F. No. 17/20/2018-PMMVY
Government of India
Ministry of Women & Child Development
****

Shastri Bhawan, New Delhi
Dated the 12th September 2018

Notice inviting tender for
Request for Proposals (RFP) and Expression of Interest (EoI)

Two (02) Request for Proposals (RFPs) for engagement of Programme Support Unit & Technical Support Unit and Supply and Installation and maintenance of IT Infrastructure for PMMVY-CAS and one (01) Expression of Interest (EoI) for engagement of Advisory Unit in Ministry of Women & Child Development for implementation of Pradhan Mantri Matru Vandana Yojana (PMMVY) are floated for inviting bids. The documents are also uploaded on Central Public Procurement (CPP) Portal [http://www.eprocure.gov.in].

2.   Eligible firms may submit their bids as per prescribed proforma in the documents.

(V.C. Choudhary)
Under Secretary to the Government of India
Tel. No. 011-23388513
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RFP - Reference No. PM-17/20/2018-PMMVY

REQUEST FOR PROPOSAL (RFP)
For

Programme Management and Technology Support
for implementation of
Pradhan Mantri Matru Vandana Yojana (PMMVY)

Government of India
Ministry of Women and Child Development
Shastri Bhavan
Dr. Rajendra Prasad Road
New Delhi-110001

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1   Important Dates

#	Event	Deadline
1.	Publication of RFP document	13.09.2018
2.	Bid download start	13.09.2018
3.	Last date for Submission of Pre-bid Queries	19.09.2018 upto 15:00 Hours
4.	Pre-Bid Conference	20.09.2018 at 12:00 Hours
5.	Response to Queries/Issue of Corrigendum	26.09.2018
6.	Bid submission start date and time	27.09.2018 ; 09:00 Hours
7.	Last date and time for bid Submission	05.10.2018 ; 15:00 Hours
8.	Date and time for opening of Technical bids	05.10.2018 ; 16:00 Hours
9.	Date and time for opening of Commercial bids	TBA

2 Fact Sheet

Clause Reference	Topic
Section 20	The Pre-Bid meeting will be held as per the date and time mentioned in 'Important Dates' table of this RFP All the queries should be received as per the date and time mentioned in 'Important Dates' table through email to vc.choudhary@nic.in
Section 21	No bid document fee payable by any bidder
Section 22	EMD of Rupees five lakh only in the form of Demand Draft OR Bankers Cheque OR Bank Guarantee.
Section 16.1	Bidders must submit one sealed envelope containing two separate sealed envelopes as under: — Original and one duplicate hard copy and one non-editable CD of Technical Bid — One original Financial Bid
Section 25	Bid should be submitted in English language only
Section 26	The Proposal should be submitted to the addressee: The Under Secretary Ministry of Women & Child Development, Room Number 621, 'A' wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi-110001 Tele: 011-011-23388513 Email: vc.choudhary@nic.in
Section 26	Proposal must be submitted not later than the date and time mentioned in 'Important Dates' table
Section 27	Proposal must remain valid for 90 days from the closing date of submission of bid
Section 32.4	Consortium is permissible

3   Letter of invitation

(a)   The Ministry of Women & Child Development (hereinafter referred to as MoWCD or Ministry) invites responses ("Proposals") to this Request for Proposals ("RFP") from reputed Consulting Agencies ("Bidders") for providing Program Management and Technology Support services to the Ministry of Women and Child Development, Government of India, New Delhi as per Scope of Work described in this RFP. The Ministry of Women & Child Development is the Nodal Agency for this public procurement.

(b)   Any contract that may result from this competitive public procurement process will be issued for a term of **24 months / up to 31.03.2020** (whichever is less) ("the Term").

(c)   The Ministry reserves the right to extend the term of this engagement for further period (or periods) on the same terms and conditions.

(d)   Proposals must be received in the office of the addressee of MoWCD on or before the bid submission closing date and time mentioned in the Fact Sheet. Proposals that are received after the deadline SHALL NOT be considered in this procurement process.

4 Project Background and Key Information

Government of India has started Direct Benefit Transfer (DBT) with the aim of reforming Government delivery process of benefits to the needy, by re-engineering the existing process in welfare schemes for simpler and faster flow of information and funds, accurate beneficiary targeting, de-duplication and removal of ghost/fake beneficiaries. It is a massive exercise of establishing a transparent and efficient mechanism for providing social, economic, and financial benefits to the needy. DBT will also enable the excluded an opportunity to enter the formal financial sector and become an integral part of India's growth story. To enable DBT, under Pradhan Mantri Jan Dhan Yojana (PMJDY), 27.39 crore accounts have been opened till 1st February 2017 with more than ₹66,000 crore in account balance. The use of Aadhaar as primary identifier of beneficiaries for delivery of services and benefits further simplifies the Government delivery process, brings in transparency and efficiency and enables beneficiaries to get their entitlements directly in the bank/postal account in a convenient and hassle-free manner, obviating the need for producing multiple documents to prove one's identity.

Using JAM (Jan-Dhan, Aadhaar and Mobile), Government of India has transferred ₹2,02,224.1 crore in FY 17-18 through various DBT schemes. 437 schemes from 57 Ministries and departments are delivered through DBT (as reported https://dbtbharat.gov.in/ on 24th April 2018). However, Ministries are finding it a challenge to quickly roll-out their schemes and to provide aggregate view of DBTs for informed policy and decision making, primarily due to the absence of an established technology platform.

Ministry of Women and Child Development, as the nodal Ministry for holistic development of women and children, is administering a number of women and child centric schemes and programs in the country. These schemes and programs cover welfare and support services, training for employment and income generation, awareness generation and gender sensitization and also involve DBT.

One of the schemes which MoWCD is implementing in DBT mode is the Pradhan Mantri Matru Vandana Yojana (PMMVY). PMMVY is a Centrally Sponsored Scheme under which the grant-in-aid is being released to States/UTs in cost sharing ratio between the Centre and the Slates & UTs with Legislation 60:40, for North-Eastern States & Himalayan States, it is 90:10 and 100% for Union Territories without Legislation. The aim of scheme is to provide partial compensation for the wage loss in terms of cash incentive (₹5,000/-) so that the woman can take adequate rest before and after delivery of the first child. All eligible Pregnant Women for first living child of the family are entitled for benefits under the scheme. The Budget allocation for the financial year 2017-18 under PMMVY was ₹2700.00 Crore and ₹2400.00 Crore for 2018-19. Annually, this would cover about 51.70 lakh beneficiaries under this scheme.

In order to quickly roll out the PMMVY, MoWCD had requested the Bill & Melinda Gates Foundation (BMGF), which was already engaged with MoWCD for automation of the Anganwadis through their project called ICDS – CAS (ICDS Common Application Software), to support them with the deployment of a suitable technology platform to support PMMVY.

PMMVY-CAS has been successfully rolled out in the entire country and the complete process of the beneficiary registration, verification, approval at various stages and final payment is managed through PMMVY-CAS, a centralized web based software that has designed and developed for this specific purpose.

The PMMVY-CAS solution addresses end to end DBT processing for the PMMVY Scheme, inclusive of interfaces to PFMS (Public Funds Management System) for fund transfer and Aadhaar repository for demographic authentication of the beneficiary. The central web-based software solution is compliant with the requirements of the scheme and is the first application in the country to comprehensively implement the LGD (Local Government Directory) for reporting and MIS.

The PMMVY-CAS solution features are highlighted below-
- Comprehensive end-to-end DBT solution
- Flexibility to be implemented by the Department opted in the State/UT level (WCD/ Social Welfare or Health)
- Integrated with Aadhaar Authentication Agency and PFMS
- Facility to export data to DBT Bharat Portal
- Aligned with LGD (Local Government Directory) codes
- All scheme conditionality verified by software application
- Permits migration of beneficiaries anywhere in India
- Permits beneficiary to avail benefits over multiple pregnancies
- Comprehensive reports, dashboards and Migration

The scheme implementation is being monitored by the highest authority and in order to ensure its success, the scheme activities are being carried out in a mission mode throughout the country. This shall require dedicated handholding and constant process improvements at the States/UTs level. Additionally, there are modifications/updates required on the software based on the feedback and actual ground experience. All this requires a dedicated team to be put in place which shall not only assist MoWCD in the scale up of PMMVY scheme adoption but shall also assist in the aligning/converging with some of the state specific maternity benefit schemes. Hence, MoWCD requires bringing onboard a Program Management and Technology Support Unit for assisting Ministry in achieving desired objectives.

a) Current Status

As of September 2018, all the States/UTs have been successfully on-boarded onto the system. With the exception of Tamil Nadu, States/UTs have started enrolling beneficiaries using PMMVY-CAS. However, some of the States have been permitted to operate their state-specific maternity benefit schemes jointly with the PMMVY. In view of this, some of the States have requested for integration of PMMVY – CAS with their State level maternity benefit software.

There is substantial number of backlog of application envisaged, as the eligibility date for scheme is effective on 1st January, 2017.

In addition to maintaining the current functionality covered under the scope, there are numerous new/additional features that are required to be developed in PMMVY-CAS. All this needs to be achieved in a time bound and efficient manner on the one hand, while the target coverage of beneficiaries are serviced.

Enhancing the support levels both from technology platform and operational targets necessitates the engagement of a dedicated Program Management Team. However, the scaling up of PMMVY-CAS and meeting of the planned targets under this scheme have not been envisaged. Hence, MoWCD requires to onboard a Program Management and Technology Support Unit for assisting Ministry in achieving desired objectives. This team would have function on the following lines:

● Co-ordinate with the States/UTs for implementation of the scheme at program/process level. This team would also do hand-holding of the State/UT officers and prepare status reports as required.

- Maintain and support the PMMVY-CAS application ensuring timely bug-fixing, user and master data update, verifying and generating reports, provide training on new changes or entire system as per the requirement.
- Design the IT roadmap and plan for the improvement/enhancements required in the functional features for the PMMVY-CAS and consolidate the requirements thereon.
- Develop the software as per the requirement and IT Roadmap and implement the same without impacting the day to day operations.
- IT Operations for handling routine technical support services like database management, system administration, batch processing, backup, patch/ release management, technical exceptions/incidents, etc among others.

In short, the selected agency is required to take over from the existing team on a turn-key basis and enhance the Support Levels Addressing, Program Management, Software Development/Maintenance, provide field support and back-office IT Operations to ensure uninterrupted operations of the PMMVY.

PMMVY-CAS currently is deployed in NIC data center on a cloud model after necessary security certification. Going forward, Ministry is planning to procure its own infrastructure that would be deployed on NIC Data Center and Disaster Recovery Center.

As on 12th September, 2018, more than ₹1158 Crores have been disbursed across India to over 37 lakh beneficiaries. Some of the statistics of the PMMVY scheme is in the below tables:

Particulars	Count
Districts On Boarded	717
Field Functionaries	10,68,580
Beneficiaries Enrolled	47.91 Lakhs
Beneficiaries Paid	37.08 Lakhs
Applications Received	98.73 Lakhs
Applications Paid	75.37 Lakhs
Payments Made	₹11,58,44,99,000

5   Terms of Reference / Scope of Work

PMMVY-CAS implementation requires a Consultant to manage and coordinate the implementation of the project across the country.

The project requires a diverse range of skill sets at the National level due to the wide spectrum of activities and hence the requisite skills are identified to effectively carry out each set of activities. It is envisaged that MoWCD would be augmenting the Programme Management Unit (PMU) and Technical Support Unit (TSU) with the required capacity and skill sets. The proposed PMU and TSU are structured such that each of the diverse set of activities will be handled by the team in a cohesive manner to meet with the program targets as well as system operations.

Program Management Unit (PMU) will be responsible for the management aspects of the scheme. The PMU will manage the nationwide scheme implementation, report to MoWCD and coordinate with various departments/ agencies/ stakeholders for ensuring smooth scheme implementation and meet the planned scheme targets and ensure its outreach. This Unit would also be responsible for the technology platform and associated operational support necessary to support the scheme. The Regional Coordinators are required to visit the States/UTs at least 4 times allocated during a financial year for capacity building exercises and assessment of progress of the scheme.

The TSU will manage the PMMVY-CAS software, associated hardware, IT operations at the data/disaster recovery centers, interfaces and IT governance including coordinating with PFMS and Aadhaar-AUA for seamless functioning of software.

Maintenance and Development of PMMVY-CAS is a critical requirement of this engagement. In order to successfully run PMMVY-CAS (or CAS) and the associated infrastructure such as networking, infrastructure management, database design, security management and enhancements/ changes to CAS, MoWCD will need to be augmented with specialized technical skills. A team of software developers and first level testers are responsible for making changes in software, testing them and releasing to PMU. This team would also be managing the IT Operations (database administration, application administration and system administration).

6   Program Management Unit (PMU)

6.1.1   Program Management Unit (PMU)

Considering the complexity and the time sensitiveness of the scheme MoWCD needs to be equipped with managerial and operational bandwidth to undertake the implementation of the PMMVY-CAS project in a time bound manner and hence it is augmented with the PMU. The following activities are envisaged for PMU:

6.1.1.1   Program Management

(a)   Project Plan Monitoring: Uninterrupted operation of the PMMVY-CAS is critical to entire program and the maintenance/upgrade of the technology platform is of utmost importance. To facilitate this, it is imperative that the project plan is defined realistically and adhered to, making course corrections where appropriate and necessary. PMU will be required to actively facilitate the following under Program Management Unit:

    i.   Review / Preparation of the monitoring templates for project progress

    ii.   Maintaining a log of all sub-project plans and generation of summary plans showing project status and progress

    iii.   Prepare and circulate periodic program status reports

    iv.   Facilitate in articulation of field issues, including process related, and support resolution of the same

    v.   Escalate issues to MoWCD on any delay in achievement of milestones

(b)   Fund Monitoring: The initial fund allocation for all States / UTs for implementation of PMMVY has been done at the Centre. These funds have been released to States / UTs based on estimated targets to be achieved by the States/UTs. Utilization of funds is a key indicator of the implementation progress in the States/UTs. It is imperative to proactively monitor the disbursement of funds from the Center and track the disbursed funds against the actual utilization at the States. The scope for Fund Monitoring includes:

    i.   Projecting total fund requirements every year for preparation of Budget Estimates

    ii.   Monitoring the disbursement of funds

    iii.   Tracking utilization of funds under the project by assessing utilization certificates and utilization reports from States

    iv.   Maintaining and updating the fund tracker on a regular basis

(c)   Program Monitoring: Monitoring and reporting the implementation of PMMVY project across 36 States / UTs so as to meet program targets in a timely manner.

(d) Review & Modification of Guidelines to States (including best practices): In order to ensure consistency and support to the States / UTs in project implementation and improve processes from time to time, guidelines for implementation activities that have been prepared and shared with all States / UTs will require constant review and modification, if any. PMU will ensure that in order to keep the project on track, the relevant best practices and revised guidelines are made available to States at appropriate stages of the project. The PMU will:

   i. Identify areas where guidelines and standard procedures are required or need to be modified

   ii. Suggest improvement in guidelines and standard procedures for the States to MoWCD for their review and acceptance

   iii. Revise and re-issue of such guidelines /procedures based on feedback from States and MoWCD

   iv. Create and manage a project library containing the project documentation templates and the documentation of current and future projects

6.1.1.2   Capacity Building

(a) Help publish guidelines, notifications, model, RFPs etc. in official gazette.

(b) Liaison and help organize National/Regional level workshops and training sessions.

(c) Co-ordinate for update of the software training manual and other software training materials

(d) Assist the ministry in keeping the training material updated on the ministry's website

(e) Assist the state implementation team in conducting the training sessions on the implementation guidelines and the PMMVY-CAS in the training environment

(f) Design of capacity building programs for the field level functionaries- Capacity Building of the officials – ASHA, ANM , AWW

(g) Capture and disseminate learning from implementation to be disseminated to all States / UTs

(h) Create and manage a knowledge repository of best practices and guidelines which the States could utilize.

(i) Workshops: In order to achieve the objectives of the scheme and to ensure consistency in its implementation across States, Central and Regional Workshops would be conducted by the Centre for sharing of Procedures, Guidelines and Project Learning from other States / UTs / Projects. PMU would assist MoWCD in conducting workshops by:

   i. Identifying areas and topics where workshops are required

   ii. Suggesting the profile of participants and duration of workshops

   iii. Preparation of agenda items, presentations and minutes of the meeting

   iv. Conducting the Workshop including Presentation, Discussion and FAQs

v. Documentation on the workshop Learning to be shared across the States

6.1.1.3 Assist in IEC Activities

(a) Develop a Communication toolkit

(b) Develop model RFP for states to empanel agencies for IEC activities, where required

(c) Assist states in empanelment process

6.1.1.4 Reporting and analytics

(a) Undertake analytics on the existing scheme data to identify improvement opportunities in process/operations from the data extracted from PMMVY-CAS.

(b) Assist in evaluations and surveys

6.1.1.5 Application Requirements mapping and Solution design

(a) Project Management

    i. Monthly report to MoWCD on the technology plan.

    ii. Formal requirements management and matters related to changes to the solution scope

    iii. Ensuring timely availability of all relevant information, documents, records, personnel, etc. for software development

    iv. Continuous involvement and early identification and timely resolution of issues

(b) Roadmap for the PMMVY-CAS application

    i. Compile the user feedback from the field level

    ii. Interface with various states/ departments to identify requirement for PMMVY system integration with external systems (e.g., state maternity benefits applications, ICDS-CAS, etc.)

    iii. Requirements based on changes to scheme implementation guidelines

    iv. Maintain requirement traceability matrix of existing FRS and new requirements in the system

    v. Keep a track of IT guidelines released by Government or its agency with impact on the PMMVY solution

(c)   Solution Design

i.   Support MoWCD in validating that the requirements are well documented in an elaborate manner linking the requirements from the highest level down to the lowest, standard solution's detailed transaction level.

ii.   System Requirement Study: All the requirements mentioned in the requirements document shall be translated into System Requirements.

iii.   Any additional requirements as communicated by MoWCD will have to studied and incorporated in the system.

iv.   Prepare/update SRS, FRS and such other technical documents required as part of the software development process

v.   Prepare report of changes requested by the States and take these up for implementation upon approval by the competent authority.

vi.   Create design document for implementation in software for any major change

vii.   Study the impact assessment arising from changes that are required

(d)   Testing and Certification

i.   Ensure third party or independent certification of Data Migration Utility/Application.

ii.   Review, Recommend and Assist in approval of Deployment Scripts.

iii.   Support in conducting user acceptance testing and quality audits and other associated activities. Tests would result in suggestions for suitable modifications to application.

iv.   Coordinate with states in bringing together representatives of different user categories for taking part in the User Acceptance testing, where necessary

v.   Complete Support in coordinating with Quality Certifying Agency for testing and audit task.

vi.   Design the ToR for selection of a Third-Party Agency for conducting the Quality Testing and Security Certification

vii.   Assist MoWCD in selection of the Agency

viii.   Assist in the case of any mandatory system assessments and audits as may be required by MoWCD

ix.   Support in coordinating with Quality Certifying Agency for testing and audit task(s).

6.1.1.6   Infrastructure monitoring

(a)   Manage sizing and capacity management including its utilization

(b)   Inspection of infrastructure monitoring report to check controlled use of memory, storage etc. and taking corrective action if any anomaly is identified

(c)   Recommendation and assistance to Ministry for enhancement of hardware/ network etc. required at the time of scale up

(d)   Responsible for managing the BOM

(e)   Design the ToR for selection of an Agency to design and setup the dedicated Data Center and DR Centre/ hardware or any other service

(f)   Monitor the activities conducted by the Agency

6.1.1.7 Co-ordination and Support to States/UTs

The PMU shall be responsible for providing the support to the State/UT. The Co-ordination and Support to States/UTs will be a continuous activity throughout the Implementation of PMMVY including but not limited to following:

MoWCD issues guidelines and standard procedures to the States/UTs at various stages of the scheme. The PMU would be responsible for responding to any queries raised by the States on these guidelines or any other communication sent by the MoWCD to the states. Some of the activities expected to be undertaken include:

i.   Receiving, Collating and Providing clarifications to the States on the documents issued by the MoWCD

ii.   Preparing a report of pertinent clarifications sought by the States and including recommendations on improvement to guidelines and share with all States

7 State level technical support

(a) Application Management Services for CAS at MoWCD and implementation support to States/UTs

    i.   Review, Recommend and assist in CAS Implementation in States/UTs

    ii.   Coordinate with States to seek feedback on the deployment of CAS

    iii.   Interface between State/UT and stakeholders for resolution of scheme related issues. For example: interfacing with PFMS to resolve payment related issues

    iv.   Investigate the issues raised from the field and provide feedback to PMU Team/ State officials.

    v.   Ensuring timely availability of all relevant information, documents, records, personnel, etc.

    vi.   Continuous involvement and early identification and timely resolution of issues

    vii.   Prepare and discuss change control requests received from end users

    viii.   Work with MoWCD to ensure smooth transition to Operations and Maintenance Phase

(b) Master and user data validation

    i.   Collection and review of master data of field functionaries

    ii.   Facilitating login creations for State/UT users of the application (Data Entry Operators, Sanctioning Officers, District Officers and State Nodal Officer etc.)

    iii.   Coordinate with States/UTs for master data

    iv.   Keep the Master Data files up to date in the Database.

(c) System Integration Services for CAS

    i.   Review, Recommend and assist in approval of Infrastructural setup at the Central Data Centre

    ii.   Propose Integration Plans and undertake changes in interfaces of CAS with State's Existing Systems.

(d) Train the trainers

    i.   Conduct trainings on train the trainer model of the software and scheme

    ii.   Ensuring training environment readiness, training data availability and other material required for training.

    iii.   Preparation and updating of user manual, e-learning module and other technical documentation enabling users to work on the system

7.1.1.1 PFMS and Aadhaar interface management

(a) Interface with PFMS for all payment and registration requirements of beneficiary, including reconciliation

(b) Handhold State/ UT stakeholders for onboarding on PFMS and any issues that might arise thereon

(c) Identify any changes/ updates done on PFMS and Keep PMMVY-CAS in tune with the evolving requirements of PFMS

(d) Track Aadhaar authentication batches and monitor the health of interface functioning.

(e) Provide updates to DBT Bharat Portal

(f) Address any tasks as regards the external interfaces and other DBT Mission prescribed guidelines, both current and what may come up in future, as may be applicable to the context of the PMMVY-CAS system.

(g) Any other task assigned by MoWCD.

7.1.2 Software Maintenance and Operations (SMO)

The source code for the PMMVY-CAS application along with a Knowledge Transfer (KT) for a period of 4 weeks shall be provided by the SDA. This application is currently hosted in NIC DC / DR on cloud model. Ministry is planning to procure its own IT Infrastructure and same shall be deployed on NIC DC / DR on a co-hosting model. The scope of work for the selected vendor is, but not limited to, the following activities:

- Maintain PMMVY CAS (current application support including bug fixes)
- Provide IT Operations support for PMMVY CAS
- Enhance PMMVY CAS functionality in the system
- Trouble shoot and fix any data errors that could be caused due to software or operational issues

7.1.2.1 Maintain Current PMMVY CAS

(a) Day to Day maintenance of PMMVY CAS

(b) Bug fixes as and when reported keeping in view the prioritization requirements for critical defects

(c) Master data and end user data maintenance (addition, updating, disabling among others)

(d) Conduct testing of various components of the software (e.g. including conference room pilots, unit tests, System integration tests, Stress tests, Load tests, and Security Testing).

(e) Build test cases for conducting UAT of the system when releases to software is made

(f) Support Security testing agency with required information prior to major releases and fix reported inconsistencies

(g) Support in training by preparing training environment and training data etc. Support in preparing eLearning module.

(h) Configuration of product as per any new scheme requirements.

(i) Developing interfaces between various system/ stakeholders

7.1.2.2   IT Operations for current PMMVY CAS

(a) Providing IT Operations resources – Database Administrator (DBA), System Administrator and Application Administrator.

(b) Their role would include (but not limited to):

   i.   Assistance in preparing and updating, IT Ops manuals and SOP's for Application Ops, DBA and System Administrator (Infra) and Backup and recovery procedures

   ii.   Compliance to IT SOP guidelines

   iii.   General back-up covering stack, DB & Files

   iv.   Categorization of issues and Assignment to respective team

   v.   IT Ops to be available from 8 AM - 8 PM for 6 days a week.

   vi.   Support on Security, Audit & Compliance

   vii.   Root Cause Analysis on the reported issues

(c) Database Administration role:

   i.   Administration of databases deployed for PMMVY-CAS solution, including activities like Start-up and shutdown of databases, backup/ recovery of databases, Documentation upkeep and records maintenance, User account management.

   ii.   Executing database backup and recovery procedures

   iii.   Database tuning - monitoring Input/ Output

   iv.   Execution of data fix scripts

   v.   Any other database activity that will come up during issue RCA or resolution

(d) System Administration role:

   i.   Assistance in Installing/commissioning the upgrades / new versions/ new releases of software and system software like database licenses among others

   ii.   Assistance in Performance Monitoring and reporting – CPU/ Memory/ Input / Output performance.

   iii.   Responsible for setting up environment (Production, testing, training and DR among others) and get the environment ready for go-live.

iv.   IT operations team shall be responsible for executing general backup and recovery procedures.

v.   Disaster recovery

(e)   Application Administration role:

i.   Assistance for system administration services, like Client account maintenance - Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc., File/ system/ application access management.

ii.   Assistance in all Ad-Hoc queries/ bug/ issues and change request related to software.

iii.   Assistance for system administration services, like Client account maintenance - Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc., File/ system/ application access management.

iv.   Responsible for understanding and managing error queue in the software that are generated from PFMS rejection or other such scenarios that software shall encounter as the system evolve

v.   Identification of data fix arising out of the issues reported

vi.   Operating batch operations to external systems (PFMS, UIDAI and DBT Portal) including batch control, its exceptions and reconciliation.

7.1.2.3   Enhancements Envisaged to current PMMVY CAS

The following are the features currently under development and there may be further enhancements requested as per the requirements –

(a)   Bulk Master Data upload module: The system currently has a feature of updating or adding new entities into the system by editing them one at a time. A bulk master data module needs to be built in order to allow multiple entities to be created and entered or updated into the system at one go.

(b)   Bulk User creation module: The system should have a feature of updating or adding new users into the system in a bulk mode at one go.

(c)   Dashboard Enhancements: A more holistic dashboard needs to be developed to include detailed reports and graphical representation of data essential for scheme implementation.

(d)   Implementation of Aadhaar circular (Virtual ID): UIDAI released guidelines for all systems storing Aadhaar data in July 2017 in order to ensure secured usage of Aadhaar numbers.

(e)   Database Clustering: To improve performance of the software, clustering of database needs toot be carried out.

(f)   Development of APIs to integrate with external systems of other similar state schemes: The system needs to be integrated with other existing state-specific maternity benefit systems like KCR-KITS, PICME of Tamil Nadu, RCH etc. which maintain a similar database of beneficiaries targeted under the scheme.

(g)   Development of API to take LGD dump from MoPR: All the schemes have been mandated to use LGD data for reporting purposes. The LGD data is updated on an ongoing basis and hence the two systems need to be integrated in order to keep the masters of PMMVY-CAS up to date.

(h)   Fund Management module: A module to track the fund utilization of each State/UT against the funds granted to them by MoWCD needs to be built for reporting and tracking purposes.

(i)   Mobile Application: PMMVY-CAS mobile application to be developed for the Anganwadis/ Supervisor to input beneficiary data and other user functionality as well.

(j)   SMS Integration: It is proposed a SMS facility will be integrated in the system which will be configured to send messages to targeted users/ beneficiaries at certain trigger points and once payment has been made.

(k)   Super Admin User Creation: A new user type, Super Admin User, is proposed to be developed. This user type will be able to view reports at Central, State and District level, as well as make certain changes to Master Data structure from the front end.

(l)   Any other task assigned by MoWCD.

