GOVERNMENT OF MIZORAM

REQUEST FOR PROPOSAL

For

Selection of System Integrator for

Design, Development, Implementation

and Maintenance of e-Bharat Project,

Mizoram

Mizoram State e-Governance Society (MSeGS)
Secretariat Building ANNEX-1
Treasury Square,Aizawl
Mizoram- 796001

Ph:0389-2310888   **e-mail: msegs@mizoram.gov.in**

REQUEST FOR PROPOSAL

RFP No: D.11016/13/08-MSEGS   **Dated: 14.08.2015**

(Please specify RFP No. in all your correspondence)

MSEGS on behalf of Government of Mizoram invites bids for appointment of a suitable implementation Partner (hereinafter referred to as "Bidder" till the award of Contract and thereafter on award of contract, referred to as "Implementation Partner") for design, development, implementation and maintenance of Application Software & for the supply, installation, system integration and operation & maintenance of the required hardware under e-Bharat project for a period of two (2) years (excluding implementation period) along with training , handholding & handover at the end of 2(two) years in accordance with the various provisions of this RFP document. The Implementation Partner/Implementation Partner shall be finalized based on competitive bidding process

Proposals in the form of bids in triplicate (original and two copies) are invited from interested bidders as per requirements and guidelines given below: -

Bidders shall submit their bids in *FOUR PARTS*, each in a separate sealed envelope super-scribed with the RFP document number, due date, time**,** project name (Project-e-Bharat) and nature of bid (Bid Security / Pre-Qualification / Technical / Financial Bid) as under:

  PART-I: Bid Security

 PART-II: Original and two copies of Pre-Qualification Bid complete with all details.

 PART-III: Original and two copies of Technical Bid complete with all relevant details.

 Note: Filling up prices in Part III will render the bidder disqualified.

 PART-IV: Original and 2 copies of Financial Bid with full price details.

The envelopes containing Part-I, Part-II, Part-III and Part-IV of Bid should be enclosed in a larger sealed envelope duly sealed as specified in Section-2.10.

Services offered should be strictly as per requirements mentioned in the RFP document. Please spell out any unavoidable deviations, Clause-wise in the bid under the heading Deviations.

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Once quoted, the bidder shall not make any subsequent price changes. Such price changes shall render the bid liable for rejection.

Bidder shall quote prices of products and services as mentioned with a validity of 180 days.

The complete RFP document is available at websites namely, http://tender.mizoram.gov.in and http://www.msegs.mizoram.gov.in

Interested bidders can download RFP documents from the websites for the purpose of submission of their bid. However the bidder is required to pay Rs. 10,000/= (Rupees Ten Thousand only), non-refundable, through demand draft only, drawn on a scheduled bank payable at Aizawl, Mizoram in favour of "Mizoram State e-Governance Society", in a separate envelope along with the Bid Security (Part – I).

In addition, the complete RFP document is also available for sale from the office of Chief Executive officer, MSEGS, Secretariat Building ANNEX-1, Treasury Square, Aizawl Mizoram, Pin- 796001, Mizoram on and from 14th August, 2015 by depositing a demand draft of Rs. 10,000/= (Rupees Ten Thousand only) drawn on a scheduled Nationalized bank payable at Aizawl, Mizoram, in favour of "Mizoram State e-Governance Society".

Pre-Bid meeting will be held on 25th August, 2015

Bids complete in all respects must reach the designated address on or before the BID DUE DATE i.e 9.09.2015 at 15:00 hours Part-I and Part-II bids will be opened on the same day at 1600 hrs. Chief Executive Officer, MSEGS reserves the right to accept or reject any or all the responses to the said RFP without assigning any reason.

Sd/-
Chief Executive Officer
Mizoram State e-Governance Society (MSEGS),
Aizawl, Mizoram

IMPORTANT INFORMATION

S. No	Information	Details
1.	RFP No. and Date	D.11016/17/2013-MSeGS *Date 14.08.2015*
2.	Last date for submission of written queries for clarifications	*24.08.2015* Email : sa.ict-mz@nic.in
3.	Date of pre-bid conference	*25.08.2015 at 15:00 Hours*
4.	Release of response to clarifications	*27.08.2015*
5.	Bid validity period	180 days from the last date (deadline) for submission of proposals.
6.	Last date (deadline) for submission of bids	*9.09.2015 at 15 Hours*
7.	Opening of Technical Bids	*11.09.2015*
8.	Technical Presentation by the Bidders	*Will be intimated to the bidders later.*
9.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	*Will be intimated to the bidders later.*
10.	Contact person for queries	Mr Vanlalringa Technical Officer, MSeGS 4th Floor, Secretariat Annex-1 Treasury Square Aizawl-796001, Mizoram *Fax - 0389-2319632* *Phone - 0389-2319637* *Email – vanlalringa@gmail.com*
11.	Addressee and address at which proposal in response to RFP notice is to be submitted:	Mr LALTHLAMUANA CEO, MSeGS 3rd Floor, Secretariat Annex-1 Treasury Square Aizawl-796001, Mizoram *Fax – 0389-2319632* *Phone – 0389-2319637* *Email - muana.mizo@gmail.com*

S.No.	Term	Definition
1.	ATR	Action Taken Report
2.	BDO	Block Development Officer
3.	BPR	Business Process Re- Engineering
4.	CO	Circle Officer
5.	CSC	Common Service Center
6.	DC	Deputy Commissioner
7.	DIO	District Informatics Officer
8.	DIT	Department of Information Technology
9.	DM	Disaster Management
10.	G2B	Government to Business
11.	G2C	Government to Citizen
12.	G2G	Government to Government
13.	GoM	Government of Mizoram
14.	GoI	Government of India
15.	GP	Gram Panchayat
16.	ICT	Information, Communication & Technology
17.	LAN	Local Area Network
18.	MCIT	Ministry of Communication and Information Technology
19.	MMP	Mission Mode Project
20.	NeGP	National e-Governance Plan
21.	OBC	Other Backward Classes
22.	PDS	Public Distribution Services
23.	RC	Ration Card
24.	RFP	Request for Proposal
25.	SC	Scheduled Caste
26.	SDC	State Data Center
27.	ST	Scheduled Tribe
28.	MSWAN	Mizoram State Wide Area Network

