

**ITI LIMITED**  
(A Govt. of India Undertaking)



**TENDER**

**DOCUMENT FOR**

**Development and Implementation of Data Lake  
for the UT/ State Government**

**Tender Notice No: ITI/RODEL/2K21/RFP/1/DataLake Date: 30.11.2021**

Deputy General Manager  
ITI Limited, MSP-Delhi  
Core-1 Floor-11  
Scope Minar Laxmi Nagar,  
New Delhi-110092  
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Deputy General Manager  
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Core-1 Floor-11  
Scope Minar Laxmi Nagar,  
New Delhi-110092  
Email: kiransingh\_nsu@itiltld.co.in

**TENDER NOTICE**

Tender Notice to: **ITI/RODEL/2K21/RFP/1/DataLake**

Date: 30.11.2021

ITI Limited invites ONLINE bid in TWO COVER SYSTEM (Technical & Financial) from eligible bidders which must be valid for a minimum period of 180 days from the date of bid opening for following items:

<b>Scope of Work</b>	Development and Implementation of Data Lake for the UT/ State Government
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Interested parties may view and download the tender document containing the detailed terms & conditions at free of cost from the websites Tender Wizard Portal, CPP Portal OR <http://itiltld.in>

**The ONLINE bid is to be submitted in a sealed cover over the Tender Wizard ITI Limited Portal**

**The helpdesk nos. for bidding:**

a) Shri Prashant Kumar: +91-99100-48364

M/s ITI Limited

DGM MSP Delhi





**Subject: Expression of Interest (EoI) for Development and Implementation of Data Lake for the UT/ State Government**

We as a Govt. of India Undertaking organization under the Ministry of Communication & IT engaged in ICT business along with other diversifying business areas.

This EO/RFP/Tender is aimed at identifying suitable Commercial Organization as a 'System Integrator' having adequate strength in the above field.

The 'System Integrator' (SI) shall act as an OEM/System Integrator of ITI to execute the project in India. All mission critical activities would be managed and supervised by ITI through its experienced Managers and qualified Professionals in the respective areas.

With this vision and commercial objective, sealed bid is invited for the above-mentioned work. The Sealed Technical and Financial proposal under Two Cover-System may be submitted by the Bidder(s). It is must for the bidders to meet the Eligibility Criteria as mentioned in the EoI/RFP/Tender document.

The interested parties may collect the EoI/RFP/Tender document upon submission of EoI/RFP/Tender Document Cost to ITI by person or the same can be downloaded from the website and the said cost may be submitted along with the bid at the time of submission of offer.

Few important points & timelines are being furnished hereunder.

Sl. No.	Important Points / Timelines	Details
1	EoI/RFP/Tender Enquiry Authority	DGM MSP Delhi ITI Limited, MSP-Delhi Core-1 Floor-11 Scope Minar Laxmi Nagar, New Delhi-110092 Email:kiransingh nsu@itilttd.co.in
2	Contact Person for the clarification of EoI/RFP/Tender Document	Shri Prashant Kumar, Chief Manager Contact: +91-99100-48364 Shri Abhay Sharma Marketing Executive Contact: +91-78274-50462
3	Tender Type (Open/Limited)	Limited – For ITI Empaneled Vendors only
4	No. of Cover/Packet	Two Cover System
5	Tender Category (Goods/Services/Works)	Goods
6	Payment Mode (Online/Offline)	Online RTGS/ NEFT Bank: Bank of Baroda, KG Marg MICR: 110012021 IFSC: BARB0CURZON Acc. No.: 06230500000010
7	EoI/RFP/Tender Document Cost (inclusive of GST)	Rs. 5000/-
8	EMD Amount	Declaration of EMD as per Annexure- G
9	Estimated Value of Enquiry	xxxxxxxxxxxxxxxxxxxxxxxxxxxx
10	Due Date, Time & Place for Sale of EoI/RFP/Tender Document	06.11.2021; 12:00 p.m.
11	Due Date, Time & Place for Submission of Bid	06.11.2021; 12:00 p.m.



12	Due Date, Time & Place for Opening of Technical Bid	06.11.2021; 02:00 p.m.
13	Due Date, Time & Place for Opening of Financial Bid	Will be intimated
14	Performance Security	3% of the value of Development Cost 3% of the value of O & M Cost

In order to get the clarity of the scope of work / terms & conditions, the bidders are requested to go through the whole EoI/RFP/Tender document and other project related requirements carefully. An explicit understanding of the requirement is rather essential for arriving at commercial assessment by the prospective bidders.

The selected bidder who is to play the role of a 'System Integration Associate (SIA)' has to enter in to a Contract with ITI Limited to form a case-specific business alliance (under sole investment business model) for arranging the requisite bidding inputs.

This EoI/RFP/Tender is being issued with no financial commitment and the response to this EoI/RFP/Tender shall not be assumed as mandatory for short listing of the suitable vendor with adequate experience for giving the work.

Deputy General Manager  
MSP-Delhi



**Note:-** This is a Limited tender applicable for Empanelled Vendors of ITI only which has been done through ITI's open "EOI for Empanelment of ITiS Providers" vide EOI no. ITI/CORP-CM-ITiSP dated 01.06.2020. In case, a new vendor wishes to participate in this tender, they can enroll themselves by submitting their technical and financial credentials through ongoing open Expression of Interest (EOI) No. ITI/CORP/MKTG/Empanelment dated 06.03.2021 published in ITI website and captioned as "EOI for Empanelment of Vendors". In both the cases, the bidder should have signed a Teaming Agreement with ITI Limited as on the date of publication of this Tender/EOI

### **Project Background:**

ITI Limited (ITI) is a Public Sector Undertaking which functions under the aegis of The Ministry of Communications and IT, Government of India.

We at MSP-Delhi (which is part of the Corporate Marketing Department located at Bangalore) are engaged in the business of Telecom / ICT and e-Governance projects implementation, Supply of Hardware and Software and the services related with these items.

ITI is interested in addressing some of the prospected business opportunities where it is strongly positioned by virtue of its 'PSU Status', proven 'Project Management Capabilities' and rich Relevant- Experience. ITI is looking for business association from reputed System Integrators/ OEMs who can assist ITI to win the business and ultimately help ITI in the execution of the project.

The objective of this Invitation for submission of bid is to identify a System Integration Associate (**SIA**) to address a particular 'Business Opportunity' / a kind of 'Business Opportunity' which has emerged or under process to emerge from a client for the implementation of a project in Government Domain.

The selected bidder who is to play the role of a 'System Integrator' has to enter in to a contract with ITI Limited to form a case-specific business alliance for addressing the opportunity.

During the bidding process, the vendor is supposed to provide the requisite Techno-commercial inputs to ITI as per the Requirements/Specifications/Expectations/Scope of Work of the prospective customer to win the commercial bid in favour of ITI. The name of the end-customer and other details of the Projects would be shared with the selected bidder.

On receipt of the Purchase Order, the same would be placed on the selected SI on back to back basis

### **Eligibility Criteria of the Bidders:**

The bidders are to fulfill the following eligibility criteria **and submit documentary proof in this regard:**

S. No.	Clause	Documents Required
1.	Processing fees for the tender document (if any)	Rs. 5,000/-
2.	EMD	Bid Security Declaration as per Annexure- G
3.	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of the Company to sign the Bid	A Certificate from the Company Secretary of the Bidder certifying that the Bid signatory is authorized by the Board of Directors of the Company to do so, with acceptance of board resolution, resolution number and date.

4.	<p>The bidder must be a company registered in India under Indian Companies Act 1956/ Indian Companies Act 2013</p> <p>OR</p> <p>A partnership firm registered under Indian Partnership Act, 1932.</p> <p>OR</p> <p>A Limited Liability Partnership (LLP) firm registered under Limited Liability Partnership Act 2008.</p> <p>And</p> <p>The bidder should have been in operation for a period of at least 05 years in India prior to the date of submission of bid.</p> <p>Note: Consortiums are not allowed</p>	<ul style="list-style-type: none"> <li>• Certificate of incorporation/ Registration, Certificate of Commencement of business, Certificate consequent to change of name if applicable Copy of Memorandum and Articles of Association or Partnership deed.</li> <li>• GST Registration certificate issued by GSTN authorities (copy)</li> <li>• PAN Card (copy)/TAN No (copy)</li> <li>• Certificate from Chattered Accountant/ Statutory Auditor stating the number of years of existence in India</li> </ul>
5.	<p>The Bidder should have experience of large-scale projects of Information and Communication Technology (ICT) with any Government departments (Central/State/PSU) in India as on date of submission of the bid.</p>	Work Order + Completion Certificate
6.	<p>ISO 9001:2015 and ISO 27001:2013</p> <p>And</p> <p>CMMi Level</p>	Copy of the latest and valid CMMI and ISO Certificate
7.	<p>The Bidder must have experience of implementation of e-governance project with any Government (Central /State/ PSU) department in India during the last Five years as on as on bid submission date.</p>	Work Order+ Completion Certificate
8.	<p>The Bidder should have an average annual turnover of at least 15 Crores INR during the last 3 financial years from ICT (information and communication technologies) based business. (2018-19, 2019-20&amp;2020-21).</p>	Submit extracts from the audited Balance Sheet and Profit & Loss statements and certificate from Chartered Account for the last 3 financial years as per the format with ITR.
9.	<p>The Bidder should have a positive net worth at least 7 days prior to the bid submission date as evidenced by the audited accounts of the company and should be profitable for each of the last three years.</p>	Audited Financial Statements and certificate from Chartered Accountant /Statutory Auditor of Bidder specifying the net worth for the specified year.
10.	<p>The Bidder shall have qualified manpower of more than 100 employees working in the design, development and implementation for Government</p>	Submit undertaking

	projects for ICT (Information and communication technologies) related projects as on date of bid submission.	
11.	<p>The Bidder should have experience of implementation of projects worth at minimum one project of Rs. 7 Crore OR Two projects of 5 Crore each</p> <p>OR</p> <p>three projects of 4 Crore each</p> <p>involving end-to-end development and maintenance of Data Analytics or Data Lake Implementation, in India during the last Five years for any Government (Central /State/ PSU) sector as on date of submission of the bid.</p>	Work Order + Completion Certificates from the client
12.	The bidder should not have been blacklisted/debarred by any of the Central Government/State Government/PSUs in India.	Self-Declaration
13.	The bidder must not have been declared insolvent/ bankrupt or should not have filed for insolvency/ bankruptcy or in the process of being declared bankrupt before any designated authority.	Self-Declaration
14.	No consistent history of court/arbitral award decisions against the bidders as on date of submission of the bid.	Self-Declaration Certificate
15.	Bidder's financial position and prospective long- term profitability is still sound according to criteria established and assuming that 50% of all pending litigation will be resolved against the Bidder	Self-Declaration Certificate
	Non-performance of a contract did not occur as a result of contractor's default between 1st April 2012 to the date of submission of this RFP	Documentary evidence

### **General Terms and Conditions of EoI/RFP/Tender:**

The prospective bidders are advised to study the EoI/RFP/Tender document carefully. Submission of your offer/bid shall be deemed to have been done after careful study and examination of the EoI/RFP/Tender with full understanding of its implications. Failure to furnish all information required in the EoI/RFP/Tender Document or submission of an offer/bid not substantially responsive to EoI/RFP/Tender in every respect will be at the Bidder's risk and may result in its outright rejection.

The Bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the Bid, if so desired by ITI Limited. In no case, ITI would be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering Process. ITI reserves the right, not an obligation, to carry out the capability assessment of the Bidder(s). This right inter alia includes seeking Technical-Demonstrations, Presentations, Proof of Concept and Live-site visits etc.