Note: Kindly refer to Annexure I for detailed information on PMMVY-CAS

8 Resource Deployment

Bidder shall deploy following resources on the project –

A. Programme Management Unit

#	Role	Job Description	Profile	No. of resources
A1	Programme Manager	• Overall responsibility to ensure effective and efficient team working. • Set Weekly and monthly targets in keeping in view the long term and short term goals of MINISTRY • Prepare the monthly and weekly progress reports	• MBA from Tier 1 Management Institute • More than 15 years of work experience with at least 10 years of work experience in Government Consulting • At least 5 years of experience in working in Programme Management Units in Centre/State/Public Sector Units • Have led at least three Projects in the capacity of a Project Manager • Experience in DBT/PFMS/Digital Payments and familiarity with payment ecosystem thereon • Demonstrable past experience in requirements management, BPR and change management • Experience in working in Women/Child Care/Health Sector • Preference will be given to person having Experience in Government Consulting on International Projects	1
A2	State/UT Coordinators	• One per region – North, East , West & South • Responsible for all state related activities but not limited to – • Monitor progress and manage expectations on performance • Define & Execute State specific strategy • Handhold all States specially laggard states to increase beneficiary count	• B.Tech. /MBA from a reputed institute • More than 2 years of work experience with at least 1 year of experience in Government Consulting • Experience in Project Coordination in Centre/State/Public Sector Units • Experience in working Women/Child Care/Health Sector	4

		by ensuring On-boarding of all villages and field functionaries in PMMVY CAS ● Handle any grievances related to scheme	● Experience in working with State Governments/ UT Administrations	
A3	NE States Coordinator	● Special focus on North Eastern States ● Responsible for all state related activities but not limited to – ● Monitor progress and manage expectations on performance ● Define & Execute State specific strategy ● Handhold all States specially laggard states to increase beneficiary count by ensuring On-boarding of all villages and field functionaries in PMMVY CAS ● Handle any grievances related to scheme	● B.Tech. /MBA from a reputed institute ● More than 2 years of work experience with at least 1 year of experience in Government Consulting ● Experience in Project Coordination in Centre/State/Public Sector Units ● Experience in working Women/Child Care/Health Sector ● Experience in working with State Governments/ UT Administrations	1
A4	Capacity Building Experts	● Ensure Capacity building on the ground & Intensify the IEC activities – plan and conduct trainings for block and field level on process & technology	● Master in Social Work / Arts / MBA / PGDM from a reputed institute ● More than 10 years of work experience with at least 5 years of work experience in Capacity Building activities ● Should have successfully executed at least 2 Projects as described in capacity building activities ● Experience in IEC activities, training need analysis, capacity building ● Experience in organizing workshops besides coordinating training / capacity building activities ● Experience in creating content/training materials like SOPs, Manuals, FAQs, Presentation, Flyers, etc.	2

			• Preference will be given to person having work experience on projects with international development organizations including UNICEF / UNDP /UN Women / World Bank, etc.	
A5.	Reporting	• Ensure State/UT level reporting and data analytics to effectively track and monitor performance and take corrective actions	• B.Tech. /MBA from a reputed institute • More than 5 years of work experience with experience in Government Consulting • Experience in executing at least two projects involving large datasets spanning multiple application systems • Experience in quickly understanding data models and proactively evolving requirements for data analysis • Experience in using established Data Analytics tools such as Qlik Sense, Tableau, etc. • Experience in analyzing data related to financial systems/DBT and correlation refinement of data using various dimensions	1

B. Technology Support Unit – Technology Management Unit

B.	Role	Job Description	Profile	No. of resources
B1	Technical Lead	• Responsible for complete technical landscape, application, infrastructure, architecture, support and governance • Work closely with multiple teams to meet objectives • Coordinate the teams	• B.Tech. from a reputed institute • Software team lead should be an engineer with minimum 15 years' experience in managing large projects • Software team lead should have exposure to PFMS system by way of developing interfaces from any	1

		daily/weekly activity ● Collaborate with other leads, Development Manager, and Architects to provide product feedback and ideas ● Train and mentor various team members	scheme system to PFMS ● Software team lead should have led team of minimum 10 software engineers ● Software team lead should have hands on experience of developing any one government DBT Scheme. It is preferred to have Software developers having experience of working for a DBT project.	
B2	Functional Software Management Resource	● LGD mapping, Software requirement gathering and analysis for new requirements. Critical changes to the core application (integration of external MBP systems, Virtual ID implementation etc.) have to be implemented in the coming months. Extra resources are required to manage these requirements ● Design algorithms and flowcharts ● Produce clean, efficient code based on specifications ● Integrate software components and third-party programs ● Troubleshoot, debug and upgrade existing software ● Gather and evaluate user feedback and document the same as FRS etc. ● Recommend and execute improvements ● Create technical documentation for reference and reporting	● B.Tech/ M.Tech/ MCA or related field, or equivalent work experience ● Experience with front-end technology stack including HTML 5, CSS3, JavaScript and UI Frameworks such as React and/or Angular 1.x ● Quick prototyping and iterative skills with building REST services and UI-Frontends for proof of concepts. ● Experience with development in C# and .Net. ● Experience with Relational databases. ● Experience with SQL queries. ● Experience writing effective unit tests and debugging skills. ● Good troubleshooting production issues. ● Customer focused and experience working on agile methodology. ● Proficient understanding of code versioning tools, such as Git, SVN.	2
B3	Software Quality Assurance	● Application Testing, Process Flow Mapping especially with major change envisaged in functionality and release authorization to production ● Working with database software to find effective	● B.E./B.Tech./M.Tech. /MCA/MBA or equivalent from a reputed institute ● Minimum 5 years of work experience with at least 3 years of experience in IT Consulting/Implementation involving software development	2

		ways to store, organize , manage data ● Ensuring that the database is up to date and responsible for taking timely backup's and recovery plans ● Liaising with programmers, applications/ operational staff, IT project managers and other technical staff ● Responsible for preparation of IT Ops manual and SOP's (Backup and recovery procedures shall be created as part of IT ops manual) ● Administration of databases deployed for FRG solution, including activities like Start-up and shutdown of databases, backup/ recovery of databases, Documentation upkeep and records maintenance, User account management ● Perform tests and evaluations regularly to ensure data security, privacy and integrity ● Database tuning - monitoring Input/ Output through tools like Nagios ● -Monitor database performance, implement changes and apply new patches and versions when required.	and maintenance ● Experience in working in financial/payment sector and DBT projects ● Knowledge of reporting, data management and analysis ● Experience in testing and release management is a must	
B4	External Interface Expert	● IT Ops, PFMS integration and state on-boarding on PFMS. PFMS reconciliation ● Provide for system administration services, like Client account maintenance -Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc., File/ system/ application access management	● B. Tech. /MCA/MBA or equivalent from a reputed institute ● Minimum 7 years of work experience with at least 5 years of experience in IT Consulting/Implementation ● Experience in integration with PFMS and IT Operations ● Experience with handling APIs and integration between systems ● Experience in DBT implementation projects	**1**

			● Experience in preparing FRS, SRS and IT SOP documents	
		● Assistance in all Ad-Hoc queries and change request related to software and troubleshoot problems reported by users ● Responsible for preparation of IT Ops manual and SOP's (Backup and recovery procedures shall be created as part of IT ops manual) ● Monitor network servers such as file servers, VPN gateways, intrusion detection systems ● Administer servers, routers, switches, firewalls, software deployment, security updates and patches		

C. Technology Support Unit – Software Maintenance and Operations

C.	Role	Job Description	Profile	No. of resources
C1	Software Development Team lead	● Work closely with multiple teams to meet objectives ● Coordinate the teams daily/weekly activity ● Collaborate with other leads, Development Manager, and Architects to provide product feedback and ideas ● Train and mentor various team members	● B.Tech. from a reputed institute ● Software team lead should be an engineer with minimum 15 years' experience in managing large projects ● Software team lead should have exposure to PFMS system by way of developing interfaces from any scheme system to PFMS ● Software team lead should have led team of minimum 10 software engineers ● Software team lead should have hands on experience of developing any one government DBT Scheme. It is preferred to have Software developers having experience of working for a DBT project	1

C2	Software Developer	- Design algorithms and flowcharts - Produce clean, efficient code based on specifications - Integrate software components and third-party programs - Troubleshoot, debug and upgrade existing software - Gather and evaluate user feedback and document the same as FRS etc. - Recommend and execute improvements - Create technical documentation for reference and reporting	- B.Tech/ M.Tech/ MCA or related field, or equivalent work experience - Experience with front-end technology stack including HTML 5, CSS3, JavaScript and UI Frameworks such as React and/or Angular 1.x - Quick prototyping and iterative skills with building REST services and UI-Frontends for proof of concepts. - Experience with development in C# and .Net. - Experience with Relational databases. - Experience with SQL queries. - Experience writing effective unit tests and debugging skills. - Good troubleshooting production issues. - Customer focused and experience working on agile methodology. - Proficient understanding of code versioning tools, such as Git, SVN.	3
C3	Database Administrator	- Working with database software to find effective ways to store, organize , manage data - Ensuring that the database is up to date and responsible for taking timely backup's and recovery plans - Liaising with programmers, applications/operational staff, IT project managers and other technical staff - Responsible for preparation of IT Ops manual and SOP's (Backup and recovery procedures shall be created as part of IT ops manual) - Administration of databases deployed for FRG solution, including activities like Start-up and shutdown of databases, backup/ recovery of databases,	- Bachelor's degree in computer information systems, computer science, or related field. - Proven working experience as a Database administrator - Hands-on experience with database standards and end user applications - Excellent knowledge of data backup, recovery, security, integrity and SQL - Familiarity with database design, documentation and coding - Previous experience with DBA case tools (frontend/backend) and third party tools - Familiarity with programming languages API	1

		Documentation upkeep and records maintenance, User account management ● Perform tests and evaluations regularly to ensure data security, privacy and integrity ● Database tuning - monitoring Input/ Output through tools like Nagios ● -Monitor database performance, implement changes and apply new patches and versions when required.		
C4	<u>System Administrator</u>	● Provide for system administration services, like Client account maintenance -Creating users, groups, creating user accounts, deleting user accounts, modifying user accounts, etc., File/ system/ application access management ● Assistance in all Ad-Hoc queries and change request related to software and troubleshoot problems reported by users ● Responsible for preparation of IT Ops manual and SOP's (Backup and recovery procedures shall be created as part of IT ops manual) ● Monitor network servers such as file servers, VPN gateways, intrusion detection systems ● Administer servers, routers, switches, firewalls, software deployment, security updates and patches	● Bachelor's degree in computer information systems, computer science, or related field. ● Experience in software application administration or development. ● Experience in supporting packaged applications. ● Proficient in SQL and familiarity with RDBMS – SQL Server and MySQL. ● Proficient in at least one programming language such as C#. ● Working knowledge of JavaScript.	**1**
C5	Software Developers for Change Request Team	● Understand enhancement requirements ● Develop development plan for the enhancements identified ● Integrate new	● B.Tech/ M.Tech/ MCA or related field, or equivalent work experience ● Experience with front-end technology stack including HTML 5, CSS3, JavaScript and UI	**4**

| | | enhancements with existing software components and third-party programs
● Troubleshoot, debug and upgrade enhancements along with main software code base
● Create technical documentation on enhancements for reference and reporting | Frameworks such as React and/or Angular 1.x
● Quick prototyping and iterative skills with building REST services and UI-Frontends for proof of concepts.
● Experience with development in C# and .Net.
● Experience with Relational databases.
● Experience with SQL queries.
● Experience writing effective unit tests and debugging skills.
● Customer focused and experience working on agile methodology.
● Proficient understanding of code versioning tools, such as Git, SVN. | |

9 Deliverables

The deliverable shall include the following –

#	Stream	Deliverable	Frequency
1	Program Management Unit	Complete project status (including PMU and TMU activities)	Quarterly
2	Program Management Unit	Capacity building plan for next quarter and activities undertaken in previous quarter	Quarterly
3	Program Management Unit	Training report	After each training session
4	Program Management Unit	Action plan for reaching the targets set for scheme	Quarterly
5	Program Management Unit	Analytics report on PMMVY scheme data creating inference for future work	Quarterly
6	TSU – Technology Support Unit	Roadmap for PMMVY-CAS with release plan	Quarterly
7	TSU – Technology Support Unit	Updated FRS and FSD	Quarterly
8	TSU – Technology Support Unit	Requirement traceability matrix and UAT report for each release	With each release
9	TSU – Technology Support Unit	Enhancement report (already gone live and in pipeline)	Quarterly
10	TSU – Technology Support Unit	Updated training material	With each release
11	TSU – Technology Support Unit	BOM validations and upgrade recommendations if required	Quarterly
12	TSU – Software Maintenance and Operations (SMO)	Design document for enhancements	With each release
13	TSU – Software Maintenance and Operations (SMO)	Test cases for each release	With each release
14	TSU – Software Maintenance and Operations (SMO)	Updated IT Operations SOPs	Quarterly
15	TSU – Software Maintenance and Operations (SMO)	Performance monitoring reports with analysis	Quarterly
16	TSU – Software Maintenance and Operations (SMO)	Issue log including RCA and resolution for identified problems	Quarterly
17	Software development	Go live of the software with enhancements	T + 6 months

10 Project Location & Travel (to be located in MoWCD)

The services from the selected agency shall have to be delivered through a onsite model. All the resource personnel of Program Management Unit (PMU)) as well as Technical Support Unit (TSU) would be based in the Ministry at their premises at New Delhi or at any place as decided by the Ministry.

Given the nature of the engagement, it may also become necessary for the team members to travel outside Delhi or their base locations. In such event, the bidder team would be required to travel as per the requirements of the project with prior approval of MoWCD. TA/DA will be applicable to team members as per the Government policies in force as may be applicable to their level.

11 Term of Engagement

The team is to be engaged for a period as mentioned in the fact sheet. Any extension beyond this period will be considered by the MoWCD based on the project requirements at that stage and the performance of the selected bidder. The decision to extend, the duration of such extension(s) and the scope of the activities (which could also be redefined) shall be at the sole discretion of MoWCD and shall be final and binding on the selected agency.

12 Expectations from Ministry

(a)   Timely availability of Ministry official time for meetings, executive work sessions, etc.

(b)   Active stakeholder involvement from the beginning of the project

(c)   Timely availability and easy access to all relevant information, policy documents, process manuals, notes, internal circulars, and audit reports, etc. mas per the requirement.

(d)   Availability of exclusive core team members who would work with us for discussing on various aspects of scheme/ change required as well as co-coordinating availability of desired information as stated above

(e)   Timely response from management at decision points and on deliverables

(f)   Project room in premises of Ministry for the project team with telephone, internet access and printer.

(g)   Access to application code for software maintenance team

(h)   Access to DC and DR (physical or remote) whenever required shall be provided to software and IT operations team

(i)   All documents with respect to Scheme and IT application like FRS, FSD, Bill of Material, training material etc. shall be provided to the team members as per the requirement.

13 Payment

Bidder shall be paid as per the payment schedule and terms and conditions mentioned in this section.

14 Payment Schedule

Payments for both Programme Management and Technical Management Unit shall be done on quarterly basis based on actual deployment of resources on the project.

#	Milestone / Deliverables	Payment Milestone
1.	Signed off Quarterly report of deployment of resources	80% of due Quarterly installments over the Annual period of contract (Calculated based on actual deployment of resources)
2.	Signed off Quarterly Monitoring and Review Reports as mentioned in Deliverable section of each Stream	20% of due Quarterly installments over the Annual period of contract (Calculated based on actual deployment of resources)
3.	Miscellaneous	Miscellaneous expenses will be paid on actuals on reimbursement basis as per the government rules, as and when they occur.
4	Software development of enhancement	Go-live of the Software enhancements (to be done within 3 months from the start of the engagement)

15 Payment Terms and Conditions

i.   Applicable service tax/ GST/ any other tax would be paid as per the prevalent rates on the date of invoicing.

ii. The payment would be done at the end of every quarter in arrears basis the actual number of resources deployed during the period.

iii. The original bill/invoice for the services rendered must be furnished by bidder, as per the terms and conditions contained in this document

iv. Ministry shall consider and approve the invoices and the related deliverables/ milestone based on its approval process prior to release of payment

v.   The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by Ministry. Any deviation from the proposed payment terms would not be accepted. Ministry shall have the right to withhold any disputed payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of disputed payment shall not amount to a default on the part of Ministry. The bill of material is divided in different areas and the payment would be linked to delivery and acceptance of each area.

vi. Any objection / dispute to the amounts invoiced in the bill shall be raised by Ministry within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), Ministry will make payment within sixty (60) Working Days or a reasonable time as considered by the Ministry, of the settlement of such disputes.

16 Instructions to the Bidders

16.1 Bid Preparation & Submission

In this section, details of the contents of bid and the particulars of sealing and submitting it are mentioned.

(a) The Bid is to be submitted in two separate envelopes. The details are as follows –

Envelope #	Marked As	Content of Envelope
One	**Technical Proposal for providing Programme Management & Technology Support for PMMVY, Ministry of Women and Child Development** RFP No. PM-17/20/2018-PMMVY Dated 12.09.2018	One Original and One Duplicate Hard Copy & One Soft Copy of the following: a) Technical Bid prepared as per Section 16.1.1.1 "Contents of Bid" b) Bid Security/ Earnest Money Deposit (EMD)
Two	**Commercial Proposal for providing Programme Management & Technology Support for PMMVY, Ministry of Women and Child Development** RFP No. PM-17/20/2018-PMMVY Dated 12.09.2018	One Hard Copy of the Commercial Bid/ Proposal prepared as per Section 16.1.1.2 "Contents of Bid"

(b) Both sealed envelopes as mentioned above will be placed in a single sealed envelope super-scribing name of the project and other details, as follows

"RFP for Programme Management and Technology Support for PMMVY, Ministry of Women and Child Development"
RFP Reference No. PM-17/20/2018-PMMVY
<Bidder's name and address>
<Name and contact details of bidder's representative>

(c) This envelope has to be delivered to the address mentioned in the Fact Sheet.

(d) The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached

(e)   All pages of the bid shall be initialed and stamped by the person or persons who sign the bid.

(f)   Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.

(g)   Bids are liable to be rejected if only one (i.e. Technical Bid or Commercial Bid) is received

(h)   Failure to submit bid on time shall be summarily rejected.

(i)   All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

(j)   The bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.

(k)   Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the hard copy bid document. In case of any discrepancy observed by Ministry in the contents of the CDs and hard copy bid documents, the information furnished on hard copy bid document will prevail over the soft copy.

(l)   Ministry will not accept delivery of bid by fax or e-mail.

(m)   If deemed necessary the Ministry may seek clarifications on any aspect from the Bidder. However that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted. **The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.**

16.1.1   **Contents of Bid**

Bidder shall submit their bids in the format mentioned in the following sub-sections. Bids not in the prescribed formats will be liable for rejection.

16.1.1.1 Technical Bid Format

Section No.	Section Heading	Details
Section 1	Form 1: Technical Bid Covering Letter	As per format provided in this RFP
Section 2	Form 2: Pre-Qualification Checklist	As per format provided in this RFP
Section 3	Form 3: About Bidder	— Details about bidder (whether solo or consortium) — Bidder's General Information as per format provided in this RFP — Consortium Member details, if applicable

		as per format provided in this RFP
Section 4	Form 4: Compliance Sheet for Technical Evaluation	As per format provided in this RFP
Section 5	Form 5: Proposed Approach & Methodology	— Understanding of PMMVY and Scope of Work — Approach and Methodology adopted for all Work Streams — Project Plan — Risks Envisaged and mitigation plan *(Bidder can include more sub-sections as seems relevant/ fit)*
Section 6	Form 6: Bidder's Experience	— Citations as per format provided in this RFP — Documentary Evidence of Citations
Section 7	Form 7: Project Governance	— Governance structure — Team Composition as per format provided in this RFP — CVs as per format provided in this RFP
Annexure I	Documentary Evidence of Pre-Qualification Checklist	— Certificate from Statutory Auditor — Balance Sheet & Profit/ Loss Statement for last 3 years — Citations as per format provided in this RFP — Declarations as per format provided in this RFP
Annexure II	Power of Attorney	Power of attorney for authorized signatory

16.1.1.2 Commercial Bid Format

Section No.	Section Heading	Details

Section 1	Form 10A: Commercial Bid Covering Letter	As per format provided in this RFP
Section 2	Form 10B: Summary of Costs	As per format provided in this RFP
Section 3	Form 10C: Man-month rate	As per format provided in this RFP
Section 4	Form 10D: Miscellaneous Cost	As per format provided in this RFP

17 Knowledge Transfer

For this purpose, the vendor will be provided with the source code for the PMMVY CAS application along with a Knowledge Transfer (KT) for a period of 4 weeks. Knowledge transfer shall be a mutually planned process where the selected vendor would interface their team members with that of the SDA.

It is to be noted that PMMVY-CAS is currently in active operation. As of April 2018, the system has handled a peak load of 95k transactions per day and has disbursed about ₹500 cr benefits to about 20 lakh beneficiaries. The software and operations would be handed over to the selected bidder in an AS-IS WHERE-IS condition and it will be the responsibility of the selected bidder to take over the operations and provide uninterrupted support for day to day operations.

The approach suggested for KT will be as follows:- During the initial three weeks the Software Development Agency (SDA) will orient the bidder in all aspects of the system development/maintenance and its operations. Thereafter for the remaining one week period, the personnel from the selected bidder would carry out the operations under the supervision of the SDA personnel.

The following documents will be provided to the successful bidder as a part of Knowledge Transfer:
1. IT Standard Operating Procedure Document
2. User Manual of the software
3. Database Dump

18 Disclaimer

(a) While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, bidders must form their own conclusions about the Programme Management support required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

(b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Ministry on the basis of this RFP.

(c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Ministry of Women & Child Development. Any notification of preferred bidder status by the Ministry shall not give rise to any enforceable rights by the Bidder. The Ministry may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Ministry.

(d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

19 Complaint Proposals / Completeness of Response

(a) Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / Proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

(b) Failure to comply with the requirements specified in the bid document may render the Proposal non-complaint and the Proposal may be rejected. Bidders must:

i. Comply with all requirements as set out within this RFP.

ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP

iii. Include all supporting documentations specified in this RFP

iv. Comply with the Critical Dates mentioned at page of the bid document.

20 Pre - Bid Meeting & Clarifications

20.1.1 Bidders Queries

The Ministry shall hold a pre-bid meeting with the prospective bidders, as per the date and time mentioned in 'Important Dates' table of this RFP, in the Conference Hall of Ministry of Women & Child Development (Room No.602, 'A' Wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi-110001).

(a) The Bidders will have to ensure that their queries for Pre-Bid meeting reach the Under Secretary (PMMVY), MWCD by hand or person on or before 19.09.2018 upto 15:00 Hours.

(b) The queries should necessarily be submitted in the following format:

#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			

(c) The Ministry shall not be responsible for ensuring that the bidders' queries have been received by it. Any requests for clarifications post the indicated date and time may not be entertained by the Ministry.

20.1.2 Responses to Pre-Bid Queries and Issue of Corrigendum

(a) The Nodal Officer notified by the Ministry will endeavor to provide timely response to the queries raised by the bidder. However, the Ministry makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the Ministry undertake to answer all the queries that have been posed by bidders.

(b) At any time prior to the last date for receipt of bids, the Ministry may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

(c) The Corrigendum(s) & clarifications to the queries from all bidders will be published in the GeM Portal, MoWCD website and emailed to all prospective bidders to whom the RFP was issued.

(d) Any such corrigendum(s) shall be deemed to be incorporated into this RFP.

(e)   In order to provide prospective Bidders reasonable time for taking the corrigendum(s) into account, the Ministry may, at its discretion, extend the last date for the receipt of Proposals.

21 RFP Document Fees

The RFP documents have been made available to the bidders without any fee.

22 Earnest Money Deposit (EMD)

(a)   Bidders shall submit, along with their Pre-Qualification Proposals, an EMD of ₹5.00 lakh (Rupees Five Lakhs only) in the form of an account payee Demand Draft OR Banker's Cheque OR Bank Guarantee. The payment transfer related information is as follows:

   i.   BG for EMD in the format specified in Appendix I: Form 3 issued by a financial bank in favour of Pay and Accounts Officer, Ministry of Women and Child Development.

   ii. Demand Draft/Banker's Cheque: in favour of Pay and Accounts Officer, Ministry of Women and Child Development payable at New Delhi.

   iii. The EMD instrument should remain valid for a period of 60 days beyond the bid validity period of 90 days.

(b)   EMD of all unsuccessful bidders will be refunded by the Ministry within 30 days of finalization of contract with the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix III.

(c)   The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

(d)   The bid / proposal submitted without EMD, mentioned above, shall be summarily rejected.

(e)   The EMD may be forfeited:
   i.   If a bidder withdraws its bid during the period of bid validity.
   ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

23 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal. The power-of-attorney should be submitted as part of the Pre-qualification Proposal.

24 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by the Ministry to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. The Ministry will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

25 Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, true and verbatim translation of the same in English language is to be duly attested and submitted by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

26 Venue & Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the Ministry at the address specified below:

Addressed to	The Under Secretary (PMMVY)
Name of the Ministry	Ministry of Women & Child Development
Address	Room No. 621, 'A' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road New Delhi-110001
Telephone	011-23388513
Email ID	vc.choudhary@nic.in
Last Date & Time of submission	05.10.2018 ; 15:00 Hours

27 Bid Validity

The financial offer submitted by the Bidders should be valid for minimum period of 90 days from the closing date of submission of the bid.

28 Late Bids

(a)   Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

(b)   The bids submitted by fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

(c)   The Ministry shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

(d)   The Ministry reserves the right to modify and amend any of the above stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitment.

29 Deviations

The bidder shall not provide any deviation to the contents of the RFP document. It may be noted that if any deviation is provided, MoWCD shall reserve the right to summarily reject the bid without assigning any reason.

30 Tender Opening

The last date and time for submission of proposal and date and time for opening of bids is mentioned in the 'Important Dates' section of this document. The Proposals will be opened by the Designated Officer or any other officer(s) authorized by the Ministry, in the presence of such of those Bidders or their representatives who may be present at the time of opening. The representatives of the bidders should carry the identity card or a letter of authority from the bidding firms to identify their bonafide for attending the opening of the proposal.

31 Bidder's evaluation procedure

31.1 Evaluation Committee

(a)   The Ministry will constitute a Consultancy Evaluation Committee to evaluate the responses of the bidders.

(b)   The Consultancy Evaluation Committee constituted by the Ministry shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

(c)   The decision of the Consultancy Evaluation Committee in the evaluation of the responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation   with the Committee.

(d)   The Consultancy Evaluation Committee may ask for meetings and presentations with the Bidders and/or seek clarifications on their   proposals.

(e)   The Consultancy Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

(f)   Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

31.2 Evaluation process

Bid evaluation will be held in two stages. Initial Bid scrutiny will be held after opening the Pre-Qualification Proposals and also after opening of Technical Proposals. Following defects of bids detected during initial scrutiny will be treated as non-responsive, if proposals;

- are not submitted as specified in the RFP document
- are received without the Letter of Authorization (Power of Attorney)
- are with incomplete information, subjective, conditional offers and partial offers
- are submitted without the documents requested in the checklist
- have non-compliance of any of the clauses stipulated in the RFP
- are with lesser validity period
- are without required EMD

All responsive Bids will be considered for further processing as below. The Ministry will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the RFP. All eligible bids will be considered for further evaluation by the Committee according to the Evaluation process defined as below. The decision of the Consultancy Evaluation Committee shall be final in this regard.

(a) All responsive bids will be opened in the presence of Bidders (who choose to be present)

(b) Bidders who qualify the Bidders Eligibility Criteria will be informed through an Email

(c) In the next stage, ministry will do the Technical evaluation of only Eligible bidders

(d) The Bidders will be informed through an Email about the status of their Technical evaluation qualification

(e) Bidders who score more than 70% marks in Technical evaluation will be considered for next stage of evaluation

(f) The Commercial bids of technically qualified bidders will be opened in the presence of Bidders (who choose to present)

(g) The successful bidder will be selected based on the criteria mentioned in this RFP

31.3 Bidder's Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

#	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	● Prime bidder should be a Company registered under Companies Act, 1956/2013 or a partnership firm registered under Limited Liability Partnership Act, 2008 Or Prime bidder should be a partnership registered under the India Partnership Act 1932 or Limited Liability Partnership Firm registered under the Limited Liability Partnership Act 2008 with their registered office in India ● Prime bidder should be registered with the Service Tax Authorities (GST) ● Prime bidder should have been operating in IT consulting for the last five years in India	Copy of Certificate of Incorporation/Partnership; and Copy of Service Tax (GST) Registration Certificate

2.	Consortiums	Consortiums are allowed, but only for providing software maintenance and Operations stream	Consortium partner details Self-Certification
3.	Certifications	Prime bidder should have ISO 9000/9001 Certification or equivalent in IT or Government Consulting	Copy of the Certification
4.	Sales Turnover in Consulting Services	Annual Sales Turnover **generated from consultancy services** of Prime bidder during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 75 Crores (**Rupees one Hundred Crores).**	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor
5.	Program Management Experience	Prime bidder in last 5 (Five) Financial Years, must have experience of working on at least the following numbers of Programme Management engagement with Centre/State Government of value specified herein: *Five project of not less than Rs.5 Crore (Rupees Five Crore).* *OR* *Ten projects of not less than Rs.2 Crore (Rupees Two crores) each.*	Completion Certificate from the client; OR Work Order + Self-Certificate of Completion (by Authorized Signatory); OR Work Order + Phase Completion Certificate from the client
6.	Technology Consulting and implementation Experience	Bidder, in last 5 (Five) Years, must have experience of working on at least 1 end to end project including consulting, technology implementation and PMC for a DBT/ financial inclusion project in Government/ public sector of *INR 3 Crore (Rupees Three Crore).*	Completion Certificate from the client; OR Work Order + Self-Certificate of Completion (By Authorized Signatory); OR

			Work Order + Phase Completion Certificate from the client
7.	Debarment	Prime Bidder and Consortium partner (if applicable) should not be Debarred by any of the following organization – 1. Centre or State Government	A self-certified letter that the bidder (or any of its successors) is not in the active debarment list 1. Centre or State Government
8.	Manpower Strength	The prime bidder must have on its rolls, consulting staff of at least 200 technically qualified personnel in the area of e-Governance Program / Project Management, IT infrastructure, IT security and IT procurement and who possess relevant degrees/credentials with prior experience in providing the above consultancy services.	Self-Certification by the authorized signatory
9.	Geographical Presence of the Consulting organization	The prime bidder should have at least one office in NCR of Delhi.	A self-certification from authorized signatory along with details including office address, contact person name, phone number, email-id, City & State

'Similar nature' projects means consultancy services in IT Projects and/or MIS performance monitoring and evaluation services and shall include but not limited to providing consultancy services in India on technical, legal, administrative, financial, methodology, evaluation, monitoring and conflict management aspects of IT projects of Departments of Central/State Government, Public Sector Undertakings, Nationalized Banks, Universities, Statutory Bodies/ Autonomous Bodies under Central/State Government, involving a third party for MIS development.

Bidders who meet the pre-qualifications criteria requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations. Date, time and venue of opening of Technical bid will be communicated to the successful Bidder.