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1. PROJECT PROFILE

1.1 Project Background

Information Technology (IT) occupies a key position in modern age world and it is one of the fastest growing sectors. In last two decades, India has positioned itself as a preferred destination for the IT industry in the world with its young, skilled and technology savvy workforce. Many cities of India in last two decades have transformed from ordinary city to hi-tech city by continuous investments in the IT sector by many national and multinational companies with the support from the Government. Growth of IT sector also helps in improvement in the education and training sector apart from opening opportunities for other business sectors like hotel, hospital, educational institutions etc. Mizoram is one of the fastest growing economies among the States of India with a per capita income of Rs 50,021. Mizoram had the second highest GSDP growth during the 11th Five Year Plan (2007-2012) in Northeast India at 11 percent exceeding the target of 7.8 percent which is also much higher than the national average of 7.9 percent.

Government of Mizoram (GoM) understands the importance of the use of IT/ICT in the governance process and the significance of the growth IT/ICT industry in the State. The State Mizoram has been in the forefront in notifying its own IT Policy in 2001 and Industrial Policy is in place since 2002. GoM is also planning to revise the IT Policy for the State to stay ahead in the field of Information and Communication Technology.

In view of the critical role that Information and Communication Technology can play in transforming the State, Government of Mizoram through "Mizoram e Governance Society"; has taken up the initiative to prepare a Business Process Re-engineering Report and Functional Requirement Specifications for Electronic & Mobile Service Delivery in Mizoram.

The goal of the Government of Mizoram is to deliver as many services as possible via electronic and mobile platform to the citizens of Mizoram through the e-Bharat initiative of Government of India. In doing so, the state Government wants to expand its existing NeGP infrastructure and wants to leverage the high mobile penetration in the state of Mizoram.

1.2 Overview of e-Bharat Project

Rapid growth of the population in the across the country has called for development of infrastructure to cope up with citizen needs. In order to cope up with the development agenda it has been strongly felt that the Departments should be made to generate its own revenue through sustainable model. In this direction, through the e-

Bharat, Government of Mizoram has suggested major reforms in the Departments to be implemented throughout the State. In order to govern the reforms Mizoram State e Governance Society (MSeGS) has initiated Information and Communication Technology based interventions in the Departments and has brought it under the ambit of National e Governance Plan (NeGP), as a State Project for electronic and mobile Governance in various Departments.

This e-Bharat project intends to roll out e-Governance as well as m-Governance programme throughout the State including 8 Districts of Mizoram. Web services will be designed so that citizens can submit online applications through CSC/ RIKs and front desk of the Departments and can get the service as per the defined workflow. Citizen will be able to get notifications and alerts regarding the status of service through SMS involving a SMS gateway. The online advisory services will give an opportunity to the citizens to directly ask their queries to the Department personnel. There is a provision of online utility bill payment for those services involving financial transactions. This project will also involve end to end integration with ongoing MMPs with State Portal and SSDG.

E-Governance & m-Governance in Departments is expected to:
- Focus on clearly identified list of citizen services that would be covered with clearly laid down service levels and outcomes that would be achieved.
- Improve efficiency and effectiveness in interaction between Departments and its citizens and other stakeholders (i.e. Non-governmental organizations (NGOs), community based organizations (CBOs), private sector, etc);
- Improve quality of internal Departmental operations to support and stimulate good governance;
- Bring about transparency and accountability in the governance of Departments;
- Enhance interface between Departments and citizens; and
- Help improve delivery of services to citizens reducing transaction cost and waiting time.

Thus for the Departments, the e-Bharat would:
- Bring about improvements in efficiency and effectiveness of business processes/functions of the Departments
- Institute a mechanism of result based monitoring and evaluation
- Ensure economy (cost efficiency) in the design and implementation of the project
- Improve the system for decision making with respect to planning and delivery of services to the citizen and within.
- Ensure effective project management to track progress.

For the Citizens, the e-Bharat would:
- Significantly improve the Quality of Service provided by the Corporation
- Transparent, effective and efficient service delivery to the Citizen.

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- Provide more service delivery channels for hassle free service for citizens
- Define service level for timely delivery of services to the Citizen

By undertaking this project MSeGS will be covering several benefits on which this project will cash out. These benefits will be realized over a period of time as outputs. A differential classification has been made below:

Stakeholder	Output	Outcome
Departments	• Bring about improvements in efficiency and effectiveness of business • Improved processes / functions of the Departments	• Institute a mechanism of result based monitoring and evaluation • Improve the system for decision making with respect to planning and delivery of services to the citizen and within.
Citizen	• Provide more service delivery channels for hassle free service for citizens • Define service level for timely delivery of services to the Citizen	• Significantly improve the Quality of Service provided by the Department • Transparent, effective and efficient service delivery to the Citizen.

1.3 Objective of e-Bharat Project

The main objective of this project is to deliver Government services at the citizen's doorstep. Below are some of the specific objectives that the project going to envisage:

- Reduction in cost and application processing time by the department.
- Reduction in the number of intermediaries between citizens and the Government, thereby increasing the transparency
- Availability of 24X7 online Government Services which are accessible anywhere by anyone; Government departments allocate more time to efficient service delivery since tedious data capturing is already done for them thereby making them more efficient in less time.
- Helping the citizen in reducing their waiting time at the department counter and at the same time will help them in using the services outside of their working hours.
- The citizen and businesses can track the status of their service request and get all the information required to avail the service.
- Less cost, more availability of Government services for the citizens
- Use of mobile to avail the Government services as and when needed.