1	<b>Empaneled Vendor of ITI</b>	Only ITI Empaneled Vendor (vendors who have signed the Empanelment Agreement <b>with ITI on or before the submission of the tender/bid/proposal</b> )
2	<b>Non-transferable Offer</b>	This EoI/RFP/Tender document is not transferable. Only those, who have purchased this offer document, are entitled to quote.
3	<b>Only one Proposal</b>	The Bidder should submit only one Bid/Offer/Proposal. If the Bidder submits or participates in more than one proposal, such proposals shall be disqualified.
4	<b>Language of the Bid</b>	All information in the Bid, correspondence and supporting documents, printed literature related to the Bid shall be in English. Failure to comply with this may disqualify a Bid. In the event of any discrepancy in meaning, the English language copy of all documents shall govern.
5	<b>Clarification and Amendment in Tender</b>	At any time before the submission of Proposals, ITI may amend the EoI/RFP/Tender document by issuing an addendum / corrigendum in writing or by standard electronic means. The addendum / corrigendum shall be sent to all contenders and will be binding on them. The Bidders shall acknowledge receipt of all amendments. To give bidders reasonable time in which to take an amendment into account in their Proposals ITI may, if the amendment is substantial, extend the deadline for the submission of Proposals.
6	<b>Amendment to Bid</b>	At any time prior to the deadline for submission of bids, the bidder may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, submit the Revised Financial Bid.
7	<b>Modification and Withdrawal of Bid</b>	No bid may be withdrawn or modified in the interval between the bid submission deadline and the expiration of the bid validity period specified in Bid documents. Modification or Withdrawal of a bid during this interval will result in the forfeiture of its bid security.
8	<b>Validity of Offer</b>	The offer should be valid for a minimum period of <b>180 days</b> from the date of submission. The Bids valid for a period shorter than specified period shall be rejected.
9	<b>Prices</b>	The prices quoted by the Bidder shall be FIRM during the performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and



		rejected.
10	<b>Deviation Clause</b>	No Deviation from Specifications, Terms & Conditions of the tender is allowed. Quotations having deviation from our specifications, standard terms & conditions would be liable to be rejected.
11	<b>Taxes and duties</b>	The taxes and duties are to be clearly mentioned, if any.
12	<b>Delivery schedule</b>	development phase of 24 weeks O&M phase of 60 Months from date of completion of Final Acceptance Test. The O&M period may be extended up to two (2) years with mutual consent on similar rates and Terms & Conditions with vendor
14	<b>Payment Terms</b>	a) Back to Back basis
15	<b>Warranty / Annual Maintenance Contract (AMC)</b>	<p>A comprehensive on-site warranty and Annual Maintenance support on all goods supplied</p> <p>Technical Support for software shall be provided by the respective Bidder for till the end of the contract period.</p> <p>The Bidder warrants that the goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support at least for next 5 Years from the date of submission of bids.</p> <p>In case of issues with provided equipment's, the Bidder shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.</p> <p>All the warranty clause mentioned in customer RFP will be applicable.</p> <p>The customer RFP will be share on a later date.</p>
16	<b>Liquidated Damages (LD)</b>	<ol style="list-style-type: none"> <li>a. If the Bidder fails to complete the entire works before the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the Work, the Purchaser may without prejudice to any other right or remedy available to the Purchaser as under the Contract.</li> <li>b. Terminate the contract or a portion or part of the work thereof. The purchaser shall give 30 days' notice to the Bidder of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days' notice period, the Bidder initiates remedial action acceptable to the Purchaser.</li> <li>c. The Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the Purchaser's right to claim such amount against Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.</li> </ol>

		<p>d. Delay not attributable to the Bidder will be considered for exclusion for the purpose of computing liquidated damages. Liquidated Damages and Penalty shall be levied on back-to-back basis i.e. ITI shall deduct from the payment an amount equal to the LD levied on ITI by the end customer.</p>
17	<b>Training</b>	Sensitization of Departmental staff on the project, fully training on use of the Digital Platform and applications. Training trainers within individual Departments that can help internal users develop workflows and user interfaces as per requirements.
18	<b>Acceptance Test Procedure (ATP)</b>	<p>a) Vendor have to conduct the Acceptance Test (AT) before handing over of the project(s) to ITI project executing division.</p> <p>b) End Customer will perform testing.</p>
19	<b>Damage to Properties</b>	In case of any accident/damage to customer/end user properties by the vendor, full responsibility will be attributed to the vendor.
20	<b>Contractual Period</b>	ITI's Delivery date provided to ITI by customer. Delivery extension will be on back-to-back basis. The successful Bidder shall so organize his resources and perform his work as to complete it not later than the date agreed to.

21	<b>Extension of Contract</b>	On back-to-back basis.
22	<b>Inspection Authority</b>	End Customer
23	<b>Tender Award Criteria</b>	Bidder Technical and Financial capabilities will be evaluated by a committee nominated comprising of internal stake holders of ITI Limited. The bidder offering best quality product with the handsome pricing shall be declared as the successful L1 bidder and the work shall be awarded to the successful declared (L1) bidder.
24	<b>Tender Document Cost and Earnest Money Deposit (EMD)</b>	<p><b>In case of bid submission:</b> Tender Document Cost (Nonrefundable) and Earnest Money Deposit (EMD) (If Applicable) must be remitted through NEFT/RTGS/Net Banking. No interest shall be payable on the EMD.</p> <p><b>The Bank Details of ITI Limited for NEFT/RTGS/Net Banking is as below:</b>  Online RTGS/ NEFT  Bank: Bank of Baroda, KG Marg  MICR: 110012021  IFSC: BARB0CURZON  Acc. No.: 06230500000010</p>
25	<b>Performance Security Deposit</b>	The value of performance security shall be 3% of contract value (issued to Business Associate/SIA by ITI) or end-customer's performance security (as per order to ITI) whichever is lower.
26	<b>Consortium Bidding</b>	Not Allowed.
27	<b>Signing of the Bids</b>	The Bid must contain the name, residence and place of business of the person or persons making the Bid and having Power of Attorney and must be signed & submitted by the Bidder with his usual signatures. Satisfactory evidence of authority of the person signing the bid on behalf of the Bidder shall be furnished on non-judicial stamp paper of an appropriate value with the Bid in the form of a <b>Power of Attorney, duly notarized by a Notary Public</b> , indicating that the person(s) signing the bid have the authority to sign the bid and that the bid is binding upon the Bidder during the full period of its validity. All the pages of Bid document and supporting documents must be signed and stamped by the authorized signatory having Power of Attorney. Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the bid.



28	<b>Submission of Tender</b>	The ‘ <b>Technical Bid</b> ’ and ‘ <b>Commercial Bids</b> ’ shall be submitted in ITI Limited Tender Wizard Portal
29	<b>Opening of Tender</b>	<p>Technical bid will be opened on due date of tender opening.</p> <p><b>Note 1:</b> The bidders or their authorized representatives may also be present during the opening of the Technical Bid, if they desire so, at their own expenses.</p> <p><b>Note 2:</b> The technical bids will be opened and evaluated by a duly constituted committee. After evaluation of the technical bid, Price bids of only those bidders will be opened whose technical bids are found suitable. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee and will be intimated to technically qualified bidders.</p>
30	<b>Rejection of Bid</b>	ITI reserves the right to reject any or all tenders/quotations/bids received or accept any or all tenders/quotation/bids wholly or in part. Further, ITI reserves the right to order a lesser quantity without assigning any reason(s) thereof. ITI also reserves the right to cancel any order placed on basis of this tender in case of strike, accident or any other unforeseen contingencies causing stoppage of production at ITI or to modify the order without liability for any compensation.
31	<b>Termination For Default</b>	<p>ITI may terminate the contract in whole or in part for the following reasons:</p> <ul style="list-style-type: none"> <li>• If the bidder fails to deliver any or all of the goods/services within the period(s) specified in the contract/purchase order, or within the extension time granted by ITI.</li> <li>• If the bidder fails to perform any other obligation(s) under the contract/purchase order.</li> <li>• If the bidder has engaged in corrupt/fraudulent practices in completing/executing the work assigned to him.</li> <li>• ITI may, without prejudice to any other right or remedy available to it, by a three days’ notice in writing, can terminate the contract as a whole or in part in default of the contract. ITI shall have the right to carry out the incomplete work by any means at the risk and cost of the bidder.</li> <li>• In addition to rights to forfeiture of PBG and application of LD charges, on the cancellation of the contract in full or in part, ITI shall determine what amount, if any, is recoverable from the contractor for completion of the work or part of the works or in case the works or part of works is not to be completed, the loss or damage suffered by ITI. In determining the amount, credit shall be given to the contractor for the value of the work executed by him up to the time of cancellation, the value of contractor’s material taken over and incorporated in work assigned as per the purchase order.</li> <li>• “Corrupt practices” means the offering, giving, receiving or soliciting of anything of value to influence the action of public official in the procurement process or in contract execution.</li> </ul>

		<p>“Fraudulent practices” a misinterpretation of facts in order to influence the action of a public official in the procurement process or in contract execution and includes collusive bidding among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels to hamper free and open competition.</p>
32	<b>Force Majeure</b>	<p>Neither party shall bear responsibility for the complete or partial non- performance of any of its obligations, if the non-performance results from such Force Majeure circumstances i.e. Flood, Fire, Earth Quake, Epidemic and other acts of God as well as War, Military Operation, Blockade, Act or Actions of State Authorities that have arisen after signing of the present contract. Party invoking this clause shall serve notice of seven days along with the proof of occurrence of the force majeure event to the opposite party. At the time of cessation of such force majeure event a notice of the same shall also be served to the opposite party.</p> <p>In such circumstances, upon a written approval of ITI, the time stipulated for the performance of an obligation under the present contract will stand extended correspondingly for the period of time of action of these circumstances and their consequences. However, any such extension shall be given only if extension is granted by the ultimate buyer/ user.</p> <p>Parties at all times take reasonable steps within their respective powers and consistent with good operation practices (but without incurring unreasonable additional costs) to:</p> <ul style="list-style-type: none"> <li>a) Prevent Force Majeure Events affecting the performance of the Company’s obligations under this agreement;</li> <li>b) Mitigate the effect of any Force Majeure Event; and</li> <li>c) Comply with its obligations under this agreement.</li> <li>d) Further if the period of Force Majeure event extends beyond three months the parties may consider the fore closure of the agreement.</li> </ul> <p>* Period of three months may vary at the discretion of ITI as per the validity period of the contract.</p>