31.4 Bidders Technical & Functional Evaluation

Criteria for technical bid evaluation are as follows:

#	Evaluation Criteria	Parameters	Supporting Documents	Max. Marks
	EXPERIENCE OF BIDDER			**30**
A1.	The bidder should have experience in executing large PMU projects as Consultants in India with order value more than Rs. 5 crore from Consultancy	Number of projects:- • < 5 Projects: 3 Marks • ≥ 5 and ≤ 10 Projects: 5 Marks • > 10 Projects: 10 Marks Atleast 1 project should be related to DBT/ financial inclusion	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory) **OR** Work Order + Phase Completion Certificate (for ongoing projects) from client	10
A2	The bidder should have experience in IT Consulting and implementation with any Government Department / Ministry in Union or State Government	Number of Projects:- • ≥ 5 projects: 10 marks • 4 projects: 7 Marks • 3 projects: 5 Marks • 2 projects: 3 Marks • 1 project: 1 Marks • 0 projects: 0 Marks	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory) **OR** Work Order + Phase Completion Certificate (for ongoing projects) from client	10
A3	The bidder should have implemented IT solution with IT operations support	Number of project required : 1	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory) **OR**	10

		Work Order + Phase Completion Certificate (for ongoing projects) from client	
	RESOURCE PROFILE		*35*
B	Resume of core consultants proposed for the assignment	Refer to section 8 for resource profile	CVs of persons proposed for the assignment	35
	TECHNICAL PRE SENTATION		*35*
C1	Understanding of the Scheme, progress till date and targets.		10
C2	Understanding of Issues and Challenges in implementation of PMMVY Scheme		10
C3	Proposed Approach and Methodology (5 marks) Demonstration/illustration of feasible and novel solutions to address the key challenges and improve the processes (10 marks)		15

Bidders whose bids are responsive and who score at least 70 marks in the technical evaluation would be considered technically qualified.

CV Evaluation

The CVs of the following personnel (core) will be evaluated –

A.	**Programme Management Team (A = A1 + A2 + A3 + A4 + A5)**	10.5 Marks
A1.	Programme Manager (1 Resource)	**4**
A2.	State/UT Coordinators (4 Resources)	**2**
A3.	NE States Coordinator (1 Resource)	**0.5**
A4.	Capacity Building Experts (2 Resources)	**3**
A5	Reporting (1 Resource)	**1**

B.	**Technology Management Unit – Technology Support Unit (B = B1 + B2 + B3 + B4)**	8 Marks
B1.	Technical Lead (1 Resource)	**3**

B2.	Functional Software Management Resource (2 Resources)	**2**
B3.	Software Quality Assurance (2 Resources)	1
B4.	External Interface Expert (1 Resource)	2

C.	**Technology Management Unit – Software Maintenance and Operations** **(C = C1 + C2 + C3 + C4 +C5)**	6.5 Marks
C1.	Software Development Team lead (1 Resource)	**2**
C2.	Software Developer (3 Resources)	**1.5**
C3.	Database Administrator (1 Resources)	**0.5**
C4.	System Administrator (1 Resource)	**0.5**
C5.	Software Developers for Change Request Team (4 Resources)	**2**

31.5 Financial Bid Evaluation

(a) The Financial Bids of technically qualified bidders will be opened in the presence of bidder's representatives. The date, time and venue of opening of financial bid will be communicated to the technically qualified bidders separately and/or posted in the Ministry's website www.wcd.nic.in .

(b) If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

(c) The bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified on the basis of point (b) above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

> **Financial Score** of a Bidder (Fn) =
> {(Financial Bid of L1/Financial Bid of the Bidder) X 100}
> (Rounded off to two decimal places)

(d) Only fixed price financial bids indicating total price for all the deliverables, if any, and services specified in this bid document will be considered.

(e) The bid price will include all taxes and levies and shall be in Indian Rupees.

(f) Any conditional bid would be rejected.

(g) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price

and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

31.6 Combined and Final Evaluation

(a) The technical and financial scores secured by each bidder will be added using weightage of 80% and 20% respectively to compute a Composite Bid Score.

(b) The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:

$$B_n = 0.80 * T_n + 0.20 * F_n$$

Where,

B_n = Overall score of bidder

T_n = Technical score of the bidder (out of maximum of 100 marks)

F_n = Normalized financial score of the bidder

(c) In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

31.7 Award Criteria

The Ministry will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid, i.e., has secured highest overall score as per the process outlined above.

32 Terms & Conditions

32.1 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

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

32.2 Notification of Award

(a)   Prior to the expiration of the bid validity period, the Ministry will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case, due to some unforeseeable circumstances, the tendering process is not completed within the bid validity period, the Ministry may like to request the bidders to extend the validity period of the bid.

(b)   The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, the Ministry will notify each unsuccessful bidder and return their EMD.

32.3 Resource

The Bidder is to maintain the same team during the contract period as proposed in this RFP. In the case of any change in the resources for reasons other than resignation and health and that initiated by Ministry Bidder has to take prior permission from Ministry to change any resource. Ministry may decide to evaluate the new resources and the resource should be changed only after approval is received from Ministry in this aspect. It should be noted that all the resource personnel hired through this RFP need to be based at PMMVY Cell, MWCD, New Delhi during the contract period.

32.4 Consortium

(a)   The RFP allows the bidder to create a Consortium with the other bidders to provide the scope of services and in such a case one of the bidder has to be identified as a the lead bidder called the "Prime Bidder" and other bidder in the consortium will be called "Partner". The "Prime Bidder" will be the single point of contact for the Client.

(b)   The prime bidder must give a brief write up relating to its capability, past experience as well as those of other bidder at the time of submitting the RFP.

(c)   Consortium (Prime Bidder with / without Consortium Partner) need to comply with all the Eligibility criteria mentioned in the Section 31.3 of this RFP and accordingly provide the required documentation. Consortium (Prime Bidder with / without Partner) need to comply with all the Technical Evaluation criteria mentioned in the Section 31.4 of this RFP and accordingly provide the required documentation.

(d)   Each of the Consortium members is responsible to deliver their part of the work however Prime bidder is responsible for overall delivery. Client would enter into a tri-partite agreement with the Consortium i.e. the Prime Bidder and the partner. In the contract each of the partner is responsible for their part of the work and hence the liability will be proportional to the fees of that bidder under the contract. Roles and responsibilities of each of the bidder have to be clearly defined at the time of proposal submission and changes in that will be accepted after an agreement between the Client and Prime Bidder on the specific request of Prime Bidder.

(e)   Any organization is permitted to participate only in one Single Bid either as a Single Bidder or as part of a Consortium. Violation of this will lead to rejection of all proposals where the organization has participated.

32.5 Performance Guarantee

The Ministry will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the assignment. The Performance Guarantee should be valid for a period of **24 months / up to 31.03.2020** (whichever is less) initially. The Performance Guarantee shall be renewed as and when required and kept valid for a period of three months beyond the completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Ministry at its discretion may cancel the order placed on the selected bidder without giving any notice.

The Ministry shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or the Ministry incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

32.6 Signing of Contract

Post submission of Performance Bank Guarantee by the successful bidder, the Ministry shall enter into a contract with the successful bidder incorporating necessary details of scope of work, deliverables, timeline, payment schedule, pre-bid clarifications, resource deployment, financial proposal of the bidder and other clauses as necessary.

32.7 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the proposed Contract Terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Ministry may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the Ministry shall invoke the PBG of the most responsive bidder.

32.8 Force Majeure

(a)   Definition of Force Majeure : - In this Clause "Event of Force Majeure" means an event beyond the control of the Ministry and the Consulting Agency, which prevents either Party from complying with any of its obligations under the Contract, including but not limited to:

  i.   Acts of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods);

  ii. War, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition, or embargo;

  iii. rebellion, revolution, insurrection, or military or usurped power, or civil war;

  iv. Riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the Consulting Agency; or v. acts or threats of terrorism.

(b)   Consequences of Force Majeure Event

  i.   Neither the Ministry nor the Consulting Agency shall be considered in breach of the Contract to the extent that performance of their respective obligations (excluding payment obligations) is prevented by an Event of Force Majeure that arises after the date of signing of contract.

ii. The affected Party prevented from carrying out its obligations under the contract shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the affected Party.

iii. If and to the extent that the Consulting Agency is prevented from executing the Services by the Event of Force Majeure, the Consulting Agency shall be relieved of its obligations to provide the Services but shall endeavour to continue to perform its obligations under the Contract so far as reasonably practicable and in accordance with Good Operating Practices, [PROVIDED that if and to the extent that the Consulting Agency incurs additional Cost in doing so, the Consulting Agency shall be entitled to the amount of such Cost [COST BEING DEFINED AS HAVING NO PROFIT COMPONENT] (the Consulting Agency having taken reasonable steps to mitigate the Cost)].

iv. If and to the extent that the Consulting Agency suffers a delay in execution of the contractual services beyond the timeline fixed for each phase as a result of an Event of Force Majeure then it shall be entitled to an extension of the time for completion as may be mutually decided by both the parties.

v. The Consulting Agency shall be entitled to payment as per payment schedule mentioned in this RFP after grant of extension of timeline for phase completion prescribed in this RFP read the relevant section due to the period of interruption caused by the Event of Force Majeure.

vi. The Contract Period shall be extended by a period of time equal to the period of interruption caused by an Event of Force Majeure.

32.9 Right to Terminate the Process

(a) The Ministry may terminate the RFP process at any time and without assigning any reason. The Ministry makes no commitment, expressed or implied, that this process will result in a business transaction with anyone.

(b) This RFP does not constitute an offer by the Ministry. The bidder's participation in this process may result the Ministry selecting the bidder to engage towards execution of the contract.

32.10 Optional Termination, Payment and Release

Irrespective of any extension of time, if an Event of Force Majeure occurs and its effect continues for a period of 365 days, either the Ministry or the Consulting Agency may give to the other a notice of termination of contract, provided that if the Ministry is paying fee during Force Majeure, then Consulting Agency will not have a termination right, which shall take effect 30 days after the giving of the notice. If, at

the end of the 30-days period, the effect of the Force Majeure continues, the Contract shall terminate. After termination of contract under this Sub-Clause, the Consulting Agency shall comply with such termination provisions as may be prescribed in the contract and the Ministry shall pay the Consulting Agency an amount calculated and certified in accordance with relevant clauses of termination of contract.

32.11 Confidentiality of data

During the course of discharge of its duties as Consultancy Agency, the agency and its employees assigned for the project will have access to sensitive personal information of the beneficiaries of DBT schemes of the Ministry, including their name, date of birth, Aadhaar number, mobile number, bank account number, etc. unauthorized disclosure and misuse of which may cause irreparable damage to the life and property of the beneficiaries. The Consulting Agency shall be required to sensitize the employees about the need of maintaining absolute data secrecy and take every possible step to ensure that the beneficiary data including demographic details, either in paper form or in digitized form, are not misused, not published online, not put in public domain and not transmitted in such digital form which can be intercepted or searched through internet search engines. In other words, the Consulting Agency shall be wholly and irrevocably responsible for maintaining absolute data secrecy in accordance with provisions of the Aadhaar Act, 2016 and the Information Technology Act, 2000 and any violation shall be dealt with strictly as per law.

32.12 Litigation

Any dispute arising out of this RFP or the contract signed by the Ministry with the successful bidder or any other bidder participating in this procurement process shall be subject to the jurisdiction of Delhi High Court.

32.13 Fraud and Corrupt Practices

(a)   The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Ministry shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Ministry shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable

to the Ministry for, inter alia, time, cost and effort of the Ministry, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

(b) Without prejudice to the rights of the Ministry under Clause above and the rights and remedies which the Ministry may have under the Letter of Intent (LOI) or the Contract, if a Bidder or Consulting Agency, as the case may be, is found by the Ministry to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Contract, such Bidder or Consulting Agency shall not be eligible to participate in any tender or RFP issued by the Ministry during a period of five years from the date such Bidder or Consulting Agency, as the case may be, is found by the Ministry to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

(c) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

i. "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Ministry who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Contract or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Ministry, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Award (LOA) or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Award or the Contract, who at any time has been or is a legal, financial or technical consultant/ adviser of the Ministry in relation to any matter concerning the Project;

ii. "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

iii. "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

iv. "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by Ministry with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

v. "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

32.14 Arbitration Clause

(a) In event of any dispute or difference between the parties hereto, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Secretary, Ministry of Women & Child Development on the recommendation of the Secretary, Department of Legal Affairs ("Law Secretary"), Government of India. The provisions of Arbitration and Conciliation Act, 1996 (No.26 of 1996) shall be applicable to the arbitration. The venue of such arbitration shall be at Delhi or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make a reasoned award (the "Award"), which shall be final and binding on the parties." The cost of the arbitration shall be shared equally by the parties to the agreement. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

(b) Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is published; the Parties shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

33 Appendix I

33.1 Form 1: Technical Bid Covering Letter

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Submission of Technical bid

Reference: RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: ---)

Dear Sir,

We, the undersigned, offer to provide Consultancy Services for Programme Management and Technical Support for PMMVY, Ministry of Women & Child Development in response to your Request for Proposal dated <insert date>. We are hereby submitting our Proposal, which includes this Technical bid and the financial bid, which is sealed in a separate envelope.

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

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

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.

We understand you are not bound to accept any Bid(s) that you receive.

Yours sincerely,

Authorized Signature (In full and initials):
Name and Title of Signatory:
Name of Firm:

Address:

Date:

33.2 Form 2: Compliance Sheet for Pre-qualification Proposal

#	Basic Requirement	Specific Requirements	Documents Required	Provided (Yes/ No)	Reference Section No.
1	Legal Entity	● Should be a Company registered under Companies Act, 1956 or a partnership firm registered under Limited Liability Partnership Act, 2008 Or ● A partnership registered under the India Partnership Act 1932 or Limited Liability Partnership Firm registered under the Limited Liability Partnership Act 2008 with their registered office in India ● Registered with the Service Tax Authorities (GST) ● Should have been operating for the last five financial years.	Copy of Certificate of Incorporation; and Copy of Service Tax (GST) Registration Certificate		
2	Consortiums	Consortiums are allowed only for providing software development and IT Operations The consortium should have necessary agreement with the prime bidder.	Consortium partner details Self-Certification		
3	Certifications	ISO 9000/9001 Certification or equivalent in IT or Government Consulting	Copy of the Certification		
4	Sales Turnover in Consulting Services	Annual Sales Turnover **generated from consultancy services** during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 75 Crores **(Rupees one Hundred crores).**	Extracts from the audited Balance sheet and Profit & Loss; OR		

			Certificate from the statutory auditor		
5	Program Management Experience	Prime bidder in last 5 (Five) Financial Years, must have experience of working on at least the following numbers of Programme Management engagement with Centre/State Government of value specified herein: *Five project of not less than Rs.5 Crore (Rupees Five Crore).* *OR* *Ten projects of not less than Rs.2 Crore (Rupees Two crores) each.*	Completion Certificate from the client; OR Work Order + Self-Certificate of Completion (by Authorized Signatory); OR Work Order + Phase Completion Certificate from the client		
6	Technology Consulting and implementation Experience	Bidder, in last 5 (Five) Years, must have experience of working on at least 1 end to end project including consulting, technology implementation and PMC for a DBT/ financial inclusion project in Government/ public sector of *INR 3 Crore* *(Rupees Three Crore).*	Completion Certificate from the client; OR Work Order + Self-Certificate of Completion (By Authorized Signatory); OR Work Order + Phase Completion		

			Certificate from the client		
7	Debarment	Bidder should not be Debarred by any of the following organization – 1. Centre or State Government	A self-certified letter that the bidder (or any of its successors) is not in the active debarment list 1 Centre or State Government		
8	Manpower Strength	The bidding company must have on its rolls, consulting staff of at least 200 technically qualified personnel in the area of e-Governance Program / Project Management, IT infrastructure, IT security and IT procurement and who possess relevant degrees/credentials with prior experience in providing the above consultancy services.	Self-Certification by the authorized signatory		
9	Geographical Presence of the Consulting organization	The Consulting Organization should have at least one office in NCR of Delhi	A self-certification from authorized signatory along office details including office address, contact person name, phone number, email-id, City & State		

33.3   Form 3: Details of the Prime Bidder

#	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	Details of company registration	
6.	Details of registration with appropriate authorities for service tax (GST)	
7.	Name, Address, E-mail and Mobile Number of Contact person	
8.	Scope of Work for Prime Bidder	

a)   Form 3A: Details of the Consortium Partner

#	Information Sought	Details to be Furnished
1.	Name and address of the Consortium Partner	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	Details of company registration	
6.	Details of registration with appropriate authorities for service tax (GST)	
7.	Name, Address, E-mail and Mobile Number of Contact person	
8	Scope of Work for Consortium Partner	

33.4 Form 4: Compliance Sheet for Technical Proposal

#	Evaluation Criteria	Supporting Documents	Provided (Yes/ No)	Reference Section No.
A1	The bidder should have experience in executing large PMU projects as Consultants in India with order value more than Rs. 5 crore from Consultancy	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory) **OR** Work Order + Phase Completion Certificate (for ongoing projects) from client		
A2	The bidder should have experience in IT Consulting and implementation with any Government Department/ Ministry in Union or State Government	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory) **OR** Work Order + Phase Completion Certificate (for ongoing projects) from client		
A3	The bidder should have implemented IT solution with IT operations support	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory) **OR** Work Order + Phase Completion Certificate (for ongoing projects) from client		
B	Resume of all consultants	CVs of persons proposed for		

	proposed for the assignment	the assignment		
C1	Understanding of the Scheme, progress till date and targets.			
C2	Understanding of Issues and Challenges in implementation of PMMVY Scheme			
C3	Proposed Approach and Methodology			

33.5 Form 5: Proposed Approach & Methodology & Work Plan

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

i.   Understanding of the Scheme
ii.   Understanding of and compliance to Scope of Work
iii.   Approach and Methodology
iv.   Identified risks and mitigation steps
v.   Work Plan

33.6 Form 6: Citations Table

Assignment name:	Approx. value of the contract:
Country: Location within country:	Duration of assignment months:
Name of Client:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract:
Start date month/year: Completion date month/year:	No of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed indicate most significant profiles such as Project Director/Coordinator, Team Leader:
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

33.7 Form 7: Team Composition and their Availability

Organization and Staffing. In this section, bidder should propose the structure and composition of your team. List the main profile requirement of the assignment, proposed technical staff with detailed CVs.

a) Form 7A: Team composition and Key Tasks

#	Position	Name of Staff	Educational Qualification	Total Experience (in years)	Area of Expertise	Time Committed for the Engagement (person month)
	\<Add more rows as per requirement\>					

b) Form 7B: Curriculum Vitae (CV) of Key Personnel

1. **Proposed Position** [*only one candidate shall be nominated for each position*]:_____

2. **Name of Firm** [*Insert name of firm proposing the staff*]:_____

3. **Full Name of Staff**: _____

4. **Date of Birth**:_____**Nationality**:_____

5. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]:_____

6. **Total No. of years of experience**: _____

7. **Total No. of years with the firm**: _____

8. **Areas of expertise and no. of years of experience in this area (as required for the Profile - mandatory)**: _____

9. **Certifications and Trainings attended: _____**

10. **Details of Involvement in Projects (only if involved in the same): _____**

11. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]**:**

12. **Membership of Professional Associations:**

13. **Employment Record** [*Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

    From (Year):   To (Year):

Employer/Purchaser:

Positions held: _____

14. Detailed Task Assigned	15. Relevant Work Undertaken that Best illustrates the experience as required for the Role (provide maximum of 6 citations of 10 lines each)
[List of all tasks to be performed under this assignment]	(*Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 14 and as required for the role as listed in 'List of the key professional positions whose CV and experience would be evaluated'*) Name of Assignment or Project:_____ Year:_____ Location:_____ Purchaser:_____ Main Project features:_____ Positions held:_____ Value of Project (approximate value or range value:_____ Activities performed:_____

16.   Certification:

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

_____Date:_____

(Signature of staff member or authorized representative of the staff)
        (Day/Month/Year)

Full name of Authorized Representative: _____

c) Form 8: Declaration letters for Pre-Qualification

i. Form 8A: Letter for Non-Debarment

\<Location, Date\>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Declaration for non-debarment

Reference: RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: ---)

Dear Sir,

We, the undersigned, confirm that \<name of bidding entity\> is not debarred by Centre or State Government, NICSI or NIC as on the date of submission of this bid.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:
Name of Firm:
Address:

ii. Form 8B: Letter for Manpower Strength

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Declaration for manpower strength

Reference: RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: ---)

Dear Sir,

We, the undersigned, confirm that <name of bidding entity> has consulting staff of at least 200 technically qualified personnel on its rolls in the area of e-Governance Program / Project Management, IT infrastructure, IT security and IT procurement, who possess relevant degrees/credentials with prior experience in providing the above consultancy services.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:
Name of Firm:
Address:

iii. Form 8C: Letter for Geographical Presence

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Letter for Geographical Presence

Reference: RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: ---)

Dear Sir,

We, the undersigned, confirm that <name of bidding entity> has one or more offices in NCR of Delhi
List of offices
1. Office Address in Delhi NCR
2.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:
Name of Firm:
Address:

d) Form 9: Bank Guarantee for Earnest Money Deposit (EMD)

<Location, Date>

The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Whereas **<company name and relevant details>** having its registered office address at **<address>**(hereinafter called the Bidder, which expression shall include its successors and permitted assigns) has submitted the bid for Submission of RFP Reference No.**<insert number>** for Consultancy Services in PMMVY, Ministry of Women and Child Development (hereinafter called the Bid) to the Ministry of Women & Child Development.

Know all Men by these presents that we <insert bank details>. (hereinafter referred to as "the Bank" which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) are bound unto the Ministry of Women & Child Development (hereinafter called the Purchaser, which expression shall include its successors and permitted assigns) in the sum of Rs. 5,00,000/- (Rupees Five Lakh only) for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and permitted assigns by these presents. Sealed with the Stamp of the said Bank this *< Insert Date of issuance>.*

The conditions of this obligation are:

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

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

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

Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount within five working days from the date of receipt of its written demand, provided that in its demand the Purchaser will note that the amount so claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. Provided however, the written demand must be accompanied by a copy of the notice sent to the Bidder by the Purchaser to cure /rectify the default at least 30 (Thirty) days prior to presentation of any demand of its intention to have recourse to the Guarantee, setting out the act or

omission of the Bidder, which it asserts constitutes the breach of terms and conditions of the said contract or loss/damage suffered giving rise to the demand.

This guarantee will remain in force up to and including **<insert expiry date>** ("Expiry date") and any demand in respect thereof should reach the Bank not later than the above date.

This guarantee shall be governed by and construed in accordance with the Laws of India and shall be subject to the exclusive jurisdiction of Indian Courts.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

Our liability under this Bank Guarantee shall not exceed Rs. 500000/- (Rupees Five Lakh only)

.   This Bank Guarantee shall be valid upto *<insert expiry date> ("Expiry date")*

i.   It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written demand made in the manner prescribed in this Guarantee for payment under this Bank Guarantee in original at **<insert bank details>,** and by email to email Id **<insert email address**> on or before **<insert expiry date>** ("Expiry date") failing which our liability under the guarantee will automatically cease irrespective of whether the original has been returned to us or not.

Seal:

Date **< Insert Date of issuance>.**

(Authorized Signatory of the Bank)

e) Form 10: Financial Bid Template

The bidders are expected to respond to the RFP using the forms given in this section for Financial Bid. The Ministry reserves the right to ignore financial bid submitted in different forms.

i. Form 10A: Covering Letter

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Submission of Financial bid

Reference: RFP for Programme Management and Technical Support for PMMVY, Ministry of Women and Child Development (RFP Ref no: ---)

Dear Sir,

We, the undersigned, offer to provide the consulting services for Programme Management and Technical Support for PMMVY, Ministry of Women & Child Development in response to your Request for Proposal dated [*Date*]. Our attached Financial Proposal is for the sum of <<*Amount in words and figures>>*. This amount is inclusive of OPEs, Miscellaneous expenses & Service taxes/ GST.

We understand that the payment would be made on the basis of actual Service tax rate/GST prevalent at the time of payment.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal as mentioned in this RFP.

We understand you are not bound to accept any Bid that you receive.

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

ii. Form 10B: Summary of Costs

#.	Costs	Currency	Amount(s)
A	Breakdown of Person month rate (A) (Should be equal to "A" in Form 9C)	INR	
B	Miscellaneous Expenses (B) (Should be equal to "B" in Form 9D)	INR	
C	Lump-sum cost for software development of the enhancements as per RFP (C)	INR	
D	GST (Applicable rate * (A+B+C)) (D)	INR	
Total (A+B+C+D)		INR	
Total in figures -			

iii. Form 10C: Breakdown of Person month rate

In this table, include personnel that shall be deployed on the project

#	Names	Position	Number of People (a)	Per Month rate (b)	Person-Month* (c)	Total Amount (a*b*c)
1		Programme Manager / Team Lead	1		24	
2		Consultant – Capacity Building	2		24	
3		State/UT Coordinators	4		24	
4		NE States Coordinator	1		24	
5		Reporting	1		24	
6		Technical Lead	1		24	
7		Functional Software Management Resource	2		24	
8		Software Quality Assurance	2		24	
9		External Interface Expert	1		24	
10		Software Development Team lead	1		24	
11		Software Developer	3		24	
12		Database Administrator	1		24	
13		System Administrator	1		24	
14		Software Developers for Change Request Team	4		24	
Total						

* Or upto 31.03.2018 (whichever is less)

Note: - As and when Ministry initiate the Change request, Bidder has to submit the plan for implementing the Change requests considering the available resources. The plan has to be develop for each of the Change request and it must include Calendar month required to complete that change request, total effort required to complete that and dependency if any and the plan has to be approved by the Ministry. Total effort plan for the changes during the period is 96 Person-Month annual effort and any increase in total effort beyond this will be paid on actuals as per the rates defined above for Change request.

iv. Form 10D: Miscellaneous Expenses

#	Description	Unit	Quantity	Unit Price	Amount (in INR)
1	Software/project management tool				
2	< Any others, please specify>				
3					
Total					

f) Form 11: Performance Bank Guarantee

<Location, Date>

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder/supplier") has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<Insert date>> to provide consulting services for <<name of the assignment>> to the Ministry of Women & Child Development (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the bidder/supplier shall furnish you with a bank guarantee by a Scheduled Commercial Bank regulated under the Banking Regulation Act, 1949 for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<<Name of the Bank>>,** a Scheduled Commercial Bank regulated under the Banking Regulation Act, 1949 having its head/registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the supplier such a bank guarantee.

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

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

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

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

Notwithstanding anything contained herein:
   i.   Our liability under this bank guarantee shall not exceed **Rs. <<in figures>> (Rupees <<in words>> only).**
   ii.   This bank guarantee shall be valid up to <<*insert expiry date>>*.

