



## Delhi Development Authority (DDA)

### Request for Proposal

Selection of Agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

### Annexures

### Annexures to RFP

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1 Annexure 1- List of DDA Offices

Address / Locations	DDA office	Phone No.
Vikas Sadan,( Head office) Near INA Market, New Delhi-23 EPBAX No: 24690431, 24690435		
Vikas Minar(Partial Head office) ITO, New Delhi-02 EPBAX NO: 23378288, 2337806		
Khelgaon, Shahpur jat, New Delhi-49	CE(Projects)	26497420
Khelgaon, Shahpur jat, New Delhi-49	CE(South), Zonal office	26490865
	CAU, South Zone	26493957
Khelgaon, Shahpur jat, New Delhi-49	CC-18	
Dwarka Project Office, Mangla puri	CE(Dwarka)- Zonal office	25036050
	Circle 1, electrical	25034020
	Circle 2	25036050
	Circle 13	25058684
	CAU- Dwarka	25036245
	WD6	25031798
	WD9	25036128
	Director (Planning)	25036238
	FO to CE	
Dwarka Sector-5 Nursery	SWD6	25070398
	SWD7	25086094
	SWD8	25075581
	SWD9	25081394
	EID12 electrical	25087381
	EID2 electrical	25075582
	EID5 electrical	25081646
	WD8	25086564
	WD10	25035441

Address / Locations	DDA office	Phone No.
	Horticultur Div Dwarka	
Dwarkasports complex, Secor-11 Dwarka, ND-75	Sports complex	25089733
Lakkad Mandi, Kirti Nagar	Circle 17	25101593
	WD3	25451340
	WD12	25933722
	WD13	25934473
	WD15	25934926
	Flyover Division-I	25413202
	Inquary Officer	
D-3 block, Vasant Kunj (Nr. Fortis Hospital)	CE(electrical), zonal office	26121724
	SED12(CWGD3)	26893107
	SE Electrical	
Masoodpur Dairy, Near Fly over,Vasant Kunj	CAU-SWZ	26892385 26892023
	SWD1	26892385
	SWD2	26893256
	SWD4	26892023
	EID6 electrical	26139532
DDA complex , Adjoining DDA Flats, Munirka	Circle 1, SW Zone,	26184820
	Circle 16, SE Zone	26180220
Vasant Kunj Sports complex, D2, Vasant Kunj	Sports complex	26136731 26136732
	Electrical Office	
DDA Training Institute D-6 Vasant Kunj		
Nelson Mandela Road, D-6 block, Near Fly Over, Vasant Kunj	Master Plan Division 2021	26124875
Shaikh Sarai	Hort Div.-1	
	Hort Div.-4	
	Hort Div.-6	

Address / Locations	DDA office	Phone No.
Common Wealth Games, Seedbed Park, Pusta , Laxmi Nagar	CWGD1 (formerly WD1)	22481602
DDA Office Complex, Outer ring road, Madhuban Chowk, Sector-14, Rohini, New Delhi-110085	CE(Rohini) Zonal office	27941529
	Circle 6,	27941318
	Circle 9	27941604
	Circle 14,	27941528
	CAU-Rohini	27944281
	RPD 2	27940521
	RPD 7	27942902
	RPD4	27945624
	RPD8	27915549
	RPD10	27040982
	RPD12	27056788
	EID4 electrical	27945043
	EID9 electrical	23370632
	Planning	
	Building	
DDA Office Complex, Outer ring road, Deepali Chowk, Sector-3, Rohini, New Delhi-110085	RPD 1, Room No:80	27940230
	RPD 5, Room No:78	27941523
	RPD 6, Room No:104	27941622
	RPD 9	27941604
	RPD 13, Room No:69	27943032
	Land Management	
	Planning	
JIMS near Jaipur Golden Hospital Sector-3 Rohini	Civil / Electrical Division	
Sec-10 Rohini Near City Centre Mall	Horticulture Div-5	
Rohini Sports complex, Sector-14, Rohini, ND-85	Sports complex	27557314

Address / Locations	DDA office	Phone No.
Shopping Plaza, Sector-3, Rohini, Delhi-110085	RPD11	27040224 98688100507
Jhandewala, cycle market, phase-II	Circle 7, North Zone	23527690
Opposite T.V Tower, Pitampura-110088	Circle 11, North Zone	27325534
	ND 1	27325534
	ND 9	27321544
Near Rama Market Pitam Pura	Horticulture Div-2	
Rashtriya Swabhiman Khel Parisar, Sports complex, Adjacent to T.V Tower, Pitampura - 110088	Dir(Sports)	27326147
At the crossing of Rly. Line & Underbridge, Phase-I, Ashok Vihar	Circle12, North Zone	27244031
	Circle 11	27244031
	ND 11	27244044
	ND 10	27118476
	CAU- North Zone	27118476
Lakshmi Nagar, Yamuna Pusta	CAU-East Zone	22483962
	ED 9	22483962
	ED 14	22485841
	ED15 (Common Wealth Games Division 4)	22483872
	EID1 Electrical	22485735
	EID10 Electrical	22485099
	ED10	22484881
Azadpur, Jahangir puri	Store division-I( finance unit)	27691192
	Horticulture Div-10	
B-2B, Near Chhoti Subji Mandi, Janakpuri	Dir(Material Management)	25551655 25529861
	WD 2	25551655
	Store division-II(finance unit)	25590858
	ED-7	
	Janak Puri Hort Div-3	

Address / Locations	DDA office	Phone No.
	Janak Puri Hort Div-8	
Double Tank, Paschim Vihar	WD 7	25261929/25529861 (Dir (MM))
Pkt A-14, Kalkaji Extn, Near Govind Puri Police Post	SED 7	29959126
	SED 8	26096180
Sarita Vihar, DDA complex, Near Madanpur Khadar Mor , Mathura Road, ND-44	Circle 15(SE Zone)	26944748
	SED 5	26946524
	SWD 5	26971214
	Flyover Div-4	
Sarita Vihar, DDA complex, Near Flyover, Mathura Road, ND-44	SED 1	26941849
	SED 4	26942398
Astha Kunj Park Near Nehru Place	SED 3	20909575
Subhash Nagar	Land Management	
Office of EE, SFS flats , Motia Khan, Delhi-110055	ND2	23618856
Mukherjee Nagar, Opp. BBM Depot, Kingsway Camp	ND3	27608140
80 Meter Road Moni Baba Park Near Bhor Garh Narela	ND4	27282604
	ND8	
	ND12	27285452
DDA office complex, Over Head Tank Lawrence Rd , Near B4 Pocket	ND5	27188613
	EID7 Electrical	27186249
Pkt-I Dilshad Garden, Near Gauri Shanker Mandir	ED2	22596958
	ED3	22595675
	ED5	22581258
Taj Enclave , Pusta Wali Road , White Buiding	ED12	22508342
CBDSahadra, Karkardooma, Delhi	ED4	22302425
Siri fort Sports complex, August Kranti Marg, Sirifort, New Delhi-	Cau(Proj&CWG)	26497482

Address / Locations	DDA office	Phone No.
110049	Dir(Sports)	26496657
Yamuna Sports Complex, Yamuna Vihar, Surajmal Vihar, Delhi-95	Dir(Sports)	22166499 22164726
Saket Sports Complex, Behind Modi hospital, Saket, New Delhi- 17	Dir(Sports)	29561742 29567581
Chilla Sports Complex, Dallu Pura, Near Dharam Shila Hospital, New Delhi-64 110096	Dir(Sports)	22624859 22623184
Hari Nagar Sports Complex, Nr. Hari Nagar Ghanta Ghar, Beri wala Bagh, ND-64	Dir(Sports)	25143758 25136683
Poorvi Delhi Khel Parisar, Nr. GTB Hospital, Dilshad Garden, Delhi-64	Dir(Sports)	22571088 22314167
Major Dhyani Chand Sports Complex, Near I Block Ashok Vihar, Phase-II, Delhi-52	Dir(Sports)	27305012 27305338
Paschim Vihar Sports Complex, A-6 Block, Paschim Vihar, New Delhi-63	Dir(Sports)	25261165
Outab Golf Course, Lado Sarai,	Dir(Sports)	26969127
Bhalaswa Golf Course, Bhalaswa, Jahangir Puri, Near Azadpur Bypass, New Delhi	Dir(Sports)	65900102
Netaji Subhash Sports Complex, Jasola, Behind Appolo Hospital, Delhi	Dir(Sports)	26971301
LG office  Court Lane, Raj Niwas, Near Kashmere Gate	Mr. P.S.Joshi  Assistant Director	23979218
High Court  Law Department Building, Room	Deputy CLA	23389451 23070466

Annexures - Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA

Address / Locations	DDA office	Phone No.
No: 425-426, 4 <sup>th</sup> Flr		
Tis Hazari Court Tahsil Building, Chamber No-28	SLO (Tis Hazari)	23914113
Karkardooma Court Chamber No: 425, D-Block	JLO	22382139
Rohini Court		
Dwarka Court		

2 Annexure 2-Existing application landscape of DDA– Partial List

#	Application name	User Department	Application's functionality	Technology in use	Standalone application	Future plan of application
1	AWAAS	Housing	Housing workflow functionality: various activities like registration, allotment, cancellation, mutation/ transfer, change of address and change of mode of payment)	D2K / Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
2	BHOOMI	Land Disposal	<p>Draw of lots, Conveyance Deed, Possession and Cancellation, issuance of letter like NOC, electricity connection, show cause notice etc, adjustments, penalty calculation and penalty adjustments.</p> <p>The current system has khasra / khatauni maps with alphanumeric GIS data or non-referenced spatial data. This has to be migrated to a regular GIS application, with geo-referenced data. However, this data will only be used for referencing and planning, and not for land disposal.</p>	Visual Basic-6 / Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
3	LMIS - Land management information	Land Management	Digitization of MASSAVI/SAJRA (cloth map); MASSAVI from SDM	.Net/ Oracle 8i	Yes	Build similar functionality new application, migrate



Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

	system		office			data than on successful implementation decommission
4	Public space online booking system	System	Online booking for Community halls, open spaces and parks	.Net/ oracle 8i	Yes	Assess for integration, integrate if possible else redevelop and migrate data
5	AUTOCAD	Planning	Manual drafting and a very limited application of Auto CAD software for designing purposes	N/A	Yes	Maintain & integrate
6	Photoshop	Planning	Maps editing and imaging	N/A	Yes	Maintain & integrate
7	AUOTCAD Revit	Architecture	Manual drafting and a very limited application of Auto CAD software for designing purposes	N/A	Yes	Maintain & integrate
8	STAAD	Engineering	design of foundations to structure designed	N/A	Yes	Maintain & integrate
9	OPD claim reimbursement app	System	OPD and Medical reimbursement	.Net/ oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
10	Payroll system	Finance	DDA Employees Salary calculation	Visual Basic / Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation

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						decommission
11	Pension system	System	DDA Ex-Employees pension generation	.Net/ oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
12	Annual accounts system	System	Different MIS reports generation	Visual Basic / Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
13	Investment management system	System	Investment with bonds and FD's	Visual Basic / Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
14	Personnel information system software	Personnel	Employee Details: Recruitment, transfer, posting, training etc.	Visual Basic / Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
15	Staff-grievance system	System	Employee's grievances resolution	.Net/ oracle 8i	Yes	Assess for integration, integrate if possible else redevelop and migrate

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

						data
16	Lawyer Fee-Bill system	Legal	Processing of Payments to lawyers, Bill status monitoring	Visual Basic/Oracle 8i	N/A	Build similar functionality new application, migrate data than on successful implementation decommission
17	Court cases monitoring system	Legal	Details of court cases, monitoring of cases	Visual Basic/Oracle 8i	N/A	Build similar functionality new application, migrate data than on successful implementation decommission
18	Dak receipt tracking system	System	Dak Receipt and dispatch tracking	Visual Basic/ Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
19	Samasya Nidan system	System	Online or offline public grievances resolution system	.Net/ oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
20	Vigilance case management	Vigilance	Vigilance cases monitoring	N/A	N/A	Build similar functionality new application, migrate

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	system					data than on successful implementation decommission
21	DDA website	System	DDA's department and function details	.Net 2.0/ Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
22	File tracking software	System	Monitoring of the pendency of receipts & files and assist in their easy tracking	Classic ASP/ Server 2000	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
23	Helpdesk & inventory	System	Resolution of Employee's IT problems and Maintain details on inventory	.Net 4.0/ Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
24	MPMLA-Raj niwas referencing system	System	Referencing and Designation wise report generation	ASP.Net 2.0/ Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission

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25	E-tendering app					
26	E-Auction					
27	Budget Compilation	Finance	Revised, actual and estimated budget calculation	D2K/Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
28	Online conversion from leasehold to freehold	Housing, Land Disposal, Nagrik Suvidha Kendra	Lease hold to free hold conversion for land, housing properties	.Net/ Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
29	Common Public Grievances	System	Public grievances handling	.Net/ Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
30	Water Bill Online Payment	System	Citizen centric online water bill payment (currently working for Rohini location)	.Net/ Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
31	MPD 2021 Review	Planning	Receiving public suggestions	.Net/ Oracle 8i	Yes	Build similar

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	Suggestion Management System		related to master plan 2021			functionality new application, migrate data than on successful implementation decommission
32	Online application for Nagrik Suvidha Kendra	All Departments	Citizen oriented application: leasehold to free hold, public hearing etc.	.Net/ Oracle 8i	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
33	DDA- Library	Commissioner-cum-Secretary	Library functions such as issuing books, maintaining books history	N/A	Yes	Build similar functionality new application, migrate data than on successful implementation decommission
34	Online building permit sanction monitoring system		Current file status monitoring for building permit sanction	.Net/ Oracle 8i	Yes	Maintain & integrate
35	Online staff quarter allotment system	Commissioner-cum-Secretary	Existing DDA staff quarter allotment for employee	.Net/ Oracle 8i	Yes	Maintain & integrate
36	Biometric time attendance system	System	Attendance Monitoring system	.Net/Oracle 8i	Yes	Integrate with Payroll

N/A-Not applicable

### 3 Annexure 3: Bank Guarantee for Earnest Money Deposit

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP #<RFP Number> dated<Date> for <Name of the assignment> (hereinafter called "the Bid") to DDA, Delhi

Know all Men by these presents that we <> having our office at <Address> (hereinafter called "the Bank") are bound unto the DDA (hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures> (Rupees<Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

(a) Withdraws his participation from the bid during the period of validity of bid document; or

(b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note 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 <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)

This Bank Guarantee shall be valid up to <insert date>)

Annexures - Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <insert date>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:



#### 4 Annexure 4: Performance Bank Guarantee

##### PERFORMANCE SECURITY:

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <name of the supplier and address> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to <<DDA>> (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<Name of Bank>** a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value>(Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of **Rs.<Insert Value>(Rupees<Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until *<Insert Date>*)

Notwithstanding anything contained herein:

Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).