33	<b>Arbitration</b>	All disputes arising out of this contract shall be referred to the sole arbitration of MSP Head, ITI Limited, Delhi or his nominee as per the Provisions of Indian Arbitration and Reconciliation Act 1996. Decision of arbitrator shall be final and binding on both the parties.
34	<b>Jurisdiction</b>	This contract between the supplier and buyer shall be governed by the laws of India and this contract shall be taken up by the parties for Settlement and orders only in Delhi jurisdiction.
35	<b>Other Terms and Conditions</b>	
i.		The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of ITI shall be final, conclusive and binding on the Bidder(s). In a nutshell, the Conditional Bid or Bid with deviations will be summarily rejected.
ii.		The Bids/Offer of the Qualified bidders (who qualify the eligibility conditions) only would be subjected to the technical-evaluation.
iii.		The bidder is expected to go through the Scope of work and Specifications. The bidders are to quote only fully compliant solution.
iv.		The exact strategy to address and win the business opportunity would be shared / discussed with the <b>Best-Rated</b> qualified bidder in due course of time.
v.		The bidder is required to extend the requisite support during the evaluation by giving Technical Presentation /Demonstration /Arranging site visits (if required) on “No-Cost No-commitment” basis.
vi.		Any clarification issued by ITI in response to query raised by prospective bidders shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.
vii.		A clause-by-clause compliance statement to all Sections of the EoI/RFP/Tender document is to be submitted in the Technical Bid, demonstrating substantial responsiveness. A bid without clause-by-clause compliance statement to Eligibility Criteria of the EoI/RFP/Tender document, shall not be considered for evaluation and shall be summarily rejected.
viii.		The bidder should study carefully the document to assess the work and Risk factors associated with such type of Business opportunities.
ix.		The bidder has to consider the following major Cost Factors while arriving at a commercial decision: <ul style="list-style-type: none"> <li>• Direct Cost (requisite IT Hardware and Application Software)</li> <li>• Fiscal Cost</li> <li>• Logistic-Cost</li> <li>• Taxes/ Duties</li> <li>• Services and Administrative Cost</li> <li>• Training and Documentation Cost</li> <li>• Contingencies</li> </ul>
x.		The bidder should enclose the documents in their ‘ <b>Technical Bid</b> ’ & ‘ <b>Commercial Bid</b> ’ as specified in the tender documents.
xi.		Please note that if any document/authorization letter/testimonies are found fabricated /false/ fake, the bid will be declared as disqualified and EMD will be forfeited. This may also lead to the black-listing of the bidder.



xii.		<p>All the required documents to establish the bidder's eligibility criteria should be enclosed with the original bid/offer (Technical-Bid) itself. The EoI/RFP/Tender will be evaluated on the basis of the documents enclosed with the original bid/offer only. ITI will not enter into any correspondence with the bidder to get these certificates/ document subsequently.</p> <p>However, it reserves its right to get them validated/verified at its own.</p>
xiii.		<p>Due to any breach of any condition by the bidder, the Bid Security (EMD) if any submitted by the bidder may be forfeited at any stage whenever it is noticed and ITI will not pay any damage to the bidder or the concerned person. The bidder or/and the person will also be debarred for further Participation in future EoI/RFP/Tenders.</p>
xiv.		<p>All suppliers (including small scale units who are registered with the National Small Scale Industries Corporation under Single point registration scheme) shall furnish Bid Security to the purchaser as per the requirement. As such no bidder is exempted to furnish the EMD.</p>
xv.		<p>The training shall be given to the end customer to ensure trouble free operations of the System/Equipment.</p>
xvi.		<p>The bidder is required to enclose Notarized Copy of the Power of Attorney from its Directors/Top management which should indicate clearly the name of the signatory and title. The Bidders must ensure that all the documents are sealed and signed by authorized signatory.</p>
xvii.		<p>The Power of Attorney given to the Authorized Signatory should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the respective states(s) and the same be attested by a Notary public or registered before Sub-Registrar of the states(s) concerned.</p>
viii.		<p>Sealed offer/bid prepared in accordance with the procedures enumerated above should be submitted to the Tenderer not later than the date and time laid down, at the specified address.</p>
xix.		<p>ITI shall not be responsible for any postal delay about non-receipt / non- delivery of the bid/documents. This EoI/RFP/Tender Document is absolutely not transferable.</p>
xx.		<p>The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to ITI to this effect. No bidder shall be allowed to withdraw the bid after the deadline for submission of the EoI/RFP/Tender. In case of withdrawal after deadline of submission, EMD will be forfeited.</p>

### **Special Terms and Conditions of RFP/EoI/Tender:**

1. The requirement is meant for addressing a business opportunity which has emerged from some Govt. body.
2. The broad 'Scope of Work' would be as per the EoI/RFP/Tender Document. However, the exact Scope of Work will be intimated to the selected SI/Vendor in due course of time (once bidder is short-listed) for addressing the opportunity.
3. The bidder is supposed to address the business opportunity jointly with ITI under "Sole Investment Business Model". This may include arranging Bid Security and Performance Bank guarantee etc. All 'Terms and Conditions' as per ITI's customer with regard to Payment / Reward / Delivery/Penalty shall be applicable on the selected Business Associate /SI also (in the event of the award of the business to ITI by the end-customer).
4. The bidder must be prepared to work with ITI limited on exclusive basis and will neither submit any direct proposal (to the end-client) nor submit any business proposal (to the end-client) through other business partner/PSU. In case of violation of the same, the EMD (if any) shall be forfeited and the bidder will be black-listed.
5. Consortium bidding is not allowed for this EoI/RFP/Tender.
6. All activities like Proof of concept on "No Cost No Commitment" (NCNC) basis wherever applicable will be the responsibility of agencies.
7. Agencies should be willing to sign an exclusive agreement with ITI for smooth execution of the project.
8. Earnest Money Deposit (EMD) / Bid security required for submitting the bid will be borne by the selected agency.
9. All CVC circulars/ statutory guidelines as applicable needs to be followed.

### **EoI/RFP/Tender Rejection Criteria:**

The EoI/RFP/Tender/Bid will be rejected in case any one or more of the following conditions are observed:

1. Bids received without Proof of Purchase of EoI/RFP/Tender Document (if any) and EMD as per requirement.
2. Bids which are not substantially responsive to the Invitation for EoI/RFP/Tender.
3. Incomplete or conditional EoI/RFP/Tender that does not fulfill all or any of the conditions as specified in this document.
4. Inconsistencies in the information submitted.
5. Misrepresentations in the bid proposal or any supporting documentation.
6. Bid proposal received after the last date and time specified in this document.
7. Unsigned bids, bids signed by unauthorized person (without a valid Power of Attorney).
8. Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.
9. Bid shall remain valid for the specified period from the date of opening of EoI/RFP/Tender prescribed by the purchaser. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.

### **Please Note**

The business associate submitting the bid against this EoI/RFP/Tender must not have an alliance with other bidders / competitors of ITI for the same business opportunity. The bidder if selected as vendor/SI will not be allowed to address the opportunity directly/ extend the help to any other competitor of ITI Limited for the subject project.



### **Lowest-Bid (Best Qualified Bid) Evaluation Methodology:**

1. This EoI/RFP/Tender would be subjected to a Two Stage (Technical & Commercial) Evaluation Process. All the Bidders are requested to note the entire evaluation process carefully.
2. Prior to the detailed evaluation, ITI will determine the substantial responsiveness of each Bid to the EoI/RFP/Tender Document. For the purpose of ascertaining the eligibility,
3. A substantially responsive bid is one which confirms to all the terms and conditions of the EoI/RFP/Tender Document without deviations.
4. The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
5. ITI may waive any minor infirmity or non-conformity or irregularity in the bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or effect the relative ranking of any bidder. The bids submitted by the Bidders would be subjected to a well-defined and transparent evaluation process.
6. The Bids would be evaluated by a duly constituted Committee of ITI Limited, whose decision would be generally taken as final, unless the aggrieved party establishes any Prima facie errors in the findings of the Committee. In such a situation, he may file a representation within 3 working days of receipt of decision from ITI Limited, duly listing the reasons / grounds. Such a representation would be considered at Senior Management Level of the Tendering Authority, whose decision would be final and binding on all the bidders.
7. The Bidders who have submitted the EoI/RFP/Tender Document cost & EMD, only those bidder will be considered for Technical Evaluation.
8. In Technical Evaluation process, all the Technical Bids of the preliminary eligible bidders (as mentioned above) would be scrutinized thoroughly w.r.t. our EoI/RFP/Tender Document. The Bidders, who will qualify in the Technical Evaluation process, would be considered for Commercial Evaluation.
9. In Commercial Evaluation process, all the Commercial Bids of the technically qualified bidders (as mentioned above) would be scrutinized thoroughly w.r.t. our EoI/RFP/Tender Document.
10. The evaluation methodology will be distributed in two parameters.
  1. Technical Evaluation
  2. Financial Evaluation
  3. The best technical solution with best offered price will be declared to be L1
11. ITI reserves the right to reject any or all bids without assigning any reasons thereof.

### **Documents to be submitted along with the “Technical Bid”:**

The Bidder/System Integrator (SI) must submit the following documents along with their Technical Bid:

- Bid covering Letter on the Letter-Head of the Bidder Company indicating Name and Address of the Authorized Signatory (with Contact telephone numbers and email ID) as per Annexure-A.
- Bidder's Profile.
- Proof of Empanelment with ITI.
- Case-Specific Power of Attorney authorizing the bidder to submit the Bid/EoI on behalf of the Bidder/Consortium.
- Tender-Document Cost (if any) of required amount.
- Bid Security declaration as per Annexure - G.
- Copy of PAN Card.
- No deviation certificate
- Insolvency certificate
- Detailed Methodology and technical work as per Annexure-H
- Certificate of warranty as per Annexure-I
- Certificate of Genuineness as per Annexure-J
- Certificate of Malicious Code as per Annexure-K
- GST Registration Certificate.
- Turnover Certificate(s)/Audited Balance-sheet(s) & Profit-Loss Account(s) of the Bidder for last three years.
- Declaration on the Letter-Head of the Bidder Company for Non-Black Listing as per Annexure
- Declaration / Undertaking on the Letter-Head of the Bidder Company as per Annexure(s).
- Compliance Statement of 'Eligibility Criteria of the Bidder' along with supporting documents (credentials, experience certificates, declarations & others)
- Integrity Pact /Non-Disclosure Agreement as per Annexure
- Tender Documents duly signed & accepted by the bidder

In case, the bidders do not submit any of the above mentioned papers/information along with Expression of Interest, his bid will be rejected and bid will not be considered for further evaluation.

It is reiterated that any bid not fulfilling any of the essential requirements mentioned in this EoI/RFP/Tender document would be classified as “Technically Non-Qualified/Non-Responsive” and Commercial bids of such bidders will not be opened and subsequently returned to the bidder. ***No relaxation would be given to any bidder on any of these conditions.***

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### **Documents to be submitted along with the “Commercial Bid”:**

The Bidder/System Integrator (SI) must submit the following documents along with their Commercial Bid:

1. Price Bid as per EoI/RFP/Tender Document format only. No other format will be accepted.

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### **Brief Scope of Work:**

ITI New Delhi, A Government of India undertaking invites e-bids from the manufacturers/their authorized distributors/Dealers on behalf of the State/ UT Government to participate in a tender for Development and Implementation of Data Lake for the UT/ State Governments per the technical specification given and as per the terms & condition of this tender document.

## **1. Details of Work**

### **1.1 Background**

The Government of State/ UT State proposes to hire a Vendor to design, develop, and implement a Digital Platform and Mobile Application (“Software”) offering complete automation of Government of State/ UT departmental workflows and approval processes for all the citizen centric services – spanning from Panchayats to Block offices, District HQs and state Secretariat. The Software should also have a digitally secure cloud-based Data Lake with catalogued metadata for quick access, reports generation and dynamic dashboards for real-time monitoring system with alert & escalation matrix for Government of State/ UT Employees across the state.

The software aims at significantly improving the operational efficiency of State Government Departments through improvement in the workflow mechanisms and is envisioned as an e-Governance initiative that would be crucial in shaping Government Process Re-engineering (GPR), which eventually enhances the quality of services delivered to the citizens. The subsequent sections capture objectives and further details expected from the solution.