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

g) Annexure 1: Over view of PMMVY-CAS

PMMVY–CAS has been developed by this Ministry in corporation with Bill and Melinda Gates Foundation (BMGF) with whom a Memorandum of Cooperation (MoC) has been entered into.. All the States/UTs have been successfully on-boarded onto the system and apart from Tamil Nadu all States/UTs have started enrolling beneficiaries using PMMVY-CAS.

h) Application Architecture
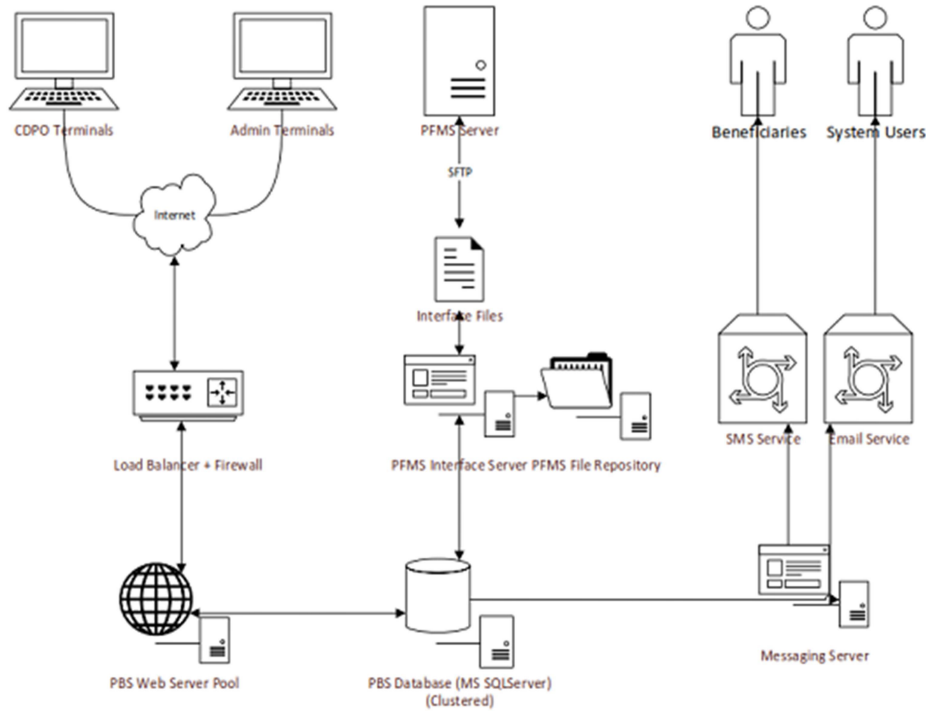
i) Automation Boundary

The scope of the web application is limited to digitization of the physical forms received through data entry to registration of the beneficiary, sending the beneficiary ID and Account details for verification, applying Scheme validations, sending payment requests to PFMS and consuming responses from PFMS regarding successful/ unsuccessful payments. The application allows users to create new users and as well as make certain changes to master data.
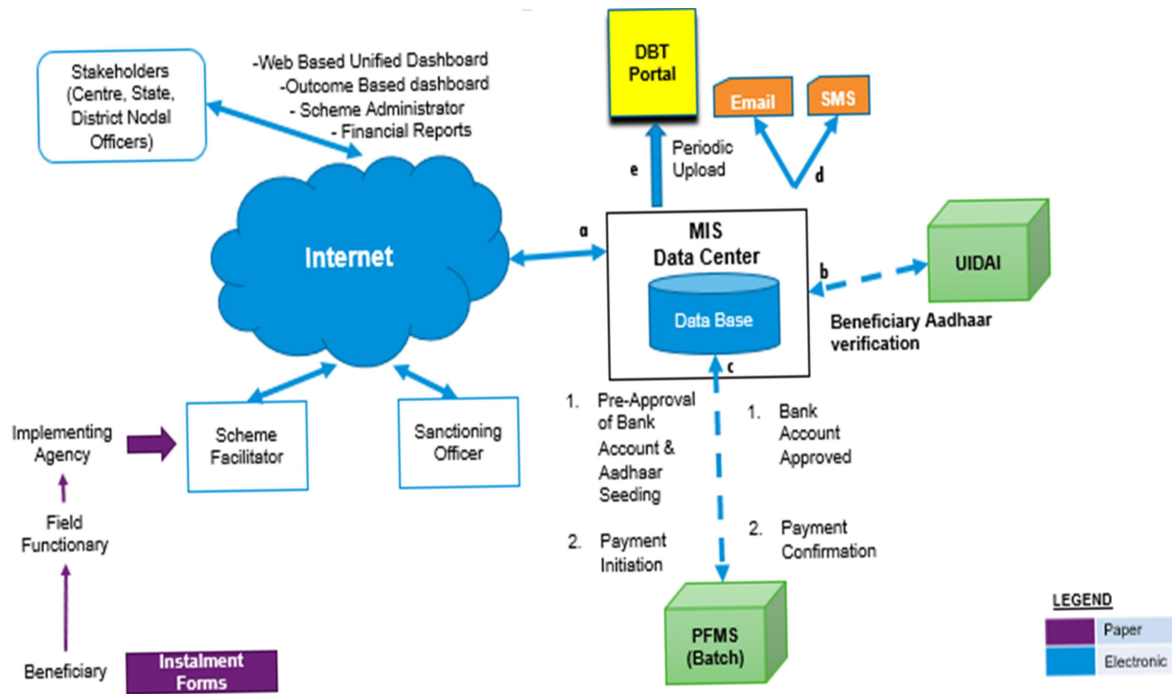
j) Operational Model

The application provides an end to end DBT mechanism. The application is successfully integrated with UIDAI and PFMS platforms. The application incorporates mapping of functional location with the LGD There are different levels in the system defined to increase the level of oversight and transparency.
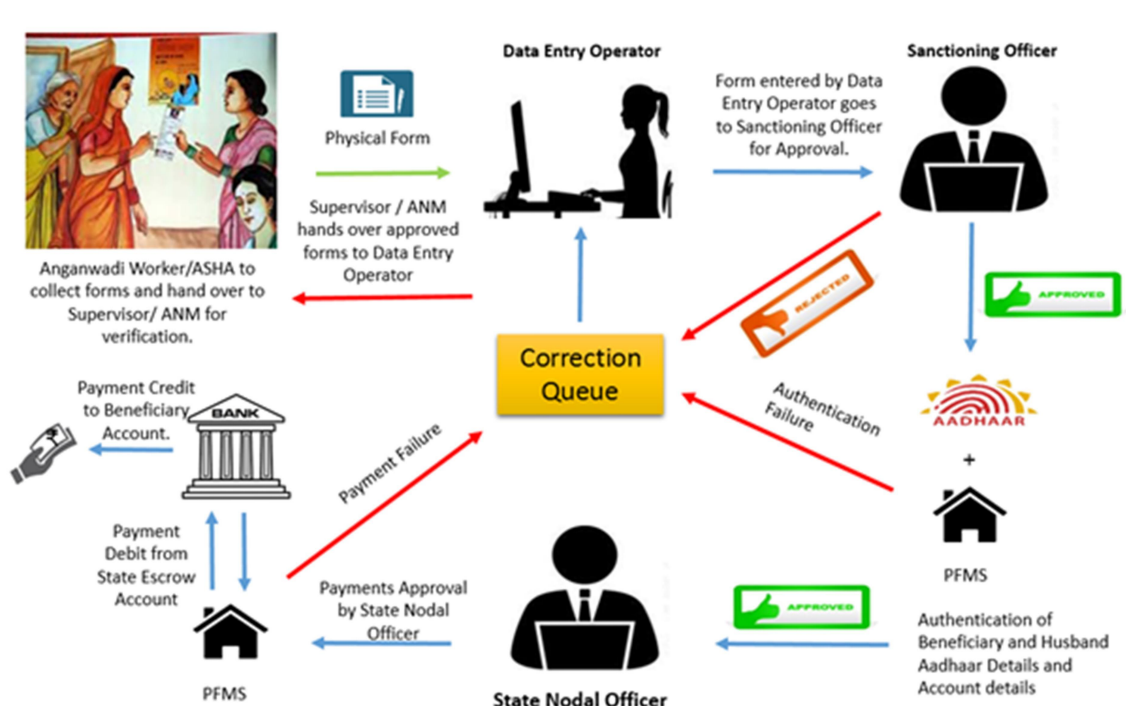
k) Application Status

The PMMVY Scheme is currently rolled out using an online web application PMMVY-CAS. The application was rolled out in September 2017 and it is currently fully integrated with UIDAI and PFMS systems for Beneficiary verification and Payments. There are already over 30 lakh beneficiaries enrolled under the system and over ₹ 500 crore payment have been made.

The following are the key modules of the application:

1) **Data entry module:** The application is designed to allow entering beneficiary details which are captured as a part of the scheme through physical forms. All the eligibility and date validation checks that have been mentioned in the scheme guidelines have been incorporated in the system that scheme conditions are met.

2) **Approval module:** As per the structure of the scheme, two levels of approvals have been built into the system for registration and payments before the final set of records are sent to PFMS for payment processing.

3) **Backend Processing module:** All the approved records are sent for demographic verification of the Aadhaar numbers provided by the beneficiaries to ensure to eliminate cases of fraud and ensure timely

payments through ABPS. Also, PMMVY-CAS sends the beneficiary data to PFMS for beneficiary registration and account and/or Aadhaar validation for payments: PMMVY-CAS is integrated with Public Fund Management System to make payments to the bank accounts of the beneficiaries. The details are further explained in this section.

4) **Master Data management:**

   a) The system allows the designated user to make changes to the master location data which ensures accuracy of the data and appropriate reporting.

   b) LGD and IFSC data is regularly received from Ministry of Panchayati Raj and PFMS at regular intervals which are analyzed and updated regularly in the system to ensure uninterrupted functioning of system and payments to beneficiaries.

5) **Dashboard and reporting module:** The application has an MIS structure which showcases vital project statistics to concerned users for targeted monitoring and implementation of the scheme.

6) **User creation and management module:** The system has a separate user creation and maintenance modules so that existing users can create, activate or deactivate other users in the system form the front end.

l) Application Interfaces

UIDAI Integration

The Maternity Benefit Scheme identifies the Aadhaar number of the beneficiary and her husband as mandatory documents for beneficiary to enroll in the scheme. This pre-requisite makes it imperative to ensure that the Aadhaar numbers provided by the beneficiary are valid.

There are two steps to this validation:

1. Verhoeff algorithm: It is a publicly available algorithm which will be used to check if the Aadhaar number is valid or not. This is used for Aadhaar number validation.

2. Demographic authentication: In order to ensure that the valid Aadhaar number belongs to the beneficiary, the system uses Aadhaar Authentication services of NIC to send the beneficiary and her husband's Aadhaar to UIDAI for Aadhaar authentication in a batch processing mode. The following request is sent from the system for this authentication:

   a. Name of beneficiary as in Aadhaar

   b. Aadhaar number

   c. Gender

PFMS Integration

All the government scheme involving Direct Benefit Transfer are on-boarded on PFMS in order to route all financial transactions through PFMS. PMMVY-CAS after successful Aadhaar authentication sends the beneficiaries' data in a batch mode to PFMS for Account validation and Aadhaar mapping confirmation from NPCI. Typically (around 90%) this cycle takes around 24-48 hours (days should be working) to come back with response. But PFMS sends out responses on regular interval of all the records whose status update is available. The responses from PFMS are received and updated in PMMVY-CAS again in a batch mode. Rejected records have to be resent and the process again starts from beginning.

Once the PFMS validation is successful, the beneficiary's payment processing is initiated after State Nodal Officer approval. The payment requests are also sent to PFMS in batch mode. Again, the response on credit is available in 24-48 hours (days should be working and time begins after file is approved in PFMS). But PFMS sends response on credits only twice a day. However, there are cases where the response may take time beyond a month also to have the actual status (more prevalent if it is cooperative bank account or non-Aadhaar seeded). The responses from PFMS are received and updated in PMMVY-CAS again in a batch mode.

Apart from this there is a reconciliation process with PFMS for web services (partial) have been developed so as to have a real time status of files and records being processed by PFMS which have been sent by PMMVY-CAS and vice versa

Integration with DBT Portal

The records of all the government schemes which transfer benefit directly into the beneficiary bank account must be maintained by the DBT Mission. The system will have to transfer the beneficiary data of the PMMVY scheme to the DBT portal in a pre-defined format while adhering to the DBT guidelines. This component has not yet been developed under PMMVY-CAS.

Current Features

User Type	#	Features
Data Entry Operator	1	Registering the new beneficiary
	2	Searching the existing beneficiary
	3	Updating the beneficiary details
	4	Reregistration of Beneficiary
	5	Scanning Aadhaar using QR code reader
	6	Correction Queue - Correcting and resending the forms for approval.

	7	Report - Payment Report
	8	Withdrawal Queue view and update
Sanctioning Officer	1	Approving the Beneficiary registration forms and claim forms. The approval queue is categorized into five categories, i.e., a) Beneficiary Approval b) Instalment Approval c) Reregistration Approval d) Migration Approval e) IGMSY Approval
	2	User Creation - Sanctioning Officer can create the user like "Data Entry Operator Users".
	3	Bulk User creation
	4	Different queues to track the status of the beneficiaries like Withdrawal Queue, Second Instalment Due and Third Instalment Due
	5	Report - Payment Report
	6	To view list of pending Second claims
	7	To view list of pending Third claims
	8	Withdrawal queue list
District Nodal Officer	1	Field Functionary mapping to LGD Block & V/T/C
	2	Field Functionary mapping to Block
	3	User Creation - District Nodal Officer can create the users like "Sanctioning Officer User" and "Data Entry Operator User"
	4	Bulk user creation
	5	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	6	Reports - Delayed Approval Report, Pending SO Approval and Payment Report
District Report ID	1	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	2	Reports - Delayed Approval Report, Pending SO Approval and Payment Report
State Nodal Officer	1	PFMS Batch Approval
	2	User Creation - State Nodal Officer can create the users like "District Nodal Officer", "District Report ID", "Sanctioning Officer User" and "Data Entry

		Operator User"
	3	Bulk User creation
	4	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	5	Reports - Pending SO Approval, Payment Report and Payment Batch History.
State Report ID	1	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	2	Reports - Pending SO Approval, Payment Report and Payment Batch History.
Central Nodal Officer	1	User creation - Central Nodal Officer can create the users like "State Nodal Officer", State Report ID", "District Nodal Officer", "District Report ID", "Sanctioning Officer User" and "Data Entry Operator User"
	2	Bulk user creation
	3	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	4	Report - Pending SNO Approval
Interfaces	1	Interface to PFMS System with escrow account in each state
	2	Interface to UID
	3	interface to DBT Portal of DBT mission

RFP - Reference No. PM-17/20/2018-PMMVY

REQUEST FOR PROPOSAL (RFP)

For Supply, Installation and Maintenance of IT Infrastructure for PMMVY-CAS, Ministry of Women and Child Development, Government of India, New Delhi

Government of India
Ministry of Women and Child Development
Shastri Bhavan
Dr. Rajendra Prasad Road
New Delhi-110001

Table of Contents

1   Important Dates

#	Event	Deadline
1.	Publication of RFP document	13.09.2018
2.	Bid download start	13.09.2018
3.	Last date for Submission of Pre-bid Queries	19.09.2018 upto 15:00 Hours
4.	Pre-Bid Conference	20.09.2018 upto 15:00 Hours
5.	Response to Queries/ Issue of Corrigendum	26.09.2018
6.	Bid submission start date and time	27.09.2018 ; 09:00 Hours
7.	Last date and time for bid Submission	05.10.2018 ; 15:00 Hours
8.	Date and time for opening of Technical bids	05.10.2018 ; 16:00 Hours
9.	Date and time for opening of Commercial bids	TBA

2   Fact Sheet

Clause Reference	Topic
Section 21	A Pre-Bid meeting will be held as per the date and time mentioned in 'Important Dates' table of this RFP All the queries should be received as per the date and time mentioned in 'Important Dates' table of this RFP through email to vc.choudhary@nic.in
Section 22	No bid document fee payable by any bidder
Section 23	EMD of Rupees five lakh only in the form of Demand Draft OR Bankers Cheque OR Bank Guarantee.
Section 18	Bidders must submit one sealed envelope containing three separate sealed envelopes as under: — Original and one duplicate hard copy and one non-editable CD of Technical Bid — One original Financial Bid
Section 26	Bid should be submitted in English language only
Section 27	The Proposal should be submitted to the Nodal Officer: The Under Secretary (PMMVY) Ministry of Women & Child Development, Room Number 621, 'A' wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi-110001 Tele: 011-011-23388513 Email: vc.choudhary@nic.in
Section 27	Proposal must be submitted not later than the date and time mentioned in 'Important Dates' table of this RFP
Section 28	Proposal must remain valid for 90 days from the closing date of submission of bid
Section 43	JV/ Consortium is not permissible

3   Letter of invitation

(a)   The Ministry of Women & Child Development (hereinafter referred to as MoWCD or Ministry) invites responses ("Proposals") to this Request for Proposals ("RFP") from reputed Consulting Agencies ("Bidders") for supplying, installing and maintaining IT Infrastructure for PMMVY scheme of Ministry of Women and Child Development, Government of India, New Delhi as per Scope of Work described in Section-5 of this RFP. The Ministry of Women & Child Development is the Nodal Agency for this public procurement.

(b)   Any contract that may result from this competitive public procurement process will be issued for a term of **36 months** ("the Term").

(c)   The Ministry reserves the right to extend the term of this engagement for a further period (or periods) of up to **24 months** on the same terms and conditions.

(d)   Proposals must be received in the office of the Nodal Officer of MoWCD on or before the bid submission closing date and time mentioned in the Fact Sheet. Proposals that are received after the deadline SHALL NOT be considered in this procurement process.

4   Project Background and Key Information

Ministry of Women and Child Development, as the nodal Ministry for holistic development of women and children, is administering a number of women and child centric schemes and programs in the country. These schemes and programs cover welfare and support services, training for employment and income generation, awareness generation and gender sensitization and also involve DBT.

One of the schemes which MoWCD is implementing in DBT mode is the Pradhan Mantri Matru Vandana Yojana (PMMVY) scheme of Government of India. The aim of scheme is to provide partial compensation for the wage loss in terms of cash incentive (₹ 5,000/-) so that the woman can take adequate rest before and after delivery of the first child.

In order to quickly roll out the PMMVY Scheme, MoWCD had requested the Bill & Melinda Gates Foundation (BMGF), which was already engaged with MoWCD for automation of the Anganwadis through their project called ICDS – CAS (ICDS Common Application Software), to support them with the deployment of a suitable technology platform to support PMMVY. Accordingly, BMGF, through its associate agency Centre for Digital Financial Inclusion (CDFI) and its partners has funded, developed and implemented the PMMVY-CAS software and is continuing to operate and maintain this technology solution.

PMMVY-CAS has been successfully rolled out in the entire country and the complete process of the data entry of application form of beneficiary, approval at various stages and final payment is managed through PMMVY-CAS, a centralized web based software designed and developed for this specific purpose. PMMVY-CAS application is currently hosted at NIC DC DR on cloud model.

Now, Ministry has decided to own the infrastructure on which scheme application is hosted. Ministry shall take DC DR hosting space along with ancillary services from NIC and has floated this RFP to procure required infrastructure and related services (installing, commissioning and 3 years maintenance) from a vendor.

5   Terms of Reference / Scope of Work

The Bidder is required to assess the requirements mentioned in various sections of this RFP and accordingly propose IT products, solution and services which shall fulfil MoWCD's requirements in accordance with the scope defined.   The scope of work includes procurement, deployment, installation, configuration and Testing of servers, storage and any other hardware devices procured by the Bidder and Certification at two locations Delhi and Pune.

The scope of work would include but not restricted to the following:

1. H/W Delivery and Bill of Material Verification.
2. Rack Mount and Stacking of the Servers.
3. Servers Power on Self-Test activity – Minimum 24 Hours.
4. Commission Install Test and Configure Storage Enclosures at DC and DRC
5. Operating System installation on the Servers
6. Firmware and Drivers upgradation
7. User acceptance Test and Sign off
8. ATS/ AMC for 3 years

Detailed scope of work is as follows:

6   Hardware procurement, Installation, Implementation and Commissioning

(a)   The Bidder is required to procure the infrastructure as mentioned in Bill of Material and in compliance with Technical Requirements Specification (TRS) attached with this document, supply it in Ministry designated DC and DR, commission and maintain it for PMMVY-CAS Application.

(b)   The bidder will be responsible to provide all support for application/ tools installation on the hardware procured and commissioned by bidder and any other support required by application vendor for PMMVY software.

(c)   The bidder has to provide support for any Infrastructure upgrades and Application installation during the tenure of the project

(d)   The Architecture proposed should be Horizontal and Vertical Scalable.

(e)   The Bidder will be responsible for Infrastructure Performance Monitoring

(f)   The Bidder may propose additional Technical solution as required to run the PMMVY-CAS Application.

(g)   The software & hardware quoted by bidder in this RFP should not be declared as End of Life (EOL) or End of Support (EOS) by the OEM within the 3 years of Purchase order / contract period. In the event of the supplied equipment being declared End of support/End of Life during the contract period of 3 years, the bidder has to replace the equipment with equipment having equivalent or higher configurations and price benefit if any gained in the process by the Bidder, the Bidder to be pass on the same to MoWCD

(h)   The bidder has to comply with UIDAI guidelines with respect HSM devices. The specification of HSM devise is provided in Annexure 2 in this RFP.

(i)   Kindly note that mentioned software licenses and support/subscription has to be independent of any hardware OEM and support access shall be provided from the original software OEM irrespective of the severity of the problem.

(j)   The bidder shall propose Support & Subscription services from the Original Software OEM with unlimited number of support requests, remote support, access to product updates/upgrades and 24x7 support for Severity 1 issues.

(k)   Support portal credentials to be given from Original Software OEM to client for raising tickets.

(l)   Minimum storage features like tiering,Replication (sync/ async) must be supported. However we may or may not use depending on the scenario.

6.1.1   **Bill of Material**

Bill of material to be procured by bidder is mentioned in below table:

Type of Infrastructure	Minimum Specifications	DC (qty)	DR (qty)
WebServer (Server 1)	Minimum of 2x8 Core CPU, clock speed > 2.5GHz, latest generation processor with 512GB Ram , 2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb	2	2

	FC HBA, RHEL Windows Std, Dual Power Supply, Free PCIe Slots for expansion		
TrainingWebserver (Server 1)	Minimum of 2x8 Core CPU, clock speed > 2.5GHz , latest generation processor with 64GB Ram , 2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, Windows Std, Dual Power Supply, Free PCIe Slots for expansion	1	-
BatchApplicationServer (Server 1)	Minimum of 2x8 Core CPU, clock speed > 2.5GHz, latest generation processor with 64GB Ram , 2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, Windows Std, Dual Power Supply, Free PCIe Slots for expansion	1	1
Load Balancer	As per specifications	2	2
Monitoring (Server 1)	Minimum of 2x8 Core CPU, clock speed > 2.5GHz, latest generation processor with 64GB Ram , 2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, RHEL, Dual Power Supply, Free PCIe Slots for expansion	1	1
UAT Server (Server 1)	Minimum of 2x8 Core CPU, clock speed > 2.5GHz, latest generation processor with 64GB Ram , 2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, RHEL, Dual Power Supply, Free PCIe Slots for expansion	1	-
DBserver (Server 2)	Minimum of 2x12 Core CPU, clock speed > 3GHz, latest generation processor with 256GB Ram , 2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, RHEL, Dual Power Supply, Free PCIe Slots for expansion	2	2
TrainingDBServer	Minimum of 2x8 Core CPU, clock speed > 2.5GHz, latest generation processor with 32GB Ram ,	1	-

	2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, RHEL, Dual Power Supply, Free PCIe Slots for expansion		
Server 2 (Training server is used for creating a training environment for various stakeholders and whenever there is a change in software. Training data, which is dummy data, cannot be allowed to be uploaded on production environment and interfere with the live financial environment. This server shall contain the multiple instances of training data for nationwide trainings of users.)	Minimum of 2x12 Core CPU, clock speed > 3GHz, latest generation processor with 256GB Ram , 2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, RHEL, Dual Power Supply, Free PCIe Slots for expansion	1	1
SANSwitch	16Gb FC - Minimum of 24 port activated, Dual power supply with necessary FC cables	2	2
SAN Storage	Minimum 15TB usable All-flash storage with necessary Hotspareqty, WAN replication capability, etc	1	1
Enterprise Management System	XI Monitoring ENT	100 nodes	100 nodes
ITIL basedticketing Tool	As per specification	1	1
WAF (Web Application	As per specification	2	1

Firewall)			
NGFW (Next Generation Firewall)	As per specification	2	1
SIEM	As per specification	1	1
DDOS	As per specification	1	1
HSM Device	As per specification	2	1

7   End to end Maintenance of in scope IT infrastructure

This section describes, but does not limit, the services required by MoWCD for PMMVY-CAS at the Data Centre and Disaster Recovery Site. The Bidder needs to consider and envisage all services that would be required in the maintenance of the facilities. Facility Management for all purposes means the infrastructure cost and the costs necessary and incidental for the maintenance and support of the infrastructure and equipment.

The Bidder is expected to provide SPOC for raising any issue with infrastructure supplied by bidder. The Bidder is completely responsible and should duly meet the SLA requirements of Ministry as stated in the RFP. The Bidder is only responsible for the applications and Infra brought in by the Bidder. End to end maintenance services would atleast include:

a) Restore to Service
b) Hardware Management
c) System Software Maintenance
d) Warranty
e) Preventive Maintenance
f) L3 support

The Bidder shall provide a detailed methodology for providing these service at each of the locations of Ministry (HO, DC and DR). Bidder representatives shall be available for any meeting required with designated Ministry personnel or its representative.

The Bidder will be solely responsible for providing and maintaining all services as mentioned above for all infrastructure quoted by the Bidder as a part of their proposal.

7.1.1 **Restore to Service**

Provide standard maintenance services including

(a) Diagnostics and troubleshooting the system, component and any equipment supplied by Bidder

(b) Configuration changes, tracking, and documentation

(c) Upgrade Enhancement

(d) The maintenance for the services would be for the entire infrastructure provided for PMMVY scheme of Ministry by bidder

(e) Hardware, Software – Each service delivery order can request to upgrade multiple hardware/ software application.

7.1.2 **Hardware Management (Servers, Storage)**

(a) Bidder shall provide services relating to maintenance and support to server hardware and other infrastructure supplied by the bidder during the tenure of the contract.

(b) The Bidder shall provide the services to ensure appropriate platform hardware (e.g., processor, memory, network interface card, etc. and system software (e.g., operating system, database, middleware, etc.) are available to the specified server type.

(c) The Bidder shall provide services, assisting Ministry in hardware and system software problem identification, root cause analysis and problem resolution.

(d) If the Hardware supplied by the Bidder is to be replaced permanently, the Bidder shall replace the equipment of same Make/ Model/configuration or of higher configuration. However, Ministry may accept different make/model/ configuration at its discretion if the original make/model/ configurations are not available in the market due to obsolescence or due to technological, stoppage of the production of the same make/model/ configuration by the MANUFACTURER or cessation / winding up of the Company. The price benefit if any gained in the process by the Bidder, is agreed by the Bidder to be passed on to MoWCD.

(e) Bidder shall provide Hardware maintenance services including preventive maintenance (e.g., running standard diagnostics, machine cleaning, checking cables and ports), corrective maintenance to remedy a problem, and scheduled maintenance required to maintain the Hardware in accordance with manufacturers' specifications and warranties.

(f)   Bidder shall co-ordinate warranty repair or replacement service for the Hardware and process warranty claims, as applicable.

(g)   The Bidder agrees that if the equipment is required to be taken outside MoWCD premises the cost of transportation and other related costs will be borne by the Bidder.

(h)   Bidder shall request the dispatch of the appropriate Vendor maintenance provider for Hardware maintained under a third party agreement.

(i)   Bidder shall co-ordinate and schedule maintenance activities with the designated Ministry officials

(j)   Bidder shall maintain accurate documentation on the current location and status of Hardware in the process of being repaired.

(k)   Bidder shall provide maintenance data, as requested by MoWCD.

(l)   Bidder shall keep the asset list updated and provide the information required for MoWCD to update the asset management system of MoWCD.

(m)   Bidder shall track and report observed Mean Time Between Failures (MTBF) for Hardware and Software supplied by bidder.

(n)   Bidder shall take backup, remove, protect, restore programs, data and remove storage media in a machine prior to presenting the machine for service.

(o)   The Bidder shall provide all maintenance services in accordance with the Service Levels defined in the RFP.

7.1.3   System Software Maintenance

(a)   The Bidder should provide a set of standard software packages, software and software related services to hardware infrastructure.

(b)   Prior to delivering any software to MoWCD, the Bidder will be required to test the software and the media on which it is to be delivered with a current version of a leading anti-virus application in efforts to detect, and if so detected, to eliminate, any "viruses" or "worms" designed to damage, disrupt, disable, harm, or otherwise impede in any manner, the orderly operation of the software. The Bidder shall also ensure that the software does not and shall not contain any computer code or any other procedures, routines or mechanisms to: (i) disrupt, disable, harm or impair in any way the software (or other applications installed on the system the software is installed or interacts with) orderly operation based on the elapsing of a period of time, exceeding an authorized number of copies,

advancement to a particular date or other numeral (sometimes referred to as "time bombs", "time locks", or "drop dead" devices); (ii) cause the software to damage or corrupt any of MoWCDs' or its clients' data, storage media, programs, equipment or communications, or otherwise interfere with MoWCDs operations, or (iii) permit the Bidder and/or its personnel and/or its licensors and/or any other third party, to access the software (or any other software or MoWCDs computer systems) to cause such disruption, disablement, harm, impairment, damage or corruption (sometimes referred to as "traps", "access codes" or "trap door" devices).As part of the Infrastructure Solution the bidder is required to provide all software, hardware, tools, etc. to meet the requirements as stated in the RFP

(c) Software Maintenance and Support Services during Warranty and AMC

(d) The Software Maintenance and Support Services contemplated herein shall be provided for all Licensed Software implemented by the Bidder. It may be required to visit on-site, as necessary. The Maintenance and Support Services will cover:

(e) All product upgrades (including version upgrades, new versions), modifications, enhancements that have to be provided to Ministry free of charge.

(f) Modifications would include changes, bug fixes, error resolutions and enhancements that are incidental to proper and complete working of the application.

(g) Upgrades would include product releases made by the Bidder to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by MoWCD.

(h) No customization and subsequent implementation charges will be payable by Ministry for upgrades.

(i) The Bidder agrees that any future upgrades (including version upgrades, new versions), modifications or enhancements shall be migrated to the new / enhanced version Post due diligence by the bidder and approval from Ministry. The Bidder shall implement the new/enhanced version and that Ministry will bear no cost for migrating the existing functionality to the new / enhanced version.

(j) The Bidder shall have the responsibility to ensure that the designate OEM undertakes to perform all obligations with respect to the project and all other software contemplated in the Solution, upon the same terms and conditions as agreed to by the Bidder in the event that (i) OEM is unable to perform its obligations, (ii) OEM refuses to perform its obligations,

(iii) expiry of the agreement and (iv) termination of agreement, with respect to the project for any reason whatsoever. The Bidder acknowledges that the rights mentioned herein are without prejudice to the rights and the remedies (under law or equity) that Ministry may have against the Bidder.

(k)   The Bidder agrees at all times to meet the service levels as specified in this RFP document.

(l)   User support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the above.

(m)   Prompt receipt, analysis and reporting of reported deficiencies in the operation of the software and supply of information and advice on such deficiencies.

(n)   Installing/commissioning the software at the designated locations/changed designated location at no additional cost or fees or expenses to MoWCD.

(o)   Providing remedial support in case the software media is virus-inflicted at no additional cost or fees or expenses to MoWCD.