1.4 Expected Project Outcome and Outputs of the project

The possible outcomes and outputs of the project are envisioned as follows

Outcomes

- Easy, anywhere and anytime access to Government Services (both Informational & Transactional)

- Reduction in the number of visits of citizens to the department counters for availing Government services

- Reduction in the administrative burden and service fulfillment time as well as costs for the Government, Citizens & Businesses

- Simplified Government Business Processes through conversion of a number of Government processes into interactive & self service mechanisms

- Reduction in the direct interaction of the Government with citizens and encourage 'e'-interaction through portal

- Promotion of uniform web interface across Government departments to avail Government services.

Outputs

- There shall be some additional services into the SSDG and State Portal both in the web and mobile section that will act as front-end interface to state departmental services.

- The e-Bharat will host all the forms for various Government Services accessible to citizens in the state. A citizen will be able to download the application forms through the various Common Service Centres (CSCs) and Rural Information Kiosks (RIKs) outlets and submit his/her application electronically.

1.5   Service Portfolio

<u>Final List of Services approved by Departments under e-Bharat Project</u>

Sr	Department	Name of the Services	Mode of Services
1	Animal Husbandry & Veterinary	Application and Disbursement of funds for Piggery/Poultry farm development	Web Service: Online Application
2		Web based Advisory Services for general information on pest and disease surveillance	Online Advisory Service

3	Mizoram Public Service Commission	Online application and registration of candidates and publication of results being conducted by MPSC	Web Service: Online Application
4		Web based advisory services for MPSC	Web Service : Online Advisory Service
5		Examination Application form	Application Form Download
6		On Demand push pull sms services for checking of examination results	On Demand SMS Push Pull Service
7		New exam Notifications to citizens through mobile subscription services	Mobile Subscription Service
8	Health & Family Welfare	Online Information on current status about various national health programme and state run schemes, alert and safety tips	Online Information dissemination
9		Web based weekly reporting of mobile medical unit from Districts of the State	Mobile Application Service
10		SMS push alert services for expiry and renewal of drug dealer license	Mobile based SMS Push Alerts
11		Web based Disease Surveillance Report from Sub Centers to District offices	Web Service: Online Application
12		Web based Monthly report on National Programme for cancer, Diabetes, Cardio Vascular and stroke from medical institutions	Web Service: Online Application
13	Public Health & Engineering	Application form for new water connection	Application Form Download
14		SMS push alert services for due date and billing amount to the consumer	Automatic SMS Push Alerts
15		SMS push pull services for amount due for water bill	On Demand Push Pull Service
16	Disaster Management & Rehabilitation	Web based advisory services for tips and steps to be taken during any disaster	Web Service : Online Advisory Service
17		Mobile advisory services for tips and steps to be taken during any disaster	Mobile Advisory Service
18		Online information dissemination for Alerts, safety tips on disasters and natural calamities	Online Information dissemination
19	Horticulture Department	Web based online advisory services for organic farming Anthurium Cultivation.	Web Service : Online Advisory Service

20		Mobile based advisory for organic farming, Anthurium Cultivation.	Mobile Advisory Service
21	Social Welfare Department	Application and delivery of scholarship to handicapped students	Mobile Application Service
22		Application and delivery of disbursement of old age pension	Mobile Application Service
23		Application and delivery of disbursement of widow/disability pension scheme	Mobile Application Service
24	Rural Development Department	Online advisory services for Assistance to self-help groups	Web Service : Online Advisory Service
25		Mobile based services for Assistance to self-help groups	Mobile Advisory Service
26	Tourism Department	Online checking the availability and booking of rooms in Tourist Lodges	Web Service: Online Application
27		1. Online assistance to Tourists through general information about Tourist Lodges 2. Details of Tourist lodge with address and contact details	Web Service : Online Advisory Service
28		Mobile based advisory for guiding tourist through general information and address of tourist lodges	Mobile Advisory Service
29	Trade & Commerce	Web based MIS for stall & Godown rent collection for revenue generation of the Department	Online Utility Bill Payment
30		Web based MIS for market fees collection under the State Department	Online Utility Bill Payment
31	Industries	Online Application and delivery of Grants /Subsidies for MSMEs of the State	Web Service: Online Application
32		1. Advisory services for bamboo development 2. Advisory services for food processing	Web Service : Online Advisory Service
33	Transport	Online Submission of of Grievances	Web Service: Online Application
34		Online submission Right to Information System	Web Service: Online Application

35	Higher & Technical Education	Web based counselling for admission to higher education institutes across the country	Web Service : Online Advisory Service
36		Mobile based counselling for admission to higher education institutes across the country	Mobile Advisory Service
37		Online declaration examination results held under higher & Technical education Department	Web Service: Online Application
38		Mobile based declaration of all examination results held under higher & Technical education Department	Mobile Application Service
39		Online registration of training centres for MSCTE Affiliation	Web Service: Online Application
40	Department of Information and Communication Technology	Application and delivery of NOC of different Government departments to purchase computers	Web Service: Online Application
41		Web based assistance to different Government departments for ICT related issues, as well as to citizens	Web Service : Online Advisory Service
42		Mobile based advisory services to different Government departments for ICT related issues, as well as to citizens	Mobile Advisory Service
43		Online information on Authorized Information Kiosk list	Online Information dissemination
44	Agriculture Department	Web based advisory services for General information, Pest and disease surveillance	Web Service : Online Advisory Service
45		Mobile advisory services for General information, Pest and disease surveillance	Mobile Advisory Service
46		Online Application and Delivery of agriculture inputs on fertilizer, seeds, plant protection to small and marginal farmers	Web Service: Online Application
47	Sainik Welfare & Resettlement Department	SMS based Notification New army recruitment and employment for ex-services men	Mobile Subscription Service
48	Labour & Employment Department	New Job Information, Vacancy, Sarkari Naukri, opportunity	Online Information dissemination
49	Co-operative Department	Online application and registration of co-operative societies	Web Service: Online Application

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50		Online application form for Co-operative society	Application Form Download
51	Taxation	Online registration of Partnership, Proprietor firm, for Profit and non-Profit Society	Web Service: Online Application & Mobile
52	S.C.E.R.T	Online information dissemination New Notification on Syllabus, date of admission, Science Promotion Wing, Exhibition date, Proficiency award Seminar	Online Information dissemination
53		Web based declaration of results for various exams under SCERT	Web Service: Online Application

1.6   Service Delivery Mechanism

For online e-Services, Common Service Centers (CSCs) and Rural Information Kiosk (RIK) established with equitable geographical spread, under the CSC/RIK Scheme of the Government of India (GoI) would be the physical front ends for availing the services that are to be offered to the Citizens under e-Bharat project. This scheme is currently being implemented by Government of Mizoram through a Public Private Partnership (PPP) mode.

