1.2.1  Bid Evaluation Committee will evaluate and compare the Bids determined to be substantially responsive. It is Bid Evaluation Committee's intent to select the Bid that is most responsive to the project needs and each Bid will be evaluated using the criteria and process outlined in this section.

17.1.2.2  Evaluation Committee will assess the bids responsiveness to the Technical Criteria defined in Section 17.2. Bids in compliance to the mentioned criteria will be treated as substantially responsive and shall be eligible for further financial evaluation.

17.1.2.3  The Bid which qualifies in technical evaluation stage and proves to be the lowest financial quote will be given preference in the order of selection.

17.1.2.4  The Bid Evaluation Committee reserves the right to reject any or all Bids on the basis of any deviations.

### 17.1.3  Evaluation of Bids

17.1.3.1  Bid Evaluation Committee will carry out a detailed evaluation of the Technical Bids received by it, 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, Bid Evaluation Committee will examine the information supplied by the Bidders and shall evaluate the same as per the evaluation criteria specified in this RFP.

17.1.3.2  Bid Presentations: The committee will invite each Bidder to make a presentation. The purpose of such presentations is to allow the Bidders to present their proposed solutions to the Evaluation Committee and the key points in their Bids. The presentation should not take more than 30 minutes.

17.1.3.3  During technical bid assessment, the committee will look for completeness of the bids and their responsiveness to the requirements of the RFP in all respects. Government of Rajasthan reserves the right to disqualify the non-responsive bids. The incomplete bids may

be rejected straightforward. Substantially Responsive Bids will be considered for financial evaluation.

17.1.3.4 The Financial Bids of only the qualified Bidders (Substantially Responsive Bids) shall be opened by the Bid Evaluation Committee. The Financial evaluation will take into account the information supplied by the Bidders in the Financial Bid.

17.1.4 **Substantially Responsible Bids**

17.1.4.1 A substantially responsive Bid must conform to all the requirements (Section 17.2), terms, conditions and specifications of the Request for Proposal.

17.1.4.2 Any attempt by a Bidder to influence its Bid evaluation process may result in the rejection of its Bid.

**17.2 Technical Bid Evaluation**

17.2.1 The Technical Bids shall be evaluated by the Bid Evaluation Committee based on the completeness of the bids i.e. submission of required Forms, credentials, Technical proposal, Financial proposal, EMD, RFP fee, compliance to proposed Hardware specifications, proposed BOM, manpower and other requirements mentioned in the RFP. During assessment, Committee will assess responsiveness to the Technical Criteria to evaluate each bidder's ability to satisfy the requirements set forth in the RFP Document. The information furnished by the Bidders in the Technical Bid shall be the basis for this evaluation.

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

17.2.2.1 Project objective, scope of work, project understanding and past experience with projects of similar nature.

17.2.2.2 Capability of the proposed team, experience of proposed team members, capability of the proposed team in similar projects, technologies and relevant certifications, if any, of the project team which might help in project delivery.

17.2.2.3 Feasibility and Technical Viability of the Proposed Technical Solution – The Bidder's Design, Development and Implementation Plan, its deployment of sound project management strategy etc. for the project. Also the quality, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, standard Information Systems Security Policies etc. would be evaluated from the perspective of the proposed solution.

17.2.3 Financial Bids of only the qualified Bidders (who have submitted Substantially responsive bids) shall be opened by the Bid Evaluation Committee.

17.2.4 The responsive Bidders will be ranked in ascending order according to the financial offer mentioned in Table A- Summary of Cost Tables in Chapter 23 and the Bidder whose financial Bid is L1-the minimum, will be called for negotiations for awarding the Contract.

17.2.5 The rates quoted in Financial Bid will be considered for the selection purpose. However, payments will be made on actuals.

17.2.6 The State Nodal Agency shall not pay for any items over and above the bill of materials that may be required as per the solution proposed by the Bidder.

| S. No. | Criteria | Supporting Documents |
|---|---|---|
| | **I. Relevant Past Experience** | |
| A. | Bidder's experience in design, development, testing, implementation and support covering all the following areas in each project during the last 3 years ending 31st March 2010. Projects need to be executed in India and should be of order value greater than or equal to 50 lacs. | Contract Agreement, Work Order, Completion certificate, Satisfactory Client certificate |
| | 1. e-Governance Project providing services to the citizens | |
| | 2. Security architecture design and implementation / integration | |
| B. | Bidder's experience in procurement, installation and commissioning of the IT infrastructure for e-Governance project during the last 3 years ending 31st March 2010. Projects need to be executed in India and should be of order value greater than or equal to 50 lacs. | Contract Agreement, Work Order , Completion certificate, Satisfactory Client certificate |
| | 1. Procurement, installation and commissioning of the IT infrastructure like Servers, Storage, Networking, Connectivity and Computer peripherals spread across various geographical locations (HQ / Districts. / Blocks etc.) | |
| | 2. Facility Management including operations and maintenance of the IT infrastructure spread across various geographical locations (HQ / District. / Blocks etc.) | |
| C. | Quality Certification of software application by | Contract Agreement, Work Order , |

| S. No. | Criteria | Supporting Documents |
|---|---|---|
| | Third Party Auditors/Agencies. Projects need to be executed in India and should be of order value greater than or equal to 50 lacs. | Completion certificate, Quality Certificate |
| D. | Bidder's experience in rendering Helpdesk services for e-Governance project during the last 3 years ending 31st March 2010. Projects need to be executed in India and should be of order value greater than or equal to 50 lacs. | Contract Agreement, Work Order , Completion certificate, Satisfactory Client certificate |
| | **II. Solution Proposed** | |
| A. | 1. Understanding of e-Forms and Portal design | Concept Note regarding the topic |
| | 2. Understanding of CDAC's SSDG product Or No. of employees of the Bidder trained by CDAC for the SSDG product and who are still on the organization's rolls | Concept Note regarding the topic/ Proofs of no. of employees who have attended CDAC's training and are still on the rolls of the organization. |
| | 3. Solution Architecture | Enterprise Architecture Framework |
| | 4. Security Architecture | |
| | 5. Deployment Architecture | |
| | 6. Web-based SLR monitoring tools proposed | Documents capturing the features the proposed tools. |
| | 7. Overall Solution in terms of scalability, security, availability and flexibility | Approach & Methodology for the proposed solution and technology |
| B. | Infrastructure related plans and compliance | |
| | 1. Compliance to the specifications for the Gap infrastructure and State Portal & SSDG infrastructure | Compliance to the specifications mentioned in the RFP |
| | 2. Proposed Plan for preventive maintenance of the infrastructure | Appropriate Plans |
| | 3. Asset Management Plan | |
| | 4. Replacement, upgrade / update & | |

| S. No. | Criteria | Supporting Documents |
|---|---|---|
| | replenishment of infrastructure plan | |
| **III. Training & Workshop Plan** | | |
| A. | 1. Approach & Methodology for imparting training | Appropriate Concept note and Plan |
| | 2. Training Schedule and Plan for quarterly workshops | |
| **IV. Detailed Project Plan** | | |
| A. | 1. Staffing Schedule (Refer Form 16) | Filled-in Form 16 and 17 |
| | 2. Activity Schedule (Refer Form 17) | |
| **V. Manpower Deployment** | | |
| A. | 1. Project Manager | CVs as per format specified in the RFP, relevant certifications for the proposed role of the team member |
| | 2. Team Lead – for Development Stage | |
| | 3. Team Lead – for Operations & Support stage | |
| | 4. Onsite Team – for Development Stage | |
| | 5. Onsite Team- for Operations & Support stage | |

**17.3 Notification of Award**

17.3.1 Prior to the expiration of the period of Bid validity, the Implementation Agency will be notified in writing or by fax or email that its Bid has been accepted.

17.3.2 The notification of award will constitute the formation of the Contract. Upon the Implementation Agency's executing the Contract with the State Nodal Agency, the latter will promptly notify each unsuccessful Bidder.

17.3.3 Bidders should not have conflict of interest.

17.3.4 The Bidder shall acknowledge in writing the receipt of the notification of award and shall send its acceptance to enter into agreement within seven (7) days of receiving the notification.

## 17.4 Signing of Contract

17.4.1   The notification of the award shall constitute signing of the agreement. The signing of the agreement will amount to award of the Contract and the Bidder will initiate the execution of the work as specified in the agreement. Such agreements shall cover, in detail, aspects/ terms of the Contract such as (not restricted to):

- Performance security
- Contract form
- Warranty payment
- Prices
- Assignment
- Sub-Contracts
- Termination
- Applicable law
- Notices
- Change orders
- Taxes and duties
- Confidentiality
- Limitation of liability
- Training and consultancy
- Technical documentation
- Application software terms
- Project Management
- Software ownership rights
- Source code support
- Bidder's obligations
- Department's obligations
- Patent Rights
- Any additional items decided by the State during the signing of the Contract

# PERFORMANCE SECURITY & LIQUIDATED DAMAGES

# Chapter-18: Performance Security & Liquidated Damages

### 18.1 Performance Security & Liquidated Damages

18.1.1 IA shall carry out the services in conformity with generally accepted professional and technically accepted norms relevant to such assignments that are required for the State Portal and SSDG project and which are to the entire satisfaction of the State Nodal Agency.

18.1.2 In the event of any deficiency in services, the IA shall promptly take necessary action to resolve it, at no additional fees to the State Nodal Agency.

18.1.3 Short listed IA will have to execute an agreement on a Non-Judicial Stamp of appropriate value within a period of 10 days from the date of issue of Work Order and deposit security prior to the signing of agreement.

18.1.4 The Earnest Money deposited at the time of tender may be adjusted towards security amount or alternatively the Bidder, taking the EMD back, may deposit a fresh performance security. The Security amount shall in no case be less than EMD.

18.1.5 Successful Bidder shall deposit the Security/ Performance Guarantee as 5% of the Contract value.

18.1.6 The form of security money shall be as below:-

18.1.6.1 Cash/ Bank Draft/ Bankers Cheque / Bank Guarantee (from a scheduled bank whose branch is in Jaipur) duly discharged in favor of Managing Director, RajCOMP.

18.1.6.2 Performance bank Guarantee should be irrevocable. RajCoMP shall take the conformation from the bank.

18.1.6.3 Post-office Saving Bank Pass Book duly pledged.

18.1.6.4 National Savings Certificate, Defense Savings Certificates. Kisan Vikas Patras or any other script/instrument under National Saving Scheme for promotion of small savings, if the same can be pledged in favour of Managing Director, RajCOMP. These certificates shall be accepted at surrender value.

18.1.7 No interest will be paid by the State Nodal Agency on the EMD & Performance Security deposit.

18.1.8 The successful Bidder shall be required to execute following agreements:

18.1.8.1 Service Level Agreement for Supply, Installation, Integration, Operation and Maintenance Services for Infrastructure/ e-Forms/State Portal under SSDG for the selected Departments.

18.1.8.2 Non Disclosure Agreement - Failure of the selected IA to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.

**18.2 Liquidated Damages**

18.2.1  If the IA requires an extension of time in completion of any of the deliverable as per the Scope of Work, IA has to apply in writing to the State Nodal Agency for the same, immediately after the IA becomes aware of the eventuality but not after the stipulated date of completion of work. Extension in the period may be granted with or without liquidated damages by the State Nodal Agency.

18.2.2  In case of extension in the period of completion of work with liquidated damages the recovery shall be made on the basis of following percentages of value of work completion at each stage which the IA has failed to complete the work:

| No | Condition | LD % |
|----|-----------|------|
| a. | Delay up to one fourth period of the prescribed delivery period / completion of work. | 2.5 % |
| b. | Delay exceeding one fourth but not exceeding half of the prescribed period / completion of work. | 5.0 % |
| c. | Delay exceeding half but not exceeding three fourth of the prescribed period / completion of work. | 7.5 % |
| d. | Delay exceeding three fourth of the prescribed period / completion of work. | 10.0 % |

18.2.3  Fraction of a day in reckoning period in supplies shall be eliminated if it is less than half a day.

18.2.4  The maximum amount of liquidated damages shall be 10%.

18.2.5  Also Liquidated Damages would be deducted from the payment due for that milestone as mentioned in Chapter of Terms of Payment.

**18.3 Refund of Performance Security**

18.3.1  The security/performance guarantee, which was deposited, will be returned back after expiry of Contract/ Project Period.

**18.4 Forfeiture of Security Deposit**

18.4.1  Security deposit shall be forfeited in the following cases:

- If any terms and conditions of the Contract are infringed.
- If the Bidder fails to make complete supply satisfactorily.
- Notice will be given to the Bidder with reasonable time before security deposit is forfeited.
- If the IA fails to deliver the deliverables as per the terms laid down in this document, performance security submitted by the IA would be forfeited.

18.4.2 Failure of the short listed IA to comply with the requirement of the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the State Nodal Agency may make the award to the next lowest evaluated Bidder or call for new bids.

# GENERAL TERMS & CONDITIONS

# Chapter-19: General Terms & Conditions

**19.1 Statutory Requirements**

19.1.1 During the tenure of the Contract, nothing shall be done by the IA in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alias customs, stowaways, foreign exchange etc. and shall keep the State Nodal Agency indemnified in this regard.

19.1.2 The IA and their personnel/representative shall not alter/change /replace any hardware component proprietary to the State Nodal Agency and/or under warranty or AMC of third party without prior consent of the State Nodal Agency.

19.1.3 The IA and their personnel/representative shall not without consent of the State Nodal Agency install any hardware or software not purchased/owned by the State Nodal Agency.

**19.2  Arbitration**

19.2.1 The Selected Implementation Agency shall indemnify the State against all third party claims arising out of  a court order or arbitration award for infringement of patent,  trademark/ copy right arising from the use of the supplied services or any part there of.

19.2.2 In the event of any dispute or differences arising under these conditions or any special conditions of the Contract in connection with this Contract, the same shall be referred to the Principal Secretary/Secretary, Department of Information Technology & Communication, and Government of Rajasthan for final decision and the same shall be binding on all parties.

19.2.3 Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the Selected Implementation Agency.

19.2.4 State and the Implementation Agency shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the Contract. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings shall be held in Jaipur, Rajasthan, India.

**19.3 Comparison of Rates**

19.3.1  In comparing the rates quoted by firms outside Rajasthan and those in Rajasthan but not entitled to Price Preference under the Rules, the element of Rajasthan Sales Tax/ VAT shall be excluded whereas that of Central Sales Tax/ VAT shall be included.

19.3.2  While comparing the rates in respect of firms within Rajasthan, the element of Rajasthan Sales Tax/ VAT shall be included.

**19.4 Rejection:**

19.4.1  Articles not approved during inspection or testing shall be rejected and will have to be replaced by the Bidder at his own cost within the time fixed by the State Nodal Agency.

19.4.2  If, however, due to exigencies of Government work, such replacement either in whole or in part, is not considered feasible, the State Nodal Agency after giving an opportunity to the Bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.

19.4.3  The rejected articles shall be removed by the Bidder within 3 days of intimation of rejection, after which the State Nodal Agency shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such articles as deemed fit, at the Bidder's risk and on the Bidder's account.

19.4.4  The Bidder shall be responsible for the proper packing so as to avoid damage under normal conditions of transport by sea, rail and road or air and delivery of the material in the good condition to the consignee at destination. In the event of any loss, damage, breakage or leakage or any shortage the Bidder shall be liable to make good such loss and shortage found at the checking/ inspection of the material by the consignee. No extra cost on such account shall be admissible.

19.4.5  The Contract for the supply can be repudiated at any time by the State Nodal Agency, if the supplies are not made to its satisfaction after giving an opportunity to the Bidder of being heard and recording the reasons for repudiation.

**19.5 Delivery & Installation**

19.5.1  The successful Bidder shall arrange to supply the ordered material as per specifications mentioned in this RFP.

19.5.2  Delivery & Installation of ordered items would be completed within the schedule given in Chapter 11.

19.5.3  Transportation: All goods must be sent freight paid.

## 19.6 Right of Monitoring, Inspection and Periodic Audit

19.6.1  The State Nodal Agency reserves the right to inspect and monitor/assess the progress/performance/maintenance of the e-Form, State Portal and SSDG Application at any time during the course of the Contract, after providing due notice to the Implementation Agency. The State Nodal Agency may demand and upon such demand being made, the State Nodal Agency shall be provided with any document, data, material or any other information which it may require to enable it to assess the progress of the project.

19.6.2  The State Nodal Agency shall have the right to conduct, either itself or through another Third Party as it may deem fit, an audit to monitor the performance by the Third Party of its obligations/functions in accordance with the standards committed to or required by the State Nodal Agency and the IA undertakes to cooperate with and provide to the State Nodal Agency any other agency appointed by the State Nodal Agency, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the IA failing which the State Nodal Agency may without prejudice to any other rights that it may have, issue a notice of default.