(p)   Unscheduled, on call, corrective and remedial maintenance and support services;

(q)   Providing changes to the licensed software, which are of software fine-tuning in nature

(r)   The Bidder shall use its best efforts in remedying any program error. All Program Errors shall be reported in accordance with the procedure prescribed in respect thereof and shall be accompanied by sufficient information including the input data that generated the program error so as to enable the Bidder to reproduce and verify the reported program error. On receipt of request together with all such information and data the Bidder shall use all-out efforts, consistent with the severity of the program error, to remedy such program error which is within the purview of the system logic, that it has been able to reproduce and verify. Such remedies may include providing instructions to cure the program error or delivering updates at no additional cost. The Bidder warrants that any or all program errors that are reported will be remedied.

7.1.4   Warranty

(a)   The products & services offered must include comprehensive on-site warranty as provided by the OEM Vendor from the date of installation and acceptance of the solution by MoWCD including all software, hardware, parts, media, patches, updates and licenses.

(b) The warranty on hardware would begin post successful acceptance by MoWCD and would be in the name of MoWCD. No parts, accessories of the systems should be excluded from such warranty. Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP. Bidder must warrant all hardware, equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period.

(c) During the warranty period Bidder shall maintain the systems and repair / replace at the installed site, at no charge to MoWCD, all defective components that are brought to the Vendor's notice.

(d) Warranty should not become void, if MoWCD buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the Bidder. However, the warranty will not apply to such supplemental hardware items installed.

(e) In the event of system breakdown or failures at any stage, protection available shall be specified which would include the following:

    i.   Diagnostic for identification

    ii.   Protection of data entered

    iii.   Recovery/restart facilities

7.1.4.1 *Mean time between failures (MTBF)*

(a) If during warranty period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the Bidder at no cost to Ministry. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to Ministry.

(b) For any delay in making available the replacement and repaired equipment for inspection, delivery of equipment or for commissioning of the systems or for acceptance tests / checks on per site basis, Ministry reserves the right to charge a penalty (availability SLA shall be invoked) and the Bidder agrees that the rate of penalty would be as per Section 16.

7.1.5 **Preventive Maintenance**

(a) The Bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, quarterly and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.

(b) For implementing different versions of Application Software, if adjustments / change in the configuration are to be made in base memory the same should be carried out by the Vendor as a part of warranty.

(c) If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done at no additional cost during the period of contract. The Bidder shall provide or develop the following

   i. Technical Standards;

   ii. Security Requirements;

   iii. Operating Procedures;

   iv. Recovery Procedures;

   v. Performan inventory of warranties and licenses in place as of the Start Date.

(d) The Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures

(e) The Bidder shall develop and maintain an inventory database to include the registered hardware warranties and software licenses existing as of the Start Date, and the warranties and licenses for hardware and software:

   i. Procured through the Bidder,or

   ii. Procured by MoWCD with notification to the Bidder for inclusion in such data base

(f) The Bidder shall perform warranty and license registration, if any, with the appropriate manufacturer, for hardware and software:

   i. Procured through the Bidder, or

   ii. Procured by Ministry with notification to the Bidder for inclusion in such data base

(g) Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions

(h) Bidder shall provide Ministry with access to asset control information

(i) Bidder shall provide to Ministry, as reasonably requested, reports that aid Ministry in performing asset management and financial management functions of MoWCD as these relate to hardware leases and warranties and software licenses

(j) Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance; and

(k) Bidder shall provide technical information as reasonably requested by Ministry for preparation and implementation of budgets and cost benefit analysis.

(l) As far as possible, the equipment should be repaired at site. Where the equipment is taken for repairs outside Ministry, a substitute should be provided and data, if any, should be transferred to the substitute machine besides creating back-up in one of the system's at MoWCD's office and the data in the machine should be got deleted and hard disk should be degaussed.

7.1.6 Level Three (L3) Support

(a) Critical hardware/ system software failure related issues. This support is required for all components that are expected to be provided by the Bidder as part of this RFP.

(b) The Bidder has to provide the resolution / service as per the defined service levels. The Bidder has to make sure that the methodology proposed for addressing and resolving problems is aligned to the required and defined service levels.

(c) The Bidder should staff the service desk with persons who are conversant with the solutions deployed and are capable of resolving routine problems and queries through the service desk application or over the phone. The staffing needs of the service desk will be decided by MoWCD based on the call /ticket volumes and patterns.

(d) Brief description of the envisaged activities to be performed by the Bidder at L3 is enumerated as under. The services specified herein are not exhaustive and are only indicative.

    i. Resolve the call within the stipulated timeframe as defined under the service level agreements

    ii. Communicate the status of the call to MoWCD and accordingly update the status, resolution or work around and date of resolution in the appropriate tool.

    i. Prepare a root cause analysis document for issues referred to L3 support and provide to MoWCD along with the resolution

    ii. Liaise with the L2 support personnel for the call information and resolution.

    iii. All errors, bugs Enhancements/ Modifications required during and after testing will be resolved as per SLA's mentioned in RFP by the bidder However, workaround

solution shall be provided on the same day, in respect of errors and bugs affecting the functioning of the MoWCD.

iv. The bidder shall be responsible for implementing the IT security policies drafted and provided by MoWCD and NIC from time to time. Any deviations to the policies provided by MoWCD shall be informed to MoWCD and approval shall be sought from MoWCD. The bidder has to make best efforts to provide a workaround for the deviation

v. Provide version upgrades

vi. All other activities as would be required by the Bidder to manage and maintain the solutions.

vii. Perform Version Migration-The services specified herein are not exhaustive and only indicative.

- Perform version migration as per the version release plan of OEM and agreed by Ministry. Version upgrades and migrations should also include porting of existing customizations.

- Provide training to Ministry's core functional and technical team members on the new version functionalities and technical aspects as and when version upgrades and migrations are performed.

- For any version migration to be performed Ministry and the Bidder will mutually draw up an implementation plan and schedule for the same.

8   Obligations of the Bidder

In the course of rendering the aforesaid Software Maintenance & Support services, Bidder shall be responsible for the following:

(a)   The Bidder shall render maintenance and support services related to the hardware procured by them to MoWCD. The Bidder shall provide troubleshooting / customer support mechanism.

(b)   Bidder shall assign personnel of appropriate qualifications and experience to perform the services in order to fulfill its obligations.

(c)   Bidder shall ensure complete support during the Migration of Data from the current set up to the new set up at DC and DRC to be performed by the IT ops Team.

(d) Bidder shall designate one of its personnel as the Project Manager, to interact with the Designated representative from MoWCD for the purposes of getting approvals, progress report, discussing and resolving issues, arranging meetings, etc.

(e) Bidder shall exercise requisite control and supervision over its personnel in the course of rendering the services and make best efforts to ensure that the services are rendered in a continuous and uninterrupted manner.

(f) Though Bidder has the right to withdraw its personnel, Bidder will replace the persons with equal or higher qualification and experience and skills at no extra cost to MoWCD.

(g) In the event that any person engaged/deputed/deployed for rendering services, is, either;

   i. No longer available by reason of resignation or termination or the like; or,

   ii. Unable to render satisfactory services; or,

   iii. Not acceptable to MoWCD by reason of any misconduct or non-performance on the part of such person, then

(h) Bidder will use all reasonable endeavors to replace such individual(s) promptly by other equal or higher skilled, qualified, and experienced person(s) at no extra cost to MoWCD. Bidder will in the discharge of its obligations use all reasonable endeavors to minimize changes in personnel.

(i) Bidder will respect the confidentiality of all information given to it by MoWCD and will not divulge such information to any third party or other units without the written consent of MoWCD.

(j) Bidder shall impart to the authorized employees of MoWCD, additional technical and/or user training in respect of any corrected licensed software provided, if required by MoWCD.

(k) The Bidder shall promptly install/implement the corrected licensed software and/or maintenance releases provided at the Designated Location(s) of MoWCD at no additional cost or fees or expenses.

(l) The Bidder shall undertake regular preventive maintenance of the licensed software.

(m) All bug fixations / modifications / enhancements relating to the licensed software shall be done by the Bidder in a time bound manner as per the SLA. The Bidder shall adopt a common, smooth, timely and effective and satisfactory bug/enhancement handling mechanism. The Bidder agrees that the errors resulting from the licensed software shall not be attributed to alleged misuse, improper use, alteration or damage by users. The Bidder shall compensate MoWCD such financial loss suffered by MoWCD if the Bidder fails to fix

bugs, provide the modifications / enhancements / customization as required by MoWCD as per the terms and conditions of this RFP and to meet the services level agreements as will be entered into by the Bidder with MoWCD. The Bidder shall provide complete technical support for software problems (for all licensed software provided by the Bidder as a part of this RFP or maintained by the Bidder as a part of this RFP) and or questions, defect and non-defect related to MoWCD office automation products, systems and licensed applications.

(n)   The Bidder shall provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, management reporting and trend analysis and interfacing with other suppliers (as required) on behalf of MoWCD.

(o)   Bidder shall log any reported incident, identify it as defect or non-defect related, and tracks it till resolution. For all incidents, the Bidder will ask MoWCD to assign a severity rank and handle it according to Service Levels given in section 15.

(p)   In the event of any dispute and or the commencement of arbitration proceedings the bidder shall continue all infrastructure management services.

Note: Kindly refer to Annexure I for detailed information on PMMVY-CAS

9   Milestones and Timelines

Bidder shall procure, supply, commission and take sign-off from Ministry within 3 months of project initiation. Bidder shall provide ATS for a period of 3 years from project initiation. Any extension beyond this period will be considered by the MoWCD based on the project requirements at that.

The deliverable shall include the following –

#	Milestone / Deliverables	Timelines
1.	Hardware/ System Software delivery report (mapping with BOM)	1 month from Project initiation
2.	Commissioning Report and Go-Live Report (with applications migrated to new setup)	3 months from Project Initiation

3.	Monthly progress reports (submitted Quarterly)
	
	 Bidder shall submit the reports quarterly with month wise details. These reports will include but not limited to:
	
	   i. SLA Compliance Report
	   ii. Project Status Report
	   iii. Change Control Note and Report
	   iv. Issue/ Incident logs (category, severity and status of call etc.)
	   v. Incidents escalated
	   vi. Problem Management Report
	   vii. Inventory of warranties and licenses in place for the infrastructure supplied
		Quarterly

10 Project Location

It would be an onsite-offsite model, where bidder's representative shall be available for any requirement in Ministry locations (HO, DC and DR) and rest of the time team will be based at vendor premises and access the infrastructure through secure connection.

11 Knowledge Transfer

(a) At the end of the contract period or during the contract period, if any other agency is identified or selected for providing services related to Bidder's scope of work. The bidder needs to ensure a smooth transition to new agency/vendor

(b) All risk during transition stage shall be properly documented by Bidder and mitigation measures should be planned in advance so as to ensure smooth transition without any service disruption.

(c) Bidder shall provide necessary handholding and transition support, addressing the queries/clarifications of the new agency, conducting training sessions etc.

(d)   The transition plan along with period shall be mutually agreed between Bidder and Ministry
and/or its designated agency when the situation occurs. Bidder shall be released from the
project once successful transition is done meeting the parameters defined for successful
transition.

(e)   The Bidder shall provide appropriate training to the Ministry's personnel or its designee(s)
to enable them to maintain infrastructure provided under this RFP and subsequent
contract.

12   Payment

Bidder shall be paid as per the payment schedule and terms and conditions mentioned in this
section.

13   Payment Schedule

Payment to the bidder shall be made as per following milestones and payment schedule.

A. Infrastructure Procurement Cost (CAPEX)

#	Milestone / Deliverables	Payment Milestone
1.	Supply of hardware/ system software at DC and DR and signed off BOM verification report	60% of the cost would be payable on delivery of the hardware
2.	Commissioning of Hardware/ System Software Installation	20% of the delivered hardware cost would be payable on successful installation of the hardware/ System Software
3.	Verification and sign-off post commissioning	10% of the cost will be payable post-go-live after complete PMMVY-CAS setup is migrated to new infrastructure
4.	Quarterly payment	1.25% of payment would be payable at the end of each quarter for 8 quarters across a period of 24 months

B. ATS Cost (OPEX)

#	Milestone / Deliverables	Payment Milestone
1.	Annual Maintenance Services	Quarterly payments shall commence on completion of the warranty period and would be payable at the end of each quarter

14 Payment Terms and Conditions

(a)   Applicable service tax/ GST/ any other tax would be paid as per the prevalent rates on the date of invoicing.

(b)   The payment would be done at the end of every month in arrears basis the number of resources deployed during the period.

15 Service level Agreements

(a)   The SLA specifies the expected levels of service to be provided by the Bidder to Ministry. This expected level is also called the baseline. Any degradation in the performance of the infrastructure/ services is subject to levying penalties.

(b)   Payments to the Bidder are linked to the compliance with the SLA metrics. During the contract period, it is envisaged that there could be changes to the SLAs, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. Ministry and Bidder.

(c)   The Bidder shall monitor and maintain the stated service levels to provide quality service. Bidder shall provide automated SLA Reports and provide access to Ministry or its designated personnel to the tools used for SLA monitoring.

#	SLA Parameter	Target Performance	Description	Penalty
Helpdesk				
1.	Problem Response time	>=95% within 30 minutes	Average Time taken to acknowledge and respond once an incident is logged through one of the agreed channels. This is calculated for all incidents reported within the reporting quarter (24x7x365)	1

2.	MTTR – Time to resolve	>=95% of ● Severity 1 within 4 hours of problem reporting ● Severity 2 within 8 hours of problem reporting ● Severity 3 within 24 hours of problem reporting ● Severity 4 within 48 hours of problem reporting or as mutually agreed between bidder and MoWCD. Note: In case bidder requests for any time extension in resolving the incident, the bidder needs to take prior approval from Ministry. Ministry holds the right to accept or reject the request and accordingly penalties will be levied.	Time taken to resolve the reported problem due to infrastructure provided by bidder Severity is defined as: | Severity	Definition
Severity 1	● Users are not able to access the portal ● Security Incidents ● There is a problem with entire or part of IT service which cannot be used for normal business activities ● There is a direct or indirect impact on customer satisfaction. ● No work-around or manual process available ● Financial impact on Ministry
Severity 2	● More than 5 users being impacted ● The efficiency of portal is being impacted based on the RCA done for performance ● Has a viable workaround
Severity 3	● Intermittent slowness of portals based on the RCA done for performance ● No impact on processing of normal business activities
Severity 4	● A low impact on the efficiency of users but has a simple workaround. ● Enhancement requests		2
3.	Delay in Hardware commissioning	<1 month	Measured as the difference between the agreed project timelines and the actual date of Project completion	3
4.	All IT infrastructure provided by	99.9%	Availability of all IT infrastructure provided	4

bidder			

16 Penalties

Penalty table includes penalty that would be levied on bidder on non-achievement of SLAs. Slabs have been created for each SLA and penalty would be imposed on bidder as per the SLA achievement/ non-achievement for the period under consideration.

The total amount of Penalty imposed by Ministry, under this Contract shall not exceed 10% of the total value of the Purchase Order value.

Penalties are mentioned as a percentage of certain components of cost. Definition of peak hours, non-peak hours, Sundays and national holidays is as provided below:

#	Events	Definition	Business Load
1	Peak Hours	8 am to 8 pm Applicable on the working days – Monday to Saturday	95% of entire day transaction volume
2	Non-peak Hours	8 pm to 8 am Applicable on the working days – Monday to Saturday	5% of entire day transaction volume
3	Sundays and National holidays	All Sundays and national holidays (26th Jan, 15th Aug and 2nd Oct)	25% of any other weekday transaction volume

.

#	Penalty Description
1	Penalty will be levied as per the following table : - <table><tr><td rowspan="2">% transaction with >30 minutes response time</td><td colspan="2">Penalty as % of the Monthly payment for Facilities Management to the Bidder for the services</td></tr><tr><td>During Peak hours</td><td>During non-peak hours, Sundays and national holidays</td></tr><tr><td><95% &>=93%</td><td>0.5%</td><td>0.15%</td></tr><tr><td>< 93% &>= 91%</td><td>1%</td><td>0.25%</td></tr></table>

	< 91% &>= 89%	2%	0.5%

For each additional drop of 1% in performance below 89% both for Peak and non-peak hours, Sundays and national holidays, 2% of the Monthly payment to the Bidder will be levied as additional penalty.

| 2 | Penalty will be levied as per the following table : - |

% transaction with more response time as mentioned in SLA table (severity wise)	Penalty as % of the Monthly payment for Facilities Management to the Bidder for the services	
	During Peak hours	During non-peak hours, Sundays and national holidays
<95% &>=93%	0.5%	0.15%
< 93% &>= 91%	1%	0.25%
< 91% &>= 89%	2%	0.5%

For each additional drop of 1% in performance below 89% both for Peak and non-peak hours, Sundays and national holidays, 2% of the Monthly payment to the Bidder will be levied as additional penalty.

| 3 | If the Bidder delays hardware/ system software commissioning as per timelines defined in RFP, the payment to the bidder will be liable for deduction @1% of the Total cost of Purchase order from any subsequent invoice without taxes for delay of each month or part thereof. |

| 4 | Penalty will be levied as per the following table : - |

% Availability	Penalty as % of the Monthly payment for Facilities Management to the Bidder	
	During Peak hours	During non-peak hours, Sundays and national holidays
<99.9% &>=95%	0.5%	0.15%
< 95% &>= 90%	1%	0.25%

< 90% &>= 85%	2%	0.5%

For each additional drop of 5% in performance below 94% both for Peak and non-peak hours, Sundays and national holidays, 5% of the Monthly payment for Facilities Management to the Bidder will be levied as additional penalty.

17 Instructions to the Bidders

18 Bid Preparation & Submission

In this section, details of the contents of bid and the particulars of sealing and submitting it are mentioned.

(a)   The Bid is to be submitted in two separate envelopes. The details are as follows –

Envelope #	Marked As	Content of Envelope
One	**Technical Proposal for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development** RFP No. **PM-17/20/2018-PMMVY** Dated 12.09.2018	One Original Hard Copy & One Soft Copy of the following: a) Technical Bid prepared as per Section 18.1.1.1 "Contents of Bid" b) Bid Security/ Earnest Money Deposit (EMD)
Two	**Financial Proposal for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development** RFP No. **PM-17/20/2018-PMMVY** Dated 12.09.2018	One Hard Copy of the Commercial Bid/ Proposal prepared as per Section 18.1.1.2 "Contents of Bid"

(b)   Both sealed envelopes as mentioned above will be placed in a single sealed envelope super-scribing name of the project and other details, as follows

"RFP for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development"
RFP Reference No. PM-17/20/2018-PMMVY

<Bidder's name and address>
<Name and contact details of bidder's representative>

(c)   This envelope has to be delivered to the address mentioned in the Fact Sheet.

(d)   The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached

(e)   All pages of the bid shall be initialed and stamped by the person or persons who sign the bid.

(f)   Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.

(g)   Bids are liable to be rejected if only one (i.e. Technical Bid or Commercial Bid) is received

(h)   Failure to submit bid on time could cause a proposal to be rejected.

(i)   All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

(j)   The bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.

(k)   Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the hard copy bid document. In case of any discrepancy observed by Ministry in the contents of the CDs and hard copy bid documents, the information furnished on hard copy bid document will prevail over the soft copy.

(l)   Ministry will not accept delivery of bid by fax or e-mail.

(m)   If deemed necessary the Ministry may seek clarifications on any aspect from the Bidder. However that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted. The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.

18.1.1 **Contents of Bid**

Bidder shall submit their bids in the format mentioned in the following sub-sections. Bids not in the prescribed formats will be liable for rejection.

18.1.1.1 Technical Bid Format

Section No.	Section Heading	Details
Section 1	Form 1: Technical Bid Covering Letter	As per format provided in Section 55
Section 2	Form 2: Pre-Qualification Checklist	As per format provided in Section 56
Section 3	Form 3: About Bidder	— Details about bidder — Bidder's General Information as per format provided in Section 57 — OEM details, as per format provided in Section 57.1.1
Section 4	Form 4: Compliance Sheet for Technical Evaluation	As per format provided in Section 58
Section 5	Form 5: TRS Compliance Approach and Methodology Work Plan	Compliance to TRS as per format provided in Section 59 Approach and Methodology as per section Work Plan
Section 6	Form 6: Bidder's Experience	— Citations as per format provided in Section 60 — Documentary Evidence of Citations
Section 7	Form 7: Project Governance	— Governance structure with escalation mechanism — Team Composition with Team lead and support team as per format provided in Section 61.1 — CVs as per format provided in Section 61.1.2
Annexure I	Documentary Evidence of Pre-Qualification Checklist	— Certificate from Statutory Auditor — Balance Sheet & Profit/ Loss Statement for last — Citations as per format provided in

		Section 60
		— Declarations as per format provided in Section 62
Annexure II	Power of Attorney	Power of attorney for authorized signatory

18.1.1.2 Commercial Bid Format

Section No.	Section Heading	Details
Section 1	Form 11A: Commercial Bid Covering Letter	As per format provided in Section 64.1.1
Section 2	Form 11B: Summary of Costs	As per format provided in Section 64.1..2
Section 3	Form 11C: Hardware/ System Software Cost (Capex)	As per format provided in Section 64.1..3
Section 4	Form 11D: ATS/ AMC (Opex)	As per format provided in Section 64.1..4

19 Disclaimer

(a) While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, bidders must form their own conclusions about the scope of work. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

(b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Ministry on the basis of this RFP.

(c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Ministry of Women & Child Development. Any notification of preferred bidder status by the Ministry shall not give rise to any enforceable rights by the Bidder. The Ministry may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Ministry.

(d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

20   Complaint Proposals / Completeness of Response

(a)   Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / Proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

(b)   Failure to comply with the requirements specified in the bid document may render the Proposal non-complaint and the Proposal may be rejected. Bidders must:

   i.   Comply with all requirements as set out within this RFP.

   ii.   Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP

   iii.   Include all supporting documentations specified in this RFP

   iv.   Comply with the Critical Dates mentioned at page of the bid document.

21   Pre - Bid Meeting & Clarifications

21.1.1 Bidders Queries

The Ministry shall hold a pre-bid meeting with the prospective bidders on xx.xx.2018 at 12:00 Hours in the Conference Hall of Ministry of Women & Child Development (Room No.602, 'A' Wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi-110001).

(a)   The Bidders will have to ensure that their queries for Pre-Bid meeting reach to the Under Secretary by email at vc.choudhary@nic.in before 15:00 Hours on **Error! Reference source not found.**.

(b)   The queries should necessarily be submitted in the following format:

#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			

2.		
3.		

(c) The Ministry shall not be responsible for ensuring that the bidders' queries have been received by it. Any requests for clarifications post the indicated date and time may not be entertained by the Ministry.

21.1.2 Responses to Pre-Bid Queries and Issue of Corrigendum

(a) The Nodal Officer notified by the Ministry will endeavor to provide timely response to all queries. However, the Ministry makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the Ministry undertake to answer all the queries that have been posed by bidders.

(b) At any time prior to the last date for receipt of bids, the Ministry may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

(c) The Corrigendum(s) & clarifications to the queries from all bidders will be published in the GeM Portal, MoWCD website and emailed to all prospective bidders to whom the RFP was issued including participants of the pre-bid conference.

(d) Any such corrigendum(s) shall be deemed to be incorporated into this RFP.

(e) In order to provide prospective Bidders reasonable time for taking the corrigendum(s) into account, the Ministry may, at its discretion, extend the last date for the receipt of Proposals.

22   RFP Document Fees

The RFP documents have been made available to the bidders without any fee.

23   Earnest Money Deposit (EMD)

(a) Bidders shall submit, along with their Pre-Qualification Proposals, an EMD of Rs. 5.00 lakh (Rupees Five Lakhs only) in the form of an account payee Demand Draft OR Banker's Cheque OR Bank Guarantee. The payment transfer related information is as follows:

i. BG forEMD in the format specified in Appendix I: Form 3 issued by a financial bank in favour of Pay and Accounts Officer, Ministry of Women and Child Development.

ii. Demand Draft/Banker's Cheque: in favour of Pay and Accounts Officer, Ministry of Women and Child Development payable at New Delhi.

iii. The EMD instrument should remain valid for a period of 60 days beyond the bid validity period of 90 days.

(b)   EMD of all unsuccessful bidders will be refunded by the Ministry within 30 days of finalization of contract with the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix III.

(c)   The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

(d)   The bid / proposal submitted without EMD, mentioned above, shall be summarily rejected.

(e)   The EMD may be forfeited:

i. If a bidder withdraws its bid during the period of bid validity.

ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

24   Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal. The power-of-attorney should be submitted as part of the Pre-qualification Proposal.

25   Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by the Ministry to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. The Ministry

will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

26 Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, true and verbatim translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

27 Venue &Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the Ministry at the address specified below:

Addressed to	The Under Secretary (PMMVY)
Name of the Ministry	Ministry of Women & Child Development
Address	Room No. 621, 'A' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road New Delhi-110001
Telephone	011-23388513
Email ID	vc.choudhary@nic.in
Last Date & Time of submission	05.10.2018 ; 15:00 Hours

28 Bid Validity

The financial offer submitted by the Bidders should be valid for minimum period of 90 days from the closing date of submission of the bid.

29 Late Bids

(a)   Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

(b)   The bids submitted by fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

(c)   The Ministry shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

(d)   The Ministry reserves the right to modify and amend any of the above stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitment.

30 Deviations

The bidder shall not provide any deviation to the contents of the RFP document. It may be noted that if any deviation is provided, MoWCD shall reserve the right to summarily reject the bid without assigning any reason.

31 Tender Opening

The last date and time for submission of proposal and date and time for opening of bids is mentioned in the Critical dates section in page number <> of this document. The Proposals will be opened by the Nodal Officer or any other officer(s) authorized by the Ministry, in the presence of such of those Bidders or their representatives who may be present at the time of opening. The representatives of the bidders should carry the identity card or a letter of authority from the bidding firms to identify their bonafide for attending the opening of the proposal.

32 Bidder's evaluation procedure

33 Evaluation Committee

(a) The Ministry will constitute a Consultancy Evaluation Committee to evaluate the responses of the bidders.

(b) The Consultancy Evaluation Committee constituted by the Ministry shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

(c) The decision of the Consultancy Evaluation Committee in the evaluation of the responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation   with the Committee.

(d) The Consultancy Evaluation Committee may ask for meetings and presentations with the Bidders and/or seek clarifications on their   proposals.

(e) The Consultancy Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

(f) Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

34 Evaluation process

Bid evaluation will be held in two stages. Initial Bid scrutiny will be held after opening the Pre-Qualification Proposals and also after opening of Technical Proposals. Following defects of bids detected during initial scrutiny will be treated as non-responsive, if proposals;

- are not submitted as specified in the RFP document
- are received without the Letter of Authorization (Power of Attorney)
- are with incomplete information, subjective, conditional offers and partial offers
- are submitted without the documents requested in the checklist
- have non-compliance of any of the clauses stipulated in the RFP
- are with lesser validity period
- are without required EMD

All responsive Bids will be considered for further processing as below. The Ministry will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the RFP. All eligible bids

will be considered for further evaluation by the Committee according to the Evaluation process defined as below. The decision of the Consultancy Evaluation Committee shall be final in this regard.

(a)   All responsive bids will be opened in the presence of Bidders (who choose to present)

(b)   Bidders who qualify the Bidders Eligibility Criteria as mentioned in this RFP will be informed through an Email

(c)   In the next stage, ministry will do the Technical evaluation of only Eligible bidders

(d)   The Bidders will be informed through an Email about the status of their Technical evaluation qualification

(e)   Bidders who score more than 70% marks in Technical evaluation as mentioned in Section 34 of this RFP will be considered for next stage of evaluation

(f)   The Commercial bids of technically qualified bidders will be opened in the presence of Bidders (who choose to present)

(g)   The successful bidder will be selected based on the criteria mentioned in the Section 35 of this RFP

35 Bidder's Eligibility Criteria

Only those bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfil all or any of the following eligibility criteria are liable to be rejected.

Note:

Bidders need to ensure compliance to all the eligibility criteria points. The decision of Ministry shall be final and binding in this regard. Deviations will be grounds for disqualification.

#	Minimum Eligibility required	Supporting documents
1	Bidder should be a company incorporated in India under the Companies Act, 1956/LLP registered under LLP Act 2008 and subsequent	Copy of Certificate of Incorporation

	amendments thereto.	
2	Should have been operating for atleast last five years as on the date of this RFP in supplying and commissioning hardware and providing support	Copy of Certificate of Incorporation
3	The Bidder should have a minimum turnover of **Rs. 100 crores** per annum during last three financial years in India (FY 2013-14, 2014-15, 2015-16)	Audited financial statements for the last three financial years. **OR** Certificate from the Statutory Auditor **OR** Certificate from Bidder's Chartered Accountant.
4	The Bidder should be a profit making entity with respect to operations in India in at least two of the three years preceding the last financial year.	Audited Financial statements for the financial years (FY 2014-15, 2015-16, 2016-17) **OR** Certificate from the Statutory Auditor **OR** Certificate from Bidder's Chartered Accountant.
5	The bidder (applicable to an OEM as well if it is bidding directly) should not have been blacklisted by PSU / Govt. of India.	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory.
6	The Bidder/Group Company/Parental Company must have implemented hardware and provided support to atleast 2 Government/ PSU client in last 5 years	Relevant Credential Letters or Contracts

7	If an OEM is bidding directly, it cannot provide its product to any other bidder in this bidding process. In such a case, OEM bid will be disqualified.	Self- Declaration to this effect must be submitted on the bidder's letterhead.
8	Documentary evidence of proof of authority of the bid signatory	Power of attorney or authorization letter
9	The bidder should be either Original Equipment Manufacturer (OEM) of all IT assets in proposed BOM or their authorized partner in India for the last 5 years.	OEMs need to submit a self-declaration stating that the firm is an OEM of the offered components. In case of authorized representatives, Authorization letters from the Original Equipment Manufacturers (OEMs) / software copy right holders to this effect should be furnished. The authorization letter should mention that if authorized representative fails to meet the obligation for items supplied and / or to be supplied under this tender, then OEM would be responsible for all obligations for their items.
10	In case of bidders, other than the OEM, the bidder must have at least 10 qualified Engineers (minimum qualification diploma holder), on its roll, trained by the OEM of the quoted BOM items.	Undertaking on Bidder's Letterhead confirming the details of engineers
11	The bidder should have minimum of two certifications out of ISO 9001, ISO 20001, and ISO 27001 as on date of the RFP	Copy of the relevant certifications

12	The Bidder/Group Company must provide support at all locations of MoWCD – HO, DC and DR	Self-Declaration certified by authorized signatory of the bidder

Note:

a. Bidders need to ensure compliance to all the eligibility criteria points.

b. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.

c. In case of corporate restructuring of a company documentary evidence prior to such restructuring should be furnished, then documentary proofs of earlier entity shall be considered for eligibility criteria evaluation.