Since the Common Service Centers will be established only in rural areas, service delivery front ends, known as SSDG & SP, which act as single window for providing the services in urban areas, will be utilized for e-Service delivery. Due to low penetration of internet in rural areas Mobile platform will be utilized for service delivery.

The e-Bharat project would leverage Mizoram State Wide Area Network (MSWAN) for network connectivity and State Data Centre (SDC) for secured and fail-safe data storage.

1.7   Solution Deployment Architecture

A centralized architecture (servers and processing at single and central location) has been proposed for e-Bharat project. All requests from internal and external users will be sent to this system, located in a central place for processing. All users will access

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the application through local or remote terminals using a browser (through Internet for external users and through Intranet or VPN for Internet Department users).

The overall technology solution shall be based upon most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML Services and necessary protocols for Internet applications, Data Centre standards, etc.

The design should include integration with the existing IT infrastructure created under SDC, SWAN, CSC, e-District, SSDG and State Portal. The Servers should be placed at Mizoram State Data Centre.

2.   INSTRUCTION TO BIDDERS

Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of bid by the bidder has been done after their careful study and examination of the RFP with full understanding to its implications. Any lack of information shall not in anyway relieve the bidder of his responsibility to fulfill his obligations under the Bid.

2.1   Definitions

In this document, the following terms shall have following respective meanings:-

"Acceptance" means the Government's written certification that following installation, the system(s) (or specific part thereof) has been tested and verified as complete and/or fully operational, in accordance with the acceptance test defined in the Acceptance Test Documents.

"Acceptance Test Documents" means a mutually agreed document which defines procedures for testing the functioning of the e-District system, against requirements laid down in the agreement. It should define tests to be carried out, test equipments and expected test results.

"Agreement" means the Agreement to be signed by the Implementation Partner and MSEGS

"Authorized Representative" shall mean any person/agency authorized by either of the parties.

"Bidder or bidder" means any firm or group of firms or companies (called consortium) offering the solution(s), service(s) and/ or materials required in the RFP. The word Bidder, when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the Implementation Partner, also called 'Vendor or Implementation Partner', with whom Govt. signs the Contract.
"Contract" is used synonymously with agreement.

"**Documentary evidence"** means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

"GoI" shall mean Government of India

"Gov./GoM/Government/Govt. of Mizoram" shall mean Government of Mizoram.

"Law" shall mean any Act ,notification, bye law ,rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of government agency.

"LOI" means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the Implementation Partner.

"MSEGS" stands for the Mizoram State E- Governance society, a Society registered under the Societies Registration Act 1962, having its registered office at MSEGS Building, Secretariat ANNEX-1, Treasury Square, Aizawl, PIN. 796001 (I.C.T. Department, Govt. of Mizoram). The term includes its successors and assigns thereof. MSEGS acts as the State Designated Agency for the project.

"OEM" means Original Equipment Manufacturer company, that is incorporated in India or abroad, who has management control over the manufacturing/production process, Quality Assurance, Procurement of Raw materials/manufacturing process inputs marketing and warranty services of the resultant products, of at least one manufacturing facility /factory where the manufacturing of equipment, related accessories, as required for the e- District, Mizoram etc. is carried out.

"Party" shall mean Govt. or Bidder individually and "Parties" shall mean Govt. and Bidder collectively.

"PBC" means Pre-Bid Conference

"Rates/Prices" means prices of supply of equipment and services quoted by the Bidder in the Commercial Bid submitted by him and/or mentioned in the Contract

"RFP" means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them

"Services" means the work to be performed by the Bidder pursuant to this Contract, as detailed in the Scope of Work

"Site" shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement

"Tenderer" shall mean the authority issuing this Request For Proposal (RFP) and the authority under whom the e-District, Mizoram is to be implemented, operated, managed etc. and this authority shall be the Mizoram state e-Governance society, acting on behalf of Govt. of Mizoram as the implementing agency for the 'e-District, Mizoram project.

"Termination notice" means the written notice of termination of the Agreement issued by one party to the other in terms hereof.

"WAN" means Wide Area Network

2.2 Eligible Bidders

The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation of the proposed solution. Only those interested bidders who satisfy the following eligibility criteria should respond to this RFP:

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Bidders' General Qualifications

a) An Individual organization or Bidders shall submit the Bid. Consortium is not permissible in this bid.

The bidder shall meet the following criteria for eligibility:

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	The responding firm / agency (a) Should have made a payment of **Rs. 10,000/- (Rupees Ten thousand only)** for the RFP document (b) Should have submitted a **EMD of Rs. 30,00,000 (Rupees Thirty Lakhs only)**	(a) DD for **Rs. 10,000/-** (b) The original bank guarantee must be furnished in the format prescribed in **Annexure-3**.
2.	Legal Entity • Company should be registered under Companies Act, 1956 • Registered with the Service Tax Authorities • Should have been operating for the last three years (FY 14-15, FY 13-14 and FY 12-13)	Certificate of Incorporation Registration Certificate
3.	The Firm / Company should be in the business as System Integrator for the last 3 years.	Memorandum & Articles of Association should be attached and Work orders confirming year and Area of activity.
4.	The bidders should have satisfactorily completed at least one Software development works of similar nature like e-Services including application support, technical support and data digitization each value not less than Rs. 1 Crore and at least one associated hardware order value not less than Rs. 1 Crore under Central Govt/ State Govt/ Public Sector Undertakings during the last three years.	Copy of work order and Client certificates.
5.	The responding firm shall not be under a declaration of ineligibility for corrupt or	A self-certified letter by the designated official of the responding