19.6.3  Supplies when received shall be subject to inspection by the Committee formed by the State Nodal Agency to ensure whether they conform to the specifications. The supplies will be accepted only where the articles conform to the standard of prescribed specifications as a result of such tests and the cost of such testing shall be borne by the Bidder.

19.6.4  In case of test, samples shall be drawn in four sets by giving the serial numbers on random basis of the sets supplied, properly sealed in the presence of the Implementation Agency's representatives.

## 19.7 Information Security

19.7.1  The IA shall not carry and/or transmit any material, information, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by the State Nodal Agency, out of premises without prior written permission.

19.7.2   IA should adhere to the Information Security Policy (As per Latest ISO 27001). IA should acknowledge that all Department/Business data and other proprietary information or materials, whether developed by the State Nodal Agency or being used by the State Nodal Agency pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to the State Nodal Agency and IA agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which shall not be less than that used by IA to protect its own proprietary information. IA recognizes that the goodwill of the State Nodal Agency depends, among other things, upon IA keeping such proprietary information confidential and that unauthorized disclosure of the same by IA could damage the State Nodal Agency and that by reason of Implementation Agency's duties hereunder. IA may come into possession of such proprietary information even though IA does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. IA shall use such information only for the purpose of performing the said services.

19.7.3   IA shall, upon termination of this agreement for any reason or upon demand by the State Nodal Agency, whichever is earliest return any and all information provided to IA by the State Nodal Agency including any copies or reproductions, both hard copy and electronic.

**19.8 Risk Management**

19.8.1   IA shall at its own expense adopt suitable Risk Management methodology to mitigate all risks assumed by the IA under this Contract. IA shall underwrite all the risks related to its personnel deputed under this Contract as well as equipment and components of the e-Forms, State Portal and SSDG application, equipment, tools and any other belongings of the IA or their personnel during the entire period of their engagement in connection with this Contract and take all essential steps to reduce and mitigate the risk. The State Nodal Agency will have no liability on this account.

**19.9 Term and Extension of Contract**

19.9.1   The term of this Contract shall be for a period as indicated in the Contract and Contract shall come to an end on expiry of such period except when its term is extended by the State Nodal Agency.

19.9.2   The State Nodal Agency shall reserve the sole right to grant any extension to the term mentioned above on mutual agreement including fresh negotiations on terms and conditions.

**19.10 Suspension of Work**

19.10.1 The Implementation Agency shall, if ordered in writing by the State Nodal Agency representative, temporarily suspend the work or any part thereof for such a period and such a time as ordered. The IA shall not be entitled to claim compensation for any loss or damage sustained by it by reason of temporary suspension of the work as aforesaid. An extension of time for completion corresponding with the delay caused by any such suspension of the work as aforesaid shall be granted to the IA, if request for same is made and that the suspension was not consequent to any default or failure on the part of the IA. In case the suspension of works is not consequent to any default or failure on the part of the IA and lasts for a period of more than 3 months, the IA shall have the option to request the State Nodal Agency to terminate the Contract with mutual consent.

**19.11 Publicity**

19.11.1 The Implementation Agency shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the State Nodal Agency first gives the IA its written consent.

**19.12 Default by Implementation Agency**

19.12.1 The failure on the part of the Implementation Agency to perform any of its obligations or comply with any of the terms of this Contract shall constitute an Event of Default on the part of the IA. The events of default as mentioned above may include but not be limited to inter alias the following also:

- The IA has failed to perform any instructions or directives issued by the State Nodal Agency which it deems proper and necessary to execute the scope of work under the Contract or
- The IA has failed to adhere to any of the Service Level Requirements as laid down in the RFP or if the IA has fallen short of matching such standards/targets as the State Nodal Agency may have designated with respect to any task necessary for the execution of the scope of work under this Contract. The above mentioned failure on the part of the IA may be in terms of failure to adhere to timelines, specifications, requirements or any other criteria as defined by the State Nodal Agency.
- The IA has failed to remedy a failure to perform its obligations in accordance with the specifications issued by the State Nodal Agency despite being served with a default notice which laid down the specific deviance on the part of the IA to comply with any stipulations or standards as laid down by the State Nodal Agency.
- The Implementation Agency/Implementation Agency's Team has failed to conform with any of the Service/Specifications/Standards as set out in the scope of work of this RFP

document or has failed to adhere to any amended direction, modification or clarification as issued by the State Nodal Agency during the term of this Contract and which the State Nodal Agency deems proper and necessary for the execution of the scope of work under this Contract

- The IA has failed to demonstrate or sustain any representation or warranty made by it in this Contract with respect to any of the terms of its Bid or the RFP and the Contract.

- There is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Implementation Agency.

- The Implementation Agency/Implementation Agency's Team has failed to comply with or is in breach or contravention of any applicable laws.

- Where there has been an occurrence of such defaults inter alia as stated above, the State Nodal Agency shall issue a notice of default to the Implementation Agency, setting out specific defaults/deviances/omissions and providing a notice of Sixty (60) days to enable such defaulting party to remedy the default committed.

- Where despite the issuance of a default notice to the IA by the State Nodal Agency, the IA fails to remedy the default to the satisfaction of the State Nodal Agency, the State Nodal Agency may, and where it deems fit, issue another default notice or proceed to adopt such remedies as may be available.

## 19.13 Consequences in event of Default

19.13.1 Where an event of Default subsists or remains unresolved beyond permissible or reasonable time, the State Nodal Agency may/shall decide, at its discretion, the quantum of reasonable time to resolve the default.

19.13.2 Impose any such obligations, conditions and seek clarifications as may be necessary to inter alia ensure smooth continuation of services and the project which the IA shall be obliged to comply with which may include unilateral re-determination of the consideration payable to the IA hereunder. The IA shall in addition take all available steps to minimize loss resulting from such event of default.

19.13.3 The State Nodal Agency may by a written notice of suspension to the Implementation Agency; suspend all payments to the IA under the Contract provided that such notice of suspension:

19.13.3.1 Shall specify the nature of the failure and shall request the IA to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Implementation Agency.

19.13.3.2 Where the State Nodal Agency deems necessary it shall have the right to require replacement of any of the Implementation Agency's team members/sub-Contractors/ vendors with another suitable member. The IA shall in such case terminate forthwith all their agreements/Contracts other arrangements with such member and find suitable replacement for the outgoing member with another member to the satisfaction of the State Nodal Agency who shall execute the Contract with the State Nodal Agency as may require. Failure on the part of the IA to find a suitable replacement and/or terminate all agreements/Contracts with such member shall amount to a breach of the terms hereof and the State Nodal Agency in addition to all other rights, the State Nodal Agency may procure similar services from other Service provider at the cost of IA and the State Nodal Agency will also have the right to claim damages and recover from the IA all losses/ or other damages that may have resulted from such failure.

19.13.4 The State Nodal Agency reserves the right to terminate the Contract with 30 days notice.

**19.14 Terminate the Contract**

19.14.1 Retain such amounts from the payment due and payable by the State Nodal Agency to the IA as may be required to offset any losses caused to the State Nodal Agency as a result of such event of default and the IA shall compensate the State Nodal Agency for any such loss, damages or other costs, incurred by the State Nodal Agency in this regard.  Nothing herein shall effect the continued obligation of the IA / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.

19.14.2 Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the IA that may have resulted from such default and pursue such other rights and/or remedies that may be available to the State Nodal Agency under law.

19.14.3 The State Nodal Agency may terminate this Contract in whole or in part by giving the IA prior and written notice indicating its intention to terminate the Contract under the following circumstances:

- Where it comes to the State Nodal Agency attention that the IA (or the Implementation Agency's Team) is in a position of actual conflict of interest with the interests of the State Nodal Agency in relation to any of terms of the Implementation Agency's Bid, the RFP or this Contract

- Where the Implementation Agency's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever including inter alia the filing of any bankruptcy proceedings against the Implementation Agency, any failure by the IA to pay any of its dues to its creditors, the institution of any winding up proceedings against the IA or the happening of any such events that are adverse to the commercial viability of the Implementation Agency.  In the event of the happening of any events of the above nature, the State Nodal Agency shall reserve the right to take any steps as are necessary to

- ensure the effective transition of the project to a successor Implementation Agency/service provider, and to ensure business continuity

- Termination for Default: The State Nodal Agency may at any time terminate the Contract by giving 30 days written notice to the Implementation Agency without compensation to the Implementation Agency in the Event of Default on the part of the IA which may include failure on the part of the IA to respect any of its commitments with regard to any part of its obligations under its Bid, the Tender or under this Contract.

- Termination for Insolvency: The State Nodal Agency may at any time terminate the Contract by giving written notice to the Implementation Agency without compensation to the Implementation Agency, if the IA becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the State Nodal Agency.

- Termination for Convenience: The State Nodal Agency may by prior written notice sent to the IA at least 3 months in advance terminate the Contract in whole or in part at any time for its convenience.  The notice of termination shall specify that termination is for the State Nodal Agency convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

- In the event of termination of this Contract due to any cause whatsoever except termination for the State Nodal Agency's convenience, the IA may be blacklisted and the Contract will stand cancelled effective from the date of intimation to the IA.


**19.15 Exit Management**

Preamble:

The word parties include the State Nodal Agency and the selected Implementation Agency.


19.15.1 **Exit Management Purpose**

19.15.1.1 This Schedule sets out the provisions, which will apply on expiry or termination of the project SLRs, Deployment SLR's on successful Implementation, Operation and Support SLR's for the entire contract period.

19.15.1.2 In the case of termination of the Project Implementation and/or Operation and Maintenance SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.

19.15.1.3 The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.


19.15.2 **Transfer of Ownership of Assets**

19.15.2.1 The Successful Bidder shall be entitled to use the Assets for the duration of the exit management period, which shall be the thirty days from the date of expiry of Contract, or termination of the SLRs.

19.15.2.2 The State Nodal Agency shall be entitled to serve notice in writing to the Successful Bidder at any time during the exit management period as detailed hereinabove requiring the Successful Bidder and/or its sub contractors to provide the State Nodal Agency with a complete and up to date list of the Assets within 30 days of such notice. The State Nodal Agency shall then be entitled to serve notice in writing to the Successful Bidder at any time prior to the date that is 30 days prior to the end of the exit management period.

19.15.2.3 Upon service of a notice under Article the following provisions shall apply: The State Nodal Agency shall pay to the Successful Bidder on the last day of the exit management period the remaining QGR of Cost of equipments as stated in the Terms of Payment Schedule.

### 19.15.3 **Cooperation and Provision of Information**

19.15.3.1 During the exit management period the successful Bidder will allow the State Nodal Agency access to information reasonably required defining the then current mode of operation associated with the provision of the services to enable the State Nodal Agency to assess the existing services being delivered.

### 19.15.4 **Confidential Information, Security and Data**

The Successful Bidder will promptly on the commencement of the exit management period, supply to the State Nodal Agency the following:

19.15.4.1 Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to the e-Forms, State Portal and SSDG Project, Project's Intellectual Property Rights; any other data and confidential information related to the Project, all current and updated services through e-Forms, State Portal and SSDG.

19.15.4.2 Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacement Successful Bidder in a readily available format.

19.15.4.3 All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the State Nodal Agency or its Replacement Successful Bidder to carry out due diligence in order to transition the provision of the Services to the State Nodal Agency or its Replacement Successful Bidder (as the case may be).

19.15.4.4 Before the expiry of the exit management period, the Successful Bidder shall deliver to the State Nodal Agency, Govt. of Rajasthan all new or up-dated materials from the categories set out above and shall not retain any copies thereof.

19.15.4.5 Before the expiry of the exit management period, unless otherwise provided under the Agreement, the State Nodal Agency, Govt. of Rajasthan shall deliver to the Implementing agency all forms of Implementing agency confidential information, which is in the possession or control of Project or its users.

19.15.5 **Employees**

19.15.5.1 Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the State Nodal Agency, a list of all employees (with job titles and communication address) of the Successful Bidder, dedicated to providing the services at the commencement of the exit management period;

19.15.6 **Rights of Access to Information**

19.15.6.1 At any time during the exit management period, the Successful Bidder will be obliged to provide an access of information to the State Nodal Agency, and/or any Replacement Successful Bidder in order to make an inventory of the Assets (including hardware / Software / Active / passive), layouts, diagrams, schematics, documentations, manuals, catalogs, archive data, policy documents or any other material related to the Project.

19.15.7 **Rights of Access to Premises**

19.15.7.1 At any time during the exit management period, where Assets are located at the Implementing agency's premises, the Successful Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the State Nodal Agency, Govt. of Rajasthan and/ or any Replacement Successful Bidder in order to make an inventory of the Assets.

19.15.7.2 The Successful Bidder shall also give the State Nodal Agency, Govt. of Rajasthan or its nominated agencies, or any Replacement Successful Bidder agency right of reasonable access to the Successful Bidder premises and shall procure the State Nodal Agency, Govt. of Rajasthan or its nominated agencies and any Replacement of Successful Bidder rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the Agreement as is reasonably necessary to migrate the services to the State Nodal Agency, Govt. of Rajasthan or its nominated agencies, or a Replacement of Successful Bidder.

19.15.8 **General Obligations of the Implementing Agency**

19.15.8.1 The Successful Bidder shall provide all such information as may reasonably be necessary to affect as seamless a handover as practicable in the circumstances to the State Nodal Agency, Govt. of Rajasthan or its nominated agencies or its Replacement Implementing agency and which the Successful Bidder has in its possession or control at any time during the exit management period.

19.15.8.2 For the purposes of this Schedule, anything in the possession or control of any Successful Bidder, associated entity, or sub contractor is deemed to be in the possession or control of the Successful Bidder.

19.15.8.3 The Successful Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

19.15.9 **Exit Management Plan**

19.15.9.1 The Successful Bidder shall provide the State Nodal Agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLR as a whole and in relation to the Project Implementation, the Operation and Maintenance and Scope of work definition.

- A detailed program of the transfer process that could be used in conjunction with a Replacement Successful Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- Plans for the communication with staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
- Plans for provision of contingent support to the Project and Replacement Successful Bidder for a reasonable period after transfer.

19.15.9.2 The Successful Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

19.15.9.3 Each Exit Management Plan shall be presented by the Successful Bidder to be approved by the State Nodal Agency.

19.15.9.4 The terms of payment as stated in the Terms of Payment Schedule includes the costs of the Successful Bidder complying with its obligations under this Schedule.

19.15.9.5 In the event of termination or expiry of SLA, Project Implementation, Operation and Maintenance or Scope of Work each party shall comply with the Exit Management Plan.

19.15.9.6 During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.

19.15.9.7 Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

19.15.9.8 This Exit Management plan shall be furnished in writing to the State Nodal Agency or its nominated agencies within 90 days from the Effective Date of this Agreement.

19.15.9.9 The audit and access rights contained within this Schedule shall survive the termination or expiration of the Agreement for a period of twenty-four (24) months. For the avoidance of doubt, this right of audit shall not apply to data and records returned to Project / destroyed in accordance with Exit Management Schedule.

19.15.9.10 The Successful Bidder shall also provide all kind of technical support to designated agency while transferring the project and hand hold the project for at least one month to enable designated agency develop sufficient skills for smooth maintenance and operations of the project.

## 19.16 Confidentiality

19.16.1 Neither the selected Implementation Agency nor State will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to project the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own  comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under these Conditions of Empanelment or any other Conditions of Empanelment between the parties.

19.16.2 These restrictions will not apply to any information which:

19.16.2.1 Is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or

19.16.2.2 Is acquired from a third party who owes no obligation of confidential in respect of the information; or

19.16.2.3 Is or has been independently developed or was known to it prior to receipt.

19.16.3 Notwithstanding Clause mentioned above, either party will be entitled to disclose confidential information of the other (1) to its respective insurers or legal advisors on a need-to-know basis and shall ensure that such insurers and legal advisors maintain confidentiality of such information, or (2) to a third party to the extent that this is required by any or where there is a legal right. Duty or requirement to disclose where reasonably practicable not less than 2 business days notice in writing is first given to the other party.

19.16.4 Without prejudice to the foregoing provision of this clause above selected Implementation Agency may cite the performance of the services to clients and projective clients as an indication of its experience.

19.16.5 The selected Implementation Agency shall not, without State prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the Selected Implementation Agency in the performance of the work order.

19.16.6 The clause on Confidentiality shall be valid for a further period of one year from the date of expiry or termination of the assignment, whichever is earlier.