### **1.2 Objectives**

The need for efficiency in government processes and service delivery mechanisms is a long-felt one. The Digital Platform is being designed to serve as the means to achieve the following objectives:

- To improve efficiency, consistency and effectiveness of government responses
- To reduce turnaround time and to meet the demands of the citizens’ charter
- To provide for effective resource management to improve the quality of administration
- To enhance transparency and accountability

### **1.3 Expected Outcomes**

The expected outcomes of the Software are as follows

- Workflow automation including standardization & automation of repetitive processes / workflows
- Knowledge Management, including creation of institutional memories
- Record Management
- Efficient Communications Management
  - o Registration & routing of communications digitally (through email, e-file, SMS, Mobile App)
- Quality Assurance
- Productivity Management
  - o Dashboard view
  - o Performance Management
  - o File tracking
- User-friendliness

- Accountability, including audit trails
- Cost-effectiveness
- Responsiveness to citizens, i.e., to track their representation/letters
- Integration
  - Horizontal - within the same office & with other departments, with other portals and outlook email like IFMS, HRMS etc.
  - Vertical - with superior & subordinate offices
- RTI compliance
- Transparency
  - Decisions accessible to government officials at different levels
  - Stakeholders can know status of their cases

#### 1.4 Geographical Scope

The project will be implemented centrally initially in State/ UT State Data Center (& any other envisioned future location by Government of India) and rolled out in all Departments and its HoDs, Boards, Corporation, PSU and any Govt. office across the state

## **2. Requirement Study and Analysis of requirements**

The subsequent sections capture the functionalities envisaged in the solution. However, selected Service Provider is required to study all the functionalities and functioning of the Department in a manner that will enable the selected Service Provider to meet all the requirements of this RFP. Post the detailed study, the selected Service Provider is required to suggest to the Department functionalities in addition to the ones mentioned in this RFP that may be included in RFP to meet the requirements of the Department, subject to their alignment with overall project objectives. Any functionality which has been missed during requirement analysis has to be included or shall be enhanced as and when required.

## **3. Required Documentation**

The Service Provider is required to share the following documentations with the Government at relevant stages of the project:

- As Is and To-be study
- Detailed Business Requirement Document (BRD], User Requirement Specification, System Requirement Specifications (SRS], System Design document (SDD], User Manual detailing processes, various applicable Acts and business rules based on functional and Quality-of-Service requirements.
- Detailed Design document detailing technical architecture (application, workflow, network, and security]
- Database architecture, including clustering/ mirroring, backup strategies, defining data structure,

data dictionary as per standards laid-down by Government of India/ Government of State/ UT (In case such standards are not defined, the same would be approved by Government of state]

Data Architecture, interface architecture and integration architecture. Appropriate load balancing and clustering techniques should be adopted by the Selected Service Provider in the Solution design for meeting the requirements of the RFP. The selected Service Provider is required to keep all such documentation up to date to reflect the latest enhancements/modifications made to the application.

- Application Development
- Application Testing
- Implementation and Support
- eMail Gateway and SMS Gateway (Department will provide Email, SMS gateway)
- Digital Certificates both DSC/eSign
- Interfaces with External Systems
- Relevant system passwords and admin right details

#### **4. Compliance Requirements**

- The proposed Software should be platform independent and should support all Operating systems with or without virtualization.
- Support open, scalable, Multi - tenancy and multi-tier architecture with each tier fully independent with support for clustering.
- The workflow management system shall support Inbuilt Graphical workflow designer for modeling complex Business Processes using drag and drop facilities.
- Should have a Rule Engine for designing complex rules and conditions for workflow routing
- Workflow should be flexible as discussed above;
- Backward and forward within hierarchy
- Horizontal and vertical Level jumping
- Should support various flexible omni-directional routing mechanisms like sequential routing, parallel routing, rule-based routing, ad-hoc routing.
- Compliance to workflow standards: Business Process Model and Notation (BPMN), Business Process Execution Language (BPEL) and Workflow Management Coalition (WFMC).
- The Software should support a dedicated Document/Image server for better management of documents, Proper naming conventions, quick retrieval of document, and store only metadata information in the database. Drop down menu of subjects, forms, MIS reports, hierarchy post designation.
- Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and core applications and shall support interface with other open- standard systems.
- The Software should support multiple databases for reducing database engine level dependency.
- DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM or should be designed and develop/customized with integrated approach under Bespoke development in order to have the homogeneous and integrated solution.
- Report viewing facility shall be available on Mobile App also. Mobile App shall have facilities bi lingual UI and Unicode Compliant. Bidder has to provide 3-4 theme options from which department will select the UI for application.
- Noting and Draft Preparations can be done using Digital Writing Pad to handle the file in the same way of handling the physical file. Senior officials will be able to put noting in a file using digital writing pad.



- .User shall be able to configure Homepage such as Dashboards, Quick links, Key Performance Indicators, etc. The Software should have functionality allowing the user to personalize the look and feel, usability and features as per their wish
- . Through personalization, the users can configure the attributes of applications specific to their needs.
- The Software should have feature of Tag Cloud which will display the most widely used application names in homepage for ease of access.
- The Software should have features like ever note i.e. to share notes, to take and attach pictures to a note, attach voice memos and audio to a note, attach files to any note, to scan text in a photo using Optical Character Recognition technology, to set reminders for various tasks, goals, and projects, to create checkboxes that serve as virtual to-dos, to sync automatically between all devices.
- The Software should be compatible with Digital Signature Certificate and Aadhar enabled e-Sign.
- The Software should have features to support the Disaster Recovery Policy as adopted by the state and Centre Governments.

## **5. Technical Requirements**

- Application type: Three tier mobile & web based application
- Technology Platform: - Open Standards (Open source/Commercial product]
- Back end Technology: - Open Standards (Open source/Commercial product]
- Database Technology: - Open source/Commercial product
- Server OS Support: Windows, Linux & Environment
- Presentation Layer: The front end remains the front face of any application; hence it must be designed considering the utmost preference to the end user and stakeholders using the different functionalities of the application. Thus, the proposed solution is expected to make use of latest frameworks / technologies to design the front face of the application.
- Business or Services Layer: While the Presentation Layer will take care of the front- end functionalities and UI, the business logic layer will contain the business logic and rules governing the application. It is important to note here that a key design principle for State/ UT Data Lake application is to ensure that the architecture is modular, which in turn would require that all major business logic be essentially maintained in the Business Logic Layer, and not in any other layers.
- A key consideration while implementing the business logic will be that these should adaptable to frequent changes in the business process given the dynamic nature of the regulations governing entities and associated stakeholders' bodies. Hence, the development should be done in a way that changes may be implemented in the shortest possible time, and with minimal changes to the application code. The Workflows should be enterprise and flexible enough to allow upward flow and downward flow of processes and inclusion of new actors which can be done through changes in configuration. All these factors - dynamism of business requirements, need for multi-agent and complex workflows, high frequency of business processes getting executed, involvement of multiple stakeholders in a business process/ workflow, would require a Business Process Management in the overall architecture of the solution.
- Business Rule Engine may be leveraged to create parameterized and configurable business rules, eliminating need to do code level changes for every change. Irrespective, any logic developed for this application should adhere to the design principles, and should ideally be an aggregation of loosely coupled services.
- The Software should support easy workflow configuration, its maintenance, and need based modification, addition alteration of the steps and support process modelling based on BPMN2

notation standard.

- The proposed The Software should provide business rule engine and a management platform. Users shall be able to modify the business rules online without any need of deployment.
- System should have complex data management capabilities.
- Integration Layer: Integration development must be able to support a business environment which requires fast response times. So, the Integration Layer should be developed on a proven Integration Bus /API Platform.
- The Software should Support is provided for built-in and user-defined patterns technology.
- Document Management System: In a government application like Data Lake , it must deal with lots of documents & contents across various section of the overall Data Lake application. Hence it is not just the holding the content at one place, but it is also how effectively the complete management of enterprise content from its capture and disposition. Thus, delivering contextual information to business stakeholders for improved collaboration, smarter decision making and enhanced customer satisfaction is of prime importance.
- The application should be able to host on x86 platform. The required compute power and storage will be provided in SDC by Department.
- The application should be compatible with any open standard technology. The bidder has to quote and supply any OS and data base on open standard technology with 5 years of AMC/ATS support. The bidder has to envisage incremental licenses and AMC/ATS cost and the quote for the same in financial bid.
- In case of bidder is offering open source products, the support from a product vendor should be required and bidder has to give compliance on the same.
- Bidder should provide a mobile app which must provide all the requisite functionalities from web interface functionalities which are feasible to deliver from mobile app in all the 3 versions of mobile OS, viz., Android,iOS & Windows.
- The mobile app should be compatible with latest OS and 2 earlier versions of OS and all future versions on each platform i.e. Android, Window and iOs. Example: if currently Android version 8 is running. The mobile app should be compatible with android 6, 7 and 8 and all future versions. "
- nos. of reports which is generated by system should be available on Mobile/Tablet/i-Pad also. The Software should work on 100% online mode.
- The application should run on all major browsers like Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, Safari, Opera and mobile browser and The Software should be compatible with latest and 2 earlier version of browser and all future versions.
- The software should have following features:
  - o Support for distributed databases and storage
  - o Support for database replication
  - o Support for web enabled applications
  - o Support for data warehousing
  - o Network support for a wide range of protocols
  - o Portability of data through import/export procedures
  - o Should support all features of partitioning to improve performance and simplify management of very large database environments
  - o Should be able to support Backup for hot backup and recovery at enterprise level and eliminate any risk of data loss.
- The application developer/software provider should ensure that the proposed application architecture & offered solution including software or any other tool should be latest and should not be end of

support/end of sales during the 5 years of O & M period. Bidder has to provide the latest version of application, latest major upgrade/alternate product with all relevant customization without any additional cost to Government of India. The undertaking has to give for the same by bidder.

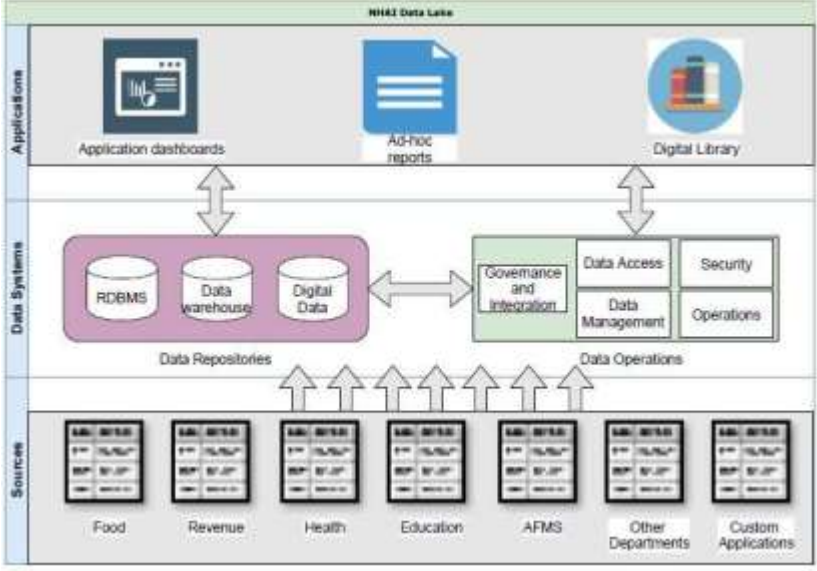
- The proposed The Software should be on open standard and compatible/inter-operable with other technology so that, there should not be any proprietary lock in situation during the 5 years of O & M period.
- After completion of 5 years and at the time of handover-takeover, SP has to provide the application with latest technology version, update and upgrades.
- Every 6 months, Bidder has to submit the documentation including source code, code structure and architecture.

## 6. Component Details

The successful bidder would be responsible for submission of technical and financial bids as detailed in the RFP.