This bank guarantee shall be valid up to <Insert Expiry Date>)

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

5 Annexure 5- Compliance Sheet for Pre-Qualification Proposal

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
1	Covering Letter for Technical Proposal and undertaking on Total responsibility	As per Annexure 6 and Annexure 7		
2	The responding firm / agency (a) Should have made a payment of Tender Document Fees (b) Should have submitted a EMD of amount as mentioned in Volume I of the RFP	(a) DD/Online payment for Tender Document Fees (b) The original bank guarantee for EMD must be furnished in the format prescribed in Annexure 3 d) The MoU/ Agreement, on an appropriate stamp paper, between the Lead partner and his consortium partner(s) as per the format given at clearly depicting Annexure – 8 the roles and Responsibilities of each member.	Yes/No	
3	Legal Entity: All member of the consortium should be registered legal entity in India. Under the Indian Companies Act, 1956 / The Partnership Act 1932 / Limited Liability Partnership Act, 2008. All member of the consortium should be have been in existence for at least seven years as on 31 March 2017. All members of the consortium should be registered with the Service Tax Authorities	a)Certificate of Incorporation b)Registration Certificate c)Service Tax Registration	Yes/No	
4	Lead members of consortium should be in the business of System Integrator for at least 7 years as of 31st March 2017 (FY 16-17, FY 15-16, FY 14-15, FY 13-14,	Annexure 9- Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity	Yes/No	

	FY 12-13, FY 11-12 & FY 10-11)			
5	All members of consortium shall not be banned / debarred / blacklisted by any State or Central Government / any other Government institution in India as on the last date of submission of the Bid	Individual self-certified letter by the designated official of the bidder per Annexure 10	Yes/No	
6	Net worth of Lead Bidder Company <b><u>must be more than INR 10 Crores</u></b> in last three years as per the audited Balance Sheet. <i>For the purposes of this RFP, "Net Worth" mean the aggregate value of the paid-up share capital and all reserves created out of the profits and securities premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited standalone balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation.</i>	Chartered Accountant Certificate by each member as per Annexure 11	Yes/No	
7	The lead member must possess valid ISO 9001:2008, ISO 20000-1:2011 and <b>ISO 27001:2013 certification</b> as on last date of bid submission, for better IT Service management and security compliance of Application Software and implementation.	Copy of Certifications	Yes/No	

8	The Lead Member should have been authorized by respective OEM for distribution/channel partner/ Retailer of the equipment covered under the RFP.	The bidder must attach Manufactures Authorization certificate & Back-to-back support for all the active items to be covered through this tender except for the items which are declared End of Support from respective OEM	Yes/No	
9	The <b>Prime Member</b> of consortium responsible for software development & customization should be CMMi Level 5.	Relevant certificate needs to be attached which shall be valid on the date of submission.	Yes/No	
10	Average Annual Turnover of all the consortium members taken together from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 16-17, FY 15-16 and FY 14-15) as per the last published balance sheets shall be greater than or equal to INR 400 Cr. (Rupees Four Hundred Crores only). In case of Consortium bidding, the lead (prime) Bidder (Application Developer) must have average turnover of at least <b>INR 200 Crores (Rupees Two Hundred Crore)</b> during the last three (3) financial years (FY 16-17, FY 15-16 and FY 14-15) as per the last published balance sheets	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from statutory Auditor or Chartered Accountant; OR Copies of work orders with Annexure 13 OR In case the bidder submits an audited financial result, a copy of the "Limited Review report" of financial results, prepared by the statutory auditor of the firm shall also be submitted.	Yes/No	

11	The Lead Member shall have experience of executing large Turnkey IT Project over multiple location in India or overseas as System Integrator in including software/application implementation and maintenance and should have executed at least Three (03) relevant project in last 7 Years.	Completed Annexure 13 supported with Work order and Proof of Go-live/ Successful Implementation	Yes/No	
	a) One project of value greater than INR 50 Cr of estimated value			
	OR			
	b) Two project of value greater than INR 35 crores each			
	OR			
	c) Three Project of value greater than INR 20 Crores each			
	(Specifically each project should have components of Software development, Helpdesk and Application related training necessarily for this project)			
12	Power of Attorney/ Letter of Authority 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 RFP	Power of Attorney	Yes/No	
13	Local Presence – The Lead Member should have its own service support Centers in Delhi /NCR OR member to give an undertaking of opening a local service support Centre after Award of the Contract	Relevant Documents or Undertaking signed by the Authorized Signatory with List of office (s) and support Centers in Delhi /NCR	Yes/No	

14	The Lead Member must have minimum 100 technically qualified resources as on 31st March 2017 for system integration. Appropriate Certifications are necessary for the top Ten Resources handling different Areas of Projects.	Relevant Documents or Undertaking signed by the Authorized Signatory	Yes/No	
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## 6 Annexure 6: Covering Letter for Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

**Subject:** Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the DDA, Delhi on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_

Name and Title of Signatory: \_

Name of Firm: .

Address: \_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_



## 7 Annexure 7: Undertaking on Total Responsibility

No. Date:

To:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for IT enablement of DDA for the scope given in Volume II of this RFP.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

8 Annexure 8 –Roles and Responsibilities of Consortium Members (if proposed) and their Details

Sl.No	Member	Role	Responsibility
1.			
2.			
3.			

9 Annexure 9- Particulars of the Bidder

Lead Member/Prime Bidder

Sl. No	Information Sought	Details to be Furnished
A	Name and address of the Bidder	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Designation, Address, email, Phone nos. and Mobile Number of Contact Person	

Member 2

Sl. No	Information Sought	Details to be Furnished
A	Name and address of the Bidder	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Designation, Address, email, Phone nos. and Mobile Number of Contact Person	

Member 3

Sl. No	Information Sought	Details to be Furnished
A	Name and address of the Bidder	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Designation, Address, email, Phone nos. and Mobile Number of Contact Person	

10 Annexure 10: Declaration that the bidder (and Consortium members if any) has not been blacklisted

*(To be submitted on the Letterhead of the responding agency)*

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the **RFP for Selection of System Integrator for IT enablement of DDA, Tender No<xxx>>**.

Dear Sir,

We confirm that our company, \_\_\_\_\_ and the Consortium Members (if any), is /are not blacklisted as on date, in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

11 Annexure 11: Chartered Accountant Certificate for Net Worth

*(To be submitted on the Letterhead of the responding agency)*

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: declaration of net worth in response to the **RFP for Selection of System Integrator for IT Enablement of DDA, Tender No<xxx>>**

We have examined the books of accounts and other relevant records of M/s (Name of Company), Address, for the financial year 2013-2014, 2014-2015 and 2015-16 On the basis of such examination and according to information & explanation given to us, and to the best of our knowledge & belief, we hereby certify that the net worth of M/s Company name as at the end of financial year 2013-2014, 2014-2015, 2015-16 was as below.

Financial Year	Net Worth (Book Value in INR Lacs)
2016-2017	
2015 -2016	
2014-2015	

Copy of summarized and audited balance sheets is attached for your reference.

Place:

Date:

Chartered Accountants Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

12 Annexure 12: Manufacturers'/Producers' Authorization Form

(This form has to be provided by the OEMs of the products proposed)

No. .... &Date:

To:

Subject: OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [\*] dated [\*]

We who are established and reputable manufacturers / producers of \_\_\_\_\_  
having factories / development facilities at (*address of factory / facility*) do hereby authorize  
M/s

\_\_\_\_\_ (*Name and address of Agent*) to submit a Bid, and sign the contract with you  
against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services  
offered by the above firm against this Bid Invitation.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our  
affairs are not being administered by a court or a judicial officer, our business activities have not  
been suspended and we are not the subject of legal proceedings for any of the foregoing.

We also undertake to provide any or all of the following materials, notifications, and  
information pertaining to the Products manufactured or distributed by the Supplier:

- a) Such Products as the DDA may opt to purchase from the Supplier, provided, that this  
option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b) in the event of termination of production of such Products:
- c) Advance notification to the DDA of the pending termination, in sufficient time to permit  
the DDA to procure needed requirements; and
- d) Following such termination, furnishing at no cost to the DDA the blueprints, design  
documents, operations manuals, standards, source codes and specifications of the  
Products, if requested.

Annexures - Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

**Note:** This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.



13 Annexure 13: Project Citation Format

Project #

<b>Relevant IT project experience</b>	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

14 Annexure 14: Certification for Manpower

*(To be submitted on the Letterhead of the responding agency)*

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of certification for manpower in response to the Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" CMS in DDA, **Tender No<xxx>>**

Dear Sir,

We hereby certify that we have minimum 100 technically qualified resources as on 31st March, 2017 for system integration as per the details below:-

(Appropriate certifications are necessary for the top ten resources handling different areas of projects.)

Sl.no.	Minimum Education Qualification	Minimum Experience	Domain Expertise	No of Resources
1.				
2.				
3.				
4.				

Place:

Date:

Bidder's Company Seal:

HR Head/ Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

15 Annexure 15-Source Code Declaration

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Subject: Self Declaration for Source Code in response to the RFP for Selection of Application Developer for IT enablement of DDA, Tender No<xxx>>

Dear Sir,

We understand that all the material related to software products, including, but not limited to, software, programs, source code and object code, comments to the source or object code, specifications, documents, abstracts and summaries thereof (collectively, the "Products") developed by System Implementer (SI) in connection with this agreement, shall be the sole property of DDA. Implementer (SI) shall handover and transfer all the rights, assets, technical knowhow, documentation, source code, records, data, licenses, securities and all such relevant items that may be necessary for the smooth transition process.

We understand DDA reserves the right to retain the full and exclusive ownership rights of the Customising Application Software and any other proprietary rights related to the Customise Software. All the source code and its related documents shall be property of DDA.

The ownership of source code of all applications developed for IT systems shall be transferred to Director IT, DDA. DDA shall have all rights on Software, Source Code and related documentation for its unlimited, unrestricted use within DDA at unlimited number of locations, machines, computers, gadgets etc.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Name and Designation:

## 16 Annexure 16-Technical Evaluation Checklist

### 16.1 Experience and Approach

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used	Reference Page number
<b>1</b>	<b>Financial Strength of Responding firm</b>			<b>10</b>		
a.	Average Annual Turnover	Average Annual Turnover of all the consortium members taken together from IT Business (System Integration Services, Application Development and Maintenance Services, during the last three (3) financial years (FY 16-17, FY 15-16 and FY 14-15) as per the last published balance sheets shall be greater than or equal to INR 400 Cr.(Rupees Four Hundred Crores only).	Average to be used for the combined average turnover of all the consortium members. The marks would be based on the following: >=INR 500 Crores = 5 points ; >=INR 450 Crores but less than INR 500 Crores=4 points; >=INR 400 Crores but less than INR 450 Crores=3 points;	5	Annexure13,30 supported by documentary evidence	
b.	Net worth	Net worth of Lead Bidder Company must be more than 10 Crores in last three years as per the audited Balance Sheet.	Average to be used for the combined average net worth of all the consortium members. The marks would be based on the following: >=150 Cr. (100%)=5 >=100 Cr. & < 150 Cr. (80%)=4	5	Annexure13,30 supported by documentary evidence	

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used	Reference Page number
			$\geq 50$ Cr. & $< 100$ Cr.(60%)=3 $\geq 10$ Cr. & $< 50$ Cr (40%)=2			
<b>2</b>	<b>Past Experience of the responding firm</b>			<b>45</b>		
a.	System Integration projects	Bidder should have THREE projects for implementation of integrated turnkey projects with a) software development and Implementation b) O&M phase for maintaining all of the above.	Marking to be used for the 3 case studies. For average of projects out of three mandatory projects the marks would be based on the following: $\geq$ INR 50 crores = 10 points; $\geq$ INR 30 crores but less than INR 50 crores=8 points; $\geq$ INR 20 crores but less than INR 30 crores=6 points;  Example Project 1: 50 crores, Project 2: 30 Crores, Project 3: 20 Crores. Average marks would be $100/3=33.33$ Crores.	10	Annexure13,30 supported by documentary evidence	

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used	Reference Page number
b.	Software Solutions	Application developer should have undertaken software development projects having a minimum value of <u>INR 4 crore each</u> – (for software development component only). The project should have some or all of the following components : Portal development & Enhancement, Web based Application Server, Electronic Forms / Online Applications, enterprise Application Software Development	>5 Projects – 10 points; 4 Projects - 8 points; 3 Projects - 6 points; 2 Projects - 4 points;	10	Annexure13,30 supported by documentary evidence	
c	Prior experience in Development Authority/Housing Board / Urban Local Bodies / Municipalities for software design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	SI Projects undertaken in India	>=3Projects – 10 points; 2Projects – 8 points; 1Project - 6 points;	10	Annexure13 ,30 supported by documentary evidence	

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

<b>SI No.</b>	<b>Criteria/Sub Criteria</b>	<b>Description</b>	<b>Point System</b>	<b>Max Criteria/ Sub Criteria Points</b>	<b>Form to be used</b>	<b>Reference Page number</b>
d	Past Experience in implementation of State / Central MMP Projects design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	SI Projects undertaken in India	>=2 Projects – 3 points; 1 project - 1 points;	3	Annexure13 ,30 supported by documentary evidence	
	Past Experience in implementation of Data Analytics and its associated DSS Projects in design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	SI Projects undertaken in India	>=2 Projects – 3 points; 1 project - 1 points;	3	Annexure13 ,30 supported by documentary evidence	
e	Past Experience in implementation of RS & GIS Technology based DSS Projects in design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	SI Projects undertaken in India	>=2 Projects – 3 points; 1 project - 1 points;	3	Annexure13 ,30 supported by documentary evidence	

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used	Reference Page number
e	Past Experience in Deployment and Maintenance of Projects using and offering Networking Services in design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	SI Projects undertaken in India	>=2 Projects – 3 points; 1 project - 1 points;	3	Annexure13 ,30 supported by documentary evidence	
f	Past Experience in Deployment and maintenance of Projects using DC / DR Services in design, development/ deployment, installation, commissioning, maintenance and operations in India running in past 7 financial years	SI Projects undertaken in India	>=2 Projects – 3 points; 1 project - 1 points;	3	Annexure13 ,30 supported by documentary evidence	
<b>2</b>	<b>Solution proposed, Approach and Project</b>			<b>25</b>		
	<b>Solution Proposed</b>	<b>Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFQ are addressed well and award points accordingly, the important parameters being:-</b>		<b>20</b>	<b>Annexure 17, 18</b>	
		Understanding of ToR and Approach for implementation (06)	Understanding of Requirements of DDA	2		
			Adequacy of the Work plan	2		
		Robustness and quality (18)	Adequacy, robustness and scalability of proposed Software solution comprising of solution architecture	3		



Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used	Reference Page number
			Compliance with the FRS and Technical Specifications as mentioned in the RFP	3		
			Comprehensiveness of Bill of Material of all the components along with their quantities	3		
			Project implementation approach/ strategy and operations and maintenance plan including comprehensiveness of fall-back strategy and planning during rollout	3		
		Assessment of Manpower deployment, Training and Handholding plan (06)	Deployment strategy of Manpower, Contingency management, Exit plan after handover, Training and Handholding strategy	2		
			Mobilization of existing resources and additional resources as required, Identification of risk and suggestive mitigation plan	2		
	<b>Presentation</b>	<b>Technical Presentation by the bidder.</b>		<b>5</b>	<b>Annexure 17, 18,19, 20</b>	
			Quality of Presentation & clarity of responses	1	Annexure 17, 18,19, 20	

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used	Reference Page number
			Approach adopted to provide DDA with the road map and strategy for making early inroads with the MoUD Smart City initiative	3		
			Senior management commitment demonstrated during the presentation	1		

1. For all the above, the Completion Certificate of the projects completed in the last 7 years (as on 31.3.2017) need to be provided which are issued to the responding firm by the respective customers.
2. The value of the projects considered in the above criterion would be based on the Purchase Order or the LOI issued to the responding firm. In absence of the supporting documents, the projects would not be considered for evaluation.