## 19.17 Subcontracting

19.17.1 IA shall not appoint a subcontractor to perform IA's obligations under this Contract without obtaining prior written approval of the State Nodal Agency, except if the subcontractor is the affiliate of the IA. In the event that the State Nodal Agency approves use of a subcontractor or in case of delegation of work to IA's Affiliates, IA shall ensure that the subcontractor executes a confirmation deed in favor of the State Nodal Agency in a form approved by the State Nodal Agency prior to sub-delegation of any services to the subcontractor or affiliate. The State Nodal Agency's approval of a subcontractor shall not constitute a waiver of any rights the State Nodal Agency may have based on IA's representations and warranties. IA will be fully responsible for all acts and omissions of its subcontractors and affiliates. Nothing in this Contract shall be construed to create any contractual relationship between the State Nodal Agency and any subcontractor or affiliate, nor any obligation on the part of the State Nodal Agency, to pay or to ensure the payment of any money due to any subcontractor or affiliate.

## 19.18 Other Terms & Conditions

19.18.1 The IA shall set up its office in Jaipur within one month of award of Contract, if it already does not exists.

19.18.2 IA shall be responsible to retain the team deployed during the start of the project for the entire Contract period. A penalty at the discretion of the Principal Secretary/Secretary-IT&C shall be imposed on the IA for any replacement of team member. However, such penalty may be applicable for all cases except when any deployed team member resigns from the organization.

19.18.3 The end product of the work assignment carried out by the selected Implementation Agency, in any form, will be the sole property of the State.

19.18.4 The selected Implementation Agency shall perform the services and carry out its obligations under the Conditions with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training / consulting standard recognized by national/international professional bodies and shall observe sound management practice. It shall employee appropriate advanced technology and safe and effective methods. The selected Implementation Agency shall always act, in respect of any matter relating to these Conditions of Empanelment, as faithful advisors to State and shall at all times , support and safeguard State's legitimate interests.

19.18.5 The selected Implementation Agency automatically agrees with State for honoring all aspects of fair trade practices in executing the work orders placed by the State.

19.18.6 In the event the Selected Implementation Agency or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with the State, should be passed on the compliance by the new company, new Division in the negotiation for their transfer.

## 19.19 Force Majeure

19.19.1 Notwithstanding the provisions of Contract, the Bidder shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

19.19.2 For Purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the State Nodal Agency either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

19.19.3 If a Force Majeure situation arises, the Bidder shall promptly notify the State Nodal Agency in writing of such conditions and the cause thereof. Unless otherwise directed by the State Nodal Agency in writing the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all prevented by the force majeure event.

19.19.4 The State Nodal Agency may terminate this Contract, by giving a written notice of minimum 30 days to the Bidder being unable to perform a material portion of the services for a period of more than 60 days.

# TERMS OF PAYMENT

# Chapter-20: Terms of Payment

**20.1 Payment Terms**

Payment terms for various cost heads are given below for reference of the Bidders. The State Nodal Agency will define all percentages as per the amounts for each of the following sections as given by the Bidder in detailed Financial Bid

20.1.1   Payment milestones

| Sr.No | Milestone | Time Schedule | Payment Terms |
|-------|-----------|---------------|---------------|
| 1 | Supply and Installation of e-Forms, State Portal, SSDG Hardware and Gap Infrastructure | T + 17 | 60 % of the price quoted for State Portal, e-Forms, e-Form Application Infrastructure, SSDG Infrastructure and Gap Infrastructure |
| 2 | User Training and Workshops | T + 23 | 60 % of the price quoted for Training and Workshop (Payment shall be made on a Quarterly basis) |
| 3 | Project Sign-Off | T + 24 | 60 % of the price quoted for Application Development |
| 4 | Operations and Maintenance (For 3 years after Project Sign-Off) | T + 24 onwards | QGR (Amortized over a period of 3 years) |

20.1.2 Remaining percentage of payment of all Stages will be paid in 12 equal installments as QGR (Quarterly Guaranteed Revenues) over a period of 3 years during Operations & Maintenance stage.

20.1.3 The State Nodal Agency will release the payment within 30 days of submission of invoice subject to invoice and all supporting documents being in order.

20.1.4 The Selected Implementation Agency will accept liability without limit (1) for death or personal injury caused to the other party by its negligence or the negligence of its employees acting in the course of their employment; (2) any other liability which by law either party cannot exclude. This does not in any way confer greater rights than what either party would other wise have at law.

20.1.5 The Conditions of Contract do not contemplate any consequential, indirect, lost profit, claim for tort or similar damages of any form to be paid by the selected Implementation Agency to DIT, GoI/State Government or any other organizations.

20.1.6 Notwithstanding anything to the contrary contained in the conditions of Empanelment, in no event will the Selected Implementation Agency be liable to State, whether a claim be in tort, Contract or otherwise; (a) for any amount in excess of 100% of the total professional fees payable for the respective project.

20.1.7 No action regardless of form, arising out of these Conditions of Empanelment, may be brought by either party; more than one year after the cause of action has accrued.

20.1.8 The IA shall make a payment request to the State Nodal Agency by producing bills in triplicate after the end of each quarter along with the following supporting documents:

- SLR compliance reports.

- Attendance Statement duly attested / verified by the respective nodal officers of all support staff deputed by the IA at different locations.

20.1.9 The quantities mentioned in the Bid are indicative/ approx. and shall be only used for the purpose of financial Bid evaluation but the payments shall be made as per the actuals.

# TECHNICAL SPECIFICATIONS

# Chapter-21: Technical Specifications

**21.1 Hardware Configuration for e-Forms and State Portal**

21.1.1  **Database Servers (x64)**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| CPU | Minimum 2 x Quad Core Processor, Minimum 2.13 GHz or above with 1066 MHz FSB / 2000 MT/s expandable to 4 physical processor with min 8 MB L2 / L3 cache per processor | | | |
| OS Support | 64 bit OEM supported Microsoft® Windows Server 2008 Enterprise Edition / LINUX (AP) / UNIX latest version with updates, patches for the entire contract period | | | |
| Memory (RAM) | Min. 64 GB scalable to 128 GB DDR 2 | | | |
| Advanced ECC memory support | Memory interleaving (2x1); Memory mirroring and online spare capacity | | | |
| RAID | Dual Channel RAID controller with RAID 0/1/5 with 128 MB cache | | | |
| Slot on board | At least 2 x PCIX / PCI-E free slots | | | |
| HDD | 4 x 146 GB 15 K RPM SAS HDD or higher per server, hot swappable | | | |
| Disk bays | Support for min 8 small form factor hot plug SAS hard drives in disk drive carriers that slides out from front | | | |
| Ethernet Ports | At least 2 x 10/100/1000 Mbps | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | Ethernet ports or more | | | |
| Fiber Channel Ports | 2 x 4 Gbps (8 Gbps or higher) Fiber Channel Ports (HBA) with required cables | | | |
| Ports Rear | Two USB ports (Ver 2.0); RJ-45 Ethernet adapter; keyboard and mouse; One USB (Ver 2.0) | | | |
| Graphics controller | SVGA / PCI bus / ATI® ES 1000 / min 16MB SDRAM std/max / 1280x1024 at 16M colors | | | |
| Optical / diskette | 8X / 24X slim-line DVD RW drive (with latest speed) | | | |
| Security | Power-on password / admin password / unattended boot / selectable boot / boot without keyboard | | | |
| Cooling fans | Multi-speed / hot-swap and redundant fan failure signals to management module / fan in each power supply / CPU / memory | | | |
| Power supplies | Hot plug redundant AC power supply | | | |
| Management | Dedicated Management Chip providing comprehensive remote management capabilities along with a dedicated management port for accessing the chip | | | |
| | Management feature to identify failed components even when server is switched off. | | | |
| | Rack Mountable | | | |
| | Should be able to manage systems | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | through a web-browser | | | |
| Standard compliance required | UL, FCC & RoHS | | | |
| Database | MS-SQL Server 2008 Enterprise Edition / Oracle Database 10g or higher Enterprise Edition with Active – Passive cluster suite and OEM support, updates, patches for the entire Contract Period. | | | |

21.1.2 **Staging Server (x64)**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| CPU | Minimum 2 x Quad Core Processor, Minimum 2.13 GHz or above with 1066 MHz FSB / 2000 MT/s expandable to 4 physical processor with min 8 MB L2 / L3 cache per processor | | | |
| OS Support | 64 bit OEM supported Microsoft® Windows Server 2008 Enterprise Edition / LINUX (AP) / UNIX latest version with updates, patches for the entire contract period | | | |
| Memory (RAM) | Min. 64 GB scalable to 128 GB DDR 2 | | | |
| Advanced ECC memory support | Memory interleaving (2x1); Memory mirroring and online spare capacity | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| RAID | Dual Channel RAID controller with RAID 0/1/5 with 128 MB cache | | | |
| Slot on board | At least 2 x PCIX / PCI-E free slots | | | |
| HDD | 4 x 146 GB 15 K RPM SAS HDD or higher per server, hot swappable | | | |
| Disk bays | Support for min 8 small form factor hot plug SAS hard drives in disk drive carriers that slides out from front | | | |
| Ethernet Ports | At least 2 x 10/100/1000 Mbps Ethernet ports or more | | | |
| Fiber Channel Ports | 2 x 4 Gbps (8 Gbps or higher) Fiber Channel Ports (HBA) with required cables | | | |
| Ports Rear | Two USB ports (Ver 2.0); RJ-45 Ethernet adapter; keyboard and mouse; One USB (Ver 2.0) | | | |
| Graphics controller | SVGA / PCI bus / ATI® ES 1000 / min 16MB SDRAM std/max / 1280x1024 at 16M colors | | | |
| Optical / diskette | 8X / 24X slim-line DVD RW drive (with latest speed) | | | |
| Security | Power-on password / admin password / unattended boot / selectable boot / boot without keyboard | | | |
| Cooling fans | Multi-speed / hot-swap and redundant fan failure signals to management module / fan in each power supply / CPU / memory | | | |
| Power supplies | Hot plug redundant AC power supply | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Management | Dedicated Management Chip providing comprehensive remote management capabilities along with a dedicated management port for accessing the chip | | | |
| | Management feature to identify failed components even when server is switched off. | | | |
| | Rack Mountable | | | |
| | Should be able to manage systems through a web-browser | | | |
| Standard compliance required | UL, FCC & RoHS | | | |

### 21.1.3 Application Servers, Web Server, and Content Management Server

### 21.1.3.1 Chassis Specifications

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Processors | Single blade chassis should accommodate minimum 6 (Quad-Processor) / 8 (Dual Processor) or higher hot pluggable blades. | | | |
| | 6 U to 12 U Rack-mountable with 25% as the spare capacity in the chassis | | | |
| | Dual network connectivity for each blade server for redundancy should be provided. Backplane should be completely passive device. If it is | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | active, dual backplane should be provided for redundancy | | | |
| | Should accommodate x64 Processor based Blade Servers for future applications | | | |
| | Same chassis should support dual CPU and Quad CPU blades for all slots | | | |
| OS Support | 64 bit OEM supported Microsoft® Windows Server 2008 Enterprise Edition / LINUX (AP) / UNIX latest version with updates, patches for the entire contract period | | | |
| | Single console for all blades in the enclosure with built-in KVM switch or Virtual KVM feature over IP. | | | |
| Optical/Diskette | DVD ROM can be internal or external, which can be shared by all the blades allowing remote installation of S/W and OS | | | |
| USB Ports | Minimum 2 external USB connections functionality | | | |
| | Layer 3 managed switches fitted into the enclosure to connect to 2 ports per blade server and at-least 2 uplink ports per switch. | | | |
| | Fiber Channel Switches with minimum 4 Gbps ports fitted into Enclosure to cater to 2 FC Ports per Blade. | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Power Supplies | ▪ Hot Swap redundant power supplies to be provided<br>▪ Power supplies should have N+N. All Power Supplies modules should be populated in the chassis | | | |
| Cooling Units | Hot Swappable and redundant Cooling Unit | | | |
| | LED / LCD Alert indicators / Visual Management feature on Blade servers / Chassis for Hard disk drives, processors, blowers, memory etc. | | | |
| Systems Management Software | Systems Management and deployment tools to aid in Blade Server configuration and OS deployment | | | |
| | It should provide Secure Sockets Layer (SSL) 128 bit encryption and Secure Shell (SSH) Version 2 and support VPN for secure access over internet. | | | |
| | Ability to measure power historically for servers or group of servers for optimum power usage | | | |
| | Blade enclosure should have provision to connect to display console / central console for local management like trouble shooting, configuration, system status/health display | | | |
| | Should support proactive identification of out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software / firmware components. | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | Should be able to perform comprehensive system data collection and enable users to quickly produce detailed inventory reports for managed devices. Should support the reports to be saved in HTML, CSV or XML format. | | | |
| | Should provide Role-based security which allows effective delegation of management responsibilities by giving systems administrator's granular control over which users can perform management operations on devices. | | | |
| Server Remote Management | Remote management capabilities through internet browser with event logging, detailed server status, logs, alert forwarding, virtual control, remote graphical console, remote power control / shutdown, Virtual Floppy and CD for remote boot and configuration, Virtual Text and graphical control, automatic IP configuration via DHCP / DNS/ WINS, with 128 bit SSL Encryption Security. The blade system should have the capability of managing all the blades in the enclosure simultaneously. | | | |

21.1.3.2 **Blade Specifications**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | Blade can be half / full height with I/O connectivity to backplane | | | |
| Processor | 2 Quad core @ 2.1 GHz or above with 12 MB shared L3 cache, 1066 MHz FSB / 2000 MT/s | | | |
| Chipset | Latest Server Chipset | | | |
| Memory | Min 64 GB FBD DDR2 RAM with min 2 No's free slots for future expandable capability. | | | |
| | Advanced ECC memory support, memory mirroring | | | |
| | Minimum Memory: 64 GB scalable to 128 GB per blade | | | |
| | The Blade should have redundant 4 Gbps Fiber Channel HBA with required cables | | | |
| | 2 X (1000BASE-T) Tx Gigabit LAN ports with TCP / IP offload engine support / dedicated chipset for network I/O on blade server | | | |
| HDD | 2 X 146 GB 15 K RPM SAS HDD or more hot swappable system disk per server with mirroring using integrated RAID 0,1 on internal disks. It should be possible to hot swap the drives without shutting down the server. | | | |
| OS Support | 64 bit OEM supported Microsoft® Windows Server 2008 Enterprise Edition / LINUX (AP) / UNIX latest version with updates, patches for the entire contract | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | period | | | |
| Slot on board | Atleast 2 x PCIX / PCI-E free slots | | | |
| Virtualization | Support industry standard virtualization solution | | | |
| | VGA / Graphics Port / Controller | | | |
| | Dedicated Management Chip providing comprehensive remote management capabilities along with a dedicated management port for accessing the chip. | | | |
| Standard compliance required | UL, FCC & RoHS | | | |

### 21.1.4 Server Racks 42U

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | 19" 42U racks should be mounted on the floor with castor wheels with brakes (set of 4 per rack) | | | |
| | Floor Standing Server Rack - 42U with | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | Heavy Duty Extruded Aluminum Frame for rigidity. Top cover with FHU provision. Top & Bottom cover with cable entry gland plates. Heavy Duty Top and Bottom frame of MS. Two pairs of 19" mounting angles with 'U' marking. Depth support channels - 3 pairs with an overall weight carrying Capacity of 500 Kgs. | | | |
| | The racks should conform to EIA-310 Standard for Cabinets, Racks, Panels and Associated Equipment and accommodate industry standard 19" rack mount equipment. | | | |
| | Front and Back doors should be perforated with at least 63% or higher perforations. All racks should be OEM racks with Adjustable mounting depth, Multi-operator component compatibility, Numbered U positions, Powder coat paint finish and Protective grounding provisions. | | | |
| | All racks should have mounting hardware 2 Packs, Blanking Panel (1) varying from 4 U to 5 U size. | | | |
| | Keyboard Tray with BB Slides (Rotary Type) (1 no. per Rack). | | | |
| | Stationery Shelf 627 mm Network (2 sets per Rack). | | | |
| | All racks must be lockable on all sides with unique key for each rack. | | | |
| | Racks should be compatible with floor-throw as well as top-throw data centre cooling systems. | | | |
| | Racks should have Rear Cable Management channels, Roof and base | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | cable access. | | | |
| Wire managers | Two vertical and four horizontal. | | | |
| Power distribution Unit | Power Distribution Unit - Vertically Mounted, 32AMPs with 25 Power Outputs. (20 Power outs of IEC 320 C13 Sockets & 5 Power outs of 5/15Amp Sockets), Electronically controlled circuits for Surge & Spike protection, LED readout for the total current being drawn from the channel, 32AMPS MCB, 5 KVA isolated input to Ground & Output to Ground (1 No per Rack) | | | |
| Door | The racks must have steel (solid / grill / mesh) front / rear doors and side panels. Racks should NOT have glass doors / panels.<br><br>Both the front and rear doors should be designed with quick release hinges allowing for quick and easy detachment without the use of tools. | | | |
| Fan trays | ▪ Fan 90CFM 230V AC, 4" dia (4 Nos. per Rack)<br>▪ Fan Housing Unit 4 Fan Position (Top Mounted) (1 no. per Rack) - Monitored - Thermostat based - The Fans should switch on based on the Temperature within the rack. The temperature setting should be factory settable. This unit should also include - humidity & temperature sensor | | | |
| Depth | 1000 mm | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Metal | Aluminum extruded profile | | | |
| Side panel | Detachable side panels (set of 2 per Rack) | | | |
| Width | 19" equipment mounting, extra width is recommended for managing voluminous cables | | | |
| Jack Panel | ▪ Should be a 24 port modular / discrete patch panel<br>▪ Ports should be individually replaceable and consistent port-to-port performance<br>▪ Should confirm or exceed TIA/EIA-568-B.2-1 and IEC 60603-7-4 standards requirements for CAT 6<br>▪ Metallic high strength and 1U height<br>▪ Should be UL Listed | | | |
| IO | ▪ Should confirm or exceed TIA/EIA-568-B.2-1 and IEC 60603-7-4 standards requirements for CAT 6<br>▪ Durability: 750 mating cycles on modular jack and 200 termination cycles on 110 block | | | |