35.4. The contract period will comprise of a development phase of 24 weeks from the date of award of contract and an O&M phase of 60 Months from date of completion of Final Acceptance Test. The O&M period may be extended up to two (2) years with mutual consent on similar rates and Terms & Conditions with vendor. The scope of work for this purpose could be broadly divided as follows: -

Sl. No.	Component	Scope of Work
1.	Application	<p>Design, development and implementation of Digital Platform (“Application”_ with corresponding Mobile Application. The Applications should have the capability for complete automation of Government of State/ UT’s departmental workflows and approval processes for all the citizen centric services. The detailed list of the services is captured within Annexure 4 of this document.</p> <p>The Application should also have a digitally secure cloud-based Data Lake capable of handling data in multiple formats across various departments and act as a single source of repository for various analytics services. The following diagram captures a high level view of the Data Lake architecture</p>

		 <p>The diagram illustrates the NHAI Data Lake architecture, organized into four horizontal layers:</p> <ul style="list-style-type: none"> <li><b>Applications:</b> Includes 'Application dashboards', 'Ad-hoc reports', and 'Digital Library'.</li> <li><b>Data Systems:</b> Contains 'Data Repositories' (RDBMS, Data warehouse, Digital Data) and 'Data Operations' (Governance and Integration, Data Access, Security, Data Management, Operations).</li> <li><b>Source:</b> Lists various data sources: Food, Revenue, Health, Education, AFMS, Other Departments, and Custom Applications.</li> </ul> <p>Arrows indicate data flow from sources through the data systems to the applications.</p> <p>The list of applications captured above is illustrative and the Bidder should study Annexure 4 for an exhaustive list of applications to be covered under the solution. The Bidder should also consider developing an additional package with the Application to allow individual Departments to create their own citizen's forms and workflows as per requirements.</p> <p>The Data Lake should also be catalogued with metadata for quick access, reports generation and dynamic dashboards for real-time monitoring system with alert &amp; escalation matrix" for Government of State/ UT Employees across the state.</p>
2.	Central Application Development (O&M) Team	<p>The Bidder also needs to plan and provide for a Central Application Development (O&amp;M] Team for Government of State/ UT to provide additional customization / development of new modules, feature enhancements, defect fixing, etc. at no extra cost during the period of contract. The number of additional modules envisioned during the period is expected to be around 100 while the existing modules are expected to have three additional features per module during the period.</p> <p>No Change request will be entertained during O &amp; M period.</p> <p>Any development/change during the O &amp; M will be developed through the continuous development team mentioned in this RFP.</p> <p>At the end of the contract period, in case of opensource software, the source code should be successfully handed over to department/its selected agency and in case of COTS the customized part of coding</p>

		shall be handed over to the department/its selected agency along with all applicable feature upgrades/product enhancements of the deployed solution ensuring the deployed solution is up to the mark bearing the latest version in case of bespoke development as well as COTS.
3.	Central Helpdesk	<p><b>a]</b> Establishment of a Centralized Help Desk at State/ UT site to provide technical, training and Informational support to all the users (Internal users] through email / phone.</p> <p><b>b]</b> Management of Helpdesk Operations by deployment of Help Desk operators during the period of contract.</p>
4.	Training	Sensitization of Departmental staff on the project, fully training on use of the Digital Platform and applications. Training trainers within individual Departments that can help internal users develop workflows and user interfaces as per requirements.
5.	Data Migration	<p>System Provider has to migrate data from the existing application(s). Cost for data migration from existing applications should be included in the price bid.</p> <ol style="list-style-type: none"> <li>1. During the 5 years of O &amp; M period any migration activities required to carry out due to change in Infrastructure, Software, etc. should be done by bidder at no extra cost.</li> <li>2. The bidder has to migrate all the current data out of which only last one-year data to be kept in the new system. Other data are to be kept in the archival system. As and when required by the respective department, the bidder shall have to support to retrieve the same by deputing one dedicated person.</li> </ol>
6.	Integration	<p>The software should have features to integrate with following applications ;</p> <ol style="list-style-type: none"> <li>1. Integration with E-office (e-File)</li> <li>2. Integration should be Integrated Financial Management System State/ UT (IFMS), subject to adherence with Government guidelines on the matter</li> <li>3. The Software should enable following linkages with Common Service Portal <ol style="list-style-type: none"> <li>a. Integration of the Common Service Portal for Citizen Centric Services</li> <li>b. Citizen can apply through Common Service Portal and the correspondence can be converted in file for further approval</li> <li>c. Citizen can take the status</li> </ol> </li> </ol>



		<ul style="list-style-type: none"> <li>d. Personal Information system of HRMS</li> <li>e. Privilege of the user will be based on HRMS</li> <li>f. Assigning the Grievances to the Department/HoD and other offices.</li> <li>g. Processing of the Grievances.</li> <li>h. Reply on Grievances.</li> <li>i. Linking grievances to applicable corresponding files, if any.</li> <li>j. Integration with eCourt</li> </ul> <ul style="list-style-type: none"> <li>4. Integration with Central Government Applications – upto 35 Applications</li> <li>5. Integration with eVidhan</li> <li>6. Integration with other applications of State government.</li> <li>7. Integration with Citizen Centric Portal</li> <li>8. Integration of all existing departments portals through APIs</li> <li>9. 195 Citizen Services from 20 departments should be developed/integrated in the Apuni- Sarkar Portal (Citizen Centric services portal).</li> <li>10. The Portal should track the entire flow of applications within the department.</li> <li>11. The Integration should align with following requirements <ul style="list-style-type: none"> <li>a. Based on open standards and have API support for data import &amp; export.</li> <li>b. Support to invocation of external programs to perform activities of a process like legacy application screen for data entry.</li> <li>c. Support integration based on standards such as XML.</li> <li>d. Support message-based collaboration based on protocols such as HTTP, FTP and SMTP.</li> <li>e. Support integration with SMS Gateway.</li> <li>f. Support integration with Email Servers.</li> <li>g. Fully functional APIs for Integration.</li> <li>h. Support Web based interfaces.</li> <li>i. Support the API integration with DMS and NAS Storage which may be procured by Government for storing historical data.</li> </ul> </li> </ul>
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7.	Document View	<ol style="list-style-type: none"> <li>1 The Software should support integrated in - built viewer for viewing Image documents.</li> <li>2 Even for multi-page document. The download and view should be page by page. The mobile app should support accessing documents</li> <li>3 The Software should facilitate zoom-in/zoom-out, zoom percentage and Zoom Lens to zoom in on a part of image and other image operations like Invert, rotate, etc.</li> <li>4 Support archival &amp; view of PD F/A format documents (open ISO standard for long term archival of documents)].</li> <li>5 Document view shall have the provision to draw a line, insert arrows, etc. over image document.</li> <li>6 The Software should support viewing and rendering of PDF/A documents in inbuilt viewer.</li> <li>7 Document view shall have the provision to hide or highlight certain text by drawing line and shapes.</li> <li>8 The Software should support for viewing documents in native application.</li> <li>9 The Software should provide facility of putting text, graphic and image annotations on scanned document pages.</li> </ol>
8.	HRMS	<ol style="list-style-type: none"> <li>1 HRMS shall include, but not limited to Develop, Implement &amp; Maintain Online HRMS Software integrated with Finance</li> <li>2 The HRMS shall provide in-built application log history.</li> <li>3 The HRMS software should be web-based and hosted on UT/ State Site's environment.</li> <li>4 HRMS software developed on PHP/react/latest technology Platform, that has certain modules i.e., Leave Management System, Travel Management System, Performance Appraisal system, Employee data management.</li> <li>5 The Bidder will be solely responsible for usage of any software while developing the integrated HRMS on PHP Platform.</li> <li>6 The HRMS Software intended to be developed should be completely an integrated platform, with customization wherever required to cater the</li> </ol>

		<p>HR &amp; Administration processes and should have the required depth, breadth and flexibility to provide on-line information access to all the designated users.</p> <p>7 The software developed should be able to generate query-based reports and all reports should be exportable to different formats like pie charts, graphs, excel, word and pdf etc.</p> <p>8 The software developed should be able to generate Office Orders/Memos and other related documents, germane from the modules.</p> <p>9 The software developed should be fully responsive on all devices equipped with SMS integration. The software should provide Dashboard/Employee Self Service Interface with employee calendar, internal messaging and notification features.</p> <p>10 The Bidder has to integrate with the Biometric Attendance Machine(s) and provide the Compatibility Index. The software should support at least Two thousand (2000) users and should have the capacity of up-scalability. The Bidder shall handover the complete source code along with the relevant licenses a fortnight prior to Go live.</p>
9.	Workflow	<p>The Application should have ability to support following processes, at a minimum</p> <ul style="list-style-type: none"> <li>• Organization Management</li> <li>• Role Management</li> <li>• Role based Access</li> <li>• Structured Workflow</li> <li>• Unstructured Workflow</li> <li>• Each Department for its different applications should be able to customize the workflow if it so wishes.</li> </ul> <p>The Application should facilitate creation and modification of workflows</p> <p>The Application should have facility for creating/editing/deleting various roles, users etc. for proposed System as per individual departments</p> <p>The Application should have facility for creating/editing/deleting linkages between roles, users, workflow etc.</p> <p>The Application should have facility for creating/editing/deleting tasks and linking/assigning the same with roles/users</p> <p>The Application should have facility for re-assigning any task to other relevant user from the front end GUI to handle absence of any user on a particular day.</p>
10.	User Groups	<p>The Application should have facility to allow for System Admin at central level with individual Administrators across various Departments.</p> <p>The Application should also allow for creation on new Department and subsequent updation as per requirements.</p>

11.	Routing Requirements	<p>The Application should support following routing requirements within Workflow (at a minimum)</p> <ul style="list-style-type: none"> <li>• Sequential routing: - Tasks are to be performed one after the other in a sequence.</li> <li>• Parallel routing: - Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite work item. The Software should support conditional merging of multiple parallel activities, i.e., response from mandatory parallel work stages before it can be forwarded to next stage.</li> <li>• Rule-based routing: - One or another task is to be performed, depending on predefined rules. (System shall have in-built configuration provision to define routing rules).</li> <li>• Custom routing: - Tasks can be routed on the fly based on requirements or priorities.</li> <li>• Ad-hoc routing: - Changing the routing sequence by authorized personnel.</li> <li>• Compliance to workflow standards, viz., BPMN, BPEL and WFMC.</li> <li>• Support for registering and configuring third party applications in portlet like view. i.e. user can see most frequent used function on screen. User shall be able to customize their dashboard according to their requirement also.</li> </ul>
12.	Forms	<p>The Application should have a workflow engine comprising of form builder, process designer and rule engine for catering needs of different department table/MIS report generator and govt. offices.</p> <p>The form builder and process designer will be used for everyday data capturing needs of Government organization. Government Department/Organization can build forms and process as per their requirement by its own.</p>

13.	Dashboards	<p>1 a) Citizen Dashboard should:</p> <ul style="list-style-type: none"> <li>• Track the application status of the applicants.</li> <li>• Track the pendency level of the applications.</li> <li>• Able to download the certificate after the Approval from the department.</li> <li>• Get notification from the department.</li> </ul> <p>b) Department Dashboard should:</p> <ul style="list-style-type: none"> <li>• Track and forward the application of the applicants.</li> <li>• Should able to reject, seek clarification of the application</li> <li>• Able to generate the certificate after the Approval</li> <li>• Get notification and alerts on delayed pendency applications</li> <li>• Integrated view of application status to the department secretary</li> </ul> <p>c) Secretariate Dashboard should:</p> <ul style="list-style-type: none"> <li>• Track the application status across district wise and department wise (Color coded)</li> <li>• Track the pendency details department wise</li> <li>• Able to track the department wise performance</li> <li>• Get alerts</li> </ul> <p>d) District Magistrate Dashboard should:</p> <ul style="list-style-type: none"> <li>• Track the application status across its district wise and department wise (Color coded)</li> <li>• Track the pendency details department wise within his/her district</li> <li>• Able to track the department wise performance within his/her district</li> <li>• Get alerts</li> </ul>
14.	Servers	<p>Servers will be provided by the UT/ State Government, however upkeep, safety &amp; security and maintenance will be responsibility of the System Integrator.</p>



15.	Cyber Security	Servers will ensure Cyber Security of the entire Digital Platform and all applications from all external/internal cyber threats.
16.	Confidentiality	Servers will ensure total Data Confidentiality. Any breach/leakage of data will lead to breach of contract and will attract penal actions as per the IT rules.