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
	fraudulent practices.	firm
6.	The Bidder should have positive net worth of at least Rs. 10 Crores in the last financial year and average turnover of more than 25 Crores as on year ending 31.03.2015 during the last three (3) financial years (FY 14-15, FY 13-14 and FY 12-13)	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.
7.	The responding firm must have a minimum number of 100 IT Staff of technically qualified personnel in the domain of systems integration, as on 31st May, 2015 on its roll.	Certificate from HR Department for number of technically qualified professionals employed by the company
8.	The bidder should submit valid letter from the OEMs confirming following: 1. Authorization for bidder 2. Confirm that the products quoted are not end of life products. 3. Undertake that the support including spares, patches for the quoted products shall be available for next 6 years.	OEMs include: 1. Compute Infrastructure 2. Networking Infrastructure 3. Storage Infrastructure 4. UPS
9.	The responding firm should be ISO 9001:2008 certified	Copy of certification, which is valid on date of submission.
10.	The responding firm should be minimum CMMi Level 3.	Relevant certificate needs to be attached which is valid on date of submission.

NOTE: Please submit all the documentary evidence in support of the above conditions as part of the Pre-Qualification Criteria.

2.3 Cost of Bidding

Bidder shall bear all costs associated with the preparation and submission of the Bid including surveys (if required), and **MSEGS** will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.4 RFP Document

Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish all information required by the RFP

document or to submit a Bid not substantially responsive to the RFP document in every respect will be at Bidder's risk and may result in the rejection of its Bid.

2.5 Clarification of RFP document and Pre-Bid Conference

1. The bidders or their designated representatives may be invited to attend the Pre–Bid Conference (PBC) at their own cost, on 25.08.2015 15:00 Hours at the following venue:-

> **Mizoram State e-Governance Society (MSEGS)**
> **Secretariat Building ANNEX-1'**
> **Treasury Square, Aizawl**
> **Mizoram- 796001**

2. In this PBC, Tenderer would address the clarifications sought by the bidders with regard to the RFP document and the project. The bidders would be required to submit their queries to Chief Executive Officer of MSEGS in writing (or by E-mail in 'Open Document Format' only) to be received before 24.08.2015. Queries not submitted within this deadline may not be taken up at the PBC.

3. Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. The minutes of the PBC shall be circulated by tenderer to all those companies who have purchased this RFP document.

2.6 Amendment of RFP Document

1. At any time prior to the deadline (or as extended by MSEGS) for submission of bids, MSEGS, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s)

2. All bidders will be notified of the amendment(s) by publishing on the websites, and these will be binding on them.

3. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, MSEGS, at its discretion, may extend the deadline for the submission of bids.

2.7 Language of Bid

The bid prepared by the bidder, as well as all correspondence and documents relating to the Bid exchanged between the bidder and the MSEGS, shall be in English. Supporting

documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation by MSEGS certified / approved translator of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

2.8 Period of Validity of Bids

1. The bid shall remain valid for 180 days from the date of Technical Bid Opening being specified. Bidder should ensure that in all circumstances, its Bid fulfills the validity condition. Any bid valid for a shorter period shall be rejected as non-responsive.

2. In exceptional circumstances, MSEGS may solicit bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by Fax. Bid Security shall also be suitably extended. A bidder granting the request is neither required nor permitted to modify the bid.

2.9 Format and signing of Bids

1. The bidder shall prepare required number of copies (original plus two copies) of the bid and shall clearly mark each "Original Bid" or "Copy of Bid" as appropriate. In the event of any discrepancy between them, the original shall govern.

2. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the bid. The person(s) signing the bid shall initial all pages of the bid, except for un- amended printed literature

3. The complete bid shall be without alteration or erasures, except those accorded with instructions issued by MSEGS or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

2.10 Sealing and marking of the Bid

Bidder shall submit their bids in FOUR PARTS, each in a separate sealed envelope super-scribed with the RFP document number, due date, time, Project name (**Project- E-Bharat**) and nature of bid (bid security, Organizational capability, Technical bid or Financial Bid)

PART-I: The Bid Security. Envelope needs to be superscribed as **BID SECURITY & Cost of RFP document**

PART-II: Original and 2 copies of PRE QUALIFICATION BID, complete with all details. Envelope needs to be superscribed as **"Pre-Qualification Bid"- Do not open before 04.09.2015 at 16:00 hours"**

PART-III: Original and 2 copies of TECHNICAL BID complete with all technical details. Envelope needs to be superscribed as "**Technical Bid"- Do not open before 07.09.2015"**

Note: Filling up prices in Part III will render the bidder disqualified.

PART-IV: Original and 2 copies of FINANCIAL BID with full price details. Envelope needs to be superscribed as **"Commercial Bid" Do not open before ………………………………."**

The envelopes containing Part-I, Part-II, Part-III and Part-IV of offer shall be enclosed in a larger envelope duly sealed and marked as Response to Request for Proposal (RFP) with title and reference number, and a statement **"To be opened by addressee only" and the name and address of the Bidder.**

All the 4 envelopes shall be addressed to the CEO, **MSEGS** at the following address:

> **Mizoram State e-Governance Society (MSEGS)**
> **Secretariat Building ANNEX-1**
> **Treasury Square, Aizawl**
> **Mizoram- 796001**

The bidder must also submit 3 soft copies each of the Pre-Qualification, Technical and Commercial Bids in the 'PDF Format' only in separate CDs, duly packed in the respective envelopes.

Please note that MSEGS will not be responsible for any discrepancy, if exists between the hard copy and the soft version of the bid submitted by the bidders.

The outer and inner envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in the case it is declared "late" pursuant, and for similar purposes.