21.1.5 **IP based KVM Switch**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|

| | | | | |
|---|---|---|---|---|
| Keyboard, Video Display Unit and Mouse Unit (KVM) and/or other Control Devices / PCs may be used for the IT Infrastructure Management. The KVM unit should provide the following functionalities: | • It should have a minimum of 16 ports scalable & upgradeable.<br><br>• It should support 2 remote users and 1 user at the rack<br><br>• Remote Access appliance should have the following functionalities<br>   ▪ It should take control of servers at BIOS Level<br>   ▪ It should facilitate both in-band & out-of band access<br>   ▪ It should be able to integrate with power strips, so as to be able to reset power of remote device at port level.<br>   ▪ Remote access of both Servers and serial devices such as routers (through same or different appliances).<br>   ▪ It should have facility to integrate with secure management device<br>   ▪ Gigabit Ethernet ports.<br>   ▪ Virtual Media Support of multiple media including 'ISO image' files<br><br>• Dual (redundant) Power supply<br><br>• Dual Ethernet with Failover<br><br>• PC selection – On screen Display menu hot key | | | |

| Rack Mountable LCD Monitor with In-built Keyboard & Mouse | • 19 inch Rack mountable design<br><br>• KVM access over IP<br><br>• Browser based Management available at both remote and local ( Supported Browsers = Internet Explorer for MS-Windows, Firefox for MS-Windows and Linux )<br><br>• Support for resolution of 1600*1200 or above<br><br>• Single window access to all equipment.<br><br>• Equipment access logs and event history and send email alerts based on logs details as triggers<br><br>• Logging should be centralizable in one Syslog server.<br><br>• Absolute Mouse Synchronization. | | | |

## 21.2 Desktops

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
|  | Desktop with Dust Cover | | | |
| CPU | Intel with minimum no. of cores 2 with min 3.33 GHz or higher, 6 MB L2 / L3 cache or higher | | | |
| Motherboard | OEM Motherboard | | | |
| Bus Architecture | Integrated / Add-on graphics, Two PCI, One PCI Express 1/4, One PCI | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | Express 16 slots | | | |
| Memory | 4 GB DDR2 SDRAM, 1 DIMM slot should be free | | | |
| HDD | Min 300 GB SATA II 7200 RPM HDD & Pre-failure alert | | | |
| Keyboard | minimum 104 Keys OEM keyboard | | | |
| Mouse | USB or PS/2 Two button scroll optical mouse with pad | | | |
| Optical Drive | Internal DVD-ROM / RW | | | |
| Ports | Ports are 1 Serial, 1 Parallel, 4 USB 2.0 (min. 2 at front), VGA, Microphone, Headphone, Keyboard and Mouse. | | | |
| Network Card | 10/100/1000 Mbps Network card. | | | |
| OS Support | Pre loaded Windows 7 or latest licensed software with latest service pack / updates with media and Restore/ Recovery CD/ Self Mechanism | | | |
| Monitor | 18.5" TFT wide monitor with MPR II/TCO 03 certification | | | |
| Cabinet | ATX / MATX/ Desktop | | | |
| Anti-Virus | Anti Virus Software from leading OEMs like Trend Micro/ Symantec/ Kasper Sky/ McAfee to be installed on desktop computers with OEM support, updates, patches for the entire contract Period. | | | |

### 21.3 Desktop Laser Printers

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Color | Monochrome Laser | | | |
| Printing Speed | Printing speed of > 15 ppm | | | |
| Processor | Processor speed of at least 266 MHz | | | |
| Resolution | Print resolution minimum 600 x 600 dpi (1200 dpi effective output) | | | |
| Duty Cycle | Duty cycle (monthly, A4) > 5000 copies | | | |
| Media Support | Supported media types shall include Plain paper, envelopes, transparencies, cardstock, post card labels etc. | | | |
| Media Size | A4, Legal, Post Card, Envelopes | | | |
| Print Options | Duplex print options – Manual (Driver support provided) | | | |
| Memory | Minimum memory of 8 MB or higher | | | |
| USB Port | Hi-Speed USB 2.0 port for System interface requirements with USB cable | | | |
| OS Support | Compatibility with operating systems- Windows / Linux | | | |
| Tray | Main tray: 60 to 160 g/m | | | |
| Tray | Minimum 200 sheets to be accommodated | | | |
| Operating Temperature | Operating temperature range for 10 to 30 Degree Celsius | | | |
| Certification | Energy Star certified | | | |

**21.4 Desktop Scanners**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Scan Type | Flat-bed scanner | | | |
| Optical Scanning Resolution | Up to 4800 dpi | | | |
| Depth | Bit depth of 48 bit | | | |
| Gray scales levels | Minimum 256 | | | |
| ADF | No | | | |
| Scan Speed | Scan speed (OCR, A4) < 30 sec | | | |
| Size | Maximum scanning size : Legal Size Paper | | | |
| Slides/Frames | Built in Transparent Materials Adapter (TMA); two 35 mm slides or two 35 mm negative frames | | | |
| Transparency Adapters | Built-in | | | |
| Input | Scan input mode to PDF OCR | | | |
| Scan file formats | PDF, Searchable PDF, TIFF, Compressed TIFF, JPEG, BMP, PNG, GIF, PCX, RTF, TXT, HTML | | | |
| Connectivity | Connectivity through Hi-Speed USB 2.0, USB cable to be provided | | | |
| OS Support | Operating System Compatibility with operating systems- Windows / Linux | | | |
| Power input | Input Voltage- 100 to 240 VAC (+/- 10%), 50/60 Hz (+/- 3 Hz) | | | |
| Certification | Energy Star Certified | | | |

### 21.5 1 KVA On-Line UPS

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Input Voltage | 230 VAC (160-280V) | | | |
| Output Voltage | 230 VAC | | | |
| Frequency | Nominal Frequency of 50 Hz | | | |
| Phase | Single phase | | | |
| Power Factor | Input Power Factor > 0.92 or more | | | |
| Battery Backup | 30 minutes | | | |
| Total Harmonic Distortion | For Linear Load <=3% For Non-Linear Load <=5% | | | |
| Crest Factor | 3:1 | | | |
| Overload Capacity (Mains) | 110% for 10 milliseconds, 130% for 2 seconds | | | |
| Static Bypass | Integrated Standard Static Bypass | | | |
| Waveform | Sinusoidal waveform with continuous duty cycle | | | |
| Acoustic Noise level | <50dBA | | | |
| Batteries | Should be provided with SMF batteries | | | |
| Operating Temperature | Ambient Temperature range of 0 to 40 Degree Celsius | | | |

| Humidity | Humidity : 20 to 90% RH, non-condensing | | | |
|---|---|---|---|---|
| Ports | RS 232 port for UPS monitoring software | | | |
| Cooling | Forced air cooling with variable speed fan according to percentage of load | | | |
| Protection | IP 20 enclosure protection | | | |
| Visual Management | Visual Management feature for overload, load bar graph, Inverter On, Battery bar graph, Mains ON, Fault | | | |
| Certifications | ISO 9000 and ISO 14000 certified | | | |

### 21.6 Hardware Configuration for SSDG Application

21.6.1 **Database Servers, Application Servers, Web Servers and Management Servers**

21.6.1.1 **Chassis Specifications**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Processors | Single blade chassis should accommodate minimum 6 (Quad-Processor) / 8 (Dual Processor) or higher hot pluggable blades. | | | |
| | 6 U to 12 U Rack-mountable with 25% as the spare capacity in the chassis<br><br>Dual network connectivity for each blade server for redundancy should be provided. Backplane should be completely passive device. If it is active, dual backplane should be | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | provided for redundancy | | | |
| | Should accommodate x64 Processor based Blade Servers for future applications | | | |
| | Same chassis should support dual CPU and Quad CPU blades for all slots | | | |
| OS Support | 64 bit OEM supported Microsoft® Windows Server 2008 Enterprise Edition / LINUX (AP) / UNIX latest version with updates, patches for the entire contract period | | | |
| | Single console for all blades in the enclosure with built-in KVM switch or Virtual KVM feature over IP. | | | |
| Optical/Diskette | DVD ROM can be internal or external, which can be shared by all the blades allowing remote installation of S/W and OS | | | |
| USB Ports | Minimum 2 external USB connections functionality | | | |
| | Layer 3 managed switches fitted into the enclosure to connect to 2 ports per blade server and at-least 2 uplink ports per switch. | | | |
| | Fiber Channel Switches with minimum 4 Gbps ports fitted into Enclosure to cater to 2 FC Ports per Blade. | | | |
| Power Supplies | ▪ Hot Swap redundant power supplies to be provided<br>▪ Power supplies should have N+N. All Power Supplies modules should be populated in the chassis | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Cooling Units | Hot Swappable and redundant Cooling Unit | | | |
| | LED / LCD Alert indicators / Visual Management feature on Blade servers / Chassis for Hard disk drives, processors, blowers, memory etc. | | | |
| Systems Management Software | Systems Management and deployment tools to aid in Blade Server configuration and OS deployment | | | |
| | It should provide Secure Sockets Layer (SSL) 128 bit encryption and Secure Shell (SSH) Version 2 and support VPN for secure access over internet. | | | |
| | Ability to measure power historically for servers or group of servers for optimum power usage | | | |
| | Blade enclosure should have provision to connect to display console / central console for local management like trouble shooting, configuration, system status/health display | | | |
| | Should support proactive identification of out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software / firmware components. | | | |
| | Should be able to perform comprehensive system data collection and enable users to quickly produce detailed inventory reports for managed devices. Should support the reports to be saved in HTML, | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | CSV or XML format. | | | |
| | Should provide Role-based security which allows effective delegation of management responsibilities by giving systems administrator's granular control over which users can perform management operations on devices. | | | |
| Server Remote Management | Remote management capabilities through internet browser with event logging, detailed server status, logs, alert forwarding, virtual control, remote graphical console, remote power control / shutdown, Virtual Floppy and CD for remote boot and configuration, Virtual Text and graphical control, automatic IP configuration via DHCP / DNS/ WINS, with 128 bit SSL Encryption Security. The blade system should have the capability of managing all the blades in the enclosure simultaneously. | | | |

21.6.1.2 **Blade Specifications**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | Blade can be half / full height with I/O connectivity to backplane | | | |
| Processor | 2 Quad core @ 2.1 GHz or above with 12 MB shared L3 cache, 1066 MHz FSB / 2000 MT/s | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Chipset | Latest Server Chipset | | | |
| Memory | Min 64 GB FBD DDR2 RAM with min 2 No's free slots for future expandable capability. | | | |
| | Advanced ECC memory support, memory mirroring | | | |
| | Minimum Memory: 64 GB scalable to 128 GB per blade | | | |
| | The Blade should have redundant 4 Gbps Fiber Channel HBA with required cables | | | |
| | 2 X (1000BASE-T) Tx Gigabit LAN ports with TCP / IP offload engine support / dedicated chipset for network I/O on blade server | | | |
| HDD | 2 X 146 GB 15 K RPM SAS HDD or more hot swappable system disk per server with mirroring using integrated RAID 0,1 on internal disks. It should be possible to hot swap the drives without shutting down the server. | | | |
| OS Support | 64 bit OEM supported Microsoft® Windows Server 2008 Enterprise Edition / LINUX (AP) / UNIX latest version with updates, patches for the entire contract period | | | |
| Slot on board | Atleast 2 x PCIX / PCI-E free slots | | | |
| Virtualization | Support industry standard virtualization solution | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | VGA / Graphics Port / Controller | | | |
| | Dedicated Management Chip providing comprehensive remote management capabilities along with a dedicated management port for accessing the chip. | | | |
| Standard compliance required | UL, FCC & RoHS | | | |

### 21.6.2 **Rack Mount Servers (Single CPU)**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Processor | 2 Quad core @ 2.1 GHz or above with 12 MB shared L3 cache, 1066 MHz FSB / 2000 MT/s | | | |
| Memory (RAM) | Min 64 GB FBD DDR2 RAM with min 2 No. free slots for future expandable capability. | | | |
| ECC Support | Advanced ECC memory support, memory mirroring | | | |
| | Minimum Memory: 64 GB scalable to 96 GB per blade | | | |
| RAID | Dual Channel RAID controller with RAID 0/1/5 with 256 MB cache | | | |
| HDD | 5 x 500 GB 7.2 K RPM SAS HDD or higher per server, hot swappable | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Disk Bays | Support for min 8 small form factor hot plug SAS hard drives in disk drive carriers that slides out from front | | | |
| Ethernet Ports | At least 2 x 10/100/1000 Mbps Ethernet ports or more | | | |
| Slot on board | Atleast 2 x PCIX / PCI-E free slots | | | |
| OS Support | 64 bit OEM supported Microsoft® Windows Server 2008 Enterprise Edition / LINUX (AP) / UNIX latest version with updates, patches for the entire contract period | | | |
| Ports | Two USB ports (Ver 2.0); RJ-45 Ethernet adapter; keyboard and mouse; One USB (Ver 2.0) | | | |
| Graphics Controller | SVGA / PCI bus / ATI® ES 1000 / min 16MB SDRAM std/max / 1280x1024 at 16M colors | | | |
| Optical / diskette | 8X / 24X slim-line DVD RW drive (with latest speed) | | | |
| Security | Power-on password / admin password / unattended boot / selectable boot / boot without keyboard | | | |
| Cooling fans | Multi-speed / hot-swap and redundant fan failure signals to management module / fan in each power supply / CPU / memory | | | |
| Power supplies | Hot plug redundant AC power supply | | | |
| Management | Dedicated Management Chip providing comprehensive remote management capabilities along with a dedicated management port for | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | accessing the chip | | | |
| | Management feature to identify failed components even when server is switched off. | | | |
| | Rack Mountable | | | |
| | Should be able to manage systems through a web-browser | | | |

### 21.6.3 Application Switch

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| Rack Mountable | Mountable in standard 42U rack | | | |
| | 24 ports, 10/ 100/1000 Base auto-sensing | | | |
| | At least one console port for CLI based configuration | | | |
| | 8 Gbps switching fabric, non blocking | | | |
| | 18 Mpps forwarding rate | | | |
| | IEEE 802.3ad support required | | | |
| Management | ▪ SSH v2,SNMP v2 / v3, IGMP, RMON I, VLANs, GUI, Web based interface<br>▪ Compatibility with network management with auto discovery & management<br>▪ Manageability on per port basis | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | ▪ Per-port broadcast, multicast, uni-cast storm control to prevent faulty end stations from degrading overall systems performance<br>▪ MIB – II compliant | | | |
| Quality of Service | ▪ The switches should support the aggregate QoS model by enabling classification, policing/metering & marking functions on a per-port basis at ingress and queuing/scheduling function at egress<br><br>• The switches should support QoS classification of incoming packets for QoS flows based on Layer 2, Layer 3, and Layer 4 fields.<br>• The switches should support identification of traffic based on Layer 3 ToS field – DSCP values. | | | |
| Compliance | Compliant to Standards such as IEEE 802.1x, 802.1w, 802.1s, 802.3x, 802.1D, 802.1p, 802.1Q, 802.3ad, 802.3u, 802.3ab, 802.3z | | | |