Bidders who meet all these criteria would qualify for the second stage of evaluation. The bidders would also need to provide supporting documents for eligibility proof.

36 Bidders Technical & Functional Evaluation

The Bidders meeting the eligibility criteria will be shortlisted for Technical Proposal Evaluation. This evaluation will be carried out on a total score of 100 on the basis of the following evaluation parameters defined in this section.

The evaluation methodology is further broken down into sub areas as under.

#	Evaluation Criteria	Parameters	Supporting Documents	Max. Marks
A –Compliance to Technical Requirements Specification				*70*
A1	TRS compliance	Refer TRS section	TRS Compliance	70
B – IT architecture and Approach & Methodology				*10*

B1	Solution Architecture	• Deployment Architecture • Suitability of Tools & Technologies proposed • Approach for Implementation and Bidder's plan for performing the required services as detailed in scope of work in the RFP		5
B2	SLA compliance	Approach for ensuring SLA compliance and also the approach for improvements in SLA on a continuous basis.		5
C – Experience				**10**
C1	The bidder should have experience in executing similar projects (procuring, supplying, commissioning and supporting servers/ storage) in Government/ PSU sector in India with order value more than INR 10 crore	Number of projects:- • < 2 Projects: 2 Marks • ≥ 2 and ≤ 5 Projects: 3 Marks • > 5 Projects: 5 Marks	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory) **OR** Work Order + Phase Completion Certificate (for ongoing projects) from client	5
C2	The bidder should have experience in procuring, supplying and commissioning the proposed infrastructure of proposed OEM	Number of Projects:- • < 2 Projects: 2 Marks • ≥ 2 and ≤ 5 Projects: 3 Marks	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory)	5

			• > 5 Projects: 5 Marks	**OR** Work Order + Phase Completion Certificate (for ongoing projects) from client	
		D - RESOURCE PROFILE			***10***
D1	Resume of team lead responsible for commissioning and support personnel for the assignment	Refer to sub-section below for CV Evaluation framework	CVs of persons proposed for the assignment		10

Bidders whose bids are responsive and who score at least 70% marks in the technical evaluation would be considered technically qualified.

Any critical noncompliance/deviations may lead to disqualification of the Bidder. The scores will be evaluated taking as a whole number.

Ministry at its discretion may reject the proposal of the Bidder, without giving any reason whatsoever, if in case the submission/responses received from the Bidder were found to be unsatisfactory.

The detailed technical evaluation methodology is given below:

i. Technical Requirement Specifications

The compliance mentioned by Bidder's in the Technical Specifications annexure will be analyzed and scored based on the RFP requirements vis-à-vis Solution offered. Point to point conformity of the solution offered to the technical requirements provided in the requirements.

Bidder response Compliance to technical requirement	Marks Assigned for Response
Yes	2
No	0

The entire Bid could be considered as non-responsive & will be liable for rejection, at the sole discretion of Ministry, in case:

- The Bidder does not respond to any of the technical requirement
- The Bidder chooses any option other than that mentioned

The marks given on the basis of the response given by the Bidder for each of the technical requirement will be aggregated & the total raw score than will be denominated by maximum score possible for all technical requirements. The output of that will be multiplied with total marks allotted to TRS section. The following formula will be used to get the Technical requirement specification score of a Bidder:

Technical requirement specification score of a Bidder = {(Total raw score for technical requirements / Maximum marks possible for all technical areas) * Total marks allotted to TRS section} (adjusted to 2 decimals)

Example: The following table illustrates how the score will be calculated for Technical requirement specification:

Technical Requirements	Bidder response	Calculated scores
Requirement-1	A	2
Requirement-2	A	2

Requirement-3	A	2
Requirement-4	A	2
Requirement-5	NA	0
Requirement-6	A	2
Total raw score		10
Maximum marks possible		(2*6) = 12
Technical requirement specification score		(10 / 12) * 70 = 58.33

ii. CV evaluation framework

The criteria for evaluation of CVs is as follows

#	Bidder's Team (A = A1 + A2)	10
A1	Team lead ● BA/BE/B Tech degree from a reputed institute ● 10 years of experience in managing technical teams as a team lead in managing Infrastructure Procurement, deployment, Installation and maintenance of hardware components ● years of experience working in data centers and commissioning infrastructure ● Atleast 2 projects as project manager for procurement, supply and commissioning hardware/ system software preferably in a government/ PSU sector. ● Hands-on experience troubleshooting hardware such as servers, storage, routers, bridges, switches, hubs, modems, network interface cards, and so on	7

	● Knowledge and understanding of system flow charts, data processing concepts, and telecommunications principles Preference will be given to person having Experience in Government Consulting on International Projects	
A2	**Support Executive (3 Resources)** ● BA/BE/B Tech degree from a reputational institute ● Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, modems, network interface cards, and so on ● Atleast 5 years of work experience as support executive preferably in Government/ PSU sector ● Strong IT Infrastructure Domain knowledge ● Strong communication skills and can converse in Hindi/ English Preference will be given to person having work experience on similar kind of projects	**3**

37   Financial Bid Evaluation

(a) The Financial Bids of technically qualified bidders will be opened in the presence of bidder's representatives. The date, time and venue of opening of financial bid will be communicated to the technically qualified bidders separately and/or posted in the Ministry's website www.wcd.nic.in .

(b) If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

(c) **The bidder with lowest qualifying financial bid (L1) will be declared as successful bidder.**

(d) In the event there is a tie in financial bid, with two bidders quoting same amount, bidder securing the highest technical score will be declared as the successful bidder for award of the contract.

(e) Only fixed price financial bids indicating total price for all the deliverables, if any, and services specified in this bid document will be considered.

(f)   The bid price will include all taxes and levies and shall be in Indian Rupees.

(g)   Any conditional bid would be rejected.

(h)   Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

38 Award Criteria

The Ministry will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid, i.e., has secured highest overall score as per the process outlined above.

39 Terms & Conditions

40 Right to Accept Any Proposal and To Reject Any or All Proposal (s)

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

41 Notification of Award

(a) Prior to the expiration of the bid validity period, the Ministry will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case, due to some unforeseeable circumstances, the tendering process is not completed within the bid validity period, the Ministry may like to request the bidders to extend the validity period of the bid.

(b) The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, the Ministry will notify each unsuccessful bidder and return their EMD.

42 Resource

The Bidder is to maintain the same team during the contract period of twenty four months as proposed in this RFP. In the case of any change in the resources for reasons other than resignation and health and that initiated by Ministry Bidder has to take prior permission from Ministry to change any resource. Ministry may decide to evaluate the new resources and the resource should be change only after approval is received from Ministry in this aspect.

43 JV/ Consortium

(a) The RFP does not allow JV/ Consortium to respond. The Bidder can only bid as a Single Bidder.

44 Performance Guarantee

The Ministry will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the assignment. The Performance Guarantee should be valid for a period of **24 months** initially. The Performance Guarantee shall be renewed as and when required and kept valid for a period of three months beyond the completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Ministry at its discretion may cancel the order placed on the selected bidder without giving any notice.

The Ministry shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or the Ministry incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

45 Signing of Contract

Post submission of Performance Bank Guarantee by the successful bidder, the Ministry shall enter into a contract with the successful bidder incorporating necessary details of scope of work, deliverables, timeline, payment schedule, pre-bid clarifications, resource deployment, financial proposal of the bidder and other clauses as necessary.

46 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the proposed Contract Terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Ministry may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the Ministry shall invoke the PBG of the most responsive bidder.

47 Force Majeure

(a) Definition of Force Majeure : -In this Clause "Event of Force Majeure" means an event beyond the control of the Ministry and the Consulting Agency, which prevents either Party from complying with any of its obligations under the Contract, including but not limited to:

   i. Acts of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods);

   ii. war, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition, or embargo;

   iii. rebellion, revolution, insurrection, or military or usurped power, or civil war;

   iv. riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the Consulting Agency; or v. acts or threats of terrorism.

(b) Consequences of Force Majeure Event

   i. Neither the Ministry nor the Consulting Agency shall be considered in breach of the Contract to the extent that performance of their respective obligations (excluding payment obligations) is prevented by an Event of Force Majeure that arises after the date of signing of contract.

   ii. The affected Party prevented from carrying out its obligations under the contract shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the affected Party.

   iii. If and to the extent that the Consulting Agency is prevented from executing the Services by the Event of Force Majeure, the Consulting Agency shall be relieved of its obligations to provide the Services but shall endeavor to continue to perform its obligations under the Contract so far as reasonably practicable and in accordance with Good Operating Practices, [PROVIDED that if and to the extent that the Consulting Agency incurs additional Cost in doing so, the Consulting Agency shall be entitled to the amount of such Cost [COST BEING DEFINED AS HAVING NO PROFIT COMPONENT] (the Consulting Agency having taken reasonable steps to mitigate the Cost)].

   iv. If and to the extent that the Consulting Agency suffers a delay in execution of the contractual services beyond the timeline fixed for each phase as a result of an Event of

Force Majeure then it shall be entitled to an extension of the time for completion as may be mutually decided by both the parties.

v. The Consulting Agency shall be entitled to payment as per payment schedule mentioned in Section 12 after grant of extension of timeline for phase completion prescribed in Section 9 read with 47 (a) due to the period of interruption caused by the Event of Force Majeure.

vi. The Contract Period shall be extended by a period of time equal to the period of interruption caused by an Event of Force Majeure.

48   Right to Terminate the Process

(a)   The Ministry may terminate the RFP process at any time and without assigning any reason. The Ministry makes no commitment, expressed or implied, that this process will result in a business transaction with anyone.

(b)   This RFP does not constitute an offer by the Ministry. The bidder's participation in this process may result the Ministry selecting the bidder to engage towards execution of the contract.

49   Optional Termination, Payment and Release

Irrespective of any extension of time, if an Event of Force Majeure occurs and its effect continues for a period of 365 days, either the Ministry or the Consulting Agency may give to the other a notice of termination of contract, provided that if the Ministry is paying fee during Force Majeure, then Consulting Agency will not have a termination right, which shall take effect 30 days after the giving of the notice. If, at the end of the 30-days period, the effect of the Force Majeure continues, the Contract shall terminate. After termination of contract under this Sub-Clause, the Consulting Agency shallcomply with such termination provisions as may be prescribed in the contract and the Ministry shall pay the Consulting Agency an amount calculated and certified in accordance with relevant clauses of termination of contract.

50   Confidentiality of data

During the course of discharge of its duties as Consultancy Agency, the agency and its employees assigned for the project will have access to sensitive personal information of the beneficiaries of DBT schemes of the Ministry, including their name, date of birth, Aadhaar number, mobile number, bank account number, etc. unauthorized disclosure and misuse of which may cause irreparable damage to the life and property of the beneficiaries. The Consulting Agency shall be required to sensitize the employees about the need of maintaining absolute data secrecy and take every possible step to ensure that the beneficiary data including demographic details, either in paper form or in digitized form, are not misused, not published online, not put in public domain and not transmitted in such digital form which can be intercepted or searched through internet search engines. In other words, the Consulting Agency shall be wholly and irrevocably responsible for maintaining absolute data secrecy in accordance with provisions of the Aadhaar Act, 2016 and the Information Technology Act, 2000 and any violation shall be dealt with strictly as per law.

51 Litigation

Any dispute arising out of this RFP or the contract signed by the Ministry with the successful bidder or any other bidder participating in this procurement process shall be subject to the jurisdiction of Delhi High Court.

52 Fraud and Corrupt Practices

(a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Ministry shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Ministry shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Ministry for, inter alia, time, cost and effort of the Ministry, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

(b) Without prejudice to the rights of the Ministry under Clause above and the rights and remedies which the Ministry may have under the Letter of Intent (LOI) or the Contract, if a Bidder or Consulting Agency, as the case may be, is found by the Ministry to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Contract, such Bidder or Consulting Agency shall not be eligible to participate in any tender or RFP issued by the Ministry during a period of five years from the date such Bidder or Consulting Agency, as the case may be, is found by the Ministry to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

(c) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

i.   "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Ministry who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Contract or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Ministry, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Award (LOA) or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Award or the Contract, who at any time has been or is a legal, financial or technical consultant/ adviser of the Ministry in relation to any matter concerning the Project;

ii.   "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

iii. "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

iv.   "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by Ministry with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

v.   "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

53 Arbitration Clause

(a)   In event of any dispute or difference between the parties hereto, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Secretary, Ministry of Women & Child Development on the recommendation of the Secretary, Department of Legal Affairs ("Law Secretary"), Government of India. The provisions of Arbitration and Conciliation Act, 1996 (No.26 of 1996) shall be applicable to the arbitration. The venue of such arbitration shall be at Delhi or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make a reasoned award (the "Award"), which shall be final and binding on the parties." The cost of the arbitration shall be shared equally by the parties to the agreement. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

(b)   Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is published; the Parties shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

54   Appendix I

55   Form 1: Technical Bid Covering Letter

<Location, Date>

To,
The Under Secretary
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Submission of Technical bid

Reference: RFP for Supply, Installation and Maintenance of IT Infrastructurefor PMMVY, Ministry of Women and Child Development, Government of India, New Delhi (RFP Ref no: ---)

Dear Sir,

We, the undersigned, offer to provide the requisite Services for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development, in response to your Request for Proposal dated <insert date>. We are hereby submitting our Proposal, which includes this Technical bid and the financial bid, which is sealed in a separate envelope.

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

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

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.

We understand you are not bound to accept any Bid(s) that you receive.

Yours sincerely,

Authorized Signature (In full and initials):

Name and Title of Signatory:

Name of Firm:

Address:

Date:

56 Form 2: Compliance Sheet for Pre-qualification Proposal

#	Minimum Eligibility required	Supporting documents	Compliance (Yes/No)	Reference Section No
1	Bidder should be a company incorporated in India under the Companies Act, 1956/LLP registered under LLP Act 2008 and subsequent amendments thereto.	Copy of Certificate of Incorporation		
2	Should have been operating for atleast last five years as on the date of this RFP in supplying and commissioning hardware and providing support	Copy of Certificate of Incorporation		
3	The Bidder should have a minimum turnover of **Rs. 100 crores** per annum during last three financial years in India (FY 2013-14, 2014-15, 2015-16)	Audited financial statements for the last three financial years. **OR** Certificate from the Statutory Auditor **OR** Certificate from Bidder's Chartered Accountant.		
4	The Bidder should be a profit making entity with respect to operations in India in at least two of the three years preceding the last financial year.	Audited Financial statements for the financial years (FY 2014-15, 2015-16, 2016-17) **OR** Certificate from the Statutory Auditor **OR** Certificate from Bidder's Chartered Accountant.		

5	The bidder should not have been blacklisted by PSU / Govt. of India. (applicable to an OEM as well if it is bidding directly)	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory.		
6	The Bidder/Group Company/Parental Company must have implemented hardware and provided support to atleast 2 Government/ PSU client in last 5 years	Relevant Credential Letters or Contracts		
7	If an OEM is bidding directly, it cannot provide its product to any other bidder in this bidding process. In such a case, OEM bid will be disqualified.	Self- Declaration to this effect must be submitted on the bidder's letterhead.		
8	Documentary evidence of proof of authority of the bid signatory	Power of attorney or authorization letter		
9	The bidder should be either Original Equipment Manufacturer (OEM) of all IT assets in proposed BOM or their authorized partner in India for the last 5 years.	OEMs need to submit a self-declaration stating that the firm is an OEM of the offered components. In case of authorized representatives, Authorization letters from the Original Equipment Manufacturers (OEMs) / software copy right holders to this effect should be furnished. The authorization letter should mention that if authorized representative fails to meet the obligation for items supplied and / or to be supplied under this tender, then OEM would be		

#		Information Sought	Details to be Furnished	
		responsible for all obligations for their items.		
10	In case of bidders, other than the OEM, the bidder must have at least 10 qualified Engineers (minimum qualification diploma holder), on its roll, trained by the OEM of the quoted BOM items.		Undertaking on Bidder's Letterhead confirming the details of engineers	
11	The bidder should have minimum of two certifications out of ISO 9001, ISO 20001, and ISO 27001 as on date of the RFP		Copy of the relevant certifications	
12	The Bidder/Group Company must provide support at all locations of MoWCD – HO, DC and DR		Self-Declaration certified by authorized signatory of the bidder	

57 Form 3: Details of the Prime Bidder

#	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	Details of company registration	
6.	Details of registration with appropriate authorities for service tax (GST)	
7.	Name, Address, E-mail and Mobile Number of Contact person	
8.	Scope of Work for Prime Bidder	

57.1.1 Form 3A: Details of the OEM

#	Information Sought	Details to be Furnished

1.	Name and address of the OEM Partner	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	Details of company registration	
6.	Details of registration with appropriate authorities for service tax (GST)	
7.	Name, Address, E-mail and Mobile Number of Contact person	
8	Scope of Work for OEM Partner	

58   Form 4: Compliance Sheet for Technical Proposal

#	Evaluation Criteria	Parameters	Supporting Documents	Compliance (Yes/ No)	Reference Section no
	A –Compliance to Technical Requirements Specification				
A1	TRS compliance	Refer TRS section	TRS Compliance		
	B – IT architecture and Approach & Methodology				
B1	Solution Architecture	• Deployment Architecture • Suitability of Tools & Technologies proposed • Approach for Implementation and Bidder's plan for performing the required services as detailed in scope of work in the RFP			
B2	SLA compliance	Approach for ensuring SLA compliance and also the approach for improvements in SLA on a continuous basis.			
	C – Experience				
C1	The bidder should have experience in executing similar projects (procuring, supplying, commissioning and supporting servers/ storage) in Government/ PSU sector in India with	Number of projects:- • < 2 Projects: 2 Marks • ≥ 2 and ≤ 5 Projects: 3 Marks	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory)		

	order value more than INR 10 crore	• > 5 Projects: 5 Marks	**OR** Work Order + Phase Completion Certificate (for ongoing projects) from client		
C2	The bidder should have experience in procuring, supplying and commissioning the proposed infrastructure of proposed OEM	Number of Projects:- • < 2 Projects: 2 Marks • ≥ 2 and ≤ 5 Projects: 3 Marks • > 5 Projects: 5 Marks	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (by Authorized Signatory) **OR** Work Order + Phase Completion Certificate (for ongoing projects) from client		
	D - RESOURCE PROFILE				
D1	Resume of team lead responsible for commissioning and support personnel	CV Evaluation framework	CVs of persons proposed for the assignment		

	for the assignment				

59 Form 5: Technical Requirements Specifications Compliance

Sr No.	DDoS Specifications	Compliance (Yes/No)
1	The proposed solution should be appliance based solution	
2	Inspection and prevention is done in hardware	
3	Solution must support VLAN's	
4	Solution must support at least 8 x 1G LAN & 8 x 1G WAN interfaces	
5	Solution must at least support 6Gbps of Enterprise Mix traffic	
6	Solution must support either SFP SX / LX or SFP+ SR / LR modules	
7	Operating system should be hardened	
8	The device should support high availability	
9	Device management interface must be firewalled internally.	
10	System must be delivered as a rack mountable single-box solution.	
11	Performance should not be limited by any licensing system.	
12	In inline mode system must not modify MAC or IP addresses of passed frames	
13	Solution should support 1 Million simultaneous connections	
14	Latency should be lower than 50 microseconds	
15	The solution shall support IPV6 protocol.	
16	The DDoS detection capability of the solution must not be impacted by asymmetric traffic routing.	
17	The system must detect the attack dynamically without the need of any static control/redirection (E.g. route maps or static routes)	
18	The system must have an updated threat feed that describes new malicious traffic (botnets, phishing, etc...).	
19	The system should be capable to mitigate and detect both inbound and outbound traffic.	
20	The DDoS detection solution shall have the learning mode to easily identify anomalies in the network communication.	
	Security	
21	The system must be able to block invalid packets (including checks for Malformed IP Header, Incomplete Fragment, Bad IP Checksum, Duplicate Fragment, Fragment Too Long, Short Packet, Short TCP Packet, Short UDP Packet, Short ICMP Packet, Bad TCP / UDP Checksum, Invalid TCP Flags, Invalid ACK Number) and provide statistics for the packets dropped	
22	The system must support the dropping of idle TCP sessions if client does not send a user-configurable amount of data within a configurable initial time period	

23	The system must limit number of simultaneous TCP connections on a per-client basis	
24	The system must allow protection parameters to be changed while a protection is running. Such change must not cause traffic interruption	
25	Solution should support security at layers 3,4 and 7	
26	Solution should support for all 255 protocols at layer 3	
27	Solution should support all 64k TCP and UDP ports	
28	System must not use signatures, System must have methods of using behavioural and heuristic analysis	
29	System must detect and block HTTP Opcode Flood	
30	System must detect Excessive URL/source/second	
31	System must be able to detect and block SYN Flood attacks	
32	System must be able to detect and block Zombie Floods	
33	System must be able to detect and block ICMP Floods	
34	System must be able to detect and block Fragment Flood	
35	System must be able to detect and block HTTP GET Flood	
36	System must be able to detect and block Floods from Unwanted Geographical Areas	
	Deployment Options	
37	Inline: - The DDoS appliance should support 'inline', meaning it is installed between the one or more protected systems and the rest of the network. In the simple network, data passes through the DDoS appliance as it travels to and from a protected system and the rest of an Ethernet local area network.	
	Protection Mechanism	
38	DDoS Appliance should be completely Behavioural Based	
39	It should measures byte and packet counts, state transitions, fragments, checksum, flags, new connections, address pairs, and so on as Layer 3 to Layer 7 parameters to define Threshold	
40	In case of threshold violation traffic should be drop	
41	It should be possible to write manual ACL's to block certain IP	
42	It should be possible to block Geographical Locations to prevent flooding attacks from a particular country	
	IP Reputation	
43	DDoS Appliance should receive a continuous update feed of Malicious Sources categorize as phishing, botnet etc.	
44	When protection enabled traffic from these sources should be blocked	

60   Form 6: Citations Table

Assignment name:	Approx. value of the contract:
Country: Location within country:	Duration of assignment months:
Name of Client:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract:
Start date month/year: Completion date month/year:	No of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed indicate most significant profiles such as Project Director/Coordinator, Team Leader:
Narrative description of Project:	

Description of actual services provided by your staff within the assignment:

61 Form 7: Team Composition and their Availability

<u>Organization and Staffing</u>. In this section, bidder should propose the structure and composition of your team. List the main profile requirement of the assignment, proposed technical staff with detailed CVs.

61.1.1 Form 7A: Team composition and Key Tasks

#	Position	Name of Staff	Educational Qualification	Total Experience (in years)	Area of Expertise	Time Committed for the Engagement (person month)
	<Add more rows as per requirement>					

61.1.2 **Form 7B: Curriculum Vitae (CV) of Key Personnel**

1. **Proposed Position** [*only one candidate shall be nominated for each position*]:_____

2. **Name of Firm** [*Insert name of firm proposing the staff*]:_____

3. **Full Name of Staff**: _____

4. **Date of Birth**:_____**Nationality**:_____

5. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]:_____

6. **Total No. of years of experience**: _____

7. **Total No. of years with the firm**: _____

8. **Areas of expertise and no. of years of experience in this area (as required for the Profile - mandatory)**: _____

9. **Certifications and Trainings attended: _____**

10. **Details of Involvement in Projects (only if involved in the same): _____**

11. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]**:**

12. **Membership of Professional Associations:**

13. **Employment Record** [*Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From (Year):   To (Year):

Employer/Purchaser:

Positions held: _____

14. Detailed Task Assigned	15. Relevant Work Undertaken that Best illustrates the experience as required for the Role (provide maximum of 6 citations of 10 lines each)
[List of all tasks to be performed under this assignment]	*(Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 14 and as required for the role as listed in 'List of the key professional positions whose CV and experience would be evaluated')* Name of Assignment or Project:_____ Year:_____ Location:_____ Purchaser:_____ Main Project features:_____ Positions held:_____ Value of Project (approximate value or range value:_____ Activities performed:_____

16.   Certification:

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

_____Date:_____

(Signature of staff member or authorized representative of the staff)
    (Day/Month/Year)

Full name of Authorized Representative: _____

62   Declaration letters for Pre-Qualification

62.1.1 **Form 8A: Letter for No Blacklisting**

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Certificate for No Blacklisting

Reference: RFP for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of
Women and Child Development, Government of India, New Delhi (RFP Ref no: ---)

Dear Sir,

We, the undersigned, certify that <name of bidding entity> are not blacklisted in past/present by
any Govt. Organization/PSU as on the date of submission of this bid. This confirmation is given to
the best of our knowledge and belief.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:
Name of Firm:
Address:

62.1.2 Form 8B: Letter for Not Providing Products to Other Bidders

\<Location, Date\>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Declaration for Not Providing Products to Other Bidders

Reference: RFP for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development, Government of India, New Delhi (RFP Ref no: ---)

Dear Sir,

We, the undersigned, confirm that \<name of bidding entity\> will not provide its product to any other bidder in this bidding process. In such a case, we understand that we stand to be disqualified.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:
Name of Firm:
Address:

62.1.3 **Form 8C: Letter for Qualifying as OEM or Authorized Partner**

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Declaration for Qualifying as OEM or Authorized Partner

Reference: RFP for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development, Government of India, New Delhi (RFP Ref no: ---)

Dear Sir,

We, the undersigned, confirm that <name of bidding entity> are <*Original Equipment Manufacturer (OEM) of all IT assets/offered components in proposed BOM>* or <*authorized partner in India for at least last 5 years of all IT assets/offered components in proposed BOM. Authorization letters from the Original Equipment Manufacturers (OEMs) / software copy right holders to this effect are attached herewith.*

We understand that in case of failure to meet the obligation for items supplied and/or to be supplied under this tender, then we would be responsible for all obligations for their items>. This confirmation is given to the best of our knowledge and belief.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

62.1.4 **Form 8D: Letter for Availability of Qualified Engineers**

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Declaration for Availability of Qualified Engineers

Reference: RFP for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development, Government of India, New Delhi (RFP Ref no: ---)

Dear Sir,

We, the undersigned, confirm that <name of bidding entity> has on its rolls the below technically qualified personnel trained by the OEM of the quoted BOM items and who shall be relevant diploma holders and shall possess prior experience in providing the required services. This confirmation is given to the best of our knowledge and belief.

Sr. No.	1	2	3	4	5
Name					
Year since working in the Firm					
Professional Qualifications					
Phone Number					
Email ID					
Present Designation					
Experience					
Expertise and Specialization					

Sr. No.	6	7	8	9	10
Name					
Year since working in the Firm					
Professional Qualifications					
Phone Number					
Email ID					
Present Designation					
Experience					
Expertise and Specialization					

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

62.1.5 **Form 8E: Letter for Support at All Locations**

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Certificate for Support at All Locations

Reference: RFP for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development, Government of India, New Delhi (RFP Ref no: ---)

Dear Sir,

We, the undersigned, certify that <name of bidding entity> will provide support at all locations of MoWCD, namely, HO, DC and DR.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:
Name of Firm:
Address:

63 Form 9: Bank Guarantee for Earnest Money Deposit (EMD)

<Location, Date>

The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Whereas **<company name and relevant details>** having its registered office address at **<address>**(hereinafter called the Bidder, which expression shall include its successors and permitted assigns) has submitted the bid for Submission of RFP Reference No.**<insert number>** for Services in PMMVY, Ministry of Women and Child Development (hereinafter called the Bid) to the Ministry of Women & Child Development.

Know all Men by these presents that we <insert bank details>. (hereinafter referred to as "the Bank" which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) are bound unto the Ministry of Women & Child Development (hereinafter called the Purchaser, which expression shall include its successors and permitted assigns) in the sum of Rs. 5,00,000/- (Rupees Five Lakh only) for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and permitted assigns by these presents. Sealed with the Stamp of the said Bank this *< Insert Date of issuance>.*

The conditions of this obligation are:

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

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

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

Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount within five working days from the date of receipt of its written demand, provided that in its demand the Purchaser will note that the

amount so claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. Provided however, the written demand must be accompanied by a copy of the notice sent to the Bidder by the Purchaser to cure /rectify the default at least 30 (Thirty) days prior to presentation of any demand of its intention to have recourse to the Guarantee, setting out the act or omission of the Bidder, which it asserts constitutes the breach of terms and conditions of the said contract or loss/damage suffered giving rise to the demand.

This guarantee will remain in force up to and including **<insert expiry date>** ("Expiry date") and any demand in respect thereof should reach the Bank not later than the above date.