If the outer envelope is not sealed and marked as above, MSEGS will bear no responsibility

for the misplacement or premature opening of the Bid.

Only detailed complete bids in the form indicated above received prior to the closing time and date of the bids shall be taken as valid.

Bids submit through Telex/Telegrams/Fax/e-mail shall not be acceptable

2.11 Bid Due Date

1. Bid must be received by MSEGS at the address and not later than the time and date specified at Important Sheet. Bids received after this deadline will be rejected and returned to the bidder unopened.

2. MSEGS may, at its discretion, on giving reasonable notice in writing by publishing on the specified websites and/or through press notification, to all bidders who have been issued the RFP documents and/or downloaded the RFP documents from the websites, extend the bid-due-date, in which case all rights and obligations of the MSEGS and the bidder, subject to the provision bid-due-date, shall thereafter be subject to the new bid due date or deadline as extended.

2.12 Modification and withdrawal of Bid

1. The bidder may modify or withdraw its bid after submission, provided that written notice of the modification including substitution or withdrawal of the bids, is received by MSeGS prior to the deadline prescribed for submission of bids.

2. The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in the manner similar to the original bid.

3. No bid shall be modified subsequent to the deadline for submission of bids.

4. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its bid security.

2.13 Late bid

Any bid received by the MSEGS after the bid due date mentioned at the Important Information sheet will be treated as "Late Bid" and rejected.

2.14 Opening of Bids at MSeGS

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1. MSEGS will open bids (Part-1 and Part-2) at the place and time mentioned at important Information sheet. Bidder's representatives (Maximum 2) may attend the opening, and those who are present shall sign a register evidencing their attendance.

2. The bidder's names, bid modifications or withdrawals and such other details as the MSEGS at its discretion, may consider appropriate, will be announced at the time of opening.

3. The Evaluation Committee would evaluate the Pre-qualification criteria of the bidders. Implementation Partners will be informed subsequently.

4. Technical Bid will be opened for those bidders whose bids shall meet all the pre qualification criteria. The place, date and time of opening of the   Technical bids shall be notified separately through writing, mail or fax.

2.15 EVALUATION CRITERIA

2.15.1 Bid Security

Bidders who have submitted the valid bid security as per the format shall be considered for further evaluation. Similarly if the RFP document fee has not been deposited / submitted in case of downloaded forms the Bid shall be out rightly rejected.

2.15.2 Opening of Bid

MSEGS will open envelope containing the Pre-Qualification Bid in the presence of Bidder's representatives who choose to attend who choose to attend at 04.09.2015 at 16:00 hours on e-Governance Conference Hall at MSEGS, Secretariat Building **ANNEX-1**, Treasury Square, Aizawl, Mizoram. The Bidder's representatives, who are present, shall sign a register evidencing their attendance. In the event of the specified day of bid opening being declared holiday for MSEGS, the bids shall be opened at the appointed time and location on the next working day. On the basis of evaluation of following, only Implementation Partner shall be considered for further evaluation.

Organizational Details and Financial Capability – Refer **Annexure 1-5**

Technical Bid will be opened for those bidders whose bids shall meet all the pre qualification criteria. The place, date and time of opening of the   Technical bids shall be notified separately through writing, mail or fax.

2.15.3 Opening and Evaluation of Technical Bids

The evaluation will be made on the basis of quality - cum – cost (QCBS), with a weightage to quality of services and cost in the ratio of 70:30.

The Evaluation Committee would evaluate the technical bids. Bidders may be requested to give the presentation on their proposed solution if required. The presentation would not be a part of technical evaluation process.

MSEGS may also undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

In order to facilitate the Technical Bid evaluation, the technical evaluation criteria laid down along with the assigned weights have been presented in (**Annexure-18**). The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered from Commercial evaluation. Scores of technically qualified Bidders shall be weighed on a scale of 70% and shall be carried forward for evaluation together with the scores of Commercial evaluation.

2.15.4 Opening and Evaluation of Commercial Bids

1. The Financial Bids of technically qualified bidders (i.e. above 70 marks) will be opened on the prescribed date in the presence of bidder representatives.

2. The commercial scores will be calculated as

    $F_n = F_{min} / F_b * 100$

    where,

    Fn = Normalized financial score of the bidder under consideration

    Fb = Evaluated cost for the bidder under consideration

    Fmin = Minimum evaluated cost by any bidder

3. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

4. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.

5. Any conditional bid would be rejected.

6. 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".

7. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.

8. In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the "Best responsive bid" for award of the Project.

Evaluation of final bids

Final Evaluation of the overall score will be calculated as follows:-

$Bn = 0.70 * Tn + 0.30 * Fn$

where,
Bn = overall score of bidder under consideration
Tn = Technical score for the bidder under consideration
Fn = Normalized financial score of the bidder under consideration

MSEGS reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.

2.16 Bid Currency

Prices for services offered shall be quoted in Indian National Rupees only.

2.17 Bid Security

1. All bidders shall furnish, as part of its Pre-Qualification Bid, an Earnest Money amounting to Rs.30.00 Lakhs (Rupees Thirty Lakhs Only). Bids without this bid security will be rejected.

2. The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft/Pay Order, issued by any Nationalized bank in India, drawn in favour of Mizoram State E- Governance society payable at Aizawl, and shall be valid for at least

180 days. Such negotiable instrument should be valid for at least sixty (60) days beyond the validity of the Bid.

3. Unsuccessful bidder's Bid security will be discharged or returned within sixty (60) days after the expiration of the period of Bid validity prescribed.

4. The successful bidder's Bid security will be discharged upon the bidder signing the Contract Agreement, and furnishing the Performance Security.

2.18   Forfeiture of Bid Security

The Bid security may be forfeited either in full or in part, at the discretion of MSEGS, on account of one or more of the following reasons:

1. If the bidder withdraws his Bid during the period of Bid validity specified by him on the Bid Letter Form;

2. If the bidder fails to co-operate in the Bid evaluation process

3. If the bid or its submission is not in conformity with the instruction mentioned herein

4. If the bidder violates any of the provisions of the terms and conditions of the tender

5. In case, a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with MSEGS, within the stipulated time after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) or the bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of MSEGS in timely finalization of this tender. The decision of MSEGS regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default of such type or nature may involve black-listing of the bidder by MSEGS/Govt. of Mizoram.