### 21.6.4 **Server Rack (42U)**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | 19" 42U racks should be mounted on the floor with castor wheels with brakes (set of 4 per rack) | | | |
| | Floor Standing Server Rack - 42U with Heavy Duty Extruded Aluminum Frame for rigidity. Top cover with FHU provision. Top & Bottom cover with cable entry gland plates. Heavy Duty Top and Bottom frame of MS. Two pairs of 19" mounting angles with 'U' marking. Depth support channels - 3 pairs with an overall weight carrying Capacity of 500 Kgs. | | | |
| | The racks should conform to EIA-310 Standard for Cabinets, Racks, Panels and Associated Equipment and accommodate industry standard 19" rack mount equipment. | | | |
| | Front and Back doors should be perforated with at least 63% or higher perforations. All racks should be OEM racks with Adjustable mounting depth, Multi-operator component compatibility, Numbered U positions, Powder coat paint finish and Protective grounding provisions. | | | |
| | All racks should have mounting hardware 2 Packs, Blanking Panel (1) varying from 4 U to 5 U size. | | | |
| | Keyboard Tray with BB Slides (Rotary Type) (1 no. per Rack). | | | |
| | Stationery Shelf 627 mm Network (2 sets per Rack). | | | |
| | All racks must be lockable on all sides with unique key for each rack. | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | Racks should be compatible with floor-throw as well as top-throw data centre cooling systems. | | | |
| | Racks should have Rear Cable Management channels, Roof and base cable access. | | | |
| Wire managers | Two vertical and four horizontal. | | | |
| Power distribution Unit | Power Distribution Unit - Vertically Mounted, 32AMPs with 25 Power Outputs. (20 Power outs of IEC 320 C13 Sockets & 5 Power outs of 5/15Amp Sockets), Electronically controlled circuits for Surge & Spike protection, LED readout for the total current being drawn from the channel, 32AMPS MCB, 5 KVA isolated input to Ground & Output to Ground (1 No per Rack) | | | |
| Door | The racks must have steel (solid / grill / mesh) front / rear doors and side panels. Racks should NOT have glass doors / panels.<br><br>Both the front and rear doors should be designed with quick release hinges allowing for quick and easy detachment without the use of tools. | | | |
| Fan trays | ▪ Fan 90CFM 230V AC, 4" dia (4 Nos. per Rack)<br>▪ Fan Housing Unit 4 Fan Position (Top Mounted) (1 no. per Rack) - Monitored - Thermostat based - The Fans should switch on based on the Temperature within the rack. The temperature setting should be factory settable. This unit should | | | |

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|
| | also include - humidity & temperature sensor | | | |
| Depth | 1000 mm | | | |
| Metal | Aluminum extruded profile | | | |
| Side panel | Detachable side panels (set of 2 per Rack) | | | |
| Width | 19" equipment mounting, extra width is recommended for managing voluminous cables | | | |
| Jack Panel | <ul><li>Should be a 24 port modular / discrete patch panel</li><li>Ports should be individually replaceable and consistent port-to-port performance</li><li>Should confirm or exceed TIA/EIA-568-B.2-1 and IEC 60603-7-4 standards requirements for CAT 6</li><li>Metallic high strength and 1U height</li><li>Should be UL Listed</li></ul> | | | |
| IO | <ul><li>Should confirm or exceed TIA/EIA-568-B.2-1 and IEC 60603-7-4 standards requirements for CAT 6</li><li>Durability: 750 mating cycles on modular jack and 200 termination cycles on 110 block</li></ul> | | | |

21.6.5 **KVM Switch**

| Description | Specification | Make and Model | Compliance (Yes/No) | Deviation Details if not meeting Compliance |
|---|---|---|---|---|

| Keyboard, Video Display Unit and Mouse Unit (KVM) and/or other Control Devices / PCs may be used for the IT Infrastructure Management. The KVM unit should provide the following functionalities: | • It should have a minimum of 16 ports scalable & upgradeable.<br><br>• It should support 2 remote users and 1 user at the rack<br><br>• Remote Access appliance should have the following functionalities<br><br>　▪ It should take control of servers at BIOS Level<br><br>　▪ It should facilitate both in-band & out-of band access<br><br>　▪ It should be able to integrate with power strips, so as to be able to reset power of remote device at port level.<br><br>　▪ Remote access of both Servers and serial devices such as routers (through same or different appliances).<br><br>　▪ It should have facility to integrate with secure management device<br><br>　▪ Gigabit Ethernet ports.<br><br>　▪ Virtual Media Support of multiple media including 'ISO image' files<br><br>• Dual (redundant) Power supply<br><br>• Dual Ethernet with Failover<br><br>• PC selection – On screen Display menu hot key | | | |

| Rack Mountable LCD Monitor with In-built Keyboard & Mouse | • 19 inch Rack mountable design <br><br> • KVM access over IP <br><br> • Browser based Management available at both remote and local ( Supported Browsers = Internet Explorer for MS-Windows, Firefox for MS-Windows and Linux ) <br><br> • Support for resolution of 1600*1200 or above <br><br> • Single window access to all equipment. <br><br> • Equipment access logs and event history and send email alerts based on logs details as triggers <br><br> • Logging should be centralizable in one Syslog server. <br><br> • Absolute Mouse Synchronization. | | | |
|---|---|---|---|---|

Note: Any hardware/software proposed by Bidder over and above the minimum required specifications are acceptable. However, anything that is below the minimum mentioned requirement even in a single specification may get the bid disqualified.

Deviation on higher side shall only be considered and no extra marks/ points shall be awarded for such deviations.

# BILL OF MATERIAL/QUANTITIES

# Chapter-22: Bill of Material and Quantities

**Table 1: BOM for IT Components for e-Forms, State Portal at SDC**

| S.No. | Item Description | Quantity | OEM | Make and Model |
|---|---|---|---|---|
| 1 | Database Servers (x64) (Active – Passive) | 2 | | |
| 2 | Application Servers | 2 | | |
| 3 | Web Servers | 2 | | |
| 4 | Staging Server (x64) | 1 | | |
| 5 | Content Management Server | 1 | | |
| 6 | Blade Server Chassis | 1 | | |
| 7 | Server Rack with LAN Cabling | 1 | | |
| 8 | IP KVM Switch | 1 | | |
| 9 | SQL Server 2008 Enterprise Edition / Oracle Database 10g Enterprise Edition | As per requirement | | |

**Table 2: BOM for Gap Infrastructure at Departmental Locations**

| S.No. | Item Description | Quantity | OEM | Make and Model |
|---|---|---|---|---|
| 1 | Desktops | 516 | | |
| 2 | Desktop Laser Printers | 516 | | |
| 3 | Desktop Scanners | 516 | | |
| 4 | 1.0 KVA Online UPS | 516 | | |

**Table 3: BOM for IT Components for SSDG Application at SDC**

| S.No. | Item Description | Quantity | OEM | Make and Model |
|---|---|---|---|---|
| 1 | Database Servers | 2 | | |
| 2 | Application Servers | 2 | | |
| 3 | Management Servers | 2 | | |
| 4 | Web Servers | 2 | | |
| 5 | Blade Server Chassis | 1 | | |
| 6 | Rack Mount Server (Single CPU) | 1 | | |
| 7 | Application Switch | 1 | | |
| 8 | Server Rack with LAN Cabling | 1 | | |
| 9 | KVM Switch | 1 | | |

Note: Refer Chapter-21 for the technical specifications of the Bill of Materials and Refer Annexure 3 for Service Delivery Locations in the RFP document

# FINANCIAL BID

# Chapter-23: Financial Bid

**Table A: Summary of Cost Tables**

| S. No | Cost Table | Reference Table | Total Price (INR) (In figures) |
|---|---|---|---|
| 1 | State Portal, e-Forms and e-Form Application | B | |
| 2 | Infrastructure for State Portal, e-Forms and e-Form Application | C | |
| 3 | Infrastructure for SSDG Application | D | |
| 4 | Gap Infrastructure at Departmental Locations | E | |
| 5 | Training and Workshop | F | |
| 6 | Operation and Maintenance for 3 years | G | |
| **Total (INR) (in figures)** | | | |
| **Total (INR) (in words)** | | | |

Note: All the rates quoted by the Bidder are inclusive of warranty for a period of 3 years and shall be valid for the entire contract period.

**Table B: Cost table for Application development and Connectors for the State Portal, e-Forms and e-Form Application**

| S.No | Amount per service (INR) A | Service Tax in % | Service Tax (INR) B | Total Price (INR) (A+B) |
|---|---|---|---|---|
| 1 | | | | |
| No. of services 42 | | | | |
| Total (INR) for 42 services (in figures) | | | | |
| Total (INR) for 42 services (in words) | | | | |

Note: Price quoted per service above shall be considered for including additional services in the future. The cost mentioned above shall be valid for the entire Contract Period.

**Table C: Cost table for Infrastructure for State Portal, e-Forms and e-Form Application**

| S.No | Item Description | Item No. | Quantity (No.)<br><br>A | Unit Rate (INR)<br><br>B | Total Amount (INR)<br><br>C=A*B | CST in % | CST (INR)<br><br>D | VAT in % | VAT (INR)<br><br>E | Total Price (INR)<br><br>G= C+D+E |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Database Servers (x64) (Active-Passive) | 21.1.1 | 2 | | | | | | | |
| 2 | Application Servers | 21.1.3.2 | 2 | | | | | | | |
| 3 | Web Server | 21.1.3.2 | 2 | | | | | | | |
| 4 | Staging Server (x64) | 21.1.2 | 1 | | | | | | | |
| 5 | Content Management Server | 21.1.3.2 | 1 | | | | | | | |
| 6 | Blade Server Chassis | 21.1.3.1 | 1 | | | | | | | |
| 7 | Server Rack with LAN Cabling | 21.1.4 | 1 | | | | | | | |
| 8 | KVM Switch | 21.1.5 | 1 | | | | | | | |
| 9 | SQL Server 2008 Enterprise Edition / Oracle Database 10g Enterprise Edition | 21.1.1 | As per requirement | | | | | | | |
| 10 | Other requirements (if any) | NA | | | | | | | | |
| **Total (INR) for State Portal, e-Forms and e-Form Application Infrastructure (in figures)** | | | | | | | | | | |
| **Total (INR) for State Portal, e-Forms and e-Form Application Infrastructure (in words)** | | | | | | | | | | |

**Table D: Cost Table for Infrastructure for SSDG Application**

| S.No | Item Description | Item No | Quantity (No.)<br><br>A | Unit Rate (INR)<br><br>B | Total Amount (INR)<br><br>C=A*B | CST in % | CST (INR)<br><br>D | VAT in % | VAT (INR)<br><br>E | Total Price (INR)<br><br>G= C+D+E |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Database Servers | 21.6.1.1 | 2 | | | | | | | |
| 2 | Application Servers | 21.6.1.1 | 2 | | | | | | | |
| 3 | Management Servers | 21.6.1.1 | 2 | | | | | | | |
| 4 | Web Servers | 21.6.1.1 | 2 | | | | | | | |
| 5 | Blade Server Chassis | 21.6.1.2 | 1 | | | | | | | |
| 6 | Rack Mount Server (Single CPU) | 21.6.2 | 1 | | | | | | | |
| 7 | Application Switch | 21.6.3 | 1 | | | | | | | |
| 8 | Server Rack with LAN Cabling | 21.6.4 | 1 | | | | | | | |
| 9 | KVM Switch | 21.6.5 | 1 | | | | | | | |
| 10 | Others requirements (if any) | NA | | | | | | | | |
| **Total (INR) for SSDG Infrastructure (in figures)** | | | | | | | | | | |
| **Total (INR) for SSDG Infrastructure (in words)** | | | | | | | | | | |

**Table E: Cost table for Gap Infrastructure**

| S.No | Item Description | Item No | Quantity (No.) A | Unit Rate (INR) B | Total Amount (INR) C=A*B | CST in % | CST (INR) D | VAT in % | VAT (INR) E | Total Price (INR) G= C+D+E |
|------|------------------|---------|------------------|-------------------|--------------------------|----------|-------------|----------|-------------|----------------------------|
| 1 | Desktops | 21.2 | 516 | | | | | | | |
| 2 | Desktop Laser Printers | 21.3 | 516 | | | | | | | |
| 3 | Desktop Scanners | 21.4 | 516 | | | | | | | |
| 4 | 1.0 KVA Online UPS | 21.5 | 516 | | | | | | | |
| **Total (INR) for Gap Infrastructure (in figures)** | | | | | | | | | | |
| **Total (INR) for Gap Infrastructure (in words)** | | | | | | | | | | |

**Table F: Cost Table for Training and Workshop**

| S.No. | Cost per trainee (INR) A | Service Tax in % | Service Tax (INR) B | Total Price (INR) C= A+B |
|---|---|---|---|---|
| 1 | | | | |
| Total No. of trainees = 2000 | | | | |
| Total (INR) for Training and Workshop (in figures) | | | | |
| Total (INR) for Training and Workshop (in words) | | | | |

**Note: Training shall be imparted in batch size of 15-25 trainees.**

**Table G: Cost Table for Operation & Maintenance**

| S.No | Particulars | Amount (INR) A | Service Tax in % | Service Tax (INR) B | Total Price (INR) (A+B) |
|---|---|---|---|---|---|
| 1 | | | | | |
| Total (INR) for Operation & Maintenance (in figures) | | | | | |
| Total (INR) for Operation & Maintenance (in words) | | | | | |

**Table H: Cost table for developing additional Connectors for integrating applications with SSDG component. The cost shall be borne by State Nodal Agency.**

| S.No | Total Amount per Connector (INR)<br><br>A | Service Tax in % | Service Tax (INR)<br><br>B | Total Price (INR)<br><br>(A+B) |
|---|---|---|---|---|
| 1 | | | | |
| Total (INR) for Additional Connectors (in figures) | | | | |
| Total (INR) for Additional Connectors (in words) | | | | |

Note: The cost mentioned above shall be valid for the entire Contract Period.

# FORMS
# &
# ANNEXURES

# Form 1: Covering letter with the Bid in response to RFP Notice

(To be submitted on the Letter-Head of the responding firm)

Jaipur

{Date}

To

The Managing Director

RajCOMP

Ref: RFP Notification no F4.2 (195)/RajCOMP/Tech/2009 dated 12 August 2010

Subject: Submission of Bid in response to the RFP for "the implementation of the project under "e-Form application, State Portals and SSDG". File No F4.2 (195)/RajCOMP/Tech/2009 dated 12 August 2010

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our Bid in response to your RFP Notification no <xxxx> dated <dd/mm/yy> for "the implementation of the project under "e-Form application, State Portal and SSDG", in full conformity with the said RFP document.

2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our Bid shall not be given effect to.

3. We agree to abide by this Bid, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the closing date fixed for submission of Bids as stipulated in the RFP document.

4. The Security of Rs. 18,000,00.00 Lacs (Rupees Eighteen Lacs Only) submitted by us in the form of a EMD may be encashed if we do not submit the requisite Performance Bank Guarantee within 10 days of award of Contract for "the implementation of the project under "e-Form application, State Portal and SSDG",

5. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

6. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.

7. We hereby declare that all the information and statements made in this Bid are true and accept that any misrepresentation contained in it may lead to our disqualification.

8. We understand that you are not bound to shortlist / accept any Bid you receive.

Our correspondence details with regards to this Bid are:

| Sr. No | Information | Details |
|---|---|---|
| 1 | Name of responding firm: | |
| 2 | Address of responding firm: | |
| 3 | Name, Designation and Address of the primary contact person to whom all references shall be made regarding this RFP. | |
| | Name, Designation and Address of the secondary contact person to whom all references shall be made regarding this RFP. | |
| 4 | Telephone no. of contact persons: | |
| 5 | Mobile no. of contact persons: | |
| 6 | Fax no. of contact persons: | |
| 7 | E-mail address of contact persons: | |

We are enclosing details of our company in the format as given in Form 2.

We hereby declare that our Bid submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[FIRM'S NAME]

Name

Title

Signature

Date

# Form 2: Details of responding firm

| Sr .No | Particulars | Details to be furnished |
|---|---|---|
| **1** | **Details of responding firm** | |
| Name | | |
| Address | | |
| Telephone | | Fax |
| E-mail | - | Website |
| **2** | **Information about responding firm** | |
| Status of Firm/ Company (Public Ltd. / Pvt. Ltd etc.) | | |
| Details of Registration (Ref e.g. ROC Ref #) | | Date |
| | | Ref # |
| Number of professionals (on the rolls of the firm) providing managed services (excluding temporary staff) | | |
| Locations and addresses of offices (in India and overseas) | | |

# Form 3: Team Composition and Task Assignments

Please indicate composition of teams separately for Implementation and Post Implementation phases:

| 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 CVs of the professional staff members mentioned above are also required to be given in the format provided under this section.

# Form 4: Curriculum Vitae (CV) for Proposed Professional Staff Template

1. Proposed Position [only one candidate shall be nominated for each position]: ......................................

2. Name of Firm [Name of firm proposing the staff]:

   ................................................................................