## **7. Process Design Features**

The Software should provide process designing features as follows:

- The Software should allow users to define entry-level settings like increase of priority (urgent, immediate, very urgent, routine] or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property, etc.
  - The workflow management system shall support the definition of roles and allow many-to-many relationships between users and roles to be defined by drop down menu of administrative hierarchy.
  - Support for creating ad hoc tasks at runtime and assigning to users.
- In-built Form Designer**
- The Software should provide inbuilt facility to design customized forms that can be attached at one or more stages of workflow.
  - The Form designer interface shall support facility to define various types of text boxes, Combo boxes, radio buttons, drop downs, etc. (Just like corresponding features of table designing, indexing signs etc in MS- Office, Safari etc]
  - The Software should provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the form for efficient data entry.
  - The Software should provide facility to define zones at forms and images, so that relevant part of the image is highlighted for Image assisted data entry.

- The Software should support field level calculations at form level.
- Facility to use scripts for defining field level validations.

#### In-built Exceptions

- The Software should have Rule Engine for defining rules.
- Facility to raise triggers on the basis of exceptions.
- Facility to raise automatic exceptions on the basis of pre-defined conditions.
- The Software should track all the exceptions raised in the course of process and shall maintain history of that with user name, date, time and comments.
- The Software should clearly differentiate process instances with and without exception.

#### Triggers

- The Software should provide facility to define custom triggers like emails, new files in inbox, Word template or launching executable, etc. on predefined conditions.
- Sent status, pending status, reports for monitoring deadlines etc.
- The Software should provide facility to define custom templates for the triggers with static and dynamic data.
- The Software should provide facility to generate event-based triggers for automatically sending mails/fax, generating responses, invoking data form for data entry, communicating from external systems.
- The workflow management system shall have email notification to user when the user is not logged on to the workflow management system. Upon receiving the email, the user shall be able to click on the URL in the email to automatically launch the Workflow management system and present the user with the task to act on

### **8. Annotations**

- The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps, etc.
- The Software should support automatic stamping of annotations with user name, date and time of putting annotations.
- The Software should provide facility for securing annotations for selective users.
- The Software should store annotations as separate file and at no time, the original image shall be changed. The Software should provide facility of taking print outs with or without annotations

### **9. Indexing**

- The Software should automatically index folders, files and documents on user-defined indexes like department, ministry, file number, year, page no. on Correspondence side and noting side, subject.
- The Software should facilitate editing of automatic indexing using OCR functionality or from other applications.
- The Software should support Automatic full text indexing for Text search.

### **10. Search & Retrieval**

- The Software should provide extensive search facility to retrieve documents or Folders/Files.
- The Software should support local saving of search queries and search results.
- The Software should support search for documents or folders on document or folder or archives on profile information such as name, created, modified or accessed times, keywords, owner, etc.

## **11. Security & User Management**

- The Document management system shall support definition of Users, Groups and Roles relation in the system.
- The Software should support secure login id and passwords for each user and passwords shall be stored in encrypted format in database.
- The Software should have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after a specified number of un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.
- User can additionally reset password by OTP on mobile.
- The Software should support role-based access permission management at various levels like Folders, documents and object level.
- The Software should support multiple levels of access rights (Delete/ Edit/ View/ Print/Write Copy or Download) and external application-based rights.
- The Software should support system privileges like Create/Delete Users, Define indexes, Brute Force, etc.
- The Software should provide LDAP support for integrating with directory services.
- The Software should have support Single Sign On facility.
- The Software should support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time.
- The Software should support integration with database-based authentication.
- The Software should support integration with eSign and PKI (public key infrastructure) for enhanced security.
- The workflow management system shall support SSL, HTTPS and session timeouts.

## **12. System Administration**

- The Software should support web-based system administration module for the complete management of system.
- The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiry policies.
- The admin module shall provide easy to use configuration interface for Index structure definition that can be used by different users.
- The admin module shall provide interface for purging old audit trail and do selective logging, i.e., select the system or application features for, which the audit trails have to be generated.
- The admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.

## **13. Audit Trails**

- The Software should support Extensive Audit-trails; at user, Folder, CoS (Committee of Secretaries) and Cabinet levels.

- The Software should provide facility to generate Audit trails on separate actions, and between specific date/times.
- The Software should have audit trail to maintain history of all activities performed on the system.
- The Software should give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities.
- The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance.

#### **14. Reminders and Alarms**

- The Software should have the capability to set automatic reminders and alarms to concerned users.

#### **15. Process Monitoring and Reporting**

- The Software should provide a facility to configure role-based dashboard for individuals, for e.g., dashboard for Secretary, dashboard for Director/Commissioner/HoD/Officers assigned to monitor.
- User should be able to configure dashboard without any coding.
- The workflow management system shall be able to keep track of the work item status, the date/time the jobs are started and ended, the creation and archival date of the documents.
- The workflow management system shall provide graphical and tabular tools to view progress of each individual process. (Reports)
- The Software should support extensive configurable reporting facility at document, folder and user level. Please specify all inbuilt reports available in the system in the proposed solution.
- Report Creation should be configurable and there shouldn't be any limit on the number of reports that can be created.
- User shall be able to drill down in a report for specific information analysis.
- The workflow management system shall support the generation of performance comparison reports.
- The workflow management system shall support users drill down from a higher-level view of business processes to lower-level details.
- The workflow management system shall support configurable statistical reports like Total turnaround time and delay report for complete process or specific work stages.
- The workflow management system shall support definition of new customized reports based on exposed data points from external applications.
- The workflow management system shall also provide dashboard interface for online reporting of various processes. The interface shall give a flexibility to toggle between graphical and tabular view and tiled different windows in the same interface.
- The Software should include administration module to configure the user, groups, queue related to a process. The Software should allow user to set their display settings according to the individual preferences and company policies. Users can customize their themes, resize components, and configure single /multi-column views. The Software should have navigation container to display the list of all component instances associated with the view of a user.
- System will publish or identify the 2 Champion Users on the basis of usage of every month.

#### **16. Knowledge Repository**

The Knowledge Repository will enable the department to store and manage all type of documents, including HTML, image documents and multimedia.

Key features required in the Knowledge Repository are:

- Online repository of Government of State/ UT - circulars, notifications, policies, schemes and guidelines arranged in a chronological, thematic fashion for easy access.
- Provision to post online requests for policy clarification/ interpretation, new policy creation/amendment.
- Online repository of clarifications/interpretation cases responded in the past.

#### **17. Archival of Electronic Documents**

- The Software should be capable enough to store billions of documents in repository.
- The Software should support categorization of documents in folders-subfolders just like windows explorer interface. There should not be any limit on the number of folder and levels of sub folder.
- The Software should provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent, etc.
- The Software should provide search facility to in the same interface, so that users are able to search the documents to be linked.
- The Software should support versioning of documents with facility to write version-wise comments.
- The Software should allow Locking of documents for editing and importing it back into the system through check-in/Check-out features.
- Repository should be format agnostic.
- System should support configuration of verification processes for different business types. The Software should be able to handle multi-user environment for processing files related to different department and subjects. While processing a file, all the contents like data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review.

#### **18. Architecture & Scalability**

- The Software should have been built using open-source server-side technologies.
- The Software should be multi-tenancy, multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering.
- The Software should store only index information in database while documents, images & other objects should be stored in separate file servers.
- The Software should be compliant to ODMA, WebDAV, CMIS, etc.
- Format agnostic repository to store content in multiple file formats.

#### **19. Office Note Creation & Approval**

This application should facilitate the following features:

- Create new office note document and saving it as draft for further approval
- Capability for routing the office note for approval to different officials
- Capability for Online editing
- Support for writing & editing office note in English & Hindi.
- Capability of revision history tracking
- Capability for current status monitoring & tracking
- Capability for printing office note with or without track sheet
- Should be based on Workflow and Document Management System.



## **20. Record Management**

- The Software should manage lifecycle of both, physical and electronic documents through record retention, storage, retrieval and destruction policies.
- The Software should support managing and tracking of physical location of documents if required.
- The Software should provide the configurable capability of record classification as per the record keeping structure (File Plan] of department.
- The Software should have a facility to define disposition schedule/policies for record.
- The Software should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories. The complete schedules would be as per the organizational policies.
- The Software should have a provision to move & track a record among users within office/across locations.
- When a record is moved out of the facility, The Software should have a capability to capture the transport / courier detail.
- As a part of reporting mechanism of the solution, the solution must provide configurable and customizable reports on the Records in the selected file plan component such as number of records present, number of record folder, Record creation date, Report on activities of the selected user, Report on the Request/Return activities, Report on overdue items, Report on items borrowed, Reports on records, whose retention period are getting over in specified time and so forth.
- The Software should provide the configurable capability of record classification as per the record keeping structure (File Plan] of department/organizational unit.

## **21. Circular Management**

The circulars module is used for management of circulars issued by the head of departments for various government offices. In addition, one can create a new circular, edit an existing one or delete/archive circulars.

## **22. RTI Management**

The Software should have in0build features to facilitate sharing information with people in line with provisions of the RTI Act. For example, there are instances when the same, or similar nature, information sought by different people. In such cases, the Software should have automated process that follow the entire information sharing life- cycle in a cost and time effective manner. The information sharing should be seamless and maintained in a knowledge repository for future reference.

## **23. Project and Contract Management**

- The Software should be fully customizable for different departments like R&B, Water supply, SDU and various other Departments. Below are few indicative expectations;
- The Software should have various stages of approvals for all the proposed projects. These approvals will pertain to project selection, budget approvals, vendor selection including technical and financial evaluation, SLA and maintenance milestones and approval for project closure. The Software should provide for online submission of invoice and payment request by vendor.
- The Software should be flexible to define approval stages and criteria for different project types
- Required functionalities:
  - a. Facility to create new project / review existing project with critical information's like activity / tasklists with target dates and financial resource required
  - b. Ability to track and analyze Project Schedule, Costs, Materials, Equipment and Services
  - c. Ability to record, manage and report Data for all Project-related Transactions
  - d. Facility to record periodic Progress Information from Weekly / Monthly Project Reports (MIS)
  - e. Facility to identify project milestones and targets

- f. Ability to define sub-projects within a project
- g. Ability to analyze individual projects by comparing project plans against progress and produce exception reports (MIS)
- h. Provision to select multiple projects based on selection criteria and **display** any/specified stored details
- i. Reporting facility through which users can define and develop reports related to single or multiple projects
- j. Work Breakdown Structures (WBS) to structure projects hierarchically and/or using network techniques. Milestones and documents to mark project events appropriately.
- k. Costs actually incurred are posted directly to project (and its linkage with measurement book and SoRand Cost)
- l. System provides various standard reports for real-time reporting of financial and logistic project data
- m. Ability to capture, compute and report real-time actuals (e.g. costs, effort, schedule status image)
- n. Ability to aggregate cost, effort, and schedule data across projects
- o. Ability to calculate performance ratios manually or automatically at specified points in time or at project milestones
- p. Ability to provide dashboard view of status of all projects with ability to drill down.
- q. Ability to compute/display estimates of remaining work (hours to completion, percent of work completed, end-date forecasting, etc.)
- r. Ability to provide comparison of actual vs. planned progress with variance analysis, alerts, and rule -based notification.
- s. Ability to provide project reporting/forecasting according to government contracting requirements(e.g., earned value analysis).
- t. Ability to use project status and project forecasts to update financial budget forecasts
- u. Facility to record various Cost Data for a project (such as budget amount, expenditure to date, cost to completion, cost estimate of changes, etc.
- v. Facility to record project allocations, advanced payment and bank details
- w. Facility to mark projects for archiving once all the costs have been paid and project completed

## **24. Operation & Maintenance Support**

The SP has to provide the operation & maintenance for the period of 5 year's Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. changes.