## 16.2 Key people marking

S. No	Resource Deployment	The Minimum Qualification of the proposed resources shall be as per Qualification Matrix given Below	Marking Criteria		Marks	Form to be used	Reference Page number
					20		
1	Project Manager	i. Overall experience in Project Management as Head of Projects in IT (Minimum Essential Requirement is 6 years)	Average marks of all CVs would be awarded as below :-		5	Annexure 19, 20	
			Slab	Points			
			10 or more yrs.	2			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

S. No	Resource Deployment	The Minimum Qualification of the proposed resources shall be as per Qualification Matrix given Below	Marking Criteria		Marks	Form to be used	Reference Page number
			7 to 10 yrs.	1.5			
			5-6 Yrs.	0.5			
		ii. Relevant Experience in e-Governance/Government or Multi-locational IT Project Management (Minimum Essential Requirement is 2 years)	Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			More than 3 yrs.	1			
			2-3 years	0.5			
			Less than 2 Yrs.	0			
		iii. Relevant Certification (either of PMP/PMI/Prince2)	Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			Certification	1			
			No Certification	0			
		ii. Relevant work Experience in e-Governance or Multi-locational IT Project (Minimum Essential Requirement is 2 years)	Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			More than 3 projects	1			
			2 to 3 years	0.5			
			Less than 2 years	0			
2	System and Network Administrator	i. Overall experience in IT infrastructure management, networking, trouble shooting, software applications support etc. (Minimum Essential Requirement is 3 years)	Average marks of all CVs would be awarded as below :-		5	Annexure 19, 20	
			Slab	Points			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

S. No	Resource Deployment	The Minimum Qualification of the proposed resources shall be as per Qualification Matrix given Below	Marking Criteria		Marks	Form to be used	Reference Page number
			More than 4 yrs.	2			
			3- 4 Yrs.	1			
			Less than 3 years	0			
		ii. Relevant work Experience in e-Governance / multi-locational IT projects. (Minimum Essential Requirement is 2 years)	Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			More than 3 years	2			
			2 - 3 years	1			
			Less than 2 years	0			
		iii. Relevant software certification	Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			Each Relevant Certification max of 2 shall be considered	1			
			No Certification	0			
3	Database Administrator	i. Overall in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc. (Minimum Essential Requirement is 3 years)	Average marks of all CVs would be awarded as below :-		5	Annexure 19, 20	
			Slab	Points			
			More than 4 yrs.	2			
			3- 4 Yrs.	1			
			Less than 3 Yrs.	0			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

S. No	Resource Deployment	The Minimum Qualification of the proposed resources shall be as per Qualification Matrix given Below	Marking Criteria		Marks	Form to be used	Reference Page number
		ii. Experience in e-Governance or Multi-locational IT Project on quoted database on quoted platform and database. (Minimum Essential Requirement is 2 years)	Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			More than 3 years	2			
			2 to 3 years	1			
			Less than 2 years	0			
		iii. Relevant Certification (Should be Database administrator in quoted database)	Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			Each Relevant Certification (max of two)	1			
			No Certification	0			
		4 Technical Support Staff	Average marks of all CVs would be awarded as below :-		5	Annexure 19, 20	
			Slab	Points			
			More than 2 yrs.	2			
			2-3 Yrs.	1			
			Less than 2 Yrs.	0			
			ii. Relevant work Experience in e-Governance / multi-locational IT projects. (Minimum Essential Requirement is 1 years)				
			Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			More than 2 Yrs.	2			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

S. No	Resource Deployment	The Minimum Qualification of the proposed resources shall be as per Qualification Matrix given Below	Marking Criteria		Marks	Form to be used	Reference Page number
			1 to 2 year	1			
			Less than 1 year	0			
		iii. Relevant Certification	Average marks of all CVs would be awarded as below :-				
			Slab	Points			
			Each Relevant Certification	1			
			No Certification	0			

### 16.3 Key Resources

S.No.	Name of Resource	Location	Qualification (Minimum)	Minimum No. of Years of Experience	Minimum no. of Years with responding firm	Minimum Certification	Skill Area
1	Project Manager	Vikas Sadan	B.E./B.Tech /MCA/MBA	10 Years	3 Years	PMP/Prince 2	Working in projects related to implementation of IT with an experience of 5 years or more in at least two software implementation projects in project management role leading a team of 10 or more members.  Should have overall experience of 2 or more years in Government projects
2	Database Administrator	Vikas Sadan/Data	B.E.(Computer /E&C)/	5-7 years	1 Year	Technical certification in	Experience in administering production data bases and worked in Oracle 9i, 10g,

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

		center	MCA			Data Base Administration Quoted Database	DB2, MS-SQL etc. Knowledge in PL/SQL Programming with experience in handling standby databases preferred.
3	System /Network Administrator	Vikas Sadan/Data center	B.E. (Computer/ E&C)/MCA	5-7 years	1 Year	Technical certifications on Microsoft/Unix/ other OS/ products etc. are must.	Experience in sys admin of RDMB data (MS-SQL, Oracle etc.), sysadmin windows-2008/2012 etc. server, programmer of .NET, SQL,PL/SQL, etc.
4	Technical Support Staff	Vikas Sadan	Diploma/B. E. (Computer/ E&C)	3-5 years	1 Year	Technical certification like CCNA etc.	Experience in technical support services/ operations, IT Infrastructure, managing & updating customer database, Programming, Code debugging

## 17 Annexure 17:Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

1. Solution Proposed
2. Understanding of the project (how the solution proposed is relevant to the understanding)
3. Technical Approach and Methodology

S.No	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/ATS/: as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)
1.						
2.						
3.						
4.						
5.						
6.						



## 18 Annexure 18: Proposed Work Plan

No	Activity <sup>1</sup>	Calendar Months													
		1	2	3	4	5	6	7	8	9	10	11	12	N	
1.															
2.															
3.															
4.															
5.															
6.															
7.															
8.															
9.															
10.															
11.															
12.															
13.															
14.															
15.															
16.															
17.															
18.															
19.															

1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments 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.

3 All activities should meet the 8/80 criteria i.e. should at least take 8 hours and a maximum of 80 hours. (Work packages should be: No smaller than 8 hours, No larger than 80 hours, and Between 1 and 10 days in duration)

19 Annexure 19: Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

## 20 Annexure 20:Key Personnel

### 20.1 Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: Degree Academic institution graduated from Year of graduation Specialization (if any) Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)  Prior Professional Experience covering: Organizations worked for in the past Organization name Duration and dates of entry and exit	

Designation Location(s) Key responsibilities Prior project experience Project name Client Key project features in brief Location of the project Designation Role Responsibilities and activities Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

## 20.2 Annexure 20 Form 11: Deployment of Personnel

No	Name of Staff	Staff input in Months (in the form of a bar chart) <sup>2</sup>														Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total	
1																
2																
3																
N																
											Total					

1. For Professional Staff, the input should be indicated individually; for Support Staff, it should be indicated by category

2. Months are counted from the start of the assignment.



Full time input



Part time input

## 21 Annexure 21:Deviations

[This section should contain any assumption on areas which have not been provided in the RFP OR any changes to the existing provisions of the RFP]

### A - On the Terms of Reference

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

### B – Any other areas

## 22 Annexure 22: Declaration on Source Code and Intellectual Property Rights

No. .... &Date:

To:

Dear Sir,

Sub: Self-certificate regarding the source code and Intellectual property rights under this Project

I, authorized representative of \_\_\_\_\_, hereby solemnly affirm to the IPR and Source Code rights as defined in Volume III of this RFP document.

In the event of any deviation from the factual information/ declaration, DDA reserves the right to terminate the Contract without any compensation to the System Integrator.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Authorized e-mail address:

## 23 Annexure 23: Undertaking on Patent Rights

No. .... & Date:

To:

Dear Sir,

Sub: Undertaking on Patent Rights

I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify DDA against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to DDA and persons authorized by DDA, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

If it is found that it does infringe on patent rights, I/We absolve DDA of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Authorized e-Mail Address:



24 Annexure 24: Undertaking on Compliance, Procurement and Deployment of IT Infrastructure

No. .... & Date:

To:

Dear Sir,

Sub: Undertaking on Compliance

I/We as System Integrator do hereby undertake that we have proposed the hardware and all software (including perennial and enterprise wide licenses, unless stated otherwise) based on information provided by DDA in its RFP document and in accordance with the service level requirements and minimum specifications provided and assure DDA that the sizing is for all the functionality envisaged in the RFP document.

2. Any augmentation of the proposed solution (including software and hardware) in order to meet the minimum RFP requirements and/or the requisite service level requirements given by DDA will be carried out at **no additional cost** to DDA during the entire period of Contract.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Authorized e-Mail Address:

25 Annexure 25: Undertaking on Service Level Compliance

No. .... &Date:

To:

Dear Sir,

Sub: Undertaking on Service Level Compliance

1. I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to DDA.

2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by DDA, then we will augment the same without any additional cost to DDA.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Authorized e-Mail Address:

## 26 Annexure 26: Undertaking on Deliverables

No. .... &Date:

To:

Dear Sir,

Sub: Undertaking on Deliverables

I/We as System Integrator do hereby undertake that processes, deliverables/artifacts submitted to DDA will adhere to the quality and standards specified in this RFP.

We also recognize and undertake that the deliverables/ artifacts shall be presented and explained to DDA and other key stakeholders (identified by DDA), and also take the responsibility to provide clarifications as requested by DDA.

We agree to abide by the procedures laid down for acceptance and review of deliverables / artifacts by the Department as stated in this RFP or as communicated to us from time-to-time.

We also understand that the acceptance, approval and sign-off of the deliverables by DDA will be done on the advice of Department and any other agency appointed by the Department for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by DDA.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Authorized e-Mail Address:

"Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS)

27 Annexure 27: Undertaking on Support to 3<sup>rd</sup> Party Solution acceptance and certification

No. .... &Date:

To:

Dear Sir,

Sub: Undertaking on Support to Third Party Solution Acceptance and Certification

I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by a 3<sup>rd</sup> party agency (to be identified by DDA) before the system is commissioned.

I/We understand that while the certification expenses will be borne by DDA, the responsibility to ensure successful acceptance and certification lies with the System Integrator.

I/We hereby undertake that we shall do all that is required of the System Integrator to ensure that system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Authorized e-Mail Address:

**28 Annexure 28: Declaration of activities sub-contracted**

(No sub-contracting is allowed. Project work need to be done by Consortium Members)

No. Date:

To:

Dear Sir,

Sub: Declaration on Sub-contracting

I/ We hereby declare the following list of activities which we would be sub-contracted.

S. No.	Activity
1	
2	
3	
4	

I/ We would be responsible for ensuring that the sub-contracted work meets the requirements of the Purchaser.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Authorized e-Mail Address:

## 29 Annexure 29: Undertaking on Exit Management and Transition

No. .... & Date:

To:

Dear Sir,

Sub: Undertaking on Exit Management and Transition

I/We hereby undertake that at the time of completion of our engagement with the Department, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the DDA or to an agency identified by DDA to the satisfaction of the Department. I/We further undertake to complete the following as part of the Exit management and transition:

We undertake to complete the updation of all Project documents and other artefacts and handover the same to DDA before transition.

We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train DDA personnel on the same.

If Department decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.

I/We also understand that the Exit management and transition will be considered complete on the basis of approval from DDA.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Annexures - Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA

Date :

Time :

Seal :

Business Address:

Authorized e-Mail Address:

30 Annexure 30: Past Experience of the Responding Firm (Technical Experience)

Sl.no	Specific Requirement	Project Title/Name	Client	Value of work	Page No. /Sl. No
1.	System Integration Project / Industry Specific Capabilities				
2.	Software Solution				
3.	Providing Maintenance Services/ Help Desk Services				
4.	Hardware Product installations				
5.	Network Solutions				
6.	Hosting Solutions				
7.	Cloud Computing Solutions				
8.	India Specific Capabilities				



### 31 Annexure 31: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the Implementing Partner (IP)		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		

Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Implementation Partner	Date:
Name:	
Signature:	

### 32 Annexure 32- General Specifications for Hardware

The bidder shall be responsible for the complete IT hardware solution, any issues arising out of performance should be dealt as per the best practices, adherence to the SLA's, data integrity must be maintained of highest level and DDA should be notified immediately in case of any breach / deviation. The hosting arrangements shall at minimum meet the following criteria:-

- a) The service provider will provide state of the art hardware with 24 X 7 monitoring.
- b) The configuration of the all the hardware supplied for this project should be robust and capable of handling the load as per RFP terms.
- c) The bidder shall devise an appropriate framework for security at the data center and at a minimum shall include Firewalls, IDS, IPS, Antivirus, Anti spamming and regular security audits.

**Solution Procurement:** - The Bidder shall provide various licenses to support DDA requirement under different categories as mentioned below. Application Developer will provide a comprehensive solution, based on the information provided by DDA & load test results.

**Hardware Procurement:** The bidder shall finalize and procure the hardware and network capability requirement in order to meet the performance requirement as specified, technical requirement including acceptance test / quality control parameters for tender document. The specifications should be provided for development, quality & production servers, storage and others as required including RDBMS and other applications suggested as an overall solution as per the project timeline set in. In addition, a well laid out approach and roadmap for hardware enhancements shall be devised.

The following section represents the minimum requirements of DDA in terms of hardware, software and other security and networking components required for implementing the solution. Bidders are advised to use these as a bare minimum requirement and are encouraged to propose best solution meeting the overall requirements

#### 32.1 General Requirement Servers:

S. No.	Item	Description	Compliance (Yes/No)
1	<b>General Requirements of Server</b>	The servers shall be sized, procured and installed by Bidder independently considering the business requirements and workload details provided.	
		Bidder shall provision the server infrastructure required for the solutions at the DC and DR sites.	

S. No.	Item	Description	Compliance (Yes/No)
		The infrastructure at the above sites will require different types of servers. Bidder is responsible for understanding the requirements of the application and provide servers as required to make the solution complete. The servers shall be sized such that it shall not utilize more than 70% of its resources (CPU and I/O) in normal course (with an exception to the batch processes). The utilization shall not exceed 70% for a sustained period of more than 15 minutes.	
		All the proposed servers shall be full blade servers only with scalability for additional CPU, Memory and I/O. The servers shall have adequate number of CPUs with latest clock speed and cache as on last date of Bid.	
		The servers shall be based on Symmetrical Multiprocessing (SMP) architecture. Each server shall be populated with adequate number of internal disks. The disks shall be Hot Swappable and shall be in hardware mirrored Each server shall be populated with adequate number of Gigabit full-duplex Ethernet controllers for LAN connectivity. The Ethernet controllers shall be configured for dual homing and they shall provide adequate throughput to each switch based on the solution deployed on the server.	
		The servers that need connectivity to SAN shall be populated with adequate number of Fibre Channel Host Bus Adaptors (HBA) in redundant mode. The blade enclosure shall be with redundant and hot swappable power supplies. All the servers shall be populated with read-only drive, capable of reading all types of CD / DVD.	
		None of the servers shall be populated with any writeable media. Bidder shall propose switch based consoles within the datacentre for monitoring and managing the servers. Every server shall not be provisioned with monitor, keyboard and mouse individually. It is envisaged that the servers shall also be monitored remotely using the EMS solution. Bidder shall provide requisite licenses for all the software required for the respective servers including, but not limited to, Operating System,	

S. No.	Item	Description	Compliance (Yes/No)
		respective software database and application, etc.	
		Bidder shall propose servers after taking into account the design consideration mentioned in the requirements specification	
2	<b>Web Servers</b>	The Web Servers will be mainly used for running the HTTP Server to manage connections of end-user sessions. Bidder shall provide requisite licenses for all the system software required for the web server including, but not limited to, Operating System, etc. The server would be used for providing access to the access control applications through internet / intranet. Using portal, relevant contents of the applications can be easily enabled, updated and deployed at the earliest. Web server would provide a base template to users who want to access the application via internet. The portal server shall allow users to access the application from internet and the same shall be configured in cluster mode.	
3	<b>Application Servers</b>	Would mainly be used for running the business logic of the application. Shall be sized by the bidder independently considering users workload. Bidder shall provide requisite licenses for all the system software required for the application server including, but not limited to, Operating System, Application Server Software, etc. Application server would take care of the necessary workflow and web / portal server would be required for the interfacing with the end user. Both the portal and application server would be seamlessly integrated to provide high availability and performance. With the use of load balancers, user requests would be distributed among various clustered/common servers. The application servers will be configured in active – active and in cluster mode and shall also have the database configured accordingly. The solution should be able to detect a failed Application server so that no further traffic is directed to the failed node(s).	
4	<b>Database Server</b>	The dedicated database server shall have ability to process mixed transaction loads (batch and online) and have the ability to dynamically configure	

S. No.	Item	Description	Compliance (Yes/No)
		processor power according to workload requirements. The server shall be configured in active-passive mode. The Database solution must be benchmarked in TPC The server shall have industry standard operating system such as Microsoft Windows, flavors of UNIX e.g. HP-UX, IBM AIX, Red Hat Linux, etc. Bidder shall undertake Operating system hardening and security related measures through appropriate configuration and patch updates on a regular basis.	
5	<b>DNS Servers</b>	Bidder shall provision servers which will be mainly used for running the Domain Name Service (DNS) and Time Synchronization Service. The server shall run Domain Name Service for resolving the domain names for the application. This server shall also have the capability to run the Time synchronization service. This service shall be used to synchronize the clocks in all of the servers and devices in the Datacentre. The time synchronization service shall synchronize clocks of all the servers with the world time clock on a regular basis. Bidder shall provide requisite licenses for all the system software required for the DNS server including, but not limited to, Operating System, Domain Name Service, Time Synchronization Service, etc.	
6	<b>Anti-virus Servers</b>	Bidder shall provision servers for running the Security Solution as per requirements mentioned Bidder shall provide an Anti-virus server for downloading anti-virus updates from internet. The Anti-virus servers shall be sized by bidder independently depending on the Anti-virus solution and as per the requirements provided. Bidder shall provide requisite licenses for all the system software required for the Anti-virus server including, but not limited to, Operating System, etc.	
7	<b>Backup server</b>	Backup server would be used for backing up the key data on regular interval. The backing up of the data would be an automated process. Whenever desired the backed up data can be restored/retrieved to the desired system configuration	
8	<b>Firewall</b>	Firewall will be a part of network that is designed to block unauthorized access while permitting outward	