2.19   Award of Contract

MSEGS will award the contract to the successful bidder whose bid has been determined to be responsive and has been determined to be most competitive and thus selected.

2.20   Performance Security

Within 7 (Seven) days of Notification of "Award of the Work" the company shall furnish Performance Security to MSEGS @ 10% of the total value of quoted bid by way of irrevocable and unconditional Bank Guarantee in favor of MSEGS for a period to be

specified in the award of work. This Bank Guarantee should be of a sufficient duration to cover the risk of MSEGS. The proceeds of the Performance Security shall be payable to MSEGS as compensation for any loss resulting from the Company's failure to fulfill its obligations under the terms and conditions of the Work Order.

The Performance Security regarding commencement of job / task will be discharged by MSEGS and returned to the company not later than 30 (Thirty) days following the date of completion of the company's performance, related obligations under the terms & conditions of the Work Order.

Failure of the successful bidder to comply with the requirements specified in Section 2.22 or in this Section shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security in which event, the MSEGS may award the contract in accordance with its prescribed rules

2.21   Contacting MSeGS

1. Bidder shall not approach MSEGS officers beyond office hour and/ or outside MSEGS office premises, from the time of the Bid opening to the time of finalisation of successful bidder.

2. Any effort by a Bidder to influence MSEGS officers in the decisions on Bid evaluation, Bid comparison or finalization may result in rejection of the Bidder's offer. If the Bidder wishes to bring additional information to the notice of the MSEGS, it should do so in writing.

2.22   MSeGS's Right to Accept Bid and to Reject any of all Bids

1. Prior to expiration of the period of Bid validity, MSEGS will notify the successful bidder in writing that its Bid has been accepted.

2. Within 7 days of receipt of such intimation, the successful bidder shall give its acceptance to the MSEGS

3. Upon the successful bidder's furnishing of Performance Security pursuant to Section 2.19 acceptance by successful bidder, MSEGS will promptly notify all unsuccessful bidders and will discharge their Bid security

4. Effort will be made by the MSEGS to sign an agreement with the successful bidder with in 15 days.

2.23   Lack of Information to Bidder

The bidder shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfill his obligation under the bid.

2.24   Fraudulent & Corrupt Practice

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the MSEGS of the benefits of free and open competition.

"Corrupt Practice" means the offering, giving, receiving or soliciting of any thing of value, pressurizing to influence the action of a public official in the process of project execution. MSEGS will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

3. GENERAL CONDITIONS

3.1 Application
These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the bid document.

3.2 Governing Language
The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

3.3 Applicable Law
The Contract shall be interpreted in accordance with the laws of the Union of India.

3.4 Assigning of Sub-Contracts
The Implementation Partner shall not assign anyone in whole or in parts, its obligations to perform under the Contract, except with the MSEGS's prior written consent.

3.5 Change Orders
1. The MSEGS may at any time, give written order to the Implementation Partner to make changes for additional functionalities specifically required, but not falling within the general scope of the current e-District RFP/Contract. If any such change causes an increase in the cost of, or the time required for, the Implementation Partner's performance of any provisions under the Contract, the Implementation Partner should notify MSEGS in terms of the person, month, efforts required for executing the change requests. MSEGS will examine the efforts estimate & agreed efforts will be compensated in terms of person, month charges quoted as a part of the commercial bid.

2. Any claims by the Implementation Partner for adjustment under this clause must be asserted within 6 working days from the date of the Implementation Partner's receipt of the MSEGS's change order.

3.6 Source Code & IPR
The ownership of the source code of the application developed by the Implementation Partner under e-District, Mizoram should be transferred to MSEGS and also the Implementation Partner is not supposed to use the same for any other Government projects without the prior written consent of MSEGS.

3.7 **Notices**

1. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable or facsimile to the other party's address, and confirmed in writing by the other party.

2. A notice shall be effective when delivered or tendered to other party whichever is earlier.

3.8 **Patent Rights**

The Implementation Partner shall indemnify MSEGS against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipments and services or any part thereof.

3.9 **Taxes and Duties**

1. All the taxes, duties, levies and all other charges applicable and shall be valid for delivery on FOR basis to the designated delivery points. All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates.

2. Govt. of Mizoram / MSEGS shall not pay any increase in duties, taxes and surcharges and other charges on account of any revision, enactment during the period of validity of the Bids and also during the contract period. The decision of MSEGS in this regard will be final and binding and no disputes in this regard will be entertained.

3.10 **Insurance**

Implementation Partner shall acquire and maintain insurance coverage till acceptance and during the managed IT services period of 3 yrs from the date of acceptance that are standard and customary in the industry to protect **MSEGS** and the total system from any losses, damages including but not limited to the damages during transit or claims. The insurance should cover full replacement of the equipment. Further, the Implementation Partner is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement. The cost of all such insurance shall be borne by the Implementation Partner. **MSEGS** has the right to inspect such policies.

3.11 **Packing**

1. The Implementation Partner shall provide packing of systems in such a manner as to prevent their damage or deterioration during transit to the project sites. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposures to extreme temperatures, humidity, sleet and precipitation during transit and open storage.

2. The Implementation Partner shall promptly replace any system that is damaged in transit. The packing, marking and documentation within and outside the packages shall also comply strictly with the requirements.

3. There shall be a packing list, in each case, fully itemized to show case number, contents, gross and net weight and cubic measurement.

3.12 Different Shipments

If MSEGS has effectively notified the Implementation Partner in writing that the former is not ready to take delivery, no system or materials shall be forwarded until intimation in writing has been given to the Implementation Partner by the MSEGS that it is ready to take delivery.