3. Name of Staff [Insert full name]:

   ........................................................................................

4. Date of Birth: ...............................................................................................

5. Nationality: ...................................................................................................

6. Education (Graduation onwards, any professional degree/certificate)

| Name of Degree | College/University | Specialization | Year of passing |
|----------------|--------------------|----------------|-----------------|
|                |                    |                |                 |
|                |                    |                |                 |

6. Membership of Professional Associations: ..............................................................

7. Other Trainings [Indicate significant trainings since degrees under "6 – 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]:

| Language | Proficiency | | |
|----------|-------------|---------|----------|
|          | Reading | Writing | Speaking |

| | | | |
|---|---|---|---|
| | | | |
| | | | |

Add columns if required.

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: ................................................................

| Detailed Tasks Assigned | Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned |
|---|---|
| Task 1 | Name of assignment or project:<br>Year: |
| | Project Status: (Ongoing/Completed on............) |
| | Location:<br>Client: |
| | Main project features: |
| | Position held:<br>Team Size:<br>Activities performed: |

13. Staff is resident / native of:.............................

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 willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of staff member or authorized representative of the staff]

Day/Month/Year

Full name of authorized representative:

# Form 5: Format of Performance Bank Guarantee

Whereas ------------------------------------------------------------ (hereinafter called 'the Respondent') has submitted its Bid dated ---------------- in response to the RFP notice with file no:_____, for "the implementation of the project under "e-Form application through State Portal and SSDG (hereinafter called "the Bid") to RajCOMP, 1st Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan.

KNOW ALL by these presents that WE ------------------------------------------ of ---------------------------------- ------------------------------------- having our registered office at ------------ ------------------------------------------------ ----- (hereinafter called "the Bank") are bound unto the RajCOMP (hereinafter called "the State Nodal Agency") in the sum of ---------------------- for which payment well and truly to be made to the State Nodal Agency, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this --------------day of --------------------------2010.

THE CONDITIONS of this obligation are:

- This Performance Bank Guarantee (PBG) will be for an amount equivalent to 5% of Contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the Respondent.
- The Performance Bank Guarantee shall be valid till the end of two months after the expiration of Contract Period.
- The Performance Bank Guarantee may be discharged/ returned by the State Nodal Agency upon being satisfied that there has been due performance of the obligations of the Respondent under the Contract. However, no interest shall be payable on the Performance Bank Guarantee.
- In the event of the Bidder being unable to service the Contract for whatever reason, State Nodal Agency would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Department under the Contract in the matter, the proceeds of the PBG shall be payable to the State Nodal Agency as compensation for any loss resulting from the Respondent's failure to complete its obligations under the Contract. State Nodal Agency shall notify the Respondent in writing of the exercise of its right to receive such compensation within 14 days, indicating the Contractual obligation(s) for which the Respondent is in default.
- State Nodal Agency shall also be entitled to make recoveries from the Respondent's bills, performance bank guarantee, or from any other amount due to it, the equivalent value of any payment made to it due to inadvertence, error, collusion, misconstruction or misstatement.
- If the Respondent withdraws its Bid during the period of validity of the Bid as specified by the respondent on the Notice of Intent to submit Bid in response to RFP Notice

We undertake to pay to the State Nodal Agency up to the above amount upon receipt of its first written demand, without the State Nodal Agency having to substantiate its demand, provided that in its demand the State Nodal Agency will specify that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 180 days after the expiry of period of Contract, and any demand in respect thereof should reach the Bank not later than the above date.

# Form 6: Technical Bid Submission Form

(To be submitted on the Letterhead of the responding firm)

Jaipur

{Date}

To

Managing Director

RajCOMP

1st Floor, C-Block,

Yojana Bhawan,

Tilak Marg, C-Scheme,

Jaipur-302005

Rajasthan

Tel: (0141) 2229394, 5103902, 2228701 (O)

Fax: (0141) 2228701

Email: ashwini@RajCOMP.net

Ref: RFP Notification no F4.2 (195)/RajCOMP/Tech/2009 dated 12 August 2010

Subject: Submission of Technical Bid in response to the RFP for "For enabling e-Forms Application, State Portal and Service Delivery Gateway". File No F4.2 (195)/RajCOMP/Tech/2009 dated 12 August 2010

Dear Sir:

We, the undersigned, offer to provide the services for "Enabling e-Forms Application, State Portal and Service Delivery Gateway" in accordance with your Request for proposal dated 12 August 2010.

Our attached Technical Bid is based on our full understanding of scope of work and services and other requirements as mentioned in the RFP of the project requirements for "Enabling e-Forms application, State Portal and Service Delivery Gateway.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

# <u>Form 7: Financial Bid Submission Form</u>

(To be submitted on the Letterhead of the responding firm)

Jaipur

{Date}

To

Managing Director

RajCOMP

1st Floor, C-Block,

Yojana Bhawan,

Tilak Marg, C-Scheme,

Jaipur-302005

Rajasthan

Tel: (0141) 2229394, 5103902, 2228701 (O)

Fax: (0141) 2228701

Email: ashwini@RajCOMP.net

Subject: Submission of Bid in response to the RFP for "Enabling e-Forms Application, State Portal and Service Delivery Gateway". File No F4.2 (195)/RajCOMP/Tech/2009 dated 12 August 2010

Dear Sir:

We, the undersigned, offer to provide the services for "e-Form Applications, State Portal and SSDG" in accordance with your Request for Proposal dated 12 August 2010 and our Technical Bid. Our attached Financial Bid is for the sum of (in words) Rs.............................................................. This amount is inclusive of taxes as listed at (Summary of Costs) attached.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid.

We understand you are not bound to accept any Bid you receive.

We remain,

**RajC�MP**

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

# Form 8: Past experience details of the firm

The Bidding firm should give details of the past experience with reference to Section 17.2

| *Past Projects | Projects executed by the firm that Best Illustrates Capability to Handle the Tasks Assigned |
|---|---|
| Project 1 | Name of assignment/project: <br> Year: |
| | Project Status: (Ongoing/Completed on............) |
| | Location: <br> Client: <br> Client Contact Details: |
| | Main project features: |
| | Team Size: <br> Activities performed: |
| Project 2 | Name of assignment/project: <br> Year: |
| | Project Status: (Ongoing/Completed on............) |
| | Location: <br> Client: <br> Client Contact Details: |
| | Main project features: |
| | Team Size: <br> Activities performed: |
| Project 3 | Name of assignment/project: <br> Year: |
| | Project Status: (Ongoing/Completed on............) |
| | Location: <br> Client: <br> Client Contact Details: |
| | Main project features: |
| | Team Size: <br> Activities performed: |

* All details will be kept confidential

# Form 9: Format of reporting of progress to State/by State

| No. | Activity | Timeline (dd/mm/yyyy) | Status |
|---|---|---|---|
| 1 | Preparation and approval of Inception report (Existing, As-Is, Requirements Gathering) | | |
| 2 | Preparation and approval of Functional Requirement Specifications(FRS) | | |
| 3 | Formalization of all the specified re-engineered processes through appropriate Government Orders | | |
| 4 | Customization and approval of RFP by the State | | |
| 5 | Approval by DIT to the Customized RFP | | |
| 6 | Bidding process to select Implementation Agency from empanelled agencies | | |
| 7 | Approval from the competent authority | | |
| 8 | Signing the Contract(s)with the selected Implementation Agency | | |
| 9 | Preparation and approval of System Requirement Specifications | | |
| 10 | Supply, installation and commissioning of Hardware and System software at SDC | | |
| 11 | Supply, Installation and commissioning of hardware and system software at identified State Govt. Department locations | | |
| 12 | Design, development and implementation of State Portal, SSDG Connector and e-Form application at | | |

| No. | Activity | Timeline (dd/mm/yyyy) | Status |
|---|---|---|---|
| | SDC | | |
| 13 | Integration of SSDG with NDSG and National portal | | |
| 14 | Digitalization of e-Form of identified services | | |
| 15 | UAT testing and Report | | |
| 16 | STQC testing and Report | | |
| 17 | Pilot testing | | |
| 18 | State wide implementation- Roll Out activities | | |
| 19 | Project Sign-Off | | |
| 20 | Training | | |
| 21 | Post Implementation Support | | |
| 21.1 | Identification of additional e forms | | |
| 21.2 | Implementation of additional identified e-Forms, if any | | |
| 21.4 | Commissioning of Help Desk | | |

# Form 10: Format for Pre- Bid queries

Interested Bidders can submit any queries till 03.00 P.M on 17 August 2010 from the date of release of RFP (Refer Section 3.2). The following format should be used while sending any query regarding RFP terms and conditions. Queries sent in other formats will not be entertained.

| | |
|---|---|
| Name of Vendor | |
| Contact Person | |
| Email | |
| Phone (official) | |
| Mobile no. | |
| Address | |
| Query | |
| RFP Section no. | |
| RFP Sub Section. | |
| RFP Page no. | |

For multiple queries, Bidders are suggested to prepare an Excel sheet in the format given above and send queries to the concerned person at the State Nodal Agency.

# Form 11: Checklist of documents to be submitted

| Sr.No | Requirements | Provided (Y/N) |
|---|---|---|
| 1 | RFP document fee | |
| 2 | Earnest Money Deposit | |
| 3 | Bid Cover Letter | |
| 4 | Board Resolution | |
| 5 | Power of Attorney | |
| 6 | Declaration against being debarred/ blacklisted by any Govt./Semi Govt. organization for quality of service product and any major complaint against the Bidder | |
| 7 | Technical Bid cover letter | |
| 8 | Technical Bid | |
| 9 | Project Schedule and milestone chart | |
| 10 | Approach and Methodology for design, development and management of application software | |
| 11 | Project Management Plan including Project Management Tools | |
| 12 | Team Composition and Curriculum Vitae (CV) of Proposed Staff | |
| 13 | Integration Strategy with other Departments and applications | |
| 14 | Testing Plan | |
| 15 | Quality and Security Assurance Plan | |
| 16 | Change Management Plan including Training Schedule | |
| 17 | Post implementation Plan including Handholding, Operation and Maintenance Plan | |
| 18 | Detailed specifications including make, model and version of Hardware equipments as mentioned in **Chapter 21** | |

| Sr.No | Requirements | Provided (Y/N) |
|-------|--------------|----------------|
| 19 | Licensing details of software with details of maintenance arrangements with OEM | |
| 20 | Manufacturer's Authorization Letter | |
| 21 | An undertaking from the OEM that the product has been introduced not later than 2 years back as on date of the Bid. | |
| 22 | Any printed literature (OEM manuals included) and technical documents in support for Technical solution | |
| 23 | Relevant documents in support for past experience of the firm (duly signed by designated authority) | |
| 24 | Financial Bid cover letter | |
| 25 | Financial Bid including :<br><br>• Capital Cost<br><br>• Implementation cost<br><br>• Training Workshop<br><br>• Operation and Support Cost | |
| 26 | BOM for e-Form, State Portal and SSDG Infrastructure, System Software and Commercial-Off-The-Shelf software (if any) with price details including unit price details | |
| 27 | An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document since no deviation will be acceptable to the State Nodal Agency | |

# Form 12: Statement of Deviation from Requirement Specification

Date: dd/mm/2010
To,
The Managing Director,
RajCOMP,
1st floor, C-block, Yojana Bhawan, Tilak Marg, C-Scheme,
Jaipur-302005 (Raj.)

**Reference:**

Sir,

There are no technical deviations (null deviations) from the requirement Specifications of tendered items and schedule of requirements. The entire work shall be performed as per your specifications and documents.

OR *(Strike out whatever is not applicable)*

Following is the exhaustive list of technical deviations and variations from the requirement specifications of tendered items and schedule of requirements. Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

| S. No. | Section No. | Req. No. | Page No. | Statement of deviations and variations |
|--------|-------------|----------|----------|-----------------------------------------|
| 1. | | | | |
| 2. | | | | |

**Witness**                                             **Bidder**

Signature ……………………………………… Signature ………………………………....

Name        ……………………………………… Name        ………………………………..

Designation ……………………………………… Designation ……………………………………

Address    ...……………………………………Address    ……………………………………

Company    ……………………………………… Company ……………………………………

Date        ……………………………………… Date ……………………………………

                                                        **Company Seal**

# Form 13: Statement of Deviation from Bid Terms and Conditions

Date: dd/mm/2010

To,
The Managing Director,
RajCOMP,
1st floor, C-block, Yojana Bhawan, Tilak Marg, C-scheme,
Jaipur-302005 (Raj.)

**Reference:**

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

OR *(Strike out whatever is not applicable)*

Following are the deviations from the terms and conditions of the tender. These deviations and variations are exhaustive. Except these deviations and variations, all other terms and conditions of the tender are acceptable to us.

| S. No. | Section No. | Req. No. | Page No. | Statement of deviations and variations |
|--------|-------------|----------|----------|-----------------------------------------|
| 1. | | | | |
| 2. | | | | |

**Witness**

Signature ……………………………………………

Name ……………………………………………

Designation ……………………………………………

Address ...……………………………………………

Company ……………………………………………

Date ……………………………………………

**Bidder**

Signature …………………………………….....

Name ……………………………………………..

Designation …………………………………….

Address …………………………………………

Company ………………………………………

Date ………………………………………………

**Company Seal**

# Form 14: Statement of Financial Deviation

Date: dd/mm/2010

To,

Managing Director,

RajCOMP,

1st floor, C-block, Yojana Bhawan, Tilak Marg, C-Scheme,

Jaipur-302005

**Reference:**

Sir,

There are no deviations (null deviations) from the requirement specifications of tendered items and schedule of requirements and hence there are no commercial deviations. The entire work shall be performed as per your specifications and documents.

OR *(Strike out whatever is not applicable)*

Following is the exhaustive list of commercial deviations and variations from the exceptions to the specifications and documents for the above mentioned tender. Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

| S. No. | Section No. | Req. No. | Page No. | Statement of deviations and variations |
|--------|-------------|----------|----------|----------------------------------------|
| 1. | | | | |
| 2. | | | | |

**Witness**

Signature ……………………………………………

Name ……………………………………………

Designation ……………………………………………

Address ..………………………………………………

Company ……………………………………………

Date ……………………………………………

**Bidder**

Signature …………………………………….....

Name ……………………………………...

Designation …………………………………….

Address ……………………………………….

Company ……………………………………….

Date ……………………………………….

**Company Seal**

# Form 15: Service Level Agreement

The purpose of Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Implementation Agency to the State Nodal Agency for the duration of this Contract for the Portal and SSDG Project. Kindly refer section on Service Level Requirements in the document for reference. Detailed Service Level Agreement will be shared with short listed IA during the signing of the Contract.

Sample Service Level Agreement

THIS AGREEMENT is made on this ___ day of [ ], 2010, between Managing Director, RAJCOMP with Head Quarter at Yojana Bhawan, Tilak Marg, Jaipur-302005 which expression unless repugnant to the context or meaning hereof at, present represented by Managing Director, RajCOMP ,Jaipur. (Client), having its office at Yojna Bhawan, Tilak Marg, Jaipur, (which term or expression shall unless Repugnant to the context or meaning thereof shall mean and include his successors-in office and assigns) of the FIRST PART;

**AND**

(ii) _____, a company registered under the Indian Companies Act, 1956 having its registered office at _____ and place of business at _____ hereinafter referred to as "Implementation Agency" (which expression shall unless repugnant to the context or meaning thereof shall include its successors-in business and assigns) of the SECOND PART.

**WHEREAS**

a. The RajCOMP is desirous of implementing Electronic Forms Application, State Portal and State Service Delivery Gateway as described in the RFP document.

b. The Implementation Agency has been selected as the successful Bidder to undertake the Electronic Forms Application, State Portal and State Service Delivery Gateway project as mentioned in the RFP document and operations and maintenance;

RajCOMP on behalf of Government of Rajasthan intends to accord to the Implementation Agency the right to undertake and implement and finally operate the e-Forms, State Portal and SSDG Project on the terms and conditions as per RFP Document for entire project period as depicted in RFP document starting from the date of signing of this agreement.

# Form 16: Staffing Schedule

| No | Name of Staff | Staff inputs in week (in the form of a bar chart) | | | | | | | | | | | | | Total Staff man-month proposed |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | N | Total |
| 1 | | | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | |
| N | | | | | | | | | | | | | | | |
| | | | | | | | | | | Sub Total | | | | | |
| | | | | | | | | | | Total | | | | | |

1) For Professional Staff the input should be indicated individually; for support staff it should be indicated by category

2) Weeks are counted from the start of the Implementation Phase.