S. No.	Item	Description	Compliance (Yes/No)
		communication. Firewall will be installed at (PoD) server zone to provide features like high-availability and fault tolerance.	
9	<b>Load Balancer</b>	The load balancer would be required for distributing workloads to a set of networked computer servers in such a manner that the computing resources are used in an optimal manner. The load balancer will support segmentation/virtualization to distribute load for multiple services, servers. This would increase the availability of the server and will also increase the performance as multiple servers would be sharing the service load. The load balancer would be used for the following servers: Application Server, Database Servers, Web Server	
10	<b>AAA Server</b>	The AAA (Authentication, Authorization and Accounting) Server Software should come integrated along with its own operating system as a virtual appliance which could be hosted on a hypervisor. AAA Server should provide authentication services to all the users connecting to the network, should enforce security policies on the end stations. Should offer centralized command and control for all user authentication, authorization, and accounting from a Web-based, graphical interface, and distribute those controls to hundreds or thousands of access gateways in the network. Should provide the manageability and administration of user access through network devices like: routers, switches, firewalls, VPNs.	
		The AAA Server should have the following features:  Should control administrator access and configuration for all RADIUS enabled network devices in network.  AAA server should provide Automatic service monitoring, database synchronization, and importing of tools for large-scale deployments.  Should have support for Lightweight Directory Access Protocol (LDAP) and Open Database	

S. No.	Item	Description	Compliance (Yes/No)
		<p>Connectivity (ODBC) user authentication.</p> <p>AAA shall support IP address allocation from RFC standard DHCP servers. IP address pools could be defined with actual address assignment made by DHCP, and these addresses shall be assigned to users anywhere on the network.</p> <p>AAA shall support DHCP extensions, allowing DNS entries to be dynamically created and deleted.</p> <p>Support Flexible 802.1X authentication type, including EAP-TLS, PEAP, LEAP, EAP-FAST and EAP-MD5</p> <p>Support downloadable access control lists for any Layer 3 device, including Routers, Firewalls, and VPNs</p> <p>Device command set authorization Network access restrictions, User and administrative access reporting</p> <p>Should have a Web-based user interface to simplify and distribute configuration for user profiles, group profiles.</p> <p>Lightweight Directory Access Protocol (LDAP) authentication forwarding support for authentication of user profiles stored in directories from leading directory vendors.</p> <p>Should also provide time-of-day, network use, number of logged sessions, and day-of-week access restrictions</p>	
		<p>Security: The system shall ensure Extensible Authentication protocol (EAP); EAP-MD5-Challenge Simple CHAP like password based authentication. Certificate based mutual authentication of client and access point server.</p> <p>EAP-Protected EAP (PEAP) Single sided Certificate authentication (like SSL) for secure EAP</p> <p>Different access levels for each AAA Server administrator-and the ability to group network devices-enable easier control and maximum flexibility to facilitate enforcement and changes of security policy administration over all the devices in a network.</p>	



### 32.2 Technical Fact Sheet of Servers

All below mandatory requirements need to be provided by the System Integrator as part of the solution. Noncompliance to any mandatory requirement shall not be considered and the bid shall be declared as Non-responsive. Non-responsive bids shall not be considered for further evaluation.

S. No.	Parameter	Specification	Compliance (Y/N)
1.	Server CPU	<p>RISC/EPIC Server of latest make and model and minimum clock 3.0 GHZ</p> <p>Two Socket server should be configured with minimum of 20 cores and should have a minimum cache of 60 MB Per Socket</p> <p>Server should be configured to deliver 1700 SPECint2006_rate PEAK</p> <p>Adequate number of Sockets/Processor Cores should be configured to meet the minimum performance criteria. The estimated SPECint2006_rate for offered clock should be made available at SPEC.org</p>	
2.	Memory	<p>The System should be quoted with minimum 30 GB per Active core.</p> <p>Memory should be minimum DDR3 ECC, with minimum clock of 1066 GHZ. The server should have enough free slots to scale to 2X of Memory Offered</p>	
3.	Internal Disk	<p>Minimum 6X600 GB 10K RPM SAS SFF-3 should be configured</p> <p>The server should be capable of adding another 12X600 GB SAS SFF-3 internal drives on the existing storage backplane</p>	
4.	Input/output	<p>Slots have to be minimum PCIe Gen 3</p> <p>Minimum 4 x 1G RJ 45 and 4X10G SR Ethernet ports across 2 different adapters (not inbuilt in mother</p>	

S. No.	Parameter	Specification	Compliance (Y/N)
		board)  Minimum 4X2P 8GBps FC Adapter across 2 different adapters  I/O Adapter scalability to min 10 Adapters Slots	
5.	Power Supply	Hot Swap and Redundant	
6.	Virtualization	Virtualization software offered should be of Enterprise class and should allow dynamic movement of CPU resources	
7.	Operating System	64 bit Latest Generation OS with having min 4-5 years future roadmap	
8.	Clustering	All production apps and DB Instance, along with the DR infrastructure will be clustered using high availability clustering technology and there should not be any single point of failure in the offered solution. Each of the production components shall have dedicated fail-over mechanism.  The Clustering Solution diagram must be submitted in the Technical offer. Each cluster should have multiple interconnect through different Ethernet switches.  The servers/partitions specified in cluster shall be in high availability cluster. Redundant Heart beat paths to be provided.	
9.	Support	The High Availability cluster shall be with adequate redundancy and with equal performance and configuration, and will have access to the same database and storage.  3 Years 24*7 Support, Directly from Server Vendor	

### 32.3 Technical Fact Sheet of Enterprise RDBMS

DDA contains record for citizens of the state. The Data Repository layer; where such citizen information is stored; should be:

- a) Highly Available
- b) Highly Performant
- c) Highly Secured
- d) Self-Managing

The Database shall comprise of:

- a) A comprehensive electronic record of approx. 1.5 crores residents of the state. Also take into account 10% increase in population per year which should be considered while overall sizing for the project.
- b) Capable to handle high volume transactions, approximately the peak value would be 1, 50,000 transactions per day and around 7000 users.

All below mandatory requirements need to be provided by the System Integrator as part of the solution. Noncompliance to any mandatory requirement shall not be considered and the bid shall be declared as Non-responsive. Non-responsive bids shall not be considered for further evaluation.

S. No.	Specification	Compliance (Y/N)
1	The database software should be available in all the hardware architectures, operating systems (Major UNIX, Linux and Windows environments) with identical functionalities and user interface	
2	The database software should be able to work on Uniprocessor, SMP system, and cluster systems.	
3	The database software should have the capability to store relational, text, image, spatial data structures and datasets within the database	
4	The same Database should support mixed OLTP/OLAP workloads	
Availability and Scalability Characteristics		
5	Database should have native, active-passive clustering with objectives of scalability and availability of 24x7. It should be capable by masking outages from end users and applications by recovering the in-flight database sessions following recoverable outages.	

S. No.	Specification	Compliance (Y/N)
6	The database clustering solution should support vertical & horizontal scalability with no downtime and without repartitioning or changes to the database objects or 3rd party transaction routing mechanisms.	
7	The database clustering should provide concurrent access from multiple servers to the single database image.	
8	The database clustering should provide intelligent load balancing across all available nodes.	
9	The database clustering solution should provide multiple nodes to participate in the parallel execution of queries	
10	The database clustering solution should use a very efficient messaging and row-level locking based algorithm to avoid negative performance impact.	
11	Database should have native capability to provide database level storage management mechanism, which should enable the availability by means of creating redundancy, automatically balance the data files across the available disks, I/O balancing across the available disks for the database for performance, availability and management.	
12	Database should provide horizontal scalability in such a manner that a new database node can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of production system such as without shutdown. This should be online and supported by native database clustering components.	
13	Database should have built-in Disaster Recovery solution to replicate the changes happening in the database across multiple DR Sites with an option to run real-time reports from DR Sites without stopping the recovery mechanism	
14	There should be option of configuring Disaster Recovery environment in SYNC and ASYNC mode.	
15	Database should have the capability to offload backup and reporting at the Disaster Recovery site	
16	Database should have the capability to provide zero data loss at any distance without performance impact and with minimal cost or complexity.	
17	The Database at the disaster recovery site should have capability	

S. No.	Specification	Compliance (Y/N)
	for corruption detection and automatic repair.	
18	Database should have extensive High Availability /Disaster Recovery support for customer applications as well as for any other custom applications.	
19	The database platform must provide flashback mechanism to recover rows, tables when accidentally deleted due to human errors	
Performance Characteristics		
20	Database should have public TPC-C and TPC-H benchmarks and should have leadership position in such benchmarks.	
21	Database should be built-in capability to execute large complex queries with parallelism and database performance should not degrade with increase in data volume.	
22	Database should have the ability to handle deadlock situations, without any application slowing.	
23	Database should have the capability of partitioning of tables and indexes within database servers	
Security Characteristics		
24	The database should support role based access control, user based privileges.	
25	Should support password management mechanism with expirable passwords and password management.	
26	Should support the option to encrypt data before transferring over a network.	
27	Should support the option to encrypt the data stored in the database without changing application code.	
28	Should support Built-in encryption key lifecycle management, with assisted key rotation	
29	Should support Industry-standard algorithms including AES (128, 192, and 256 bit keys)	
30	Encryption technology should not cause performance degradation by using Hardware acceleration from Intel® AES-NI and SPARC T-Series	
31	Restrict Database Administrator and other highly privileged users to access application data stored in the database.	

S. No.	Specification	Compliance (Y/N)
32	Super users should not be able to select, insert, update or delete from the sensitive tables in the database.	
33	Restrict DBA access to the database through back-end even for certain administrative activity.	
34	Flexible and adaptable controls over who, when, where and how applications, databases and data can be accessed.	
35	Database should have the capability to accurately detect and block unauthorized database activity including SQL injection attacks by monitoring traffic to any kind of databases	
Self-Managing Characteristics		
36	There should be single-vendor accountability for database and its management	
37	Database should have fault tolerance, parallel processing, linear scalability, mixed workload capability, recovery, real-time capability, manageability, Advice to Tune the Query, Query estimation time features.	
38	Should provide Single system management view for all the targets including database, database cluster, host, Application server etc. It should also provide plug-ins to manage 3rd party applications. Should be using client independent, centralized database management console over network for monitoring hardware, operating system and database resources.	
39	Should perform automatic performance diagnostics	
40	Should automatically maintained workload history facilitating historical performance analysis	
41	Should provide comprehensive system monitoring and event notification to deliver better quality of service.	
42	Should have the ability to perform real time performance analysis	
43	Should have ability to proactively detect and identify the root cause of performance issues	
44	Should have the capability to provide automatic SQL Tuning	
45	Database solution should provide complete integrated Database Life-cycle management including secure testing, provisioning, patch automation, configuration management, change management and	

S. No.	Specification	Compliance (Y/N)
	best practices advisory.	

#### 32.4 Technical Fact Sheet of SLA & HELPDESK Management Software

All below mandatory requirements need to be provided by the System Integrator as part of the solution. Noncompliance to any mandatory requirement shall not be considered and the bid shall be declared as Non-responsive. Non-responsive bids shall not be considered for further evaluation.

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
1.	All the proposed NMS & Helpdesk solution should be from a single vendor.		
2.	Solution shall be open, distributed, scalable, and multi-platform and open to third party integration.		
3.	Solution shall support Web Interface.		
4.	The Solution shall provide future scalability of the whole system without major architectural changes.		
5.	The proposed solution shall be at High Availability Mode in respect to both Software & Hardware (Servers).		
6.	The proposed solution should attached with a Storage to avoid real-time data loss		
7.	Bidder should implement the entire solution in a virtualized environment like Hyper V, VMware etc. If any component of the solution specifically requires physical environment, then bidder must submit a letter from OEM that the mentioned item /items cannot be installed in a virtual environment.		
8.	The proposed EMS/ NMS solution should support and be installable on industry standard RDBMS only i.e. Oracle/ MS-SQL/ DB2 and licenses of RDBMS should be part of the proposed EMS/ NMS solution.		
9.	The bidder must provide Software licenses of all proposed NMS software for the following deployments/ environments.  For production system.		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
	For a use on a hot stand by system.		
10.	Proposed visualization/ dashboard tool should employ a series of intuitive icons to access non-core customization, administration, and user management tasks, thereby providing more area for displaying user content.		
11.	Proposed EMS solution should provide native capability to deliver Business Intelligence (BI) reports; using an in-built industry-standard BI reporting tool.		
12.	Reporting tool should provide the ability to send reports via email. It should provide the output in HTML, PDF, Excel or CSV formats.		
13.	Reporting tool should provide active reports - Reports can have offline interactivity; more usable and engaging Interact with reports without the need for server requests. This means reports should be emailed with interactive features like clickable charts, sorting, radio button, tabs, cascading lists, checkbox filtering etc.		
14.	Reporting tool/ solution should provide a report canvas where you can drag and drop objects from other existing reports. A report workspace can be viewed as a report dashboard where the end user is designing the content without the assistance of an expert report author.		
15.	Reporting tool/ solution should provide the ability to schedule content to be delivered to user devices, sync via email or directly to the server		
16.	Reporting tool/ solution should provide the ability to easily modify format and layout, Resize widgets with a drag and Filter data with a few clicks.		
17.	The solution should allow for continuous discovery to be run on a continuous basis which tracks dynamic changes near real-time; in order to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces.		
18.	The NMS must allow immediately determining the impact of a component failure and thus helping in prioritizing problem-solving efforts.		