- Ongoing technical support for application
- Fine Tuning updates/patches reporting
- Fixing logical/run-time errors in the applications
- Development, Testing and Implementation for Bug-Fixes
- Generate reports on changes made in applications
- Generate reports on change given to support team
- System administration and database management support
- Development of new application release
- Deployment of new application on production servers
- Synchronize the application release in all application servers of STATE/ UT GOVERNEMENT, and Far DR
- Maintaining checklist for the status of deployment on all servers
- Monitoring & Reporting Server/ System performance

Bidder shall set up a centralized helpdesk at STATE/ UT GOVERNEMENT to log complaints of the users

and issue the log ticket number and communicate the corrective measure. The service management/support request module/tool shall be provided by the SP.

SP shall provide Customer support interface with online, telephone and on-site support, and other deliverables as described below. The space for the help desk facility would be provided by Govt. of State/ UT.

The scope of services to be offered by bidder is detailed below:

- Provide warranty/on-site maintenance product, software that shall be supplied and installed under this procurement throughout the period of contract as per SLA and also provide warranty execution/onsite maintenance of the Database S/W.
- Undertake Performance Tuning and ensuring optimum performance of the equipment supplied.
- The support coverage shall be as per the service window mentioned in the Section - “Service Level”.
- Provide manpower for operations, maintenance and onsite warranty support of all the existing and supplied items.
- Bidder is required to propose the required compute power, storage and other requirement to host the Digital Platform Application at Primary Site and DR Site Separately. The payment for DR Site will be applicable only once DR Site will be ready and operational. The necessary compute infrastructure will be provided by Govt. of State/ UT.
- The infrastructure and environment details is available in Section 4 of this RFP. The Digital Platform will be hosted on this cloud infrastructure. For storage, EMC VMA 200K storage will be provided.

As part of technical bid, the detail BoM requires to be proposed as below

For Sizing Purpose only:

\*Concurrent users (Transacting users during the same session]: 10,000

- a. Document viewer: 500 ms second
- b. File link open: 1 second
- c. Accepting, processing and rendering output of a multiple variable MIS & DSS system - 4 variable task: 3seconds
- d. 100 MS latency as part of network. Bandwidth: 1Mbps
  - o Department will provide the virtualization/cloud environment. Bidder has to provide proposed bill of material in the following format in the technical bid.

## 25. Language of the Product

- The product modules to be developed by the SP must be support Hindi and English languages.
- The application user interface will have to program in two different interface formats - 1. English Language and 2. Hindi Language.
- For the Hindi typing Unicode standard (shruti font] shall be used. The number of system should automatically generate from English to Hindi.

## 26. **Project Deliverables, Milestones & Time Schedule**

#	Activity/Task/Milestone	Timeline
---	-------------------------	----------

1	Inception Report including mobilization of Resources and commencement of work	T + 2 weeks
2	Requirements gathering	T + 4 weeks
3	Submission of FRS/SRS and approval by State/ UT Government	T + 8 weeks
Phase 1: Digital Platform for 5 Departments and 95 citizen centric services		
5	<p>(a) Digital Platform Applications design, development and implementation of Five (05) Government of State/ UT departments including workflows and approval processes right from Panchayats to Block offices, District HQs and state Secretariat including integration with existing digital platforms of state and central government ministries.</p> <p>(b) Development of 95 Citizen Services of Apuni Sarkar and integration with existing Citizen Service Portal.</p>	T + 12 weeks
6	Training workshop for intended users	T + 12 Weeks
7	Phase- 1 Go-Live	T + 16 Weeks
Phase 2: Digital Platform for rest of the departments and balance 100 citizen centric services		
8	<p>(a) Digital Platform Applications design, development and implementation of rest of the Government of State/ UT departments including workflows and approval processes right from Panchayats to Block offices, District HQs and state Secretariat including integration with existing digital platforms of state and central government ministries.</p> <p>(b) Development of 100 Citizen Services of Apuni Sarkar and integration with existing Citizen Service Portal.</p> <p>(c) Development of Mobile Application of the Digital Platform and integration</p>	T + 20 weeks
9	Training workshop for intended users	T + 22 weeks
10	Phase- 2 Go-Live	T + 24 weeks

**(Bid Covering Letter / Annexure-A)**

To  
ITI Limited, MSP-  
Delhi  
Core-1 Floor-11  
Scope Minar  
Laxmi Nagar  
New Delhi-92

**Subject: Bid Covering Letter against Expression of Interest (EoI) for Procurement of Tablet Computer for Department of School Education & Department of Higher Education**

Ref: Tender no. .... dated .....

Dear Sir,

Having examined the EoI/RFP/Tender document, we hereby submit our bid for the subject requirement which has emerged from some Government body to implement the above captioned project.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to ITI Limited is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Buyer in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI/RFP/Tender document including annexures and corrigendum if any and also agree to abide by this tender response for a period of 6 months from the date fixed for bid opening.

We hereby declare that in case the agreement is awarded to us, we shall submit the Performance Guarantee in the form of bank guarantee in the format to be provided by ITI Limited.

We agree that ITI Limited is not bound to accept any tender response that they may receive. We also agree that ITI Limited reserves the right in absolute sense to reject all or any of the services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this

connection.

We understand that it will be the responsibility of our organization to keep ITI Limited informed of any changes in respect of authorized person and we fully understand that ITI Limited shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person of the company is not provided to ITI Limited.

Dated this                      Day of                      **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

Note: To be submitted in Company Letterhead

**Bidder's Profile**

1.	Name and address of the company			
2.	Contact Details of the Bidder (Contact person name with Designation, Telephone Number, FAX, E- mail and Web site)			
3.	Area of Business			
4.	Annual Turnover in last 3 financial years (Rs in Crore)	2018-19	2019-20	2020-21
5.	IT Turnover in last 3 financial years (Rs in Crore)	2018-19	2019-20	2020-21
6.	Profit / Loss in last 3 financial years (Rs in Crore)	2018-19	2019-20	2020-21
7.	Net-worth in last 3 financial years (Rs in Crore)	2018-19	2019-20	2020-21
8.	Date of Incorporation			
9.	GST Registration number			
10.	PAN Number			
11.	CIN Number, if applicable			
12.	Number of technical manpower in company's rolls			

Dated this                      Day of                      **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

Note: To be submitted in Company Letterhead



To  
ITI Limited, MSP-  
Delhi  
Rohit House, 3  
Tolstoy Marg New  
Delhi- 110001

**Subject: Undertaking towards Non-Black Listing of our firm by any Govt. Body**

Dear Sir,

We hereby declare that we have not been BLACK LISTED by any Govt. department/ PSU (State or Central)/ Autonomous Institution against our performance obligation in India and there has been no litigation with any government department on account of similar services for the last 5 years.

This declaration is being submitted as per the requirement of your EoI/RFP/Tender.

Dated this        Day of                                **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

Note: To be submitted in+ Company Letterhead

**(Declarations / Annexure-D)**

To  
ITI Limited, MSP-  
Delhi  
Rohit House, 3  
Tolstoy Marg New  
Delhi- 110001

**Subject: Declarations against Expression of Interest (EoI) for Development and Implementation of Data Lake for the UT/ State Government**

Tender no. .... dated .....

Dear Sir,

We hereby declare / undertake the following.

We hereby declare that we will work with ITI as per EOI/RFP/Tender terms and conditions of ITI as well as end customer including warranty & post-warranty services and implementation of the project in the event of ITI winning the contract on back-to-back basis.

We hereby declare that we will submit the Tender Fee & EMD (while submitting the bid to the end customer in the form of Bank Guarantee / Demand Draft / Online Payment from any Nationalized / Scheduled Bank) & Performance Bank Guarantee to end customer or ITI (as decided by ITI) as per EoI/RFP/Tender terms & conditions. We also undertake that we will provide EMD & PBG to ITI as per the end-customer's EoI/RFP/Tender terms even if ITI is exempted to submit the same to end- customer because of its PSU status.

We hereby declare that we have 'No Objection/ No Claim/ No Compensation' from ITI Limited if this EoI/RFP/Tender is cancelled at any stage of evaluation process by ITI or the main EoI/RFP/Tender is cancelled by the end customer.

We hereby undertake that we will be equipped with the required manpower with qualifications, certifications and experience as required in the end customer's EoI/RFP/Tender.

We hereby undertake that we will be able to give the proposed solution as required in the end customer's EoI/RFP/Tender.

We hereby undertake that we will arrange required certificate & support (warranty & post-warranty/maintenance) in the name of ITI Limited from the OEM as per end customer's requirement.

We hereby undertake that we will obtain relevant statutory licenses for operational activities.

We hereby undertake that we will sign Consortium Agreement /Teaming Agreement / Integrity Pact with ITI for addressing the end customer's EoI/RFP/Tender if required.

We indemnify ITI Limited from any claims / penalties / statutory charges / liquidated damages / legal expenses if any etc. as charged by the end customer.

We hereby undertake to make arrangement for signing of agreement between OEM and ITI as per end customer's EoI/RFP/Tender requirements.

We hereby undertake that the OEMs who meet the eligibility and other conditions as per end customer's EoI/RFP/Tender requirement will be finalized by us and produce the required eligibility documents and other related documents of the OEM for final bid submission.

We hereby agree to take the responsibilities covered in the agreement (on back-to-back basis) to be signed between ITI & OEM (if required) as per end customer's EoI/RFP/Tender terms&conditions.

We hereby declare to supply equipment/components which are brand new, first hand and contain no previously used, recycled or refurbished components.

We hereby declare not to partner with any other organization for addressing this EoI/RFP/Tender.

We hereby declare to accept payment terms on back-to-back basis. Penalties, if any, will be borne by us.

We hereby declare to provide Bank Guarantee (110% of value for the period till the advance is settled) for getting the advance payment if any on back-to-back basis.

We hereby agree that ITI may take any punitive action as deemed fit, including forfeiture of EMD / Security submitted by us, if it is found that any of the documents / information provided by us (to meet the tender requirement including eligibility) is wrong/ forged/ misleading at any stage of tender processing / evaluation. The decision of ITI regarding forfeiture of the EMD shall be final and shall not be called upon question under any circumstances

Dated this Day of **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

Note: To be submitted in Company Letterhead

**Compliance Statement of Eligibility Criteria**

Ref: Tender no. .... dated .....

Sl. No.	Clause No.	Clause	Compliance (Complied/Not Complied)	Remarks with Documentary Reference

Dated this        Day of                      **2021**

Authorized Signatory

Name:

Designation:

(Company Seal)

## **INTEGRITY PACT**

PURCHASE ORDER No.

THIS Integrity Pact is made on.....day of..... 21 .