This guarantee shall be governed by and construed in accordance with the Laws of India and shall be subject to the exclusive jurisdiction of Indian Courts.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

Our liability under this Bank Guarantee shall not exceed Rs. 500000/- (Rupees Five Lakh only)

. This Bank Guarantee shall be valid upto*<insert expiry date> ("Expiry date")*

i. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written demand made in the manner prescribed in this Guarantee for payment under this Bank Guarantee in original at **<insert bank details>,** and by email to email Id **<insert email address>** on or before **<insert expiry date>** ("Expiry date") failing which our liability under the guarantee will automatically cease irrespective of whether the original has been returned to us or not.

Seal:

Date *< Insert Date of issuance>.*

(Authorized Signatory of the Bank)

64   Form 10: Financial Bid Template

The bidders are expected to respond to the RFP using the forms given in this section for Financial Bid. The Ministry reserves the right to ignore financial bid submitted in different forms.

64.1.1 **Form 10A: Bid Covering Letter**

<Location, Date>

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Submission of Financial bid

Reference: RFP for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development, Government of India, New Delhi (RFP Ref no: ---)

Dear Sir,

We, the undersigned, offer to provide the services for Supply, Installation and Maintenance of IT Infrastructure for PMMVY, Ministry of Women and Child Development, Government of India, New Delhi (RFP Ref no: XXX) in response to your Request for Proposal dated [*Date*]. Our attached Financial Proposal is for the sum of <<*Amount in words and figures*>>. This amount is inclusive of OPEs, Miscellaneous expenses & Service taxes/ GST.

We understand that the payment would be made on the basis of actual Service tax rate/GST prevalent at the time of payment.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal as mentioned in this RFP.

We understand you are not bound to accept any Bid that you receive.

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

64.1.2 **Form 10B: Summary of Costs**

S.NO	Items	Total Amount (INR)	Total Tax (INR)	Total Amount Including Tax (INR)
A	Hardware			
B	ATS/AMC Cost			
	GRAND TOTAL - TCO (Total Amount Including Tax (INR) figure will be considered in L1)			

64.1.3 **Form 10C: Hardware/ System Software Cost (Capex)**

S.NO	Items	Make and Model	Unit Cost	Quantity	Tax (INR)	Total Amount Including Tax (INR)
	CAPEX Cost DC					
1	Servers					
2	Storage					
3	Others					
	CAPEX Cost DR					
1	Servers					
2	Storage					
3	Others					
	Total					

64.1.4 **Form 10D: ATS/ AMC (OPEX)**

Items	Year 1	Year 2	Year 3	Total Amount	Total Tax	Total Amount Including Tax (INR)
OPEX Cost DC						
ATS / AMC	NA					
Others (please specify)						
OPEX Cost DR						
ATS/AMC	NA					
Others (please specify)						
Total	**NA**					

65 Form 11: Performance Bank Guarantee

<Location, Date>

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder/supplier") has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<Insert date>> to provide consulting services for <<name of the assignment>> to the Ministry of Women & Child Development (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the bidder/supplier shall furnish you with a bank guarantee by a Scheduled Commercial Bank regulated under the Banking Regulation Act, 1949for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<<Name of the Bank>>,** a Scheduled Commercial Bank regulated under the Banking Regulation Act, 1949having its head/registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the supplier such a bank guarantee.

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

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

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

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

Notwithstanding anything contained herein:

- i. Our liability under this bank guarantee shall not exceed **Rs. <<in figures>> (Rupees <<in words>> only).**
- ii. This bank guarantee shall be valid up to *<<insert expiry date>>*.

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

66   Annexure 1: Over view of PMMVY-CAS

PMMVY–CAS is funded and supported by Centre for Digital Financial Inclusion (CDFI), a not-for-profit agency, as part of the MoU with Bill and Melinda Gates Foundation (BMGF). All the States/UTs have been successfully on-boarded onto the system and apart from Tamil Nadu all States/UTs have started enrolling beneficiaries using PMMVY-CAS.

67   Application Architecture
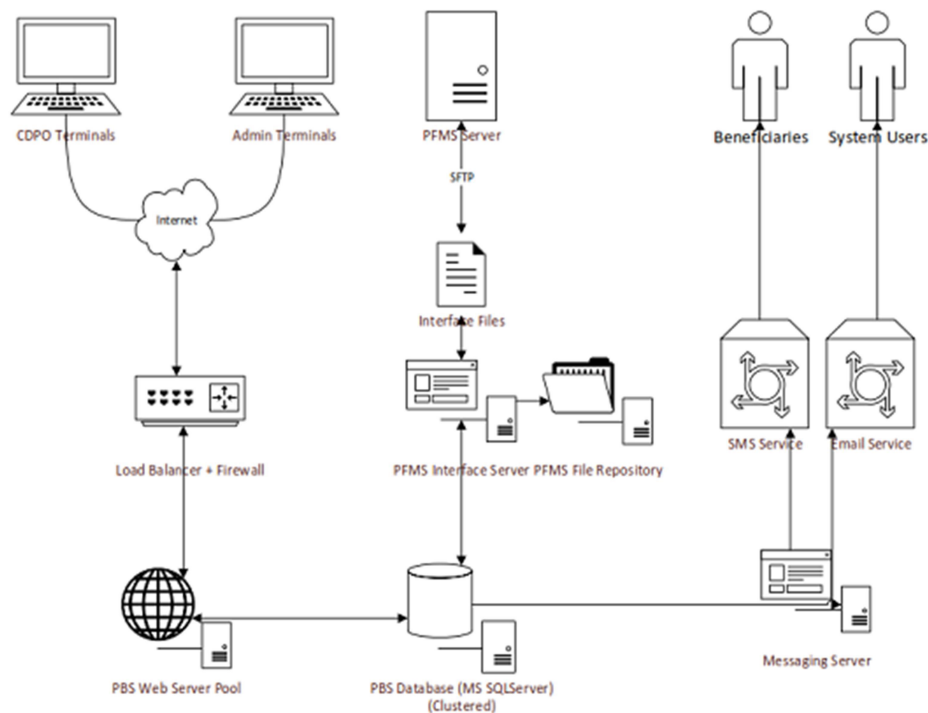
68   Automation Boundary

The scope of the web application is limited to digitization of the physical forms received through data entry to registration of the beneficiary, sending the beneficiary ID and Account details for verification, applying Scheme validations, sending payment requests to PFMS and consuming responses from PFMS regarding successful/ unsuccessful payments. The application allows users to create new users and as well as make certain changes to master data.

69   Operational Model

The application provides an end to end DBT mechanism. The application is successfully integrated with UIDAI and PFMS platforms. The application incorporates mapping of functional location with the LGD There are different levels in the system defined to increase the level of oversight and transparency.

Anganwadi Worker/ASHA to collect forms and hand over to Supervisor/ ANM for verification.

Physical Form

Supervisor / ANM hands over approved forms to Data Entry Operator

Data Entry Operator

Form entered by Data Entry Operator goes to Sanctioning Officer for Approval.

Sanctioning Officer

Correction Queue

REJECTED

Authentication Failure

APPROVED

AADHAAR

+

PFMS

Payment Credit to Beneficiary Account.

Payment Failure

Payment Debit from State Escrow Account

Payments Approval by State Nodal Officer

PFMS

State Nodal Officer

APPROVED

Authentication of Beneficiary and Husband Aadhaar Details and Account details
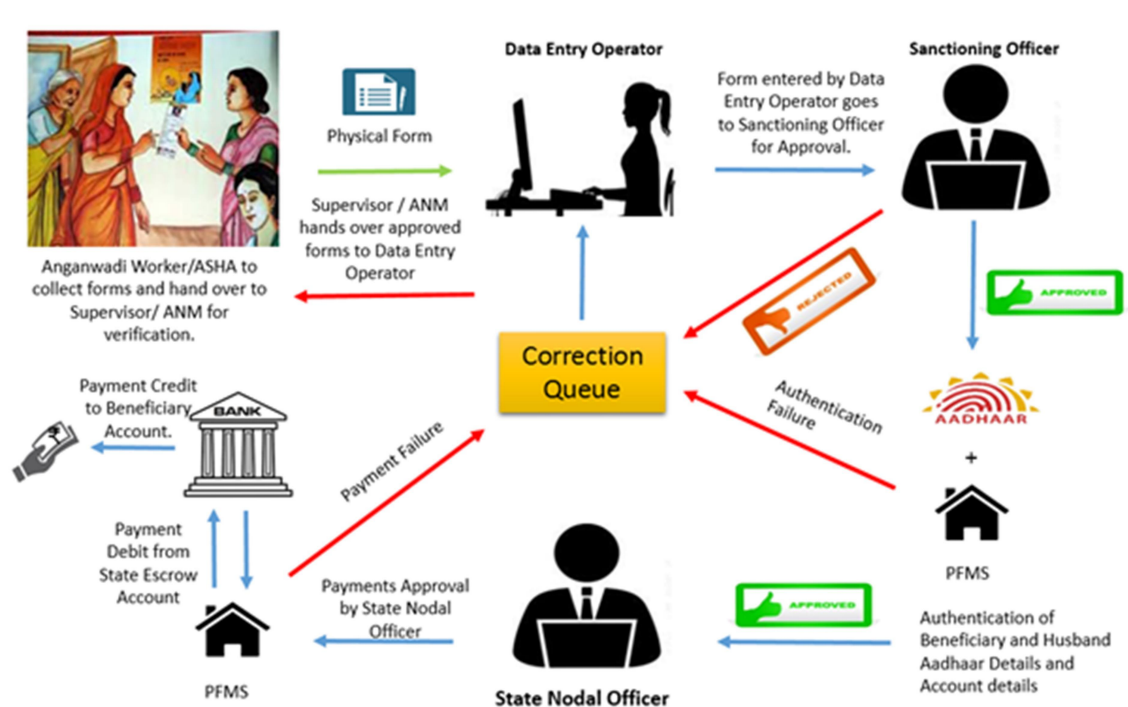
70 Application Status

The PMMVY Scheme is currently rolled out using an online web application PMMVY-CAS. The application was rolled out in September 2017 and it is currently fully integrated with UIDAI and PFMS systems for Beneficiary verification and Payments. There are already over 30 lakh beneficiaries enrolled under the system and over ₹ 500 crorepayment have been made. The application has been facilitated by Center for Digital Financial Inclusion (CDFI) under the aegis of Bill and Melinda Gates Foundation (BMGF).

The following are the key modules of the application:

1) **Data entry module:** The application is designed to allow entering beneficiary details which are captured as a part of the scheme through physical forms. All the eligibility and date validation checks that have been mentioned in the scheme guidelines have been incorporated in the system that scheme conditions are met.

2) **Approval module:** As per the structure of the scheme, two levels of approvals have been built into the system for registration and payments before the final set of records are sent to PFMS for payment processing.

3) **Backend Processing module:** All the approved records are sent for demographic verification of the Aadhaar numbers provided by the beneficiaries to ensure to eliminate cases of fraud and ensure timely payments through ABPS. Also, PMMVY-CAS sends the beneficiary data to PFMS for beneficiary registration and account and/or Aadhaar validation for payments: PMMVY-CAS is integrated with Public Fund Management System to make payments to the bank accounts of the beneficiaries. The details are further explained in this section.

4) **Master Data management:**

   a) The system allows the designated user to make changes to the master location data which ensures accuracy of the data and appropriate reporting.

   b) LGD and IFSC data is regularly received from Ministry of Panchayati Raj and PFMS at regular intervals which are analyzed and updated regularly in the system to ensure uninterrupted functioning of system and payments to beneficiaries.

5) **Dashboard and reporting module:** The application has an MIS structure which showcases vital project statistics to concerned users for targeted monitoring and implementation of the scheme.

6) **User creation and management module:** The system has a separate user creation and maintenance modules so that existing users can create, activate or deactivate other users in the system form the front end.

71   Application Interfaces

UIDAI Integration

The Maternity Benefit Scheme identifies the Aadhaar number of the beneficiary and her husband as mandatory documents for beneficiary to enroll in the scheme. This pre-requisite makes it imperative to ensure that the Aadhaar numbers provided by the beneficiary are valid.

There are two steps to this validation:

1. Verhoeff algorithm: It is a publicly available algorithm which will be used to check if the Aadhaar number is valid or not. This is used for Aadhaar number validation.

2. Demographic authentication: In order to ensure that the valid Aadhaar number belongs to the beneficiary, the system uses Aadhaar Authentication services of NIC to send the

beneficiary and her husband's Aadhaar to UIDAI for Aadhaar authentication in a batch processing mode. The following request is sent from the system for this authentication:

a. Name of beneficiary as in Aadhaar

b. Aadhaar number

c. Gender

PFMS Integration

All the government scheme involving Direct Benefit Transfer are on-boarded on PFMS in order to route all financial transactions through PFMS. PMMVY-CAS after successful Aadhaar authentication sends the beneficiaries' data in a batch mode to PFMS for Account validation and Aadhaar mapping confirmation from NPCI. Typically (around 90%) this cycle takes around 24-48 hours (days should be working) to come back with response. But PFMS sends out responses on regular interval of all the records whose status update is available. The responses from PFMS are received and updated in PMMVY-CAS again in a batch mode. Rejected records have to be resent and the process again starts from beginning.

Once the PFMS validation is successful, the beneficiary's payment processing is initiated after State Nodal Officer approval. The payment requests are also sent to PFMS in batch mode. Again, the response on credit is available in 24-48 hours (days should be working and time begins after file is approved in PFMS). But PFMS sends response on credits only twice a day. However, there are cases where the response may take time beyond a month also to have the actual status (more prevalent if it is cooperative bank account or non-Aadhaar seeded). The responses from PFMS are received and updated in PMMVY-CAS again in a batch mode.

Apart from this there is a reconciliation process with PFMS for web services (partial) have been developed so as to have a real time status of files and records being processed by PFMS which have been sent by PMMVY-CAS and vice versa

Integration with DBT Portal

The records of all the government schemes which transfer benefit directly into the beneficiary bank account must be maintained by the DBT Mission. The system will have to transfer the beneficiary

data of the PMMVY scheme to the DBT portal in a pre-defined format while adhering to the DBT guidelines. This component has not yet been developed under PMMVY-CAS.

Current Features

User Type	#	Features
Data Entry Operator	1	Registering the new beneficiary
	2	Searching the existing beneficiary
	3	Updating the beneficiary details
	4	Reregistration of Beneficiary
	5	Scanning Aadhaar using QR code reader
	6	Correction Queue - Correcting and resending the forms for approval.
	7	Report - Payment Report
	8	Withdrawal Queue view and update
Sanctioning Officer	1	Approving the Beneficiary registration forms and claim forms. The approval queue is categorized into five categories, i.e., a) Beneficiary Approval b) Instalment Approval c) Reregistration Approval d) Migration Approval e) IGMSY Approval
	2	User Creation - Sanctioning Officer can create the user like "Data Entry Operator Users".
	3	Bulk User creation
	4	Different queues to track the status of the beneficiaries like Withdrawal Queue, Second Instalment Due and Third Instalment Due
	5	Report - Payment Report
	6	To view list of pending Second claims
	7	To view list of pending Third claims
	8	Withdrawal queue list
District Nodal Officer	1	Field Functionary mapping to LGD Block & V/T/C
	2	Field Functionary mapping to Block
	3	User Creation - District Nodal Officer can create the users like

		"Sanctioning Officer User" and "Data Entry Operator User"
	4	Bulk user creation
	5	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	6	Reports - Delayed Approval Report, Pending SO Approval and Payment Report
District Report ID	1	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	2	Reports - Delayed Approval Report, Pending SO Approval and Payment Report
State Nodal Officer	1	PFMS Batch Approval
	2	User Creation - State Nodal Officer can create the users like "District Nodal Officer", "District Report ID", "Sanctioning Officer User" and "Data Entry Operator User"
	3	Bulk User creation
	4	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	5	Reports - Pending SO Approval, Payment Report and Payment Batch History.
State Report ID	1	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	2	Reports - Pending SO Approval, Payment Report and Payment Batch History.

Central Nodal Officer	1	User creation - Central Nodal Officer can create the users like "State Nodal Officer", State Report ID","District Nodal Officer", "District Report ID", "Sanctioning Officer User" and "Data Entry Operator User"
	2	Bulk user creation
	3	Dashboard view - District Nodal Officer can view the different dashboards like Program Summary, Application Status, Scheme Distribution, Scheme Outreach - Total Beneficiaries, Scheme Outreach - Timeliness in Payment Processing, Scheme Outreach - Ageing Report, Scheme Outreach - Funds Disbursed.
	4	Report - Pending SNO Approval
Interfaces	1	Interface to PFMS System with escrow account in each state
	2	Interface to UID
	3	interface to DBT Portal of DBT mission

72   PMMVY-CAS: Enhancements Envisaged

The following are the features currently under development and there may be further enhancements requested as per the requirements –

(a)   Bulk Master Data upload module: The system currently has a feature of updating or adding new entities into the system by editing them one at a time. A bulk master data module needs to be built in order to allow multiple entities to be created and entered or updated into the system at one go.

(b)   Bulk User creation module: The system should have a feature of updating or adding new users into the system in a bulk mode at one go.

(c)   Dashboard Enhancements: A more holistic dashboard needs to be developed to include detailed reports and graphical representation of data essential for scheme implementation.

(d)   Implementation of Aadhaar circular (Virtual ID): UIDAI released guidelines for all systems storing Aadhaar data in July 2017 in order to ensure secured usage of Aadhaar numbers.

(e)   Database Clustering: To improve performance of the software, clustering of database needs toot be carried out.

(f) Development of APIs to integrate with external systems of other similar state schemes: The
system needs to be integrated with other existing state-specific maternity benefit systems
like KCR-KITS, RCH etc. which maintain a similar database of beneficiaries targeted under
the scheme.

(g) Development of API to take LGD dump from MoPR: All the schemes have been mandated to
use LGD data for reporting purposes. The LGD data is updated on an ongoing basis and
hence the two systems need to be integrated in order to keep the masters of PMMVY-CAS
up to date.

(h) Fund Management module: A module to track the fund utilization of each state against the
funds granted to them by the center needs to be built for reporting and tracking purposes.

73 Annexure 2: Technical Specifications

74 HSM Device

Encryption Solution with Key Management		
S.No	Minimum Requirement Specification	Compliance
1	Transparent to all applications, including Documentum, SAP, SharePoint, custom applications and others.	
2	Uses the hardware encryption capabilities built into host CPUs - Intel and AMD AES-NI, PowerPC 8 AES, and SPARC encryption	
3	Platform Support - Microsoft: Windows Server 2008 and 2012. Linux: Red Hat Enterprise Linux (RHEL), SuSE Linux Enterprise Server, Ubuntu. UNIX: IBM AIX, HP-UX, Solaris	
4	Big Data Support - Hadoop: Cloudera, Hortonworks, IBM. NoSQL: Couchbase, DataStax, MongoDB. SAP HANA, Teradata	
5	The solution should be able to protect data-at-rest against root/system privileged user account access. It should also protect file level encryption.	
6	solution should support fine-grained policy to enable administrator to perform activity like file archive and backup, without access to the data content itself.	
7	Proposed solution should support multi-tenancy using separate domain with configurable policies, data encryption key management and audit log. Should have a seamless SIEM Integration	
8	Solution should support integration with SIEM solution include: Archsight, Splunk, IBM Qradar, and deliver centralized access audit and monitoring report.	

9	Container Support - Docker, Red Hat OpenShift	
10	The data transformation should not involve any downtime and live transformation is expected to achieve high Performance Encryption with 100% System Uptime.	
11	non-disruptive key rotation. Key rotation can be done on live transofrmaiton of data with no downtime.	
12	Not only Key manger appliance but file server agent also needs to be FIPS certified.	
13	Resource utilization - CPU usage can be configured on schedule data transformation.	
14	Microsoft SQL TDE, Oracle TDE, IBM Security Guardium Data Encryption, KMIP-clients	
15	The encryption key manager should have option with FIPS 140-2 Level 1, FIPS 140-2 Level 2, FIPS 140-3 Level Certified.	
16	Key Manager should support both virtual and Hardware form factor	
17	The virtual appliance should support VMware, HyperV, KVM, Azure compatible formats	
18	Clustering and high availability	
19	Administrator of Key Manager should strongly authenticate using RSA 2FA solution	
20	Should support KMIP	
21	separation-of-dutiespolicies can be enforced	
22	should integrate with users and groups from LDAP, local systems, Hadoop and container environments.	
23	should be scalable upto 10000+ connectors/agents	
24	Power Supplies-2 removable 80+certified (100VAC-240VAC/50-60Hz) 400W	
25	1U rack-Mountable	
26	Operating Temperature 10° to 35° C (50° to 95° F) Non-Operating Temperature -40° to 70° C (-40° to 158° F)	
27	Safety Agency Approval FCC, UL, BIS certifications	
28	Operating Relative Humidity 8% to 90% (non-condensing) Non-Operating Relative Humidity 5% to 95% (non-condensing)	
29	Administrative Interfaces - Secure Web, CLI, SOAP, REST	
30	Backup - Manual and scheduled secure backups. M of N key restoration.	
31	Network Management - SNMP, NTP, Syslog-TCP	
32	Syslog Formats CEF, LEEF, RFC 5424	
33	API Support -PKCS #11, Microsoft Extensible Key Management (EKM), SOAP, REST	

75   Server 1

Minimum Technical Specifications for Blade Servers		Compliance
Specification for 2 socket Blade servers		
Processor		
1	Minimum of 2x8 Core CPU, clock speed > 2.5GHz, latest generation intel processor , 2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, RHEL, Dual Power Supply, Free PCIe Slots for expansion	
Storage		
2	The server should support SAS, SATA and SSD hard disk drives	
3	The Blade should have support for Boot from SAN	
Memory		
4	Server should have minimum 32GB of DDR3/DDR4 memory	
5	Should have at least 24 DIMM slots per blade, supported up to 1.5 TB of DDR3/DDR4 memory.	
Network		
6	Should be configured with 20 Gb connectivity per server with a minimum of 2 ports	
7	It should support two adapters per server	
Management		
8	It should support remote KVM capability from an external keyboard, video monitor and mouse to all blades installed in the chassis through the management controllers	
9	Remote KVM should support up to 4 active sessions	
Others		
10	The Blade should be hot pluggable	
Chassis Specification		
11	Blade chassis shall be 19" Electronic Industries Alliance Standard Width rack mountable and provide appropriate rack mount kit.	
12	The power supply modules should be hot pluggable	
13	The power subsystem should support all of the following modes of power redundancy (No redundancy, N+1 , N+N)	
14	Should be configured to provide full redundant cooling to all blade slots	
15	The chassis shall be able to support redundant switch modules for fabric connectivity	
16	The uplink connectivity from the chassis should be configured for atleast 20 Gbps per blade bandwidth.	
17	The uplink from the chassis should support redundant links for ethernet and FC both.	

18	The fabric connectivity from the chassis should support minimum 4 to 6 redundant link	
19	The chassis should support redundant management modules	
20	It should support remote KVM capability from an external keyboard, video monitor and mouse to all blades installed in the chassis through the management controllers.	
21	Simultaneous KVM access to a single blade KVM by multiple users but the admin user can take Read Write ownership while the other user is in Read Only mode	

76   Server 2

Minimum Technical Specifications for Blade Servers	Compliance (Y/ N)
Specification for 2 socket Blade servers	
Processor	
1 Minimum of 2x12 Core CPU, clock speed > 3GHz, latest generation intel processor 256GB Ram ,2x600GB 15k RPM HDD , 4x10Gb BaseT, 2xDP 16Gb FC HBA, RHEL, RHEL, Dual Power Supply, Free PCIe Slots for expansion	
Storage	
2 The server should support SAS, SATA and SSD hard disk drives	
3 The Blade should have support for Boot from SAN	
Memory	
4 Server should have minimum 256GB of DDR3/DDR4 memory	
5 Should have at least 24 DIMM slots per blade, supported up to 1.5 TB of DDR3/DDR4 memory.	
Network	
6 Should be configured with 20 Gb connectivity per server with a minimum of 2 ports	
7 It should support two adapters per server	
Management	
8 It should support remote KVM capability from an external keyboard, video monitor and mouse to all blades installed in the chassis through the management controllers	
9 Remote KVM should support up to 4 active sessions	
Others	
10 The Blade should be hot pluggable	
Chassis Specification	
11 Blade chassis shall be 19" Electronic Industries Alliance Standard Width rack mountable and provide appropriate rack mount kit.	
12 The power supply modules should be hot pluggable	

13	The power subsystem should support all of the following modes of power redundancy (No redundancy, N+1 , N+N)	
14	Should be configured to provide full redundant cooling to all blade slots	
15	The chassis shall be able to support redundant switch modules for fabric connectivity	
16	The uplink connectivity from the chassis should be configured for atleast 20 Gbps per blade bandwidth.	
17	The uplink from the chassis should support redundant links for ethernet and FC both.	
18	The fabric connectivity from the chassis should support minimum 4 to 6 redundant link	
19	The chassis should support redundant management modules	
20	It should support remote KVM capability from an external keyboard, video monitor and mouse to all blades installed in the chassis through the management controllers.	
21	Simultaneous KVM access to a single blade KVM by multiple users but the admin user can take Read Write ownership while the other user is in Read Only mode	

77 SAN Storage

S.No	Required Minimum Specifications	Compliance (Yes/No)
1	EXTERNAL STORAGE: The external storage system is a part of SAN connected to the servers using SAN switches and fiber channel host connectivity	
2	DISKS : Minimum 15 TB of useable capacity expandable up to minimum 25 TB, All Flash Storage with necessary hotspare	
3	CACHE : 4GB Controller cache with 72 hours battery backup	
4	DRIVE INTERFACE : 4 drive ports—Fiber Channel (FC) Switched and FC Arbitrated Loop (FC-AL) standard, auto-sensing 1Gbps/2 Gbps/4 Gbps	
5	HOST PORT : 4 no Switched FC or FC-AL/4 Gb/sec, 2 Gb/sec, 4 Gb/sec	
6	RAID LEVEL SUPPORT : 0, 1, 3, 5, 1+0	
7	SUPPORTED DRIVES : 300GB to 1.2 TB size / both SAS and FC drives	
8	STORAGE PARTITIONS : Up to 1024	
9	MINIMUM IOPS : Minimum 150,000	
10	OS SUPPORT : Windows 200x, HP-UX, Linux, AIX, Solaris	
11	AVAILABILITY: Redundant Power Supply and FAN. The storage array shall be an all-fiber technology and shall have all active components redundant to provide a No Single	

	Point of Failure array architecture at any level	
12	The storage system must support dynamic reconfiguration of file-system, its growth, dynamic reconfiguration of the logical volume across different controllers, and spanning of logical volumes across different controllers.	
13	MANAGEABILITY: The Storage Management Software shall be GUI Based and shall be able to discover and monitor storage systems. The management software shall be able to move data seamlessly within the storage box to different RAID groups or to other storage arrays connected to the virtualized /connected storage arrays without stopping the host applications. The storage management software provided shall conform to SNIA standards to avoid interoperability issues.	
13	WAN Replication capability	
14	WARRANTY : 3 years comprehensive onsite warranty	

78 SAN Switch

S.No	Required Minimum Specifications	Compliance (Yes/No)
1	PERFORMANCE : Auto- sensing 16 Gbps FC	
2	PORTS : 24 fiber port	
3	UPGRADABILITY : Up to 48 ports	
4	SWITCH BANDWIDTH : Minimum 250Gbps (full duplex)	
5	PROTOCOL SUPPORT : Fiber Channel	
6	HIGH AVAILABILITY : Hot Plug, non-disruptive software upgrades, Redundant power supply	
7	MANAGEMENT: Quick Configuration Wizard / CLI Management. Switch managed over 10/100	
8	Ethernet, RS232 and IP over Fiber Channel	
9	MEDIA TYPE : SFP, (Required FO patch cords to be supplied for complete connectivity as per solution architecture)	
10	NETWORK SERVICE : Up to 16 Virtual SAN, Fiber Channel ping and port level statistics	
11	FABRIC SERVICE : Name Service, Registered State Change Notification	
12	WARRANTY : 3 years comprehensive onsite warranty	
13	Dual Port Power Supply	
14	FC Cables	

79   Enterprise Management System

S. No.	Specifications for the Enterprise Management Systems (EMS)	Compliance (Yes/No)
1.1	Should provide support to integrate with Network Management System - The proposed solution should be capable of network lifecycle management, which includes continual discovery of the TCP/IP network, topology mapping, monitoring of all critical network devices for fault and performance, event management - including filtering, correlation, root cause analysis to ensure compliance with policies.	
1.2	Collect data from different SNMP devices.	
1.3	At a minimum the software should have the following modules:	
1.3.1	Configuration Management - Should allow the operator to verify and modify the configuration of managed devices- Configuration management tools need to be provided for managing the IT infrastructure at the DC, DR and Near Site.	
1.3.2	Security Management - servers, network and security devices should be accessed in a secure manner for monitoring	
1.3.3	Fault Management	
1.3.4	Software Distribution	
1.3.5	Asset Management	
1.3.6	Remote Control	
1.3.7	Web infrastructure Management - The proposed solution should have the capability to monitor both user and system initiated network traffic between client machines and servers and between servers, collecting network and server performance and availability data in real time, thus enabling administrators to pinpoint the cause of delays and quantify the business impact of detected performance issues related to end users.	
1.3.8	SLA management & monitoring	
1.3.9	Performance management	
1.3.10	Helpdesk management / service desk	
1.3.11	Centralised reporting / MIS for all the modules suggested	
1.3.12	Bidder is required to ensure that the Backup success rate is reported through the EMS dash board	
1.4	Communication between management server and the agent should be encrypted and secured	
1.5	Effective utilisation of bandwidth by selective reporting options	
1.6	Support to manage all types of operatins system through one software	