S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
19.	The NMS should provide very powerful event correlation engine and thus must filter, correlate & process, the events that are created daily from network devices. It should assist in root cause determination and help-prevent flooding of non-relevant console messages		
20.	Polling intervals should be configurable on a need basis through a GUI tool, to ensure that key systems are monitored as frequently as necessary.		
21.	The topology of the entire Network should be available in a single map along with a Network state poller with aggressive/customizable polling intervals		
22.	The NMS application should provide a Unified Fault, Availability and Performance function from a single station only to reduce network and device loads with unified fault & performance polling.		
23.	The NMS performance system must provide out-of-the-box and highly customizable reporting across the network domain.		
24.	The Network performance operator console should provide operators with seamless transitions from fault data to performance reports and back. For example - select a node in NMS fault management system and cross launch it for historical and near real time data.		
25.	Should have MIB browsing, MIB loading, and MIB expression collection features.		
26.	NMS should be cloud ready, should have dynamic Root Cause Analysis capability		
27.	NMS should have Global Management capability, where in it can work in distributed environment.		
28.	NMS should support application based failover over the WAN.		
29.	NMS should have support for SNMPv3 & IPv6, including dual-stack IPv4 & IPv6 to provide flexibility in protocol strategy and implementation.		
30.	It should be able to correlate multiple occurrences of a specific fault on a device within a specified time frame to		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
	enable detection of chronic problems. At any given point in time there may not exist a fault for a chronic issue, but we need to know that the condition continues to happen. For example: Circuit down 20 times in last 24 hour, bandwidth thresholds exceeded 30 times in last month, etc.		
31.	The system should support a variety of discovery protocols. The system should take advantage of available information to aid in discovery of the network. Protocols should include ARP, DNS, SNMP, BGP, EIGRP, OSPF, CDP (Cisco), EDP (Extreme), NDP (SONMP-Nortel), FDP (Foundry), EnDP (Enterasys), and LLDP (link-level discovery protocol).		
32.	Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions.		
33.	Should establish the status of network devices and interfaces with unified status calculation and visualization of network fault & performance data.		
34.	Should enable efficient workflows using contextual navigation between reports and rich interactive report configuration capabilities		
35.	Network Performance reporting tool must provide the following capabilities:		
36.	Data collection and thresholding of network device ports (any that support MIB2 including virtual interfaces):		
37.	Bytes In, Bytes Out, Discards, Errors, Network Delay		
	i. Data collection and thresholding of network devices: CPU, Memory, Buffers, Component statistics		
	ii. A variety of reports summarizing the data including: Home page summary, Calendar, Heat chart, Headline, Dashboard, Managed inventory report, Top ten, most changed, Data explorer		
38.	Should honour network fault management tools' secure grouping and multi-tenancy settings - Secure reports by		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
	group, Secure reports by tenant		
39.	Should support following single server scalability		
40.	Single station scalability up to 2,50,000 performance polled interfaces		
41.	Store as-polled data for up to 26 months		
42.	Should be able to schedule key reports for automated delivery		
43.	Distribute reports by email in HTML, Excel or pdf formats.		
44.	<p>Network Configuration Management should provide policy monitoring with processes that include:</p> <ul style="list-style-type: none"> <li>• Network discovery: Locating and identifying not only hardware components and firmware details, but also device configurations and topological relationships. Accurate network diagrams are a requirement for regulatory standards such as PCI DSS.</li> <li>• Vulnerability and configuration assessment: Assessing each network device for compliance with policies that apply to groups of devices that perform a particular role. Compliance should be quantified and monitored for trends.</li> <li>• Remediation and hardening: Enabling policies that can begin with out-of-the-box, generic standards that later are extended to meet the unique requirements of each network, depending on its topology, network technologies and management strategy.</li> <li>• Change auditing: Detecting noncompliance, issuing alerts and proposing remedial action. In a misconfiguration, rollback should be automated. The ability to compare configurations is invaluable; system changes must be logged.</li> <li>• Problem prevention: Providing functionality in a standard way with templated and parameterized command scripts. To automate data gathering, analysis and reporting for configurations, change, and event and network management should be integrated.</li> <li>• Auditing: Recording every access to a device including not only scripted and automated access, but a full keystroke log. Who made what change, the reason for the</li> </ul>		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
	<p>change and associated ticket number must be captured. Out-of-band changes must be detected.</p> <ul style="list-style-type: none"> <li>● Authentication, access control and entitlement management: Controlling with fine granularity the ability to view or edit device configurations, view reports, create command templates or edit and apply policies. All actions must be trackable by user.</li> </ul>		
45.	<p>The network change &amp; configuration management key features should include the following: - Enables accurate and rapid configuration changes - Full Device Configuration Backup with Versioning and Filtering - Full Configuration Search &amp; Enable configuration comparisons across versions &amp; devices to provide any Version to Version Diffs - Provide real-time and accurate validation of configuration changes including out of band detection and management of changes. - Offer direct command-line access to the device that is logged and auditable. Also permission setup should be possible, for example who can execute this function and which part of the network they can access. - Enforce change control process based on role and user access including comprehensive change management capabilities with multi-level approvals - Provide ability to define and reuse common configuration tasks (templates) - Provide out-of-the-box and customizable reports - Provide back-up and restore (with maintenance) of device configurations. - Maintain complete historical audit trail of all network changes to detect who did do what and when. - Allow easy integration with 3rd party applications - Protect end user for configuration errors (for errors like syntax, boundary and command order errors) and now parent and child relation within a device configuration.</p>		
46.	<p>In real time, detect configuration and asset information changes made across a multi-vendor device network, regardless of how each change is made and also support configuration deployment/rollback and configuration templates</p>		
47.	<p>Manage dual-stack and pure IPv6 environments. Manage SNMPv3 configurations and communicate over SNMPv3.</p>		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
48.	In real time, store a complete audit trail of configuration changes, (hardware, and software,) made to network devices, including critical change information.		
49.	Configure granular, customizable user roles to control permissions on device views, device actions, and system actions. Support common authentication systems, such as TACACS+, Radius, SecureID, Active Directory and LDAP.		
50.	Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes.		
51.	Automate routine configuration tasks for updates, such as password or community string changes. Reduce the time needed to build automation scripts and increase accuracy with auto-generated scripts derived from device sessions.		
52.	Deploy and monitor operating system images from a centralized network management system.		
53.	Enforce change processes in real time. Model complex approval processes with flexible rules. Force approvals for changes, including changes made by a direct command line interface (CLI) session.		
54.	Implement high-availability and disaster-recovery solutions with Multimaster and Satellite deployments. Administrators can effectively manage geographically dispersed networks without a single point of failure.		
55.	The system must support heavily NAT environment and environments where network devices may have the same IP address.		
56.	Should offer service driven operations management of the IT environment to manage distributed, heterogeneous systems - Windows, UNIX & LINUX from a single management station.		
57.	The system must be agent based for managing the nodes and have the ability of storing events / data locally if communication to the management server is not possible due to some problem. This capability will help to avoid losing critical events. There should be a single agent on the managed node that provides the system performance data, and for event management it should be able to prioritize events, do correlation & duplicate suppression		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
	ability to buffer alarms and provide automatic actions with capability to add necessary annotations.		
58.	The System should have automated service discovery, policy deployment and actions to enable busy IT personnel to focus on more strategic initiatives and manage business-critical application services from the end-user perspective, and to be immediately aware of the business impact of lower level component failures or performance degradations.		
59.	Alarms with meaningful message text, instruction text, operator / automatic actions / linked graphs, duplicate message suppression. Should be configurable to suppress events at the agent or managed node level itself and be configurable to suppress events for key systems/devices that are down for routine maintenance or planned outage.		
60.	Agents on the managed node should be autonomous and can undertake automated corrective actions in isolation from the Management server. This provides management by exception for only forwarding actionable events to the Management server.		
61.	The system should integrate with Helpdesk / Service desk tool for automated incident logging and also notify alerts or events via e-mail.		
62.	Application should be able to export any graph or matrix presentation of data to XLS, CSV formatted files.		
63.	Application should provide a wizard or other GUI to facilitate the creation of customized graph templates. It should provide a list of metrics available for a given system type and allow for multiple metric selection. This template can then be used to create a graph for any system with the same attributes.		
64.	Should proactively identify database problems before they affect end-users and ensure high availability of mission critical databases.		
65.	Should monitor key operational activities and events to provide always-on availability.		
66.	– Alert log messages such as data block corruptions, queue		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
	resources exceeded, internal errors, and I/O read/write failures		
67.	Performance thresholds and graphs in following areas should be gathered and reported for the databases:		
68.	– Space management such as table space and free space		
69.	– Workload metrics such as CPU utilization, transaction throughput		
70.	– SQL related performance indicators such as percent sorts in memory, disk-sort rate		
71.	The solution should support mobility devices (e.g. iPhone) to allow for role based views that can be accessed while away from the office. E.g.. Line of business managers can track and analyse transactions while travelling and engineers can receive alerts and status information while traveling, enabling them to handle issues promptly without returning to their desks.		
72.	Ability to launch in-context to performance graphs or reports.		
73.	Ability to automatically calculate the threshold values based on the available historical performance data for previous days. This eliminates the need to set threshold values manually for each policy to suit a different environment.		
74.	The adaptive threshold capability automatically calculates a baseline from the historic samples to identify previous trends in performance. Based on these trends the threshold values are automatically and dynamically calculated. Once the automatic threshold values are set, comparing the current performance data with the adaptive thresholds indicates if the current infrastructure resource utilization is normal or not. An alert is generated when abnormal behaviour is detected.		
75.	Collection of performance data should average no more than 3%-5% system overhead		
76.	Ability to collect metrics per process to facilitate troubleshooting of system resource overhead on a process basis.		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
77.	When many a combination of many events occurs in the monitored environment, the system must be able to automatically categorize them into causes and symptoms. The system needs to provide a single interface to view multiple layers of cause and symptoms.		
78.	The system should provide automatic chaining of Correlation Rules, meaning if I have a rule relating a database problem to a filesystem problem, and another rule that relates a filesystem problem to a storage problem, the system should be to link these rules together and link the database problem to the storage problem during execution time		
79.	The system must allow modification and enhancement events during event processing. An event processing interface must be provided to enable event processing scripts to be integrated into the event processing pipeline and allow operations to enrich events programmatically. For e.g., to provide additional information by querying asset databases during event processing time and adding additional hints from the query to facilitate event correlation.		
80.	Server reporting tool should be able to collect and collate specific information regarding the relationships between the IT elements and the business services.		
81.	Tool should be able to report in the context of the business services that the infrastructure elements support—clearly showing how the infrastructure impacts business service levels		
82.	Tool should provide development environment where more Content/Reports can be created and data sources such as — Generic .csv files, and, Databases supporting JDBC. Should also be included to pull data and create reports from such data.		
83.	Tool should allow to configure downtime for Configuration Items and view the configured downtime in the reports.		
84.	The proposed helpdesk solution must support all 12 ITIL (IT Infrastructure Library)v3 processes like request management, problem management, configuration management and change order management with out of-		



S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
	the-box templates for various ITIL service support processes. Bidder should provide ITIL v3 certification letter on all 12 process."		
85.	Should be Axelos Gold level endorsed for ITILv3/Pink Elephant in at least 5 of the following processes: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfilment.		
86.	DDA should be able to control access rights to modules and information by user profiles.		
87.	Should provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, Asset, location or customer.		
88.	Must be able to relate and link problems to specific incidents. Multiple incidents be linked to a single problem.		
89.	Service desk software licenses should be offered as single license which should provide us the capability to use it as helpdesk/ service desk as well as IT assets lifecycle management tool. It should natively provide both functionality i.e. the tool should offer unified service desk and IT Asset Lifecycle Management capability.		
90.	The Change Management module should provide a rule-based workflow system for controlling changes throughout their lifecycle: from initial request to approval, to planning and implementation, and to monitoring and evaluation.		
91.	Proposed service desk tool should provide an easy drag-and-drop visual workflow designer and configuration tooling, where no programming/ coding is required to define the process management workflows.		
92.	Proposed service desk tool should provide the capability of versioning for workflows. The service desk tool should facilitate us such that we should incrementally grow our workflows keeping the revisions of workflows as our business process changes and become more mature. If a new version of a workflow breaks, it should allow us to revert to a previous working version of workflow.		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
93.	Should include automated impact analysis, calculated risk analysis, collision detection, and unplanned change detection and validation.		
94.	The Change Management module should provide the capability for Release Control Analysis inbuilt providing the stakeholders with automated decision-support to help make more informed assessment and approval decisions during the review process. It should also be able to provide the implementation team with real-time visibility into all in-flight change activity to reduce downtime risks and increase communication between different teams during execution.		
95.	Should support closed loop incident process to more quickly and accurately discover incidents and execute triage and remediation.		
96.	Proposed solution should provide built-in chat facility that can be used to log tickets. Proposed service desk should provide the ability such that chat sessions should be recorded and stored in the ticket's Communication Log.		
97.	Ad-hoc reporting as part of proposed service desk solution should provide advanced ad hoc reporting capability that should not only enable our power users to develop more complex reports but also provides usability and performance features.		
98.	Ad-hoc reporting as part of proposed service desk solution should allow administrators to grant a subset of users the ability to create calculations as columns in a report. It should provide signature option access using which calculations can be created via standard mathematical operators & SQL syntax that is enabled by using an expression library. It should also provide the ability to validate the expression before it is added to the report and for our administrator to customize the expression library.		
99.	Ad-hoc reporting as part of service desk solution should provide a summary tab in the Ad Hoc dialog box, so that users can add summaries for selected attributes to the report. Based on the style of report that is selected, it should provide the facility so that the summaries can be displayed at the header or the group level. The summaries		

S. No.	Specifications	Compliance (Yes/ No)	Reference/ Remark
	should provide high level overviews including counts, averages, minimum values, and maximum values.		
100.	Ad-hoc reporting as part of service desk solution should provide the ability of field selection and report development. It should provide the facility using which one can quickly enter data by using the Select buttons and hyperlinks for attributes.		
101.	Ad-hoc reporting as part of service desk solution should provide the ability of configuring improved performance limits for our individual security groups. Using these limits one can restrict the number of records that users access when they develop a report during the preview stage of report development.		
102.	Must allow users to create sophisticated or detailed maintenance tasks. Must include a cost estimation tool that enables users to select a subset of maintenance tasks, and then calculate the estimated cost to run those tasks within a specified time frame.		
103.	If multiple SLAs are triggered, the strictest one must drive the workflow. The product must monitor SLAs against Service, Problem, and Change Management		
104.	The solution should show immediate (real-time) status of tickets.		
105.	Should support KCS (Knowledge Centred Support) best practices. Should provide out-of-the-box change category to manage KCS workflow.		
106.	Provide out of box and customizable reporting and personalized dashboard.		
107.	In order to reduce the incidents in the environment, the solution should be capable enough to provide suggestion articles of different related solution by identifying the user's keywords and by searching the same in knowledge base database before the end user logs any incident.		

### 32.5 Global Load balancer

S. No.	Specifications	Compliance
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		(Yes/ No)
1.	Should be high performance purpose built multi-tenant hardware with multicore CPU support.	
2.	Single hardware should support multiple instances including link load balancing, application load balancing & SSL VPN functions from same OEM with dedicated hardware resources for each virtual instance.	
3.	The appliance should have minimum 24 Gbps of system throughput from day one and must have option to scale up. The appliance should have minimum 4 x10G SFP+ interfaces from day one Hardware based SSL acceleration with 18,750 SSL TPS 2K Keys from day one and must have option to scale up on the same hardware.	
4.	Platform should support minimum 6 virtual instances and must have option to scale upto 8 virtual instance on same appliance. Each instance must have assigned dedicated hardware resource such as CPU, memory, SSL & I/O for guarantee performance.	
5.	Appliance should provide full ipv6 support and OEM should be IPv6 gold-certified. OEM should be listed vendor for ipv6ready.org phase-2 certification only.	
6.	The appliance should have feature of GSLB for future requirement.	
7.	Script based functions support for content inspection, traffic matching and monitoring of HTTP, SOAP, XML, diameter, generic TCP, TCPS. Load balancer should support Policies to customize new features in addition to existing feature/functions of load balancer.	

### 32.6 Network Access Switch

S. No.	Specifications	Compliance (Yes/ No)
1.	Networking L3 switch, 48x 1GbE + 2x 10GbE SFP+ Fixed Ports, Stacking, IO to PSU airflow, AC Stacking Cable, for Networking switches, 1m Installation and Layer-3 implementation 5Yr ProSupport: Next Business Day Service Lifetime Limited Standard Technical Support.	