# Form 17: Activity Schedule

| No. | Activity | Staff input (in the form of a bar chart) | | | | | | | | | | | | Total Months |
|-----|----------|---|---|---|---|---|---|---|---|---|----|----|----|--------------|
|     |          | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |              |
| 1   |          |   |   |   |   |   |   |   |   |   |    |    |    |              |
| 2   |          |   |   |   |   |   |   |   |   |   |    |    |    |              |

1  Indicate all main activities of the Assignment / job, including delivery of reports (e.g.: inception, interim, draft and final reports), and other benchmarks such as Employer approvals. For phased Assignment / jobs indicate activities, delivery of reports, and benchmarks separately for each phase.

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

# Annexure 1- List of Departments and Services

| Sr.No | Department | | Application for (Revised) |
|---|---|---|---|
| 1 | Agriculture | 1 | Advisory Services for farmers and FAQ |
| 2 | | 2 | Drip Farms, Ponds, Digi, Pipelines & Sprinklers |
| 3 | | 3 | Agriculture Implements for the costing above Rs.10000/- |
| 4 | | 4 | Input Licenses for Seeds / Fertilizers / Pesticides |
| 5 | | 5 | Girl Education Scholarship |
| 6 | | 6 | Crop / Weather Insurance |
| 7 | Social welfare (Schedule Caste/Tribe/Backward classes) | 1 | Post-Metric scholarship for SC,ST & OBC |
| 8 | | 2 | ANUPRATI scheme |
| 9 | | 3 | Palanhar Scheme |
| 10 | | 4 | Assistance for atrocity victims |
| 11 | | 5 | Panna Dhai Jeevan Amrit Yojana |
| 12 | | 6 | Widow's daughter marriage aid |
| 13 | | 7 | Sahyog Yojana |
| 14 | | 8 | Handicap/disability certificate |
| 15 | Horticulture | 1 | Drip irrigation/sprinkler irrigation under Micro Irrigation scheme |
| 16 | | 2 | Establishment of new fruit orchards under NHM/RKVY |
| 17 | | 3 | Creation of Water Resources (Water Harvesting Structures) under NHM/RKVY |
| 18 | | 4 | Green House/ Shade Net house establishment under NHM/RKVY |
| 19 | | 5 | Nursery/Cold Storage/Pack House/Seed Infrastructure/Vegetable Seed Production and other project based activities under NHM/RKVY |
| 20 | | 6 | Medicinal Plant Cultivation under National Mission for Medicinal Plants |
| 21 | | 7 | Organic Farming/ Wormi Compost Unit/Certification |
| 22 | Rural Development | 1 | Registration  under NREGA |
| 23 | | 2 | Work allotment under NREGA |
| 24 | | 3 | Indira Awas Yojana (IAY) |

| 25 | | 4 | Swarnjayanti Gram Swarozgar Yojana. |
|----|--------------------|----|-------------------------------------|
| 26 | Employment | 1 | Registration for Employment |
| 27 | | 2 | Renewal of Employment Registration |
| 28 | Education | 1 | Application for re-evaluation of marks |
| 29 | | 2 | Application for employment for widows/divorcees |
| 30 | | 3 | Application for scholarships |
| 31 | Jaipur Collectorate | 1 | New arms license/renewal of arms |
| 32 | | 2 | New ration card |
| 33 | | 3 | Duplicate ration card |
| 34 | | 4 | Caste certificate |
| 35 | | 5 | Domicile certificate |
| 36 | | 6 | SC/ST certificate |
| 37 | | 7 | Pension for old age |
| 38 | | 8 | Pension for widow |
| 39 | | 9 | Pension for handicapped |
| 40 | | 10 | Conversion for agricultural land |
| 41 | | 11 | Financial assistance from CM relief fund |
| 42 | | 12 | Registration as a voter |

# Annexure 2- List of Districts and Blocks in Rajasthan

| S.No. | Divisions | Districts | Blocks |
|---|---|---|---|
| **1** | Ajmer | Ajmer | Ajmer |
| | | | Beawar |
| | | | Bhinay |
| | | | Kekri |
| | | | Kishangarh |
| | | | Masuda |
| | | | Nasirabad |
| | | | Peesangan |
| | | | Sarwar |
| | | Bhilwara | Asind |
| | | | Banera |
| | | | Beejoliya |
| | | | Bhilwara |
| | | | Hurda |
| | | | Jahazpur |
| | | | Kotri |
| | | | Mandal |
| | | | Mandalgarh |
| | | | Raipur |
| | | | Sahara |
| | | | Shahpura |
| | | Nagaur | Degana |
| | | | Didwana |
| | | | Jayal |
| | | | Kheenvsar |
| | | | Ladnu |
| | | | Makrana |
| | | | Merta |
| | | | Nagaur |
| | | | Nawa |
| | | | Parbatsar |
| | | Tonk | Deoli |
| | | | Malpura |
| | | | Niwai |
| | | | Peeplu |
| | | | Todaraisingh |
| | | | Tonk |
| | | | Uniara |

| S.No. | Divisions | Districts | Blocks |
|-------|-----------|-----------|--------|
| 2 | Bharatpur | Bharatpur | Bayana |
| | | | Bharatpur |
| | | | Deeg |
| | | | Kaman |
| | | | Kumher |
| | | | Nadbai |
| | | | Nagar |
| | | | Pahari |
| | | | Rupbas |
| | | | Weir |
| | | Dholpur | Bari |
| | | | Baseri |
| | | | Dhaulpur |
| | | | Rajakhera |
| | | | Sepau |
| | | Karauli | Hindaun |
| | | | Karauli |
| | | | Mandrail |
| | | | Nadoti |
| | | | Sapotra |
| | | | Todabhim |
| | | SawaiMadhopur | Bamanwas |
| | | | Bonli |
| | | | Chauth Ka Barwara |
| | | | Gangapur |
| | | | Khandar |
| | | | Malarna Doongar |
| | | | Sawai Madhopur |
| 3 | Bikaner | Bikaner | Bikaner |
| | | | Chhatargarh |
| | | | Dungargarh |
| | | | Khajuwala |
| | | | Kolayat |
| | | | Lunkaransar |
| | | | Nokha |
| | | | Poogal |
| | | Churu | Churu |
| | | | Rajgarh |
| | | | Ratangarh |
| | | | Sardarshahar |
| | | | Sujangarh |

| S.No. | Divisions | Districts | Blocks |
|-------|-----------|-----------|--------|
| | | | Taranagar |
| | | Hanumangarh | Bhadra |
| | | | Hanumangarh |
| | | | Nohar |
| | | | Pilibanga |
| | | | Rawatsar |
| | | | Sangaria |
| | | | Tibi |
| | | Sri Ganganagar | Anupgarh |
| | | | Ganganagar |
| | | | Gharsana |
| | | | Karanpur |
| | | | Padampur |
| | | | Raisinghnagar |
| | | | Sadulshahar |
| | | | Suratgarh |
| | | | Vijainagar |
| 4 | Jaipur | Jaipur | Amber |
| | | | Bassi |
| | | | Chaksu |
| | | | Chomu |
| | | | Dudu (Hq. Mauzamabad) |
| | | | Jaipur |
| | | | Jamwa Ramgarh |
| | | | Kotputli |
| | | | Phagi |
| | | | Phulera (Hq.Sambhar) |
| | | | Sanganer |
| | | | Shahpura |
| | | | Viratnagar |
| | | Alwar | Alwar |
| | | | Bansur |
| | | | Behror |
| | | | Kathumar |
| | | | Kishangarh Bas |
| | | | Kotkasim |
| | | | Lachhmangarh |
| | | | Mandawar |
| | | | Rajgarh |
| | | | Ramgarh |
| | | | Thanagazi |

| S.No. | Divisions | Districts | Blocks |
|-------|-----------|-----------|--------|
|       |           |           | Tijara |
|       |           | Jhunjunu  | Buhana |
|       |           |           | Chirawa |
|       |           |           | Jhunjhunun |
|       |           |           | Khetri |
|       |           |           | Nawalgarh |
|       |           |           | Udaipurwati |
|       |           | Sikar     | Danta Ramgarh |
|       |           |           | Fatehpur |
|       |           |           | Lachhmangarh |
|       |           |           | Neem-Ka-Thana |
|       |           |           | Sikar |
|       |           |           | Sri Madhopur |
|       |           | Dausa     | Baswa |
|       |           |           | Dausa |
|       |           |           | Lalsot |
|       |           |           | Mahwa |
|       |           |           | Sikrai |
| 5     | Jodhpur   | Barmer    | Barmer |
|       |           |           | Baytoo |
|       |           |           | Chohtan |
|       |           |           | Gudha Malani |
|       |           |           | Pachpadra |
|       |           |           | Ramsar |
|       |           |           | Sheo |
|       |           |           | Siwana |
|       |           | Jaisalmer | Fatehgarh |
|       |           |           | Jaisalmer |
|       |           |           | Pokaran |
|       |           | Jalore    | Ahore |
|       |           |           | Bagora |
|       |           |           | Bhinmal |
|       |           |           | Jalor |
|       |           |           | Raniwara |
|       |           |           | Sanchore |
|       |           |           | Sayla |
|       |           | Jodhpur   | Bhopalgarh |
|       |           |           | Bilara |
|       |           |           | Jodhpur |
|       |           |           | Luni |
|       |           |           | Osian |

| S.No. | Divisions | Districts | Blocks |
|-------|-----------|-----------|--------|
| | | | Phalodi |
| | | | Shergarh |
| | | Pali | Bali |
| | | | Desuri |
| | | | Jaitaran |
| | | | Marwar Junction |
| | | | Pali |
| | | | Raipur |
| | | | Rohat |
| | | | Sojat |
| | | | Sumerpur |
| | | Sirohi | Abu Road |
| | | | Pindwara |
| | | | Reodar |
| | | | Sheoganj |
| | | | Sirohi |
| 6 | Kota | Baran | Antah |
| | | | Atru |
| | | | Baran |
| | | | Chhabra |
| | | | Chhipabarod |
| | | | Kishanganj |
| | | | Mangrol |
| | | | Shahbad |
| | | Bundi | Bundi |
| | | | Hindoli |
| | | | Indragarh |
| | | | Keshoraipatan |
| | | | Nainwa |
| | | Jhalawar | Aklera |
| | | | Gangdhar |
| | | | Jhalrapatan |
| | | | Khanpur |
| | | | Manohar Thana |
| | | | Pachpahar |
| | | | Pirawa |
| | | Kota | Digod |
| | | | Ladpura |
| | | | Pipalda |
| | | | Ramganj Mandi |
| | | | Sangod |

| S.No. | Divisions | Districts | Blocks |
|-------|-----------|-----------|--------|
| **7** | Udaipur | Banswara | Anandpuri |
| | | | Bagidora |
| | | | Garhi |
| | | | Ghatol |
| | | | Choti Sarwan |
| | | | Kushalgarh |
| | | | Sajjangarh |
| | | | Talwara |
| | | Chittorgarh | Arnod |
| | | | Bari Sadri |
| | | | Begun |
| | | | Bhadesar |
| | | | Chhoti Sadri |
| | | | Chittaurgarh |
| | | | Dungla |
| | | | Gangrar |
| | | | Kapasan |
| | | | Nimbahera |
| | | | Pratapgarh |
| | | | Rashmi |
| | | | Rawatbhata |
| | | Dungarpur | Aspur |
| | | | Dungarpur |
| | | | Sagwara |
| | | | Simalwara |
| | | Pratapgarh | Pratapgarh |
| | | | Chhoti Sadri |
| | | Udaipur | Dhariawad |
| | | | Girwa |
| | | | Gogunda |
| | | | Jhadol |
| | | | Kherwara |
| | | | Kotra |
| | | | Mavli |
| | | | Salumbar |
| | | | Sarada |
| | | | Vallabhnagar |
| | | Rajasamand | Amet |
| | | | Bhim |

| S.No. | Divisions | Districts | Blocks |
|---|---|---|---|
| | | | Deogarh |
| | | | Kumbhalgarh |
| | | | Nathdwara |
| | | | Railmagra |
| | | | Rajsamand |

# Annexure 3- List of service delivery locations of selected services

| Sr.No | Department | | Services | Service Delivery At | Total no. of Offices for installing infrastructure | Remarks |
|---|---|---|---|---|---|---|
| 1 | **Agriculture** | 1 | Advisory Services for farmers and FAQ | Call Centre – State<br><br>Newspaper – All Districts | 34 | All 33 Districts offices and 1 office at SHQ |
| 2 | | 2 | Drip Farms, Ponds, Digi, Pipelines & Sprinklers | All Districts | | |
| 3 | | 3 | Agriculture Implements for the costing above Rs.10000/- | All Districts | | |
| 4 | | 4 | Input Licenses for Seeds / Fertilizers / Pesticides | State – HQ and All Districts | | |
| 5 | | 5 | Girl Education Scholarship | All Districts | | |
| 6 | | 6 | Crop / Weather Insurance | - | | |
| 7 | **Social welfare (Schedule Caste/Tribe/Backward classes)** | 1 | Post-Metric scholarship for SC,ST & OBC | All Districts | 34 | All 33 Districts offices, All 249 Block offices and 1 office at SHQ |
| 8 | | 2 | ANUPRATI scheme | All Districts | | |
| 9 | | 3 | Palanhar Scheme | All Districts | | |
| 10 | | 4 | Assistance for atrocity victims | All 249 Tehsils | | |
| 11 | | 5 | Panna Dhai Jeevan Amrit Yojana | - | | |
| 12 | | 6 | Widows daughter marriage aid | All Districts | | |
| 13 | | 7 | Sahyog Yojana | All Districts | | |
| 14 | | 8 | Handicap/disability certificate | - | | |
| 15 | **Horticulture** | 1 | Drip irrigation/sprinkler irrigation under Micro Irrigation scheme | All Districts | 34 | All 33 Districts offices and 1 office at SHQ |
| 16 | | 2 | Establishment of new fruit orchards under NHM/RKVY | All Districts | | |
| 17 | | 3 | Creation of Water Resources (Water Harvesting Structures) under NHM/RKVY | All Districts | | |

| 18 | | 4 | Green House/ Shade Net house establishment under NHM/RKVY | All Districts | | |
| 19 | | 5 | Nursery/Cold Storage/Pack House/Seed Infrastructure/Vegetable Seed Production and other project based activities under NHM/RKVY | All Districts | | |
| 20 | | 6 | Medicinal Plant Cultivation under National Mission for Medicinal Plants | All Districts | | |
| 21 | | 7 | Organic Farming/ Wormi Compost Unit/Certification | All Districts | | |
| 22 | **Rural Development** | 1 | Registration under NREGA | All 9164 Gram Panchayats | 283 | All 33 Districts offices, All 249 Block offices and 1 office at SHQ Note: Gram Panchayat (GP) Offices have not been considered. Under Bharti Nirman Rajiv Gandhi Sewa Kendra, infrastructure is being provided at every GP. |
| 23 | | 2 | Work allotment under NREGA | All 9164 Gram Panchayats | | |
| 24 | | 3 | Indira Awas Yojana (IAY) | All Districts | | |
| 25 | | 4 | Swarnjayanti Yojana. | All 249 Tehsils | | |
| 26 | **Employment** | 1 | Registration for Employment | All Districts and Employment Exchange Offices | 46 | All 45 employment exchange offices and 1 office at SHQ |
| 27 | | 2 | Renewal of Employment Registration | All Districts and Employment Exchange Offices | | |
| 28 | **Education** | 1 | Application for re-evaluation of marks | All Districts | 67 | All 33 District Offices, 33 |

| | | | | | | |
|---|---|---|---|---|---|---|
| **29** | | 2 | Application for employment for widows/divorcees | Directorate, Elementary Education, Bikaner | | DIET Offices and 1 Directorate |
| **30** | | 3 | Application for scholarships | All Districts | | |
| **31** | **Jaipur Collectorate** | 1 | New arms license/renewal of arms | Jaipur Tehsil | 18 | All 13 Tehsil offices and 5 Rationing Offices |
| **32** | | 2 | New ration card | 5 Offices | | |
| **33** | | 3 | Duplicate ration card | 5 Offices | | |
| **34** | | 4 | Caste certificate | All 13 Tehsils of Jaipur District | | |
| **35** | | 5 | Domicile certificate | All 13 Tehsils of Jaipur District | | |
| **36** | | 6 | SC/ST certificate | All 13 Tehsils of Jaipur District | | |
| **37** | | 7 | Pension for old age | All 13 Tehsils of Jaipur District | | |
| **38** | | 8 | Pension for widow | All 13 Tehsils of Jaipur District | | |
| **39** | | 9 | Pension for handicapped | All 13 Tehsils of Jaipur District | | |
| **40** | | 10 | Conversion for agricultural land | 12 Tehsils of Jaipur District (Sanganer excluded) | | |
| **41** | | 11 | Financial assistance from CM relief fund | All 13 Tehsils of Jaipur District | | |
| **42** | | 12 | Registration as a voter | All 13 Tehsils of Jaipur District | | |
| **Total** | | | | | **516** | |