1.7	The solution should provide Dynamic baselining of thresholds based upon trending system and application load	
1.8	Support for backup and storage	
1.9	Vendor should provide the latest version of the product along with all the latest service packs.	
1.10	The modules/products should be from a single product family/suite so as to ensure the integration and high level of data exchange between various layers.	
1.11	It should have an object-oriented, open, and extensible set of common services. These common services should offer a rich and comprehensive set of robust management functions such as event management, Calendaring, communications and administrative function	
1.12	It should offer Event management as an integral part of the solution. Events should be color-coded on the GUI based on severity	
1.13	It should also provide an event correlation engine, which should be rules-based and work in conjunction with event management. It should assist in root cause determination and help prevent flooding of non-relevant console messages	
1.14	It should be able to provide centralized management of the resources as well as decentralized management through multiple consoles with centralized escalation, reporting and control. Consoles should be able to handle event management as well as provide detailed visualization, association browser / hyperbolic views, progressive/drill down views.	
1.15	It should provide views to monitor IT resources as business processes. It should provide customizable views, which would reflect business process and allow administrators and operators to monitor the health of the entire business process via one object in the status map	
1.16	The Business Process Views should have capability to provide business oriented views of the IT infrastructure management. Eg. Should have capability to create views of the resources catering to applications such as Core Insurance, Portal, FMS, Channels etc	
1.17	It should have a multi-level, hyper-tier, and scalable manager/agent architecture with multiple lightweight intelligent agents, which allows balancing of the load on the network as well as on the end resources. The manager/agent technology should use the most widely accepted standards, such as SNMP, TCP/IP and UDP	
1.18	It should have a common object repository based on open standard RDBMS and intelligent information infrastructure, which would allow for transparent access to information repositories and provide data providers for data access	

1.19	The EMS Solution should be modular and should not be framework dependent so that required modules can be added in future to meet the growing /changing needs	
1.20	The products provided under EMS, Security and Storage should integrate for providing holistic management of Infrastructure components supporting business	
1.21	Utilizes a Common Object Repository (CORe) or equivalent feature that allows various modules to share management data	
1.22	Capability of integrating with third party element manager	
1.23	Capability to automatically raise trouble tickets to a help desk utility	
1.24	It should support automatic baselining on historical data, and thresholds that can be adjusted as required, based on data collected	
1.25	The product should provide full-fledged Service Level monitoring and reporting capability using which administrator should be able to define metrics to be measured, measure on such metrics and do comprehensive service monitoring and web-based reporting based on service availability, downtime and response	
1.26	The tool should be able to measure and collect data from, and set service level reporting on ICMP echo (ping), SNMP MIB variable, services like HTTP, if required. Alerts should be available when the SLA is violated	
1.27	Should provide Service level management capabilities with detailed reports on the availability, uptime, downtime and outage information status of leased line interfaces, and critical servers	
1.28	The product should be able to measure, collect, and import performance and SLA data from a wide range of sources, including performance Management modules	
1.29	It should have a Java Enabled WEB Based user Interface through which Administrator can access all administrative tasks and operational status monitoring. Similarly it should produce a WEB based interface to the users also for accessing the SLA reports etc	
1.30	The product should automatically generate service reports in batch mode and should have capability to upload the reports automatically to a remote web server or send through Email	
1.31	The product should be scalable. It should support data collectors distributed across locations on collect systems, which should be able to gather and measure statistics from the IT infrastructure if required. Distributed data collection and measurement	

80 Ticketing Tool

S.no	Technical Specifications	Compliance (Yes/ No)
1.1	End User ability to report an issue via – telephone with agent web portal, mobile app , email	
1.2	Provides a roles based security scheme for the users and admins	
1.3	Ability to configure outbound messaging to end user(s) via email and/or SMS	
1.4	Ticketing – each issue should be logged with a unique sequential ID for quick retrieval and reporting	
1.5	Configurable ticket template in order to capture specific information	
1.6	Configurable ticket priority schemes (based on product and/or users)	
2	Ability to create advance dated tickets for forward scheduling events/services	
2.1	No user deletion of tickets	
2.2	Ability for agent and end user to open, cancel, and close tickets	
2.3	Ability for agents to re-open previously closed tickets	
2.4	Configurable workflows and workgroups for ticket handling	
2.5	Ability to recognize and offer grouping of like events/issues to correctly size the problem	
2.6	Ability to capture user system screenshots within the ticket	
2.7	FAQs available for end users	
2.8	Configurable Service Level Alerts	
2.9	Interacts well with Agile project methodology	
2.1	No limit to ticket attachments	
2.11	Ability to manage queue views for resource back-ups	
2.12	Provide avenues for pre-configured and custom reporting Optional Functionality	
3	Automatic ticket assignment based on configurable criteria	
3.1	Ability to route tickets based on managed resource skills and/or authorizations.	

81 SIEM

S.No	SIEM	Compliance(Y/N)
1	Next generation platform should encompass log, packet and end point data with added context and threat Intelligence. Should provide complete network visibility through deep packet inspection high speed packet capture and analysis.	
2	SIEM for Logs and deep packet inspection should be from same OEM.	
3	The solution should be a physical appliance form factor with following components:	
	a. Management & Reporting	
	b. Normalization and Indexing	
	c. Correlation Engine	
	d. Data Management	
4	There should be no limitation on number of devices to be supported. Any addition in no. of devices should have no cost impact on department.	
5	The SIEM & Log Monitoring solution should be from a different OEM than the Prevention Security solutions like F/W, IPS, HIPS, AV, DLP, and Encryption.	
6	The solution should provide an integrated SOC dashboard and Incident analysis system that could provide a single view into all the analysis performed across all the different data sources including but not limited to logs and packets. The Tool should have role based access control mechanism and handle the entire security incident lifecycle.	
7	Real time contextual information should be used at collection/normalization layer and also be available at correlation layer where any events are matched during correlation rule processing. In addition solution must provide contextual Hub at investigation layer for all relevant contextual awareness data regarding alerts/incidents available for any information asset like IP/Device etc	
8	All logs that are collected should be studied for completeness of information required, reporting, analysis and requisite data enhancement, normalization should be performed to meet the reporting and analysis needs.	
9	A single log appliance should support minimum 10,000 EPS and packet appliance should support upto 1GBPS line rate with multiple ingress interfaces for capturing from multiple network interfaces.	
10	Correlation Engine appliance should be consolidated in a purpose build appliance and should handle 20,000 EPS.	

11	The solution should be storing both raw logs as well as normalized logs. The same should be made available for analysis and reporting. Solution should be sized to provide online storage for 1 year at central site.	
12	The solution should incorporate and correlate information that enables the Information Security Team to quickly prioritize it's response to help ensure effective incident handling.	
13	The monitoring should be cross device and cross vendor and be both out of the box and scalable to cover additional devices and applications as required	
14	Appliance should have minimum 128 GB RAM to provide optimal performance and should provide at least 4 network interfaces onboard.	
15	Should be managed and monitored from SIEM unified console for Correlation, Alerting and Administration	
16	Should store RAW packet DATA for 7 days and normalized packet data for 30 days for forensics.	
17	Should be able to provide complete packet-by-packet details pertaining to one or more session of interest including Session replay, page reconstruction, image views, artefact & raw packet and object extractions.	
18	Should be able to filter the captured packets based on layer-2 to layer-7 header information.	
19	Should provide comprehensive deep packet inspection (DPI) to classify protocols & application.	
20	The proposed solution must be able to provide the complete platform to perform Network forensics solution	
21	The solution must be able to detect malicious payload in network traffic	
22	· Detect and reconstruct files back to its original type	
23	· Detect hidden or embedded files	
24	· Detect and flag out renamed files	
25	The solution must have the ability to capture network traffic and import PCAP files using the same infrastructure.	

82   NGFW

S.No	Firewall Specs	Compliance (Yes/No)
	NGFW	

1	The Firewall should have minimum 2 x 10G supporting SFP+ interfaces & 10x1G BaseT RJ45 ports to cater to connectivity from multiple service providers and load balance them, Throughput should be 15 Gbps on 64 byte UDP packet size , IPSec Throughput of 10 Gbps, 250000 new session per second , 5M concurrent session, 3Gbps of SSL VPN throughput.The firewall should have redundant power supply.	
2	Features: Should support NAT64, DNS64 & DHCPv6, Traffic Shaping, should support Virtualization (Virtual Firewall, Security zones and VLAN). Minimum 5 Virtual Firewall license should be provided and upgradation option up to 10 virtual Firewall should be there for Furture expansion, IPv6 IPSec feature to support for secure IPv6 traffic in an IPSec VPN.	
3	The Firewall & IPSEC modules shall belong to product family which minimally attain Internet Computer Security Association (ICSA) Certification.	
4	Intrusion Prevention System : IPS capability shall minimally attain NSS Certification, ICSA labs certication. 4 Gbps for Enterprise Mix / Real world traffic Throughput. Should able to inspect SSL based traffic. Should have atleast 7,000 Signature.	
5	Threat Prevention : The Firewall should have at least 4 Gbps of Threat prevention throughput on Mix / real world traffic	
6	Web Content Filtering: The proposed system should have integrated Web Content Filtering solution without external solution, devices or hardware modules. should be able to enable or disable Web Filtering per firewall policy or based on firewall authenticated user groups for both HTTP and HTTPS traffic. system shall be able to queries a real time database of over 110 million + rated websites categorized into 70+ unique content categories.	
7	Application Control : The proposed system shall have the ability to detect, log and take action against network traffic based on over 2500 application signatures	
8	Data Leakage Prevention : The proposed system shall allow administrator to prevent sensitive data from leaving the network. Administrator shall be able to define sensitive data patterns, and data matching these patterns that will be blocked and/or logged when passing through the unit.	
9	UTM Module & Subscriptions: OEM should have in house development and subscriptions for all UTM Modules including IPS, App Control, Web content filtering.	
10	High Availability: The proposed system shall have built-in high availability (HA) features without extra cost/license or hardware component	
11	The device shall support stateful session maintenance in the event of a fail-over to a standby unit.High Availability Configurations should support Active/Active or Active/	

	Passive	

83 WAF

Sr No.	Web Application Firewall Specs	Compliance (Yes/No)
1	**General Requirements:**	
1.1	Web application firewall should be appliance based and provide specialized application threat protection.	
1.2	Should be ICSA Certified	
1.3	Should protect against application-level attacks targeted at web applications.	
1.4	Should provide bi-directional protection against sophisticated threats like SQL injection and cross-site scripting,	
15	Should provide controls to prevent identity theft, financial fraud and corporate espionage.	
1.6	Appliance should have unlimited application licenses.	
1.7	Automatic signature update and install	
1.8	Should monitor and enforce government regulations, industry best practices, and internal policies.	
2	**Performance requirements**	
2.1	Should support 150,000 HTTP transactions per second & at least 90,000 HTTPs transactions per second	
2.2	Device should have Sub Millisecond Latency	
2.3	Should support 1 Million HTTP concurrent connection & 700,000 HTTPs concurrent connctions	
2.4	Should deliver at least 3 Gbps of WAF (HTTPs) throughput	
3	Interface and connectivity requirements	
3.1	Should support 4 no's of 10/100/1000 Interfaces with integrated / external hardware bypass & 4 x 10G SFP+ SR ports	
3.2	Should support 2TB of Storage space	
4	**Feature specifications.**	
4.1	The appliance should be able to perform in multiple modes such as Active mode, passive mode, Transparent mode, proxy mode,	
4.2	Appliance should continuously track the availability of the Servers being protected.	
4.3	Should have a Web Vulnerability Scanner to detect existing vulnerabilities in the protected web applications.	
4.4	Should have Data Leak Prevention module to analyze all outbound traffic alerting/blocking any credit card leakage and information disclosure	

4.5	Provide controls to meet PCI compliance requirements for web application servers.	
4.6	Should have controls for Anti Web Defacement and provide ability to check the authorized version of the website content.	
4.7	Should enforce strict RFC compliance check to prevent attacks such as encoding attacks, buffer overflows and other application specific attacks.	
4.8	Should support automatic signature updates to protect against known and potential application security threats.	
4.9	WAF should support fail open in case of hardware failure	
4.10	Should have built in policies	
4.11	Should support custom signatures	
4.12	Provide ability to allow/deny URL access	
4.13	Ability to define different policies for different applications	
4.14	Ability to create custom attack signatures or events	
4.15	Ability to combine detection and prevention	
4.16	Should protect certain hidden form fields.	
4.17	Must provide ability to allow or deny a specific URL access.	
4.18	WAF should support Normalization methods such as URL Decoding, Null Byte string, termination, Converting back slash to forward slash character etc..	
4.19	Must support Website anti defacement.	
4.20	A given user must be enforced to follow a sequence of pages while accessing.	
4.21	The WAF should support IP Reputation Service and able to provide up to date information about threatening sources.	
4.22	Support IPv6 for Reverse Proxy deployments and It should also Support IPv4 to IPv6 and IPv6 to IPv4 communication	
4.23	Device should able to control BOT traffic and It should able to block known bad bots and fake search engine requests	
4.24	It should support scanning for malicious content in uploads along with File upload violations and support integration with APT solution to scan for zero day malwares.	
5	**Auto Learn**	
5.1	Should have the capability to Auto-Learn Security Profiles required to protect the Infrastructure.	
5.2	Should provide a statistical view on collected application traffic	
5.3	Policies must be automatically generated from auto learn results	
5.4	auto-learn options should be available to tweak and fine tune rules	
5.5	WAF should continue to provide protection even while in learning mode.	
6	Brute Force Attack	
6.1	Should have controls against Brute force attacks	

6.2	should Detect brute force attack (repeated requests for the same resource) against any part of the applications	
6.3	Custom brute force attack detection for applications that do not return 401.	
6.4	Protection against SYN-flood type of attacks	
7	**Cookie Protection**	
7.1	Should be able to protect Cookie Poisoning and Cookie Tampering.	
8	**Strict Protocol Validation**	
8.1	Must support multiple HTTP versions such as HTTP/0.9, HTTP/1.0, HTTP1.1	
8.2	Should support restricting the methods used.	
8.3	Should support restricting the method exceptions.	
8.4	Should validate header length, content length, Body length, Parameter length, body line length etc..	
9	**SSL**	
9.1	Appliance should be able to terminate SSL	
9.2	Should Passively decrypt SSL	
9.3	Client certificates should be supported in passive mode and active mode.	
9.4	In termination mode, the backend traffic (i.e. the traffic from the WAF to the web server) can be encrypted via SSL	
9.5	Are all major cipher suites should be supported by the SSL v3 implementation.	
9.6	Should support for hardware-based SSL acceleration or SSL off loading	
10	**High Availability and load balancing**	
10.1	Should support High Availability in active mode,	
10.2	WAF appliance should have application-aware load-balancing engine to distribute traffic and route content across multiple web servers.	
10.3	WAF appliance should support Data compression for better response time to users	
11	Vulnerability Scanning.	
11.1	The product must possess a Web Application Vulnerability Scanning capability built in.	
11.2	The vulnerability scan should identify vulnerabilities such as XSS, SQL injection, Source code disclosure, Common web server vulnerabilities etc..	
11.3	Scan must be able to crawl the Web application	
11.4	Must be able to scan the authenticated applications.	
11.5	Should support scheduled scanning.	
11.6	Should support exclusions in scanning by the administrator.	
12	**Authentication and Administrative access.**	
12.1	Should support Secure Administrative Access using HTTPS and SSH	

12.2	Should support Role Based Access Control for Management	
12.3	Ability to remotely manage boxes	
12.4	Management User Interface support for both GUI and CLI access.	
12.5	Separate network interface for SSH/HTTPS access.	
12.6	Support for trusted hosts	
12.7	Role-based management with user authentication.	
12.8	Should support and two Factor Authentication	
13	**Logging and Reporting.**	
13.1	Ability to identify and notify system faults and loss of performance	
13.2	Should support Log Aggregation	
13.3	Should support multiple log formats such as CSV, Syslog, TXT, etc..	
13.4	Should support inbuilt Reporting and sending the report via E-Mail	
13.5	Should support report formats in PDF, HTML, WORD, RTF, etc..	
13.6	Reports should be customizable.	
13.7	Report Distribution Automatically via email	
13.8	Should generate comprehensive event reports	
13.9	Should able to monitor real-time HTTP throughput	

84   DDOS

Sr No.	DDoS Specifications	Compliance (Yes/No)
1	The proposed solution should be appliance based solution	
2	Inspection and prevention is done in hardware	
3	Solution must support VLAN's	
4	Solution must support at least 8 x 1G LAN & 8 x 1G WAN interfaces	
5	Solution must at least support 6Gbps of Enterprise Mix traffic	
6	Solution must support either SFP SX / LX or SFP+ SR / LR modules	
7	Operating system should be hardened	
8	The device should support high availability	
9	Device management interface must be firewalled internally.	
10	System must be delivered as a rack mountable single-box solution.	
11	Performance should not be limited by any licensing system.	
12	In inline mode system must not modify MAC or IP addresses of passed frames	
13	Solution should support 1 Million simultaneous connections	

14	Latency should be lower than 50 microseconds	
15	The solution shall support IPV6 protocol.	
16	The DDoS detection capability of the solution must not be impacted by asymmetric traffic routing.	
17	The system must detect the attack dynamically without the need of any static control/redirection (E.g. route maps or static routes)	
18	The system must have an updated threat feed that describes new malicious traffic (botnets, phishing, etc...).	
19	The system should be capable to mitigate and detect both inbound and outbound traffic.	
20	The DDoS detection solution shall have the learning mode to easily identify anomalies in the network communication.	
	Security	
21	The system must be able to block invalid packets (including checks for Malformed IP Header, Incomplete Fragment, Bad IP Checksum, Duplicate Fragment, Fragment Too Long, Short Packet, Short TCP Packet, Short UDP Packet, Short ICMP Packet, Bad TCP / UDP Checksum, Invalid TCP Flags, Invalid ACK Number) and provide statistics for the packets dropped	
22	The system must support the dropping of idle TCP sessions if client does not send a user-configurable amount of data within a configurable initial time period	
23	The system must limit number of simultaneous TCP connections on a per-client basis	
24	The system must allow protection parameters to be changed while a protection is running. Such change must not cause traffic interruption	
25	Solution should support security at layers 3,4 and 7	
26	Solution should support for all 255 protocols at layer 3	
27	Solution should support all 64k TCP and UDP ports	
28	System must not use signatures, System must have methods of using behavioural and heuristic analysis	
29	System must detect and block HTTP Opcode Flood	
30	System must detect Excessive URL/source/second	
31	System must be able to detect and block SYN Flood attacks	
32	System must be able to detect and block Zombie Floods	
33	System must be able to detect and block ICMP Floods	
34	System must be able to detect and block Fragment Flood	
35	System must be able to detect and block HTTP GET Flood	
36	System must be able to detect and block Floods from Unwanted Geographical Areas	
	Deployment Options	

37	Inline: - The DDoS appliance should support 'inline', meaning it is installed between the one or more protected systems and the rest of the network. In the simple network, data passes through the DDoS appliance as it travels to and from a protected system and the rest of an Ethernet local area network.	
	Protection Mechanism	
38	DDoS Appliance should be completely Behavioural Based	
39	It should measures byte and packet counts, state transitions, fragments, checksum, flags, new connections, address pairs, and so on as Layer 3 to Layer 7 parameters to define Threshold	
40	In case of threshold violation traffic should be drop	
41	It should be possible to write manual ACL's to block certain IP	
42	It should be possible to block Geographical Locations to prevent flooding attacks from a particular country	
	IP Reputation	
43	DDoS Appliance should receive a continuous update feed of Malicious Sources categorize as phishing, botnet etc.	
44	When protection enabled traffic from these sources should be blocked	

EXPRESSION OF INTEREST FOR ENGAGEMENT OF ADVISORY UNIT

Important Dates

#	Event	Deadline
1.	Publication of EoI document	13.09.2018
2.	Bid download start	13.09.2018
3.	Last date for Submission of Pre-bid Queries	19.09.2018 upto 15:00 Hours
4.	Pre-Bid Conference	20.09.2018 at 11:00 Hours
5.	Response to Queries/Issue of Corrigendum	26.09.2018
6.	Bid submission start date and time	27.09.2018 ; 09:00 Hours
7.	Last date and time for bid Submission	05.10.2018 ; 15:00 Hours
8.	Date and time of opening of bids	05.10.2018 ; 16:00 Hours

1. Ministry of Women and Child Development (MoWCD), the Nodal Ministry, has been administering a number of women and child centric programs/schemes in the country. These schemes and programmes cover welfare and support services, training for employment and income generation, awareness creation and gender sensitization

2. **Rationale**
   - Under-nutrition continues to adversely affect majority of women in India. Every third woman is undernourished and every second woman is anemic. An undernourished mother almost inevitably gives birth to a low birth weight baby. When poor nutrition starts in-utero, it extends throughout the life cycle since the changes are largely irreversible.

   - 'Pradhan Mantri Matru Vandana Yojana' (PMMVY), a Maternity Benefit Programme, is being implemented in all the districts of the country through the respective State Government/UT Administration as a Centrally Sponsored Scheme.

   - The scheme implementation is considered as a key intervention to augmenting nutritional requirements for Pregnant Women and Lactating Mothers (PW&LM). Considering the critical importance of this scheme in the overall context of nutrition supplementation, wage compensation and good health seeking behavior, this scheme is being monitored by the

highest authority in the Government. Successful implementation of PMMVY is critical for the well-being of the nation.

- In order to nurture successful implementation and ensure coverage of targeted beneficiaries, the scheme is being taken up on a 'Mission Mode' across the country. MoWCD along with the States/UTs has put in place requisite capacity for scheme implementation and operations, including mechanisms for constant improvements for its effective adoption.

- A dedicated framework of Advisory Unit is envisaged to assist MoWCD in the scale up of PMMVY scheme and also in aligning and/or converging the scheme in the area of Direct Benefit Transfer over the long term.

- MoWCD proposes to engage competent agencies to assist in the areas of programme & technology management, software and hardware services.

- Through this Expression of Interest (EoI), MoWCD proposes to empanel reputed agencies fulfilling requisite eligibility criteria to act as an Advisory Unit. Amongst the empaneled agencies, MoWCD plans to select one agency, through a duly established process, for performing the activities as envisaged in this EOI.

- The selected advisory agency shall steer and strengthen the PMMVY programme. The activities shall be provided through a small team of two (02) suitably qualified/experienced resources whose tasks would range from research / policy, program support and governance, oversight of solution development and service delivery, capacity building initiatives and communication interventions, etc.

- The appointment of the agency shall be initially for a period of two years, which may be extended/ renewed through mutual consent and the same shall be at the sole discretion of MoWCD.

3. **Eligibility Criteria**

The Bidder must fulfill the following:-

1. Be a non-profit / not for profit organization i.e
   a. Trust registered under relevant applicable laws; or
   b. Society registered under relevant applicable laws; or
   c. Company registered under Section 8 of the Companies Act, 2013;
2. Be in operational for a period of ten (10) years as on 1-4-2018 and must have atleast three (3) years of experience (as on 1-4-2018) in providing advisory services to Central / State Government departments for developing, deploying and managing IT solutions;
3. Preference will be given to the bidders having prior experience in WCD related services domain and/or DBT;
4. Be associated with the implementation of technology interventions or project(s) of similar nature in the preceding two year period (as on 1-4-2018) with any Central / State Government Department / Organization;

5. Have at least 25 (twenty five) employees as on the date of submission of EoI;

6. Have implemented or in the process of implementing or supported / supporting implementation at least 1 (one) project of Centre / State Government(s) in the area of 'Direct Benefit Transfer' in last two (2) years (as on 1-4-2018)

4. Support MoWCD in implementation of PMMVY

The broad Area of Work for the selected non-profit / not-for-profit organization shall be:
   i.   design and integration of PMMVY-CAS with various State Level/departmental Systems
   ii.   Technical Advice and/or Review of appointed programme management unit (PMU) and/or software development agency (SDA)
   iii. Periodic Review OF Scheme implementation and provide guidance on actions for improvements
   iv.   assist with policies that Encompass: Research, Development, updation, digitization, impact, etc. including review of current policies, procedures and processes
   v.   Support in carrying out workshops and capacity building exercises for successfully meeting scheme objectives
   vi.   Any other activity as per the requirement of MoWCD relevant to the spirit of the engagement

The organization selected by MoWCD shall act in an advisory capacity to steer and strengthen the PMMVY. The activities shall be provided through a small team of 2 suitably qualified/experienced resources whose tasks would range from research / policy, program support and governance, oversight of solution development and service delivery, capacity building initiatives and communication interventions, etc. as stated in the above.

5. Arbitration Clause

(a)   In event of any dispute or difference between the parties hereto, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Secretary, Ministry of Women & Child Development on the recommendation of the Secretary, Department of Legal Affairs ("Law Secretary"), Government of India. The provisions of Arbitration and Conciliation Act, 1996 (No.26 of 1996) shall be applicable to the arbitration. The venue of such arbitration shall be at Delhi or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make a reasoned award (the "Award"), which shall be final and binding on the parties." The cost of the arbitration shall be shared equally by the parties to the agreement. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

(b) Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is published; the Parties shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

6. Proposal Submission

Two hard copies of Proposals and one soft copy by Email, in its complete form in all respects as specified in the EoI, must be submitted to the Ministry at the address specified below **on or before 05.10.2018; 15:00 Hours**.

The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tel No.: 011-23388513
Email: vc.choudhary@nic.in

The EoI should be submitted in a sealed envelope clearly indicating the name, address, telephone number, E-mail ID and fax number of the bidder and shall be supported by the documentary evidence for the criteria specified herein in the proforma enclosed herewith.

To,
The Under Secretary (PMMVY)
Ministry of Women & Child Development
Room No.621, 'A' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road New Delhi-110001.
Tele: 011-23388513
Email: vc.choudhary@nic.in

Subject: Submission of Expression of Interest (EoI)

Reference: Expression of Interest for Engagement of Advisory Unit

Dear Sir,

We, the undersigned, offer to provide services in respect of the EoI dated <insert date>. We are hereby submitting our Proposal, which includes all the required information.

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

Please find below our correspondence and other relevant details information:

#	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Year of Establishment	
3.	Date of Registration	
4.	Details of company registration	
5.	Details of registration with appropriate authorities for service tax (GST)	
6.	Name, Designation, Address, E-mail, Fax number and Mobile Number of Contact person	
7.	Corporate website & URL	

Please find below our compliance to the eligibility criteria mentioned in the EoI:

#	Criteria	Details of fulfillment
1.	Be a non-profit / not for profit orgnization i.e a. Trust registered under relevant applicable laws; or b. Society registered under relvant appliacble laws; or c. Company registered under Section 8 of the Companies Act, 2013;	
2.	Be in operational for a period of ten (10) years as on 1-4-2018 and must have atleast three (3) years of experience (as on 1-4-2018) in providing advisory services to Central / State Government departments for developing, deploying and managing IT solutions;	
3.	Have received an average annual grant of at least ₹ 10 Crores in each of the last three (3) financial years (i.e. 2015-16, 2016-17 and 2017-18);	
4.	Be associated with the implementation of technology interventons or project(s) of similar nature in the preceding two year period (as on 1-4-2018) with any Central / State Government Department / Organisation;	
5.	Have at least 25 (twenty five) employees as on the date of submission of EoI;	
6.	Have implemented or in the process of implementing or supported / supporting implementation at least 1 (one) project of Centre / State Government(s) in the area of 'Direct Benefit Transfer' in last two (2) years (as on 1-4-2018)	

The CVs of proposed team members is annexed at **Annexure I.**

We undertake, if our proposal is accepted, to initiate the consulting services related to the assignment not later than the date mentioned in the work order by MWCD.

We agree to abide by all the terms and conditions of the EoI document.

We understand that you are not bound to accept any Proposal(s) that you receive.

Yours sincerely,

Authorized Signature (In full and initials):
Name and Title of Signatory:
Name of Firm:
Address:
Date:

Form: Curriculum Vitae (CV) of Key Personnel

1. **Proposed Position** [*only one candidate shall be nominated for each position*]:_____

2. **Name of Firm** [*Insert name of firm proposing the staff*]:_____

3. **Full Name of Staff**: _____

4. **Date of Birth**:_____**Nationality**:_____

5. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]:_____

6. **Total No. of years of experience**: _____

7. **Total No. of years with the firm**: _____

8. **Areas of expertise and no. of years of experience in pertinent area (as required for the Profile)**:
   _____

9. **Certifications and Trainings attended: _____**

10. **Details of Involvement in Projects (only if involved in the same): _____**

11. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]**:**

12. **Membership of Professional Associations:**

13. **Employment Record** [*Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

      From (Year):   To (Year):

   Employer/Purchaser:

Positions held: _____

14. Detailed Task Assigned	15. Relevant Work Undertaken that Best illustrates the experience as required for the Role (provide maximum of 6 citations of 10 lines each)
[List of all tasks to be performed under this assignment]	*(Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 14 and as required for the role as listed in 'List of the key professional positions whose CV and experience would be evaluated')* Name of Assignment or Project:_____ Year:_____ Location:_____ Purchaser:_____ Main Project features:_____ Positions held:_____ Value of Project (approximate value or range value:_____ Activities performed:_____

16.   Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, from the assignment if engaged.
_____Date:_____
(Signature of staff member or authorized representative of the staff)
       (Day/Month/Year)

Full name of Authorized Representative: _____