### 32.7 Security gateway (Next Generation External Firewall)

S. No.	Specification	Compliance (Y/N)
1	The application aware next generation security gateway with threat prevention must be appliance based and 19" Rack mountable solution.	
2	Security gateway solution must provide application identification with integrated threat prevention modules including IPS, gateway	

S. No.	Specification	Compliance (Y/N)
	antivirus, antitbot & antispysware enabled from day one	
3	4 x GE, upgradable to 8 GE	
4	Console Port 1 number	
5	Minimum RAM 1 GB, Upgradeable to 2 GB RAM	
6	Should be having minimum 100 Gb local storage to store log files	
7	Encrypted throughput: minimum 500 mbps	
8	Threat prevention throughput should be 1 Gbps with all modules (IPS, gateway antivirus, anti spyware & antitbot) enabled from day one	
9	Concurrent connections: up to 250,000	
10	Simultaneous VPN tunnels: 1000	
11	Static Routes	
12	RIPv1, RIPv2	
13	OSPF	
14	TCP/IP, PPTP	
15	RTP, L2TP	
16	IPSec, GRE, DES/3DES/AES	
17	PPPoE, EAP-TLS, RTP	
18	FTP, HTTP, HTTPS	
19	SNMP, SMTP	
20	DHCP, DNS	
21	Support for IPv6	
22	802.1Q, NAT, PAT, IP Multicast support, Remote Access VPN, Time based Access control lists, support VLAN, Layer 2 Firewall, Virtual Firewall, Radius/ TACACS	
23	QoS features like traffic prioritization, differentiated services, committed access rate. Should support for QoS features for defining the QoS policies.	
24	Console, Telnet, SSHv2, Browser based configuration	
25	SNMPv1, SNMPv2	
26	The Firewall should be ICSA Labs certified for Enterprise Firewall or EAL 4 certified	
27	It should be possible to operate the firewall in various modes like TAP mode, vWire mode, "bridge mode" and "transparent mode" apart from the standard NAT mode	
28	Should have integrated Network Intrusion Prevention System (NIPS) and IPS must able to inspect for application vulnerabilities within identified applications Must have "Zero-day" protection against DoS/DDoS and worm attacks based on traffic behavior. Also it should mitigate Zero day http floods and brute force attack & vulnerability scanning attempts based on traffic behavior analysis	
29	The IPS proposed solution shall support network traffic classification which identifies applications across all ports irrespective of port/protocol/evasive tactic	

S. No.	Specification	Compliance (Y/N)
30	The IPS proposed solution shall have multiple mechanisms for classifying applications including application signature, SSL&SSH, protocol decoders and heuristics to handle unknown applications	
31	Should perform Traffic Shaping of popular P2P applications like KaZaa, Gnutella, BitTorrent, WinNY, eDonkey etc	
32	Should support Gateway Data Loss Prevention (DLP)/ data filtering policies feature for popular protocols like HTTP, HTTPS, FTP, POP3, IMAP, SMTP, POP3S, IMAPS, SMTPS	
33	The proposed solution must allow policy creation for application identification, user identification, threat prevention and content filtering in a single location: -Application Detection (at least 1750 apps), -Vulnerability Protection (Client and server side protection) -Gateway Virus Protection, -Gateway Spyware Protection -Content Filtering, -QoS (marking and/or traffic shaping)	

### 32.8 Internal Firewall

S. No.	Specifications	Compliance (Yes/ No)
1.	The next generation application aware Firewall must be appliance based and 19" Rack mountable.	
2.	The proposed solution will be a Next Generation Firewall with a capability of supporting at least 2Gbps of Application Identification	
3.	Enabled Firewall throughput using 64 byte HTTP packet.	
4.	The proposed solution shall support network traffic classification which identifies applications across all ports irrespective of port/protocol/evasive tactic	
5.	4 x GE, upgradable to 8 GE	
6.	Console Port 1 number and dedicated out of band management port	
7.	Minimum RAM 1 GB, Upgradeable to 2 GB RAM	
8.	Should be having sufficient local storage for the project duration to store log files	
9.	The Firewall should be ICSA Labs certified for Enterprise Firewall or EAL 4 certified	
10.	Concurrent connections: up to 250,000	
11.	It should be possible to operate the firewall in TAP mode, wire mode, "transparent mode" apart from the standard NAT mode	
12.	Static Routes	
13.	RIPv1, RIPv2	
14.	OSPF	
15.	TCP/IP, PPTP	
16.	RTP, L2TP	
17.	IPSec, GRE, DES/3DES/AES	

S. No.	Specifications	Compliance (Yes/ No)
18.	PPPoE, EAP-TLS, RTP	
19.	FTP, HTTP, HTTPS	
20.	SNMP, SMTP	
21.	DHCP, DNS	
22.	Support for IPv6	
23.	802.1Q, NAT, PAT, IP Multicast support, Remote Access VPN, URL support VLAN, Layer 2 Filtering, Time based Access control lists, Firewall, Virtual Firewall, Radius/ TACACS	
24.	QoS features like traffic prioritization, differentiated services, committed access rate. Should support for QoS features for defining the QoS policies.	
25.	Console, Telnet, SSHv2, Browser based configuration	
26.	SNMPv1, SNMPv2	
27.	<i>The proposed solution shall support authentication services for user-identification: Active directory, LDAP, eDirectory, Lotus, exchange, API for custom integration to get the user information. The proposed solution shall be able to identify, decrypt and evaluate SSL &amp; SSH traffic in an inbound and outbound connections Support for application heuristics to handle encrypted applications</i>	

### 32.9 Wan Optimization Solution

S. No.	Specifications	Compliance (Yes/ No)
1.	The solution should support optimization of WAN traffic from high user base office locations to the central datacenter location & should provide Network traffic optimization between the Datacenter & DR	
2.	It should be appliance based solution with purpose built hardware for high performance.	
3.	Datacenter device should support minimum 40 Mbps of optimized bandwidth scalable to 100 mbps	
4.	Minimum memory support 16 GB and scalable to 32 GB	
5.	The solution should support minimum storage for 3500 active users for caching purposes	
6.	Network Interface: 4 *10/100/1000 ports and 2 numbers of Inline Gigabit Ports	
7.	The solution should support TCP optimization for efficient data transfer across WAN, higher bandwidth utilization, faster recovery after any packet loss. TCP optimization, Slow start with congestion avoidance, Fast Convergence & Selective acknowledgements to ensure efficient throughput	
8.	The solution should support standard compression mechanism and stream based differencing to avoid transmission of content that has been previously received in the local data store.	

S. No.	Specifications	Compliance (Yes/ No)
9.	The solution should be able to support & recognize repetitive byte patterns, and be able to replace the repetitive data with reference records and other metadata.	
10.	The solution should avoid the transmission of repeated content across the WAN and to ensure efficient utilization WAN bandwidth	
11.	The solution should able to distinguish protocol used to transfer the contents for efficient disk utilization and better performance.	
12.	Proposed Solution should provide Layer 7 application intelligence to improve the performance of protocols like HTTP or iSCSI when they are used over a WAN. Should support real time payload identification for deduplication.	
13.	Proposed Solution must support HTTP acceleration to improve the HTTP performance	
14.	Should support caching which helps speed up the rendering of Web pages by eliminating repetitive trips over the WAN connection to validate the freshness of content	
15.	The solution should natively address protocol chattiness issues for the MAPI protocol used by emailing solution clients using application specific blueprints	
16.	The WAN optimization solution must address protocol chattiness issues for the CIFS protocol	
17.	The solution should be able to define classes of application traffic and apply Quality-of-Service policies to each class	
18.	The solution should support traffic shaping and provision to allocate Guaranteed Bandwidth to each class of applications	
19.	Proposed solution should integrate with application load balancer for application optimization. For better Integration & management Wan optimization and server load balancer preferably be from same OEM.	
20.	Proposed Should support remote notification capabilities, including SNMP v2c, v3, SMTP notification, and syslog notifications.	

### 32.10 Tape Library

S. No.	Specifications	Compliance (Yes/ No)
1.	Latest Backup Tape Library devices LTO-7 for backing up NAS backup with Backup application to backup 120 TB of DATA.	

### 32.11 Desktop/Work stations

S. No.	Item	Complete Description	Technically Compliant (Yes / No)
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1.	Processor	The desktop should have latest generation (launched in year 2015/2016) single Intel i7 (Quad Core with Multi Thread, 2.8GHz base clock speed, 8MB Smart Cache) or higher processor launched within last one year.	
2.	Motherboard & Chipset	Suitable chipset for quoted processor based motherboard.	
3.	Video	Professional Graphic controller with 2GB DDR4 2133MHz or higher dedicated graphics memory.	
4.	Network	Integrated Gigabit Ethernet controller	
5.	WiFi & Bluetooth	Integrated WiFi & Bluetooth enabled 5 Ports 3xUSB 2.0 or higher ports, One RJ45 Ethernet port, Headphone & mic out	
6.	HDD Controller	Integrated dual port SATA-III (6Gbps or higher) controller	
7.	Sound Controller	Integrated sound controller	
8.	Memory	8GB DDR3 1600MHz or higher expandable up to 32GB	
9.	Storage	2TB SATA 6Gbps or higher HDD 7200 RPM	
10.	Optical Drive	DVD WRITER	
11.	Keyboard & Mouse	Wireless (Keyboard & optical scroll mouse with pad) with heavy duty batteries	
12.	Monitor	23" or higher TFT display supporting a resolution 2520x1440 and with inbuilt HD webcam (2MP or higher) supporting 30fps, built in stereo speakers of 1.5W each and mic.	
13.	Power Management & DMI	System with Power management features & Desktop Management Interface implementation	
14.	OS Support & Certification	OS Support & Certification Latest Version of Windows and Linux	
15.	Accessories	System user manual and all other necessary accessories	
16.	UPS	UPS 600 VA	
17.	Operating System	Preloaded with OEM Pack Windows 10 Professional (64 bit) or the latest one, all necessary Plugins/utilities and driver software, bundled in CD/DVD Media	
18.	Office Tools	MS office latest released edition.	
19.	Antivirus	Latest Antivirus	
20.	Compliance	Energy Star 6.0 Compliance and BIS Certified.	
21.	Warranty	Five-year on-site comprehensive warranty support.	
22.	Make	Branded	

### 32.12Laptops

S. No.	Specifications	Compliance (Yes/ No)
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1.	The laptop should have latest generation (launched in year 2015/2016) single Intel i7 (Quad Core with Multi Thread, 2.8GHz base clock speed, 8MB Smart Cache) or higher processor launched within last one year. Minimum 8GB RAM (1*8GB), 1TB, 7200 RPM HDD, 14" LED HD Display, VGA & HDMI Port, Integrated Webcam, Wi-Fi, Bluetooth, 1GB Ethernet Connectivity, Battery with 5Yrs Warranty, Windows 10 Professional (64 bit) or the latest one, MS-office professional, 64bit, Antivirus, Laptop Bag pack, 5Yrs NBD Onsite Warranty, better Make or Brand	
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### 32.13 Network Multi-Function Printer (Mono) cum Fax

S. No	Feature	Specification	Specifications Offered	Compliance (Yes/No)	Deviations, if any
1.	Make	Must be specified		NA	
2.	Model	All the relevant product brochures and manuals must be submitted.		NA	
3.	Speed (min.)	min 25 PPM			
4.	Memory(min.)	min 64 MB			
5.	Resolution	1200 x 1200 dpi			
6.	Interface	USB, Ethernet (UTP) with respective cables			
7.	Monthly Duty Cycle	Min 18000 pages			
8.	Duplex	Automatic Duplex ADF, Fax, and Network ready			
9.	Drivers	Windows XP, Windows Vista, Windows 7, Windows 8, windows 10 or latest edition, MAC, OS 9.0, MAC OS X or latest edition, Linux, Kernel 2.4 or later			

### 32.14 Network Multi-Function Printer (Colour) cum Fax

S. No	Feature	Specification	Specifications Offered	Compliance (Yes/No)	Deviations, if any
1.	Make	Must be specified		NA	
2.	Model	All the relevant product brochures and manuals must be submitted.		NA	
3.	Speed (min.)	min 25 PPM			
4.	Memory(min.)	min 64 MB			

5.	Resolution	1200 x 1200 dpi			
6.	Interface	USB, Ethernet (UTP) with respective cables			
7.	Monthly Duty Cycle	Min 18000 pages			
8.	Duplex	Automatic Duplex ADF, Fax, and Network ready			
9.	Drivers	Windows XP, Windows Vista, Windows 7, Windows 8 MAC, OS 9.0, MAC OS X, Linux, Kernel 2.4 or later			

### 32.15Scanner

S. No	Feature	Specification	Specifications Offered	Compliance (Yes/No)	Deviations, if any
1.	Make	Must be specified		NA	
2.	Model	All the relevant product brochures and manuals must be submitted.		NA	
3.	Scanner type	Legal size flatbed			
4.	Scanner Technology	Charge coupled device			
5.	Scan speed	Min 20 ppm			
6.	ADF Capacity	50 sheets			
7.	Duty cycle	Min 800 pages per day			
8.	Scan resolution	Min 600 dpi			
9.	Output resolution dpi settings	300, 600			
10.	Colour bit depth	24 bit			
11.	Grey scale level	256			
12.	Double feed detection	Yes			
13.	File formats	BMP, JPG, TIFF, TIFF (compressed), multi-page TIFF, PNG, PDF, RTF, TXT, UNICODE, HTM, DOC			
14.	Connectivity	Hi-Speed USB 2.0			
15.	Software	ISIS and Twain drivers			

16.	Compatible Operating Systems	Windows XP, Windows Vista, Windows 7, MAC OS 9.0, MAC OS X, Linux Kernel 2.4 or later			
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### 32.16 Essential Requirement for Smart card based system:

Microprocessor based Smart cards (should be EIL4+ certified)	
Personalization: Design with Member's Colour Photograph on front and Instructions in Black and White Text with respective sports complex details on back. Non personalised card with logo on both sides will also be required for use by temporary, casual members or for temporary replacement cards for members.	
- Dimension:	CR80 Standard Credit Card Size
- Transmission	To be suggested by Bidder (can be RFID/Contactless)
- Memory	1024 bytes (Minimum)
- Antenna	Embedded
- Operating Frequency	13.56 MHz
- Security level	4 Levels (0, 1, 2 & 3)

### 32.17 Specifications for Digital Services Access Points

Services delivery to be made available through Internet Access at Computer at Home, Mobile, Cyber/Internet Cafes, Internet Service Access Centres (ISACs), Common Services Centres (CSCs), Mobile Van Service, Nagrik Suvidha Kendras of DDA etc.

#### 32.17.1 Nagrik Suvidha Kendra (NSK)

Sl. No.	Set Up of Nagrik Suvidha Kendra (NSK)	Unit	Proposed Quantity
1	Desktop Computers with Operating system and MS office Software with UPS 600 VA. (with Warranty and AMC till 5Years) – specification for Desktop given in Section (32.11 above)	Nos.	5
	LAN Connectivity among Computers	Nos.	1
2	2 Internet Connections with 2 Mbps (broadband connectivity) shared among 5 Computers, from Two different service providers.	Annually	5
3	Multifunction Network Printers (mono) with 5 Years support	Nos.	2
4	Network Scanner high speed with 5 Years support	Nos.	2
5	24 Port managed switches with 5 Years support	Nos.	1
6	Internet Router with 5 Years support	Nos.	1
7	TV Monitor 32 Inches with 5 Years support	Nos.	2

8	Queue Management System (Token, Display Units)	Nos.	1
9	Seating desk for persons	Nos.	5
10	CCTV	Nos.	2
11	Biometric machines (Authentications for AADHAAR Enabled services)	Nos.	2
12	Internet Information Kiosk Machine	Nos.	1
13	Support staff (5 Persons) cost annually	Annually	5
14	Card swiping machines (payment)	Nos.	2
15	Telephone line with 5 extension numbers	Nos.	1
	<b>TOTAL</b>		

### 32.17.2 Mobile Van Nagrik Suvidha Kendra

Sl. No	Set Up of Mobile Van Nagrik Suvidha Kendra (MNSK)	Unit	Proposed Quantity
1	Mobile VAN 22 seater (example Tempo Traveller)	Nos.	1
2	Desktop Computers with Operating system and MS office Software with UPS 600 VA. (with Warranty and AMC till 5Years) – Specification for Desktop Computer given Section 32.11 above.	Nos.	5
3	LAN Connectivity among Computers		
4	2 Internet Connections with 2 Mbps each (broadband connectivity) from two different Service providers (MTNL, etc.) shared among 5 Computers.	Annually	5
5	Multifunction Network Printers (mono) with 5 Years support	Nos.	2
6	Network Scanner high speed with 5 Years support	Nos.	2
7	Wireless Internet Router with 5 Years support	Nos.	1
8	Monitor 17 Inches with 5 Years support	Nos.	5
9	Queue Management System (Token, Display Units)	Nos.	1
10	Seating desk for persons	Nos.	5
11	CCTV	Nos.	1
12	Biometric machines (Authentications for AADHAAR Enabled services)	Nos.	2
13	Support staff cost annually (4 Tech + 1 Driver)	Annually	5
14	Diesel Generator (Silent) Honda make with appropriate capacity	Nos.	1
15	Card swiping machines (payment)	Nos.	1
16	Telephone with Fixed wireless	Nos.	2

### 32.17.3 Internet Information Kiosk

Sl. No	Supply and setup of Kiosk	Unit	Proposed Quantity
1	Internet Information Kiosk with Ready to Use and complete setup. Should have built in computer with hard disk space, keyboard, touch screen, touch pad or mouse, with internet connectivity provisions.	Nos.	1

	<ol style="list-style-type: none"> <li>1. Dimension : ~W-60 * D-50 * H-165 cm (+/- 1 cm)</li> <li>2. Power Requirement : 110~240V,50 / 60 Hz</li> <li>3. Working Temperature : -10°C to 50°C</li> <li>4. Storage Temperature : -20°C to 60°C</li> <li>5. Suitable Frame Colour</li> <li>6. Warranty : One Year</li> <li>7. AMC: 4 Years</li> </ol>		
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Vendor can quote for 3 different models (Model-I, Model-II, Model-III) of ergonomics design, out of which DDA can choose while placing order.