# Annexure 4- Hardware details for existing SDC

| S. No. | Server Details | | | Processor Details | | | | Memory Detail | |
|---|---|---|---|---|---|---|---|---|---|
| | Server Name | Application Installed | Current OS | Processor Type | Frequency of Processor | No. of Cores | No. of Processor | RAM Size | Physical HDD |
| 1 | NMS Server | Whats up Gold Monitoring | Windows Server 2003 Std SP2 | Intel Xeon | 3 Ghz | 1 | 1 | 4 GB | 3*73 GB |
| 2 | VMS Server | Cisco VMS | Windows Server 64 bit Std SP2 2003 | Intel Xeon | 3 Ghz | 1 | 1 | 2 GB | 2*73 GB |
| 3 | UMS Server | Unity Messaging | Windows Server 2000 SP4 | Intel Xeon | 3.4 Ghz | 1 | 2 | 4 GB | 2*73 GB 1*146 GB |
| 4 | LMS Server | PRTG Monitoring Tool,LMS | Windows Server 2000 | Intel Xeon | 3 Ghz | 1 | 1 | 2 GB | 2*73 GB |
| 5 | Internal Primary DNS Server | DNS | RHEL 4 | Intel Xeon | 3 Ghz | 1 | 1 | 2 GB | 2*73 GB |
| 6 | Proxy Server for IAS | ISA Proxy | Windows Server 2003 Std SP2 | Intel Xeon | 3.2 Ghz | 2 | 1 | 2 GB | 2*73 GB |
| 7 | Linux Webserver -50 | Apache Webserver | RHEL 3 | Intel Xeon | 3.2 Ghz | 2 | 1 | 2 GB | 2*73 GB |
| 8 | Windows Webserver -26 | Webserver IIS 6.0 | Windows Server 2003 Std SP2 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |
| 9 | DMS Webserver | DMS | Windows Server 2003 Std SP2 R2 | Intel Xeon | 3.4 Ghz | 2 | 2 | 2 GB | 2*146 GB |
| 10 | Rajasthali Webserver | Rajasthali Webserver | RHEL 4 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |
| 11 | DMS Application Server | DMS | RHEL 4 | Intel Xeon | 3.2 Ghz | 1 | 2 | 2 GB | 3*73 GB |
| 12 | GIS Database Server | GIS Database | Sun Solaris | SPARC | 1.28GHz | 2 | 2 | 2 GB | 3*73 GB |
| 13 | CRISMA Application Server | CARISMA Application | Windows Server 2003 R2 | Intel Xeon | 3.6GHz | 2 | 2 | 1GB | 4*73 GB |
| 14 | Windows Webserver 24 | Webserver IIS 6.0 | Windows Server 2003 Std SP2 R2 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |
| 15 | Windows Webserver -27 | Webserver IIS 6.0 | Windows Server 2003 Std SP2 R2 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |
| 16 | Proxy Server for Sect. | ISA Proxy | Windows Server 2003 Std SP2 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |

| S. No. | Server Details | | | Processor Details | | | | Memory Detail | |
|---|---|---|---|---|---|---|---|---|---|
| | Server Name | Application Installed | Current OS | Processor Type | Frequency of Processor | No. of Cores | No. of Processor | RAM Size | Physical HDD |
| | | | R2 | | | | | | |
| 17 | Proxy Server for YB | ISA Proxy | Windows Server 2003 Std SP2 | Intel Xeon | 3.16 Ghz | 2 | 2 | 2 GB | 3*73 GB |
| 18 | SQL 2005 Server | SQL Server 2005 | Windows Server 2003 Std SP2 R2 | Intel Xeon | 3.16 Ghz | 2 | 2 | 4 GB | 3*73 GB |
| 19 | UAM Server | CA DSM | WIndows Server 2003 Std SP2 | Intel Xeon | 2.4 Ghz | 2 | 2 | 4 GB | 1*36 GB |
| 20 | UNSM Server | CA NSM | Windows Server 2003 Std SP2 | Intel Xeon | 2.4 Ghz | 2 | 2 | 2 GB | 1*36 GB |
| 21 | Help Desk Server | Help Desk Software | Windows Server 2003 Std SP2 | Intel Pentium 4 | 2.26 Ghz | 1 | 1 | 1GB | 1*80 GB |
| 22 | SQL 2000 Server | SQL Server 2000 | Windows Server 2003 Std SP2 | Intel Xeon | 3.2 Ghz | 2 | 2 | 2 GB | 3*73 GB |
| 23 | Test Windows Webserver | Webserver IIS 6.0 | Windows Server 2003 Std SP2 | Intel Xeon | 3.2 Ghz | 2 | 2 | 2 GB | 3*73 GB |
| 24 | GIS Map Server | GIS Map Application | Windows XP SP2 | Intel Xeon | 3.2 Ghz | 2 | 2 | 2 GB | 3*73 GB |
| 25 | Windows Staging Server | Windows Staging Server | Windows XP Professional SP3 | Intel Pentium 4 | 3.0 Ghz | 1 | 1 | 1GB | 1*80 GB |
| 26 | Antivirus Server | CA e-Trust ITN r8.1 | Windows Server 2003 Std SP2 R2 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |
| 27 | Monitoring Server | Opmanager, Netflow Analyzer,Fire wall Analyzer | Windows Server 2003 Std SP1 R2 | Intel Xeon | 3.16 Ghz | 4 | 2 | 2 GB | 3*73 GB |
| 28 | SMTP Server | CA e-Trust SCM | Windows Server 2003 Std SP1 R2 | Intel Xeon | 3.16 Ghz | 4 | 2 | 2 GB | 3*73 GB |
| 29 | ICM Server | Lotus Domino ICM | Windows Server 2003 Std SP1 R2 | Intel Xeon | 3.16 Ghz | 4 | 2 | 2 GB | 3*73 GB |
| 30 | Linux Webserver-51 | Linux Webserver | RHEL 5.4 | Intel Xeon | 3.16 Ghz | 4 | 2 | 2 GB | 3*73 GB |
| 31 | Rajdarpan Webserver | Rajdarpan Portal | RHEL 4 | Intel Xeon | 3.0 Ghz | 4 | 2 | 2 GB | 3*73 GB |
| 32 | Webcast Server | Webcast | Windows Server 2003 Std SP2 | Intel Xeon | 3.2 Ghz | 2 | 2 | 2 GB | 2*73 GB 1*146 GB |
| 33 | Emitra Webserver | Emitra Portal | RHEL 5.4 | Intel Xeon | 3.0 Ghz | 4 | 2 | 8 GB | 3*73 GB |
| 34 | Jaipur Emitra Webserver | jaipur.emitra. gov.in | RHEL 5.4 | Intel Xeon | 3.0 Ghz | 4 | 2 | 8 GB | 3*73 GB |

| S. No. | Server Details | | | Processor Details | | | | Memory Detail | |
|---|---|---|---|---|---|---|---|---|---|
| | Server Name | Application Installed | Current OS | Processor Type | Frequency of Processor | No. of Cores | No. of Processor | RAM Size | Physical HDD |
| 35 | FTP Server | Red Chilly | Windows Server 2003 Std | P4 | 2.8 Ghz | 1 | 1 | 512 MB | 1*80 GB |
| 36 | SQL 2005 Server | SQL Server 2005 | Windows Server 2003 Std SP2 | Intel Xeon | 3.2 Ghz | 4 | 2 | 2 GB | 4*146 GB |
| 37 | Windows Webserver -3 | Webserver IIS 6.0 | Windows Server 2003 Std SP2 R2 | Intel Xeon | 2.33 Ghz | 4 | 2 | 8 GB | 2*300 GB |
| 38 | Rajasthan Foundation Database Server | Rajasthan Foundation Database | Mandarke Linux -9.2 | Intel Pentium 4 | 3 Ghz | 1 | 1 | 1GB | 1*80 GB |
| 39 | Jaipur Emitra Database Server | Oracle 10g | RHEL 4 | Itanium 2 | 1.5 Ghz | 8 | 2 | 32 GB | 3*146 GB |
| 40 | Emitra Database Server | Oracle 10g | RHEL 4 | Itanium 2 | 1.5 Ghz | 2 | 2 | 32 GB | 3*146 GB |
| 41 | Emitra Database Server-1 (Racdb-1) | Oracle 10g | RHEL 4 | Itanium 2 | 1.5 Ghz | 2 | 2 | 32 GB | 3*146 GB |
| 42 | Emitra Staging Server | test.emitra.gov.in | RHEL 5.4 | Itanium 2 | 1.5 Ghz | 2 | 2 | 32 GB | 3*146 GB |
| 43 | Test Rajdarpan Webserver | test.rajasthan.gov.in | RHEL 4 | Intel Pentium 4 | 2.80 Ghz | 1 | 1 | 512 MB | 1*80 GB |
| 44 | RUIS Database Application Server | RUIS Application | RHEL 4 | Intel Xeon | 1.6 Ghz | 2 | 2 | 2 GB | 1*146 |
| 45 | Reports Emitra Application Webserver | Reports.emitra.gov.in | RHEL 5.4 | Intel Xeon | 3.0 Ghz | 8 | 2 | 2 GB | 2*146 GB |
| 46 | Test Emitra Application Webserver | Linux Webserver | RHEL 5.4 | Intel Xeon | 3.0 Ghz | 8 | 2 | 2 GB | 2*146 GB |
| 47 | Esanchar Webserver | E -Sanchar portal | Linux Ubuntu 8 | Intel Xeon | 2.33GHZ | 4 | 2 | 8 GB | 2*300 GB |
| 48 | External DNS Server-4 | DNS | RHEL 4 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |
| 49 | Internal Secondary DNS Server | DNS | RHEL 4 | Intel Pentium 4 | 2.8 Ghz | 1 | 1 | 256 MB | 1*80 GB |
| 50 | Linux Application Staging server | Linux Staging Webserver | RHEL 5.4 | Intel Pentium 4 | 3.0 Ghz | 1 | 1 | 1GB | 1*80 GB |
| 51 | Windows | Windows | Windows XP | Intel | 3.0 Ghz | 2 | 1 | 1GB | 1*80 |

| S. No. | Server Details | | | Processor Details | | | | Memory Detail | |
|---|---|---|---|---|---|---|---|---|---|
| | Server Name | Application Installed | Current OS | Processor Type | Frequency of Processor | No. of Cores | No. of Processor | RAM Size | Physical HDD |
| | Application Staging server | Staging Server | SP2 | Pentium 4 | | | | | GB |
| 52 | External DNS Server-6 | DNS | RHEL 3 | Power 5 | 1.65 Ghz | 2 | 2 | 2 GB | 2*73 GB |
| 53 | Education Webserver | schooleducation.rajatshan.gov.in | RHEL 4 | Intel Xeon | 3.33 Ghz | 2 | 2 | 4 GB | 6*73GB |
| 54 | Education Database Server | Oracle 10g | RHEL 4 | Itanium 2 | 1.5 Ghz | 2 | 1 | 4 GB | 3*73 GB |
| 55 | Database Staging Server | SQL Server 2008 | Windows Server 2003 SP2 | Intel Xeon | 3.2 Ghz | 2 | 2 | 2 GB | 2*73 GB |
| 56 | E-FIR Database Server-1 | Oracle 10g | RHEL 4 | Intel Xeon | 3.4 Ghz | 2 | 2 | 2 GB | 3*73 GB |
| 57 | E-FIR Database Server-2 | Oracle 10g | RHEL 4 | Intel Xeon | 3.4 Ghz | 2 | 2 | 2 GB | 3*73 GB |
| 58 | HCL Itanium Server-1 | Social Justice Application | RHEL 5 | Intel Itanium 2 | 1.5 Ghz | 1 | 1 | 2 GB | 3*73 GB |
| 59 | HCL Itanium Server-2 | Social Justice Database | RHEL 5 | Intel Itanium 2 | 1.5 Ghz | 1 | 1 | 2 GB | 3*73 GB |
| 60 | Mail Server-41 | Lotus Domino 7 | RHEL 4 | Intel Xeon | 3.4 Ghz | 2 | 2 | 2 GB | 3*146 GB |
| 61 | Mail Server-40 | Lotus Domino 7 | RHEL 4 | Intel Xeon | 3.4 Ghz | 2 | 2 | 2 GB | 3*146 GB |
| 62 | Itanium Database Server-1 | Oracle 10g | RHEL 4 | Itanium-2 | 1.3 Ghz | 2 | 1 | 2 GB | 2*73 GB |
| 63 | Itanium Database Server-2 | Oracle 10g | RHEL 4 | Itanium-2 | 1.3 Ghz | 2 | 1 | 2 GB | 2*73 GB |
| 64 | HP-RISC Database Server-1 | Oracle 10g | HP-UX 11 | PA880 | 1.3 Ghz | 2 | 1 | 2 GB | 3*73 GB |
| 65 | HP-RISC Database Server-2 | Oracle 10g | HP-UX 11 | PA880 | 1.3 Ghz | 2 | 1 | 2 GB | 3*73 GB |
| 66 | GIS Database Server | Oracle 10g | Windows Server 2003 Std R2 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |
| 67 | CCM-Subscriber-2 | Call Manager Subscriber | Windows Server 2000 | Intel Xeon | 3.4 Ghz | 2 | 2 | 4 GB | 2*146 GB |
| 68 | Backup Server | | | | | | | | |
| 69 | UNSM Server | CA NSM | Windows Server 2003 Std SP2 | | | | | | |

| S. No. | Server Details | | | Processor Details | | | | Memory Detail | |
|---|---|---|---|---|---|---|---|---|---|
| | Server Name | Application Installed | Current OS | Processor Type | Frequency of Processor | No. of Cores | No. of Processor | RAM Size | Physical HDD |
| 70 | SAN storage Management Server | SAN Storage Management Console | Windows Server 2000 SP4 | Intel Xeon | 2.4 Ghz | 1 | 1 | 2 GB | 2*73 GB |
| 71 | IDS - CISCO | Intrusion Detection System | N/A | | | | | | |
| 72 | IDS 2- CISCO | Intrusion Detection System | N/A | | | | | | |
| 73 | CISCO ACS | Authentication Control System | N/A | | | | | | |
| 74 | Call Manager (SUB) | Call Manager Subscriber | Windows Server 2000, Cisco CCM 4 | Intel Xeon | 3.4 Ghz | 2 | 2 | 3 GB | 2*73 GB |
| 75 | Call Manager ( PUB) | Call Manager Publisher | Windows Server 2000, Cisco CCM 4 | Intel Xeon | 3.4 Ghz | 2 | 2 | 3 GB | 2*73 GB |
| 76 | Backup Server | | | | | | | | |
| 77 | Load Balancer | | | | | | | | |
| 78 | File Server | | | | | | | | |
| 79 | Web meeting Server | Web meeting Application | | | | | | | |

# Annexure 5: Team Evaluation Criteria

| S. No. | Designation | Requirements |
|---|---|---|
| 1. | Project Manager | • Minimum 1 Large Scale IT Program Management experience/ e-governance project with 7-12 years of total experience<br><br>• Qualifications – B.E./B. Tech with MBA (must)<br><br>• Relevant Certification (Must) – PMI or Prince 2 Practitioner etc |
| 2 | Team Lead (Development Phase) | • Minimum 1 Large Scale IT Project – design, development, testing and deployment experience with 4-7 years of total experience<br><br>• Qualifications – B.E./B. Tech/MCA/M.Tech/MBA (IT)<br><br>• Relevant Certification (Must) – For relevant technology platforms MCSD/RHCE/Java/Oracle etc |
| 3 | Team Lead (Operations & Support Phase) | • Minimum 1 Large Scale IT Project – deployment, migration, operations & support experience with 4-7 years of total experience<br>• Qualifications – B.E./B. Tech/MCA<br>• Relevant Certification (e.g. support role ITIL V3 etc.) |
| 4 | Onsite Team (Development Phase) | • IT Project Implementation experience with 2-3 years of total experience. The team should have expertise in following areas: Coding, Testing and Solution Deployment<br>• B.E. /B. Tech / MCA<br>• Relevant Certification (e.g. Technology platform related certifications like MCSD / RHCE / Java / Oracle certified etc. |
| 5 | Onsite Team (Operations and Support Phase) | • Large Scale IT Project Operations and support experience with 2-3 years of total experience. The team should consist of following: System Administrator, Database Administrator, Technical Specialist –Servers (for e-Forms, State Portal and SSDG hardware and application) etc.<br>• B.E. /B. Tech / MCA |

| | | • Relevant Certification (e.g. Technology platform related certifications like DBA/ MCSC / RHCE / SCJP/ Java / OCP |
|---|---|---|