### **BETWEEN:**

ITI Limited having its Registered & Corporate Office at ITI Bhavan, Dooravaninagar, Bangalore – 560 016 and established under the Ministry of Communications, Government of India (hereinafter called the Principal), which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman & Managing Director, Directors, Officers or any of them specified by the Chairman & Managing Director in this behalf and shall also include its successors and assigns) ON THE ONE PART

### **AND:**

..... represented by ..... Chief Executive Officer (hereinafter called the Contractor(s), which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the contractor ON THE SECOND PART.

### **Preamble**

WHEREAS the Principal intends to award, under laid down organizational procedures, contract for ..... of ITI Limited. The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its Contractor(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor (IEM), who will **monitor** the tender process and the execution of the contract for compliance with the principles as mentioned herein this agreement.

WHEREAS, to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact the terms and conditions of which shall also be read as integral part and parcel of the Tender Documents and contract between the parties.

**NOW THEREFORE, IN CONSIDERATION OF MUTUAL COVENANTS STIPULATED IN THIS PACT THE PARTIES HEREBY AGREE AS FOLLOWS AND THIS PACT WITNESSETH AS UNDER:**

## **SECTION 1 – COMMITMENTS OF THE PRINCIPAL**

- 1.1 The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:
  - a. No employee of the Principal, personally or through family members, will in connection with the tender for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
  - b. The Principal will, during the tender process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all bidder(s) the same information and will not provide to any bidder(s) confidential/additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - c. The Principal will exclude from the process all known prejudiced persons.
- 1.2 If the Principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Act or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary action as per its internal laid down Rules/ Regulations.

## **SECTION 2 – COMMITMENTS OF THE BIDDER/CONTRACTOR**

- 2.1 The Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the tender process and during the execution of the contract.
  - a. The contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b. The contractor(s) will not enter with other contractors into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - c. The contractor(s) will not commit any offence under IPC/PC Act, further the contractor(s) will not use improperly, for purposes of competition of personal

gain, or pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

- d. The Contractor(s) of foreign origin shall disclose the name and address of the agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
- e. The Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. The Contractor(s) will not bring any outside influence and Govt bodies directly or indirectly on the bidding process in furtherance to his bid.
- g. The Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

### **SECTION 3 – DISQUALIFICATION FROM TENDER PROCESS & EXCLUSION FROM FUTURE CONTRACTS**

- 3.1 If the Contractor(s), during tender process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify Contractor(s) from the tender process.
- 3.2 If the Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case, particularly taking into account the number of transgression, the position of the transgressor within the company hierarchy of the Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.
- 3.3 The Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.



- 3.4 A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that on the basis of facts available there are no material doubts.
- 3.5 The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the Bidder(s)/ Contractor(s) shall be final and binding on the Bidder(s)/ Contractor(s), however the Bidder(s)/ Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.
- 3.6 On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not entitled for any compensation on this account.
- 3.7 subject to full satisfaction of the Principal, the exclusion of the Contractor(s) could be revoked by the Principal if the Contractor(s) can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption preventative system in his organization.

#### **SECTION 4 – PREVIOUS TRANSGRESSION**

- 4.1 The Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti-corruption/ transparency International (TI) approach or with any other Public Sector Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the tender process.
- 4.2 If the Contractor(s) makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Section-3 of the above for transgressions of Section-2 of the above and shall be liable for compensation for damages as per Section- 5 of this Pact.

#### **SECTION 5 – COMPENSATION FOR DAMAGE**

- 5.1 If the Principal has disqualified the Bidder(s)/Contractor(s) from the tender process prior to the award according to Section 3 the Principal is entitled to forfeit the Earnest Money Deposit/Bid Security/ or demand and recover the damages equitant to Earnest Money Deposit/Bid Security apart from any other legal that may have accrued to the Principal.
- 5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

#### **SECTION 6 – EQUAL TREATMENT OF ALL BIDDERS/CONTRACTORS**

- 6.1 The Principal will enter into Integrity Pact on all identical terms with all bidders and contractors for identical cases.
- 6.2 The Bidder(s)/Contractor(s) undertakes to get this Pact signed by its sub- contractor(s)/sub-vendor(s)/associate(s), if any, and to submit the same to the Principal along with the tender document/contract before signing the contract. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its sub-contractors/sub- vendors/associates.
- 6.3 The Principal will disqualify from the tender process all bidders who do not sign this Integrity Pact or violate its provisions.

#### **SECTION 7 – CRIMINAL CHARGES AGAINST VIOLATING BIDDER(S)/ CONTRACTOR(S)**

- 7.1 If the Principal receives any information of conduct of a Contractor(s) or sub- contractor/sub-vendor/associates of the Contractor(s) which constitutes corruption or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer of the Principal for appropriate action.

#### **SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)**

- 8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
- 8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.
- 8.3 The Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents Contractor(s) with confidentiality.
- 8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.

- 8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within a reasonable time from the date of reference or intimation to him by the principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 8.6 If the Monitor has reported to the Chairman & Managing Director of the Principal a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman & Managing Director of the Principal has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 8.7 The word '**Monitor**' would include both singular and plural.

Any changes to the same as required / desired by statutory authorities is applicable.

## **SECTION 9 – FACILITATION OF INVESTIGATION**

- 9.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the Principal or its agencies shall be entitled to examine all the documents including the Books of Accounts of the Bidder(s)/Contractor(s) and the Bidder(s)/Contractor(s) shall provide necessary information and documents in English and shall extend all help to the Principal for the purpose of verification of the documents.

## **SECTION 10 – LAW AND JURISDICTION**

- 10.1 The Pact is subject to the Law as applicable in Indian Territory. The place of performance and jurisdiction shall be the seat of the Principal.
- 10.2 The actions stipulated in this Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

## **SECTION 11 – PACT DURATION**

- 11.1 This Pact begins when both the parties have legally signed it. It expires after 12 months on completion of the warranty/guarantee period of the project / work awarded, to the fullest satisfaction of the Principal.
- 11.2 If the Contractor(s) is unsuccessful, the Pact will automatically become invalid after three months on evidence of failure on the part of the Contractor(s).
- 11.3 If any claim is lodged/made during the validity of the Pact, the same shall be binding and continue to be valid despite the lapse of the Pact unless it is discharged/determined by the Chairman and Managing Director of the Principal.

## SECTION 12 – OTHER PROVISIONS

- 12.1 This pact is subject to Indian Law, place of performance and jurisdiction is the Registered & Corporate Office of the Principal at Bengaluru.
- 12.2 Changes and supplements as well as termination notices need to be made in writing by both the parties. Side agreements have not been made.
- 12.3 If the Contractor(s) or a partnership, the pact must be signed by all consortium members and partners.
- 12.4 Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 12.5 Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with this Pact or interpretation thereof shall not be subject to any Arbitration.
- 12.5 The action stipulates in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof the parties have signed and executed this Pact at the place and date first done mentioned in the presence of the witnesses:

For PRINCIPAL

For CONTRACTOR(S)

.....  
(Name & Designation)

.....  
(Name & Designation)

Witness

Witness

1) .....1).....

2) ..... 2).....

Bid Security Declaration Form

Ref:

Date:

To,

DGM MSP Delhi

ITI Limited, Core-1, Floor 11

Scope Minar Laxmi nagar, New Delhi-110092

Sir/Madam,

I/we understand that according to your conditions, bid must be supported by a Bid Security Declaration.

I/we accept that /we may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I/we are in a breach of any obligation under the bid conditions, because I/we Have withdrawn/ modified/amended, impairs or derogate from the tender, my/our bid during the period of bid validity specified in the form of Bid

Having been notified of the acceptance of our bid by the purchaser during the period of bid validity (1) fail or refuse to execute the contract, if required, or (2) fail or refuses to furnish the performance security, in accordance with the instructions to bidders.

I/we understand this bid securing declaration shall cease to be valid if I am/we are not the successful bidder, upon the earlier of (1) the receipt of your notification of the name of the successful bidder or (2) thirty days after the expiration of the validity of my/our bid.

Authorized Signature [in full and initials]

Name of Authorized Signatory

(In the Capacity of):

Corporate Seal-

**1. Format for Submission of Detailed methodology and technical workplan***Sub.:* -----**Ref: RFP No.** -----

Dated: .... /...../ ....

NOTE –

- i. While giving information, the bidders are advised to strictly focus and address the topic/sub-topic as askedfor in a structured manner. Any superfluous submission shall be rejected
- ii. The Total Information provided should not exceed 10 pages.

1.	Detailed Methodology
2.	Technical Work Plan
3.	Broad System Architecture and proposed System Design
4.	Time Schedule for implementation, supported with Bar/Gantt chart
5.	Any other aspects that the Bidder may wish to consider



Ref:

Date:

To,

DGM MSP Delhi

ITI Limited, Core-1, Floor 11

Scope Minar Laxmi nagar, New Delhi-110092

Tender Enquiry No.

Sir/Madam,

**SUB: CERTIFICATE IN SUPPORT OF WARRANTY AND ANNUAL MAINTENANCE**

We [Insert:xxxxxx name of Bidder] who are established and reputed manufacturers of [insert: name and/or description of the equipment or other goods / services] having production/development facilities at [Insert:xxxxxx address of factory] do hereby commit that we shall provide full Technical and Warranty support for the period as mentioned in the RFP after the complete installation and integration of goods/services as asked in the tender and acceptance test. We are also hereby undertaking to provide support in terms of provision of spares and repair/replacement of faulty equipment during period as mentioned in the RFP for warranty from acceptance test.

We, the Manufacturer or Producer, will make our Technical and Engineering staffs fully available to the Technical and Engineering staffs of the Bidder to assist that Bidder, on a reasonable and Best effort basis, in the performance of all its obligations to assist the Bidder, on a reasonable basis and best effort basis, in the performance of all its obligation to the Purchaser under the contract, in case the captioned contract is awarded to Lead Bidder.

For and on behalf of the Bidder

(Signature).....

(Place):

.....  
.....

(Printed  
Name).....

.....

(Designation).....

.....

(Official  
Seal).....

.....

Ref:

Date:

To,

DGM MSP Delhi

ITI Limited, Core-1, Floor 11

Scope Minar Laxmi nagar, New Delhi-110092

Tender Enquiry No.

Sir/Madam,

**SUB: UNDERTAKING FOR ORIGINAL AND GENUINENESS OF SOFTWARE AND HARDWARE COMPONENTS**

Dear Sir,

We \_\_\_\_\_, a Company within the meaning of Section 3 of the Companies Act, 1956 and having its

registered office\_\_\_\_\_do hereby undertake that that all the components/parts/assembly/software used in the Infrastructure shall be original, new components/parts/assembly/software and that no refurbished/ duplicate/ second hand components/ parts/ assembly/software are being used or shall be used.

For and on behalf of the Bidder

(Signature).....

(Place):

.....  
.....

(Printed  
Name).....  
.....

(Designation).....  
.....

(Official Seal).....

Ref:

Date:

To,

DGM MSP Delhi

ITI Limited, Core-1, Floor 11

Scope Minar Laxmi nagar, New Delhi-110092

Tender Enquiry No.

Sir/Madam,

**SUB: UNDERTAKING HARDWARE/SOFTWARE TO BE FREE FROM MALICIOUS CODES**

We, (*Name of the Bidder*), a Company within the meaning of Section 3 of the Companies Act, 1956 and having its registered office at (*Address*) do hereby undertake that all the hardware/ software supplied under the contract shall not contain any embedded malicious codes that could inhibit the desired functions of the equipment or cause the network to malfunction in any manner.

For and on behalf of the Bidder

(Signature).....

.

(Place):

.....  
.....

(Printed

Name).....

.....

(Designation).....

.....

(Common

Seal).....

.....