### 32.18 Record Room Management

Sl. No	Installation and maintenance of State-of-the-Art Record Room Management	Unit	Proposed Quantity
1.	Record Room Management Software	Nos.	1
2.	Record Rooms (20X15X10 Feet Approx.) to be equipped with state of art Racking System	Nos.	50
3.	Non-corrosive Rolling Record Box Storage Racks: Qty. to be estimated by visiting the DDA offices (Record Rooms)	Nos.	
4.	<p>CCTV with associated software and computing supervisory resources at each record room</p> <ul style="list-style-type: none"> <li>o Fisheye Wide 360 vision: 3D vision with 360 panoramic lens</li> <li>o Mobile Surveillance: Fully function mobile app supporting iOS &amp; Androids. 24*7 live view on your mobile phone.</li> <li>o Multiple views: 5 different type of views on mobile phone,</li> <li>o Motion Detection: Whenever any motion is detected, camera sends alert on user's mobile phone. Micro SD card slot.</li> <li>o Wireless connection with Wi-Fi router. P2P Cloud monitoring: with mobile phone / iPad.</li> <li>o Night Vision: IR night vision with crisp and clear image</li> </ul>		Minimum 100

	<p>even in dark.</p> <ul style="list-style-type: none"> <li>o 1 year warranty:</li> <li>o AMC support for 4Years after Warranty period</li> <li>o 1 Fisheye 360 Smart Camera 1 Power Adapter 1 Camera Fixed chassis 1 User Manual</li> </ul> <p>(Minimum Two required at each Record Room, Actual numbers can be estimated and ascertained by Vendor after visiting the site before Quoting the prices)</p>		
5.	Skilled Documentalist/Librarians (with Library experience background) for Five Years (05 Years)- Reporting to Record Room Supervisor of DDA with appropriate SOP.	Nos.	50

### 32.19RFID Management System for File Tracking Movement.

S. No	Description	Numbers	Qty. Quoted
1.	RFID Application	Lump Sum	
2.	Rate for 1000 Files to be Tagged	1	
3.	Scanners	Nos.	500

### 33 Annexure 33: Financial Bid Templates

#### 33.1 Covering Letter for Financial Bid

Bid<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <Amount in words and figures>. This amount is inclusive of the local taxes.

#### **PRICE AND VALIDITY**

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of opening of the Bid.

We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.

We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

#### **UNIT RATES**

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

#### **DEVIATIONS**

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.



Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

### **TENDER PRICING**

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

### **QUALIFYING DATA**

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

### **BID PRICE**

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

### **PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded .to us, we shall submit the Performance Bank Guarantee as specified in the Annexure 4 of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

### 33.2 Financial Bid Template

Total Bid Value = Project Cost (C) + Warranty (1 Year) + AMC for 4 Years (A) (to be separately mentioned)

#		Deliverables	Phase	Sub Amounts (INR)	Total Amount (INR)
1		<b>CMS Software Development, Roll-out and O&amp;M</b>			
	a		Development		
	b		Implementation and Roll out		
	c		Operations and maintenance		
2		<b>ICT Infrastructure (Hardware, Software, IntraNet&amp; Internet Networking, DC/DR) Installation and O&amp;M</b>			
	a		DC/DR Setup		
	b		Site Hardware& Software		
	c		Site Structured cabling		
	d		DC/DR Hosting		
3		<b>Establishment of State-of-the-Art Record Rooms (50) and O&amp;M/RFID</b>			
	a		Modernization		
	b		Operation Cost 5 Years		
4		<b>Establishment of Nagrik Suvidha Kendras (22) and O&amp;M</b>			
	a		Set up Cost		
	b		Operational Cost		
5		<b>Establishment of Mobile Van Nagrik Suvidha Kendra (7) and O&amp;M</b>			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

#		Deliverables	Phase	Sub Amounts (INR)	Total Amount (INR)
	a		Set up Cost		
	b		Operational Cost		
6		<b>Establishment of Internet Information Kiosks (27) at different Public Service Offices and O&amp;M – [One in each SDM Office – Delhi Government]</b>			
	a		<b>Set up</b>		
	b		<b>Operational Cost</b>		
7		<b>Internet Services (Broadband, Leased line, etc.) and Data Centre Services</b>			
8		<b>Help Desk and Facility Management System (FMS)</b>			
	a		Software		
	b		Manpower Deployment		
9		<b>Competency Development/ Capacity Building /Training of DDA Personnel DDA Stakeholders' (CSCs, Internet Kiosks Operators, RWAs, etc.) Training</b>			
10		<b>DMS Solution (Data Digitisation &amp; Migration Services )</b>			
	a		Set up		
	b		Operational Cost		
11					

**33.2.1 Table 1: Application Development/Customization Cost**

S.No.	Description	Unit	Qty.	Base Unit Cost (incl. all incident charges and taxes) (INR)	Total cost (incl. all incident charges and taxes) (INR)
1.	Process Study, SRS, SDD, Test Cases preparation and submission.	Lump Sum	1		
2.	CMS Application Development / Customization	Lump Sum	1		
3.	CMS development / Testing / Staging environment Cost	Lump Sum	1		
4.	Any COTs Licenses (specify by Name and Usage)	Specify	Specify		
Total (in INR)					

**33.2.2 Table 2: Software License Cost including Annual Technical Support Service Cost**

S. No.	Description	Unit	Qty.	Base Unit Cost (incl. all incident charges and taxes) (INR)	Total cost (incl. all incident charges and taxes) (INR)
1.	COTs products License Cost 1	No's	Perpetual Licenses		
2.	COTs products License Cost 2	No's	Perpetual Licenses		

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

3.	COTs products License Cost n	No's	Perpetual Licenses		
4.	Annual Technical Support (1,2,3,...,n) ) for Year 1	Lump Sum	1		
5.	Annual Technical Support (1,2,3,...,n) ) for year 2	Lump Sum	1		
6.	Annual Technical Support (1,2,3,...,n) ) for year 3	Lump Sum	1		
7.	Annual Technical Support (1,2,3,...,n) ) for Year 4	Lump Sum	1		
Total (in INR)					

**33.2.3 Table 3 (i): Manpower Cost for Application Deployment (during development and implementation phase)**

#	Implementation and Roll out Resource	Total Quantity	Months	Total MM	Rate	Cost	Remarks
1	Project manager						Project Manager for initial period of 18 Months.
2	Operation Manager						
3	Implementation Manager						
4	System Analysts						
5	GIS Application Expert						
6	Sr. Business Analyst						
7	Test Engineer						Implementation time line considered after completion of study and before Declaration of Go live.
8	Technical Writer						
9	Others (Please Specify)						
10	Others (Please Specify)						
	<b>TOTAL</b>						

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

**33.2.4 Table 3(ii): Manpower Costfor CMS Application (Operations and Maintenance)**

#	CMS Operations and Maintenance Services	TOT QTY	Months	Total MM	Rate	Cost	Remarks
1	Project manager						Project Manager for full operations period after UAT. Expected for 48 Months
2	System Administrator						
3	Db Administrator						
4	Network Administrator DC						
5	Network Administrator DR						
6	GIS Expert						
7	BI Expert						
8	Module Head						
9	BA/Engineer						Operations time line considered after completion of GO LIVE till end of the contract.
10	BA Trainee/ Engineer Trainee						
11	Developers						
12	Test Engineer						
13	Trainers						
14	Others (Please Specify)						
	<b>TOTAL</b>						

### 33.2.5 Table 4(i): Hardware Supply and Deployment Required at Data Centre

Sl. No	Infra at DC/DR	Quantity	Rate	Cost
	<b>Production Environment</b>			
1	Application Servers	4		
2	Database Servers	4		
3	Web Server	4		
4	Integration Server	1		
5	EMS Server	1		
6	Content Management server	1		
7	DMS Server	1		
8	Antivirus Server	1		
9	Mail Server	1		
10	Proxy Server	1		
11	LDAP/Domain Naming Server	1		
12	Backup Server	1		
13	BI Server	1		
14	Server load balancer	2		
15	Application switches	2		
16	WAN optimisation Device	1		
17	Firewall Next Generation (external and Internal)	2		
18	Blade Chassis for 12 blades	1		
19	SAN Switch	2		
20	Antivirus	22		
21	NAS/SAN Storage 100 TB with SAN management software and backup software	1		

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

Sl. No	Infra at DC/DR	Quantity	Rate	Cost
22	Tape Library	1		
23	Layer 3 Switches	3		
24	Core Switch	1		
25	Router	3		
27	Civil Work & Furniture & fixtures	1		
28	HVAC systems/ 2 UPS	1		
29	Biometric/Access Management System	2		
30	Security systems/CCTV and accessories	20		
23	Desktop with Operating system and basic office applications	5		
24	Any Other Item	Nos.		
	<b>Active Back Up Environment</b>			
1	Application Servers	2		
2	Database Servers	1		
4	KVM Server and Switch	1		
5	LDAP Server	1		
6	Web Server	1		
7	NAS/SAN Storage 100 TB	1		
8	Blade Chassis	1		
9	NAS/SAN Switch	1		
10	Back Up multipurpose Server	1		
12	Any Other Item	Nos.		
	<b>Staging Environment</b>			
1	Application Servers	2		



Annexures - Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA

Sl. No	Infra at DC/DR	Quantity	Rate	Cost
2	Database Servers	1		
3	Web Server	1		
4	Desktop with Operating system and basic office applications	2		
5	Any Other Item	Nos.		
	<b>TOTAL</b>			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

**33.2.6 Table 4(ii): Hardware Supply and Deployment Required at Data Recovery Centre**

Sl. No	Servers	Quantity	Rate	Cost
	<b>Production Environment</b>			
1	Application Servers	2		
2	Database Servers	2		
3	Web Server	2		
4	Integration Server	1		
5	EMS Server	1		
6	Content Management Server	1		
7	DMS Server	1		
8	Antivirus Server	1		
9	Mail Server	1		
10	Proxy Server	1		
11	LDAP/Domain Naming Server	1		
12	Backup Server	1		
13	BI Server	1		
14	Server load balancer	2		
15	Application switches	2		
17	Firewall Next Generation (external and Internal)	2		
18	Blade Chassis for 12 blades	1		
19	SAN Switch	2		
20	Antivirus	16		
21	NAS/SAN Storage 100 TB with SAN management software and backup software	1		
22	Tape Library	1		
23	Layer 3 Switches	3		
24	Core Switch	1		

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

Sl. No	Servers	Quantity	Rate	Cost
25	Router	3		
27	Civil Work & Furniture & fixtures	1		
28	HVAC systems/ 2 UPS	1		
29	Biometric/Access Management System	2		
30	Security systems/CCTV and accessories	20		
23	Desktop with Operating system and basic office applications	5		
24	Any Other Item	Nos.		
	<b>Total (INR)</b>			

**33.2.7 Table 4(iii): System Software Supply and Deployment**

Sl. No		Quantity	Rate	Cost
	<b>System Operating Systems at DC/DR</b>			
1	Server Operating System with virtualisation and 5 years support and upgrades	29		
2	Database Server	3		
3	Backup Software	2		
4	NIPS	2		
5	Antivirus with 5 years subscription	29		
6	Digital Signature procurement (5years subscription)	100		
7	Any Other Item	Nos.		
	<b>TOTAL (INR)</b>			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

**33.2.8 Table 5 (i): Hardware Supply and Deployment Required at Site Offices**

Sl. No	Site Hardware and Networking Cost with 3 Years AMC support	Proposed Quantity	Rate	Cost Inclusive to Taxes	Remarks
1	Desktop Computers	2000			
2	Laptops	400			
3	Multifunction Network Printers (mono)	130			
4	Multifunction Network Printers (Color)	130			
5	Scanner	150			
6	24 Port managed switches	260			
7	POS Terminals	350			
8	Smart Card Reader/Writer	350			
9	POS Printer	350			
10	Smartcard personalized (with Photo and signature)	150,000			
11	Smartcard blank with Branding for casual users and temporary members (without photo and signature.)	50,000			
12	WAN Optimisation devices at Vikas sadan and vikas minar	2			
	<b>TOTAL</b>				

**33.2.9 Table 5(ii): Structured cabling & Laying of 4750 LAN Nodes at DDA offices**

S. No	Description	Minimum Qty. (Years)	Qty. Quoted	Rate/unit Including Taxes	Total Amount	Remarks(specify Committed Bandwidth also)
1.	Managed 48 Port switches with Rack and 800 VA Offline UPS					

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

S. No	Description	Minimum Qty. (Years)	Qty. Quoted	Rate/unit Including Taxes	Total Amount	Remarks(specify Committed Bandwidth also)
2.	Managed 24 Port switches with Rack and 600 VA Offline UPS					
3.	Fiber cable	As Required				
4.	CAT 6 UTP Giga Speed Cable (in Metres)	As Required				
5.	48 / 24/ 16 Port Jack Panel	As Required				
6.	Information Outlets (I/O) with faceplate	As Required				
7.	Mounting Cord 3 Ft.	As Required				
8.	Mounting Cord 7 Ft.	As Required				
9.	PVC Conduit 50 mm / 38 mm (in Metres)	As Required				
10.	Conduiting and channelling of PVC Conduits and Laying of all the Cable Information Outlet (I/O) Termination with Faceplate Installation, jack Panel Installation, Termination of cable on Jack Panel, Splicing, Floor/wall cutting & patching & Crimping of RJ-45	As Required				
11.	6U / 9U / 12U Network Racks & Cable Managers	As Required				
12.	LAN Extender	As Required				
13.	Any Other	As Required				
	<b>TOTAL (INR)</b>					

**33.2.10 Table 6: DC/DR hosting**

S.no	Items		Year 1			Year 2			Year 3			Year 4			Year 5		Total
		Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Amount

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

S.no	Items		Year 1			Year 2			Year 3			Year 4			Year 5		Total
		Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Amount
1	Per Rack per unit cost (with assumption of 42 U Rack size)	Per Qty															
2	Power (Unit per Annum)	Per 1 KVA															
3	Seating space -Number of Seats	2															
4	16 amps single phase power sockets	Per Qty.															
5	32 amps Single phase power sockets	Per Qty.															
6	32 amps Three phase power sockets	Per Qty.															
7	64 amps Three phase power sockets	Per Qty.															
8	DC hosting/Co-hosting Charges (per Sq. Feet- Minimum 1500 Sq. Feet)	To be provided by the bidder															

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

S.no	Items		Year 1			Year 2			Year 3			Year 4			Year 5		Total
		Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Qty	Unit Rate	Amount	Amount
9	DR hosting/Co-hosting Charges (per Sq. Feet- Minimum 1500 Sq. Feet)	To be provided by the bidder															
10	Other recommended																

**33.2.11 Table 7: Network Support at DDA**

S. No	Resource Type	No. of Resources	Rate for Year 1	Rate for Year 2	Rate for Year 3	Rate for Year 4	Rate for Year 5	Total Cost
1.	Database Administrator	1						
2.	System Administrator	2						
3.	Network Administrator	2						
4.	Network Support Staff (2 in Vikas Minar and 2 in Vikas Sadan)	4						
5.	<b>Any Additional Manpower if required as per scope of work</b>							

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

**33.2.12 Table 8 (i): Establishment of State-of-the-Art Record Rooms (50)**

Sl. No	Installation and maintenance of State-of-the-Art Record Room Management	Unit	Proposed Quantity	Rate	Cost
1	Record Room Management Software	Nos.	1		
2	Record Rooms (20X15X10 Feet Approx.) to be equipped with state of art Racking System	Nos.	50		
3	Non-corrosive Rolling Record Box Storage Racks: Qty. to be estimated by visiting the DDA offices (Record Rooms)	Nos.	100		
4	CCTV with associated software and computing supervisory resources at each record room. Minimum 100	Nos.	100		
5	RFID Application	Lump Sum	1		
6	Rate for 100000 Files to be Tagged	per file	100000		
7	Scanners	Nos.	500		
	<b>TOTAL (INR)</b>				

**33.2.13 Table 8 (ii): Operations and Maintenance of State-of-the-Art Record Rooms (50)**

Sl. No	Installation and maintenance of State-of-the-Art Record Room Management	Unit	Proposed Quantity	Rate	Cost
1	Skilled Documentalist/Librarians (with Library experience background) for Five Years (05 Years) - Reporting to Record Room Supervisor of DDA with appropriate SOP.	Nos.	50		
2	Any Other Services proposed	Nos.	Specify		
	<b>TOTAL (INR)</b>				



Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

**33.2.14 Table 9 (i): Establishment of Nagrik Suvidha Kendra (NSK)**

Sl. No.	Set Up of Nagrik Suvidha Kendra (NSK)	Unit	Proposed Quantity	Rate	Cost	Remarks
1	Desktop Computers with Operating system and MS office Software with UPS 600 VA. (with Warranty and AMC till 5Years) – Specification of Desktop Computer given in Section 32.11	Nos.	5			Electricity, Space and AC will be provided by DDA
2	LAN Connectivity among Computers	Nos.	1			
3	Multifunction Network Printers (mono) with 5 Years support	Nos.	2			
4	Network Scanner high speed with 5 Years support	Nos.	2			
5	24 Port managed switches with 5 Years support	Nos.	1			
6	Internet Router with 5 Years support	Nos.	1			
7	TV Monitor 32 Inches with 5 Years support	Nos.	2			
8	Queue Management System (Token, Display Units)	Nos.	1			
9	Seating desk for persons	Nos.	5			
10	CCTV	Nos.	2			
11	Biometric machines (Authentications for AADHAAR Enabled services)	Nos.	2			
12	Internet Information Kisok Machine	Nos.	1			
13	Card swiping machines (payment)	Nos.	2			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

14	Any other item	Nos.	-			
	<b>TOTAL</b>					

**33.2.15 Table 9 (ii): Operations and Maintenance of Nagrik Suvidha Kendra (NSK)**

Sl. No.	Operational Cost of Nagrik Suvidha Kendra (NSK)	Unit	Proposed Quantity	Rate	Cost	Remarks
1	2 Internet Connections with 2 Mbps each (broadband connectivity) – from two different service providers (MTNL, etc. ) shared among 5 Computers.	Annually	5			Cost for 5 Years
2	Support staff cost annually 5 persons	Annually	5			Cost for 5 Years
3	Telephone line with 5 extension numbers annual cost	Nos.	5			Cost for 5 Years
	<b>TOTAL (INR)</b>					

**33.2.16 Table 10 (i): Establishment of Mobile Van Nagrik Suvidha Kendra (NSK)**

Sl. No	Set Up of Mobile Nagrik Suvidha Kendra (MNSK)	Unit	Proposed Quantity	Rate	Cost	Remarks
1	Mobile VAN 22 seater (example Tempo Traveller)	Nos.	1			
2	Desktop Computers with Operating system and MS office Software with UPS 600 VA. (with Warranty and AMC till 5Years)	Nos.	5			
3	LAN Connectivity among Computers		1			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

4	Multifunction Network Printers (mono) with 5 Years support	Nos.	2			
5	Network Scanner high speed with 5 Years support	Nos.	1			
6	Wireless Internet Router with 5 Years support	Nos.	1			
7	Monitor 17 Inches with 5 Years support	Nos.	5			
8	Queue Management System (Token, Display Units)	Nos.	1			
9	Seating desk for persons	Nos.	5			
10	CCTV	Nos.	1			
11	Biometric machines (Authentications for AADHAAR Enabled services)	Nos.	2			
12	Diesel Generator (Silent) Honda make with appropriate capacity	Nos.	1			
13	Card swiping machines (payment)	Nos.	1			
	<b>TOTAL (INR)</b>					

**33.2.17 Table 10 (ii): Operations and Maintenance of Mobile Van Nagrik Suvidha Kendra (NSK)**

Sl. No	Operational Cost Mobile Nagrik Suvidha Kendra (MNSK)	Unit	Proposed Quantity	Rate	Cost	Remarks
1.	2 Internet Connections with 2 Mbps (broadband connectivity) shared among 5 Computers.	Annually	5			Cost for 5 Years

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

2.	Support staff cost annually (4 Tech + 1 Driver) Average Cost	Annually	5			Cost for 5 Years
3.	Telephone with Fixed wireless 2 lines	Nos.	5			Cost for 5 Years
	<b>TOTAL (INR)</b>					

**33.2.18 Table 11:Internet Connectivity at DC/DR and Locations**

#	Internet Requirements	Minimum Qty. (in Years)	Qty. Quoted	Rate/unit including Taxes	Total Cost
1.	One time Installation charges	1			
2.	Internet at DC	4			
3.	MPLS Connectivity at DC(Minimum 34Mbps	4			
4.	MPLS Connectivity at DR(Minimum 8 Mbps	4			
5.	MPLS Connectivity for Vikas Minar and Vikas Sadan (Minimum 8 Mbps)	4			
6.	MPLS Connectivity for other 58 Locations (minimum 2 Mbps)	4			
	<b>TOTAL (INR)</b>				

**33.2.19 Table 12(i): Helpdesk and Facility Management Software**

#	Facility Management and Helpdesk Services Software	TOT QTY	Months	Unit	Rate	Cost	Remarks
1	EMS Software (NMS)			1			
2	EMS Software (NMS) support 5			5			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

	years						
3	Help Desk management system (application and Infrastructure)			2			
4	Help Desk management system (application and Infrastructure) Support 5 Years			5			
	<b>TOTAL (INR)</b>						

**33.2.20 Table 12(ii): Helpdesk and Facility Management Manpower Services**

#	Facility Management and Helpdesk Services Manpower Services	TOT QTY	Months	Total MM	Rate	Cost	Remarks
1	Help Desk Support L3	2	48	96			
2	Help Desk Support L2	2	48	96			
3	Help Desk Support L1	2	48	96			
4	Support Staff	64	48	3,072			1 support staff at each address location of 64 DDA offices.
	<b>TOTAL (INR)</b>	<b>70</b>					

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

**33.2.21 Table 13: Training cost - Competency Development/ Capacity Building/Training of DDA Personnel & DDA Stakeholders' (CSCs, Internet Kiosks Operators, RWAs, Document Writers, etc.) Capacity Building**

S. No.	Description	Unit	Qty.	Base Unit Cost (incl. all incident charges and taxes) (INR)	Total cost (incl. all incident charges and taxes) (INR)
1.	Training Coordinator	Man Months	60		Qty. X Base MM Cost
2.	Basic Computer Skills / Sensitizing Training Cost	No. of Sessions	400		
3.	Hands-on application Training Cost	No. of Sessions	700		
	<b>TOTAL (INR)</b>				

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

**33.2.22 Table 14: Establishment of Internet Information Kiosks (27) at different Public Service Offices and O&M – [One in each SDM Office]**

Sl. No	Supply and setup of Kiosk	Unit	Proposed Quantity	Rate	Cost	Remarks
1	Internet Information Kiosk with Ready to Use and complete setup	Nos.	27			
	<b>TOTAL (INR)</b>					

**33.2.23 Table 15: Data Digitization**

S.No	Type of activity	Cost	Taxes	Total cost (incl. all incident charges and taxes) (INR)
1.	Scanning of documents for 15 lakh files (as mentioned in the Volume II, Section ‘Data Digitization’ and also under DMS – Annexure-34)			
	<b>TOTAL (INR)</b>			

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

**33.3 The Bidder has to summarise the above mentioned costs in the Table below with providing proper reference to table numbers (Reference to Section 33.2). The total in sections 33.2 and 33.3 should match.**

**Total Bid Value = Project Cost (C) + 1 Year Warranty (No cost) + AMC for 4 Years (A)**

S. No.	Deliverables	Completion Timelines [in Weeks]	% of Payment
<b>A</b>	<b>Implementation Phase</b>		
1	Advance Against the Advance Bank Guarantee for <b>110 % the Value</b> (Mobilisation Advance)	T+1	5% of Project Cost (c) - Implementation Phase A
2	Project Preparation and Business Blueprint Phase Sign Off on SRS and SDD	T+24	20% of Project Cost (c) - Implementation Phase A
3	Advance Against the Advance Bank Guarantee for <b>110 % the Value</b> (Hardware Procurement)	T+25	5% of Project Cost (c) - Implementation Phase A
4	Procurement and Installation of Hardware, Network and System Software at DC/DR and all site office with Installation Report	T+45	30% of Project Cost (c) - Implementation Phase A
5	Enterprise Application Design and Development UAT and System Testing	T+50	10% of Project Cost (c) - Implementation Phase A
6	Enterprise Application Implementation and Roll Out (GO LIVE ACCEPTANCE)	T+70	10% of Project Cost (c) - Implementation Phase A
<b>B</b>	<b>Warranty Period</b>	<b>1 Year</b>	<b>No Payment</b>
<b>C</b>	<b>Operations and Maintenance Phase</b>		



Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

1	Operations and Maintenance for a First Quarter after the Go Live is Declared for the entire hardware, network and software including submission of various reports	Ongoing for a period of 4 year after Go Live + 1 Year of warranty)	Quarterly Cost at the end of each quarter of AMC Cost (A) - Implementation Phase (C).
3	On Project Completion (Go-Live + 1 Year warranty + 4 Year AMC)		20% of Project Cost (C) - Implementation Phase (C)

The Mobilisation Advance shall attract 10% simple interest (Source 32.5 of CPWD Works Manual 2014) and the Interest on this Advance will be calculated from the date of payment to the date of recovery. The recovery of mobilisation advance has to commence after 10% of the work is completed and the entire amount together with interest shall be recovered by the time 80% of the work is completed.

34 Annexure 34: Functional Requirement Specifications& Annexure-34-A

Attached Separately

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

### 35 Annexure 35: Indicative List of Citizen Centric Services

#	Service category	No.	Code	Service description	External stakeholder/ consumer category			
					Citizens	Companies / Associations	Government/ Departments	Vendors / contractors
A	Delhi master & zonal plans	1.	AE.PL.01	Publish Master plan and zonal plans & updates for information				
		2.	AE.PL.02	Provide clarification on policy on request				
		3.	AE.PL.03	Request change of land use and receive update				
		4.	AE.PL.04	Provide suggestions on plans & receive update				
B	Complaint management	5.	BE.CM.01	Submit complaint & receive update on action taken				
C	RTI	6.	CE.RT.01	Submit RTI query and receive response				
D	Traffic & transportation	7.	DE.TT.01	Entity registration				
		8.	DE.TT.02	Submit traffic & transportation plan for sanction & receive response				
E	Building layout plan	9.	EE.BL.01	Entity registration				

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

#	Service category	No.	Code	Service description	External stakeholder/ consumer category			
					Citizens	Companies / Associations	Government/ Departments	Vendors / contractors
		10.	EE.BL.02	Submit building layout plan for sanction & receive response				
F	Approval requisition	11.	FE.PA.01	Publish drawings or documents for approval				
G	Un-authorized construction	12.	GE.UC.01	Report un-authorized colony				
H	Land acquisition	13.	HE.LA.01	Report encroachment on DDA land				
		14.	HE.LA.02	Provide information on land ownership on request				
I	Construction of property/ development of greens	15.	IE.EG.01	Invitation for tender				
		16.	IE.EG.02	Bid evaluation and award of contract				
J	Property purchase	17.	JE.HL.01	Information on housing schemes launched & allotment method				
		18.	JE.HL.02	Information on commercial/ institutional / industrial / residential land for sale & allotment method (draw/ tender/ auction)				
		19.	JE.HL.0	Registration and creation of user account				

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

#	Service category	No.	Code	Service description	External stakeholder/ consumer category			
					Citizens	Companies / Associations	Government/ Departments	Vendors / contractors
			3					
		20.	JE.HL.04	Application for purchase of house / flat / land / plot				
		21.	JE.HL.05	Online payment for purchase of house / flat / land / plot (based on payment mode selected)				
		22.	JE.HL.06	Receive MP-MLA recommendation for land/ plot allotment at PDR				
		23.	JE.HL.07	Invitation for tender				
		24.	JE.HL.08	Bid evaluation				
		25.	JE.HL.09	E-auction				
		26.	JE.HL.10	Allotment notification				
		27.	JE.HL.11	Receive refund & notification (if no flat or house is allotted)				
		28.	JE.HL.12	Receive demand letter				

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

#	Service category	No.	Code	Service description	External stakeholder/ consumer category			
					Citizens	Companies / Associations	Government/ Departments	Vendors / contractors
K	Leased property management	29.	JE.HL.13	View image / 3D model / GIS image of allotted property				
		30.	JE.HL.14	Receive possession letter				
		31.	JE.HL.15	Apply for conveyance deed execution or cancellation				
		32.	JE.HL.16	Receive notifications on payments due, possession etc.				
		33.	JE.HL.17	Receive conveyance deed				
		34.	KE.LP.01	Apply for conversion to free-hold property & payment of applicable conversion charges				
		35.	KE.LP.02	Requisition for mutation (change of ownership)				
		36.	KE.LP.03	Payment of lease amounts				
		37.	KS.LP.04	Notification on due payments				
		38.	KE.LP.05	Account update and history				

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

#	Service category	No.	Code	Service description	External stakeholder/ consumer category			
					Citizens	Companies / Associations	Government/ Departments	Vendors / contractors
L	Public space reservation	39.	LE.PS.01	Information on available facilities (location, image/GIS imagery, type & capacity)				
		40.	LE.PS.02	Booking and payment				
		41.	LE.PS.03	Issuance of reservation conformation slip				
M	Sports facility memberships	42.	ME.SP.01	Information on membership plans and facilities				
		43.	ME.SP.02	Application for membership and issuance of membership smart card				
		44.	ME.SP.03	Payment for membership (as per membership plan)				
		45.	ME.SP.04	Alerts on payments due (as per membership plan)				
		46.	ME.SP.05	Alerts & notifications on events				
N	Sports facility reservation	47.	ME.SP.06	Information on available facilities (location, image/GIS imagery, type)				
		48.	ME.SP.07	Booking and payment				

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

#	Service category	No.	Code	Service description	External stakeholder/ consumer category			
					Citizens	Companies / Associations	Government/ Departments	Vendors / contractors
		49.	ME.SP.08	Issuance of reservation conformation slip				

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

### 36 Annexure 36: Indicative List of Internal Services

#	Service category	No.	Code	Service description	Internal stakeholder/ consumer category		
					Employees	Departments	
A	Human resource management	1.	AI.HR.01	Profile management			
		2.	AI.HR.02	Leave management			
		3.	AI.HR.03	Provident fund management			
		4.	AI.HR.04	Loans & advances			
		5.	AI.HR.05	Reimbursement & claims			
		6.	AI.HR.06	Travel management			
B	Vigilance	7.	BI.VG.01	Requisition & issuance of vigilance clear report			
		8.	BI.VG.01	Submission of complaints against employees			
		9.	BI.VG.01	Submission of appeal & receipt of update on result			
C	Court cases information	10.	CI.LG.01	Requisition and update on legal case information			Land management, Engineering, Housing, Land disposal



Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

#	Service category	No.	Code	Service description	Internal stakeholder/ consumer category	
					Employees	Departments
		11.	CI.LG.02	Provision to update case related information		
D	Land management	12.	DI.LM.01	Requisition & update on land ownership status		Planning, Landscape, Architecture, Engineering, Horticulture
		13.	DI.LM.02	Requisition to initiate land acquisition		Planning, Engineering, Horticulture
		14.	DI.LM.03	Report land encroachment		Engineering, Horticulture, Housing, Land disposal
		15.	DI.LM.04	Request encroachment clearance & receive update		
E	Planning information	16.	EI.PL.01	Publish Master, Zonal & Layout plans		Architecture, Landscape, Engineering
		17.	EI.PL.02	Requisition for land use confirmation		Architecture, Landscape
		18.	EI.PL.03	Report un-authorized construction		Engineering, Horticulture, Housing, Land Disposal
F	Feasibility survey (Engg.)	19.	FI.EG.01	Request feasibility survey & receive report		Architecture, Landscape
G	Procurement	20.	GI.PC.01	Requisition for required items		All
H	Finance – Accounts	21.	HI.FA.0	Request to release compensation against		Land Management

Annexures - Selection of agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) System” (CMS) in DDA

#	Service category	No.	Code	Service description	Internal stakeholder/ consumer category	
					Employeees	Departments
	payable		1	land acquired		
		22.	HI.FA.02	Request to approve budget based on PE		Engineering, Horticulture
		23.	HI.FA.03	Request to release payments against vendor invoices		Engineering, Horticulture
I	Finance – land costing	24.	II.FA.01	Request assessment of cost of constructed properties for sale		Housing, Land Disposal
J	Finance- Accounts receivable	25.	II.FA.01	Request assessment of damages against encroachment		Land Management