3.13 Delivery and Documentation

It is the responsibility of the Implementation Partner to supply all the Hardware and networking equipments, as mentioned in the schedule of requirements in the respective project sites. These project sites along with the required quantities of items to be supplied will be communicated to Implementation Partner at a later stage. The Implementation Partner shall intimate **MSEGS** by letter/fax/Telephone, at least 7 days before the actual arrival of the systems at the Site, the full details of the delivery including contract number, couriers receipt number and date, description of systems, quantity etc. The Implementation Partner shall mail the following documents to **MSEGS** -

- 3 copies of the invoice showing systems description, quantity, unit price, total amount
- Courier's receipt/acknowledgement of receipt of systems
- Insurance certificate
- Manufacturer's/Supplier's warranty certificate
- Factory Inspection Certificates.

3.14 Data Entry and Data Migration Strategy

The objective of data entry is mainly to utilize the data for searches and modifications. As the Data Entry estimates can be made post Database design only, this section captures the broad level concept of the Data Entry for various applications. The State Government will arrange for entry of Historical Data through separate Implementation Partner(s). The current Implementation Partner should have the following responsibilities:

- Should work closely with the data entry Implementation Partner to provide the data entry module for entry of Master Data and importing of Historical Data
- Capturing and entry of the Master Data, once the database design is ready
- Co-ordinating with the data entry Implementation Partner to suggest table structures etc. required for the successful data digitization and migration
- Integration of the data created with the Application Software

- Integration of the application software with different existing databases from time to time.
- Provide necessary training for the identified staff in the importing of data to the Application Software

3.15 Hardware Installation

The Implementation Partner is responsible for all unpacking, assemblies, wiring, installations, cabling between hardware units and connecting to power supplies. The Implementation Partner will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.

3.16 Operation and Maintenance

The Implementation Partner will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption. If the critical component of the entire configuration is out of service for more than three days, the Implementation Partner shall either immediately replace the defective unit or repair it at its own cost. The Implementation Partner will respond to a site visit and commence repair work on the equipment within 2 working days of being notified of equipment malfunction.

3.17 Force Majeure

i) For the purpose of this Article, Force "Majeure" means any cause, which is beyond the control of the Implementation Partner or **MSEGS** as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:-
    - War / hostilities
    - Riot or civil commotion
    - Earth Quake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
    - Restrictions imposed by the Government or other statutory bodies, beyond the control of the Implementation Partner, which prevent or delay the execution of the order by the Implementation Partner.

ii) If a Force Majeure situation arises, the Implementation Partner is required to promptly notify MSEGS in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by MSEGS in writing, the Implementation Partner will continue to perform its obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order.

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3.18 Handing Over and Annual Maintenance

1. At the end of the Managed IT services period, MSEGS may exercise its option to renew the AMC with the existing Implementation Partner or may invite fresh bids for subsequent AMC

2. If handover is required to any other Vendor other than the Implementation Partner, at the end of the existing AMC or otherwise, the Implementation Partner would be responsible for handing over the complete know-how documentation records/software logs and all such relevant items that may be necessary for the transition process

3.19 Termination

1. <u>Termination for Default</u>: If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by **MSEGS**, without any valid reasons acceptable to **MSEGS**, **MSEGS** may terminate the contract after giving one month notice, and the decision of **MSEGS** on the matter shall be final and binding on the bidder. Upon termination of the contract, **MSEGS** shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.

2. <u>Termination for Insolvency</u>: Mizoram Government can terminate the contract if the bidder becomes bankrupt and/or losses the desired state of insolvency with a notice of 15 days. Mizoram Government, in such cases of termination, will not be responsible for any loss or financial damage to the service provider resulted due to the termination. The Government will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with the Government.

3.20 Resolution of Disputes and Arbitration

1. <u>MSEGS and the Implementation Partner shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.</u>
2. <u>If, after thirty (30) days from the commencement of such informal negotiations, MSEGS and the Implementation Partner have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation and mediation by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.</u>
3. <u>All Arbitration proceedings shall be held at Aizawl, Mizoram, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.</u>

3.21   Acquaintance with Local Conditions

1. The Vendor is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.

2. The Vendor is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent/Award as described in the bidding documents. The MSEGS shall not entertain any request for clarification from the vendor regarding such local conditions.

3. It is the Vendor's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the MSEGS. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the MSEGS on account of failure of the Vendor to know the local laws / conditions.

3.22   Statutory and Regulatory Approvals

The Vendor shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the vendor shall be responsible to get required documentation completed for obtaining such approvals from time to time.

3.23   Confidentiality

Any information pertaining to **MSEGS** or any other agency involved in the project, matters concerning GoM that comes to the knowledge of the Implementation Partner in connection with this contract, will be deemed to be confidential and the Implementation Partner will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The Implementation Partner shall ensure due secrecy of information and data not intended for public distribution.

3.24   Limitations and Liability

The liability of the MSEGS for its obligations under the Contract shall in no case exceed the total value of the Contract.

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

Failure of the Implementation Partner to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event **MSEGS** may award the Contract to the next best value Bidder or call for new Bids.

4. SPECIAL CONDITIONS

4.1 Project Schedule

Sl No:	Scope of Work Area	Time Frame (Elapsed Months)
1.	Signing of Agreement with the Implementation Partner	T1
2.	Requirement Study and Preparation of SRS document and Sign-Off	T1+ 1 Months
4.	Solution Design and Development	T1+ 3 Months
5.	Solution Testing, Modification & User Acceptance	T1+ 4 Months
6.	Hardware Procurement and delivery at respective sites	T1+ 2.5 Months
7.	Hardware and Networking Equipment's implementation	T1+ 3.5 Months
8.	Testing and User Acceptance of H/W & Networking Equipments	T1+ 4.5 Months
10.	Data Entry, Digitization and Migration*	T1+ 4 Months
11.	User Training and Change Management	T1+ 5 Months
12.	System "Go-Live"	T1+ 5.5 Months
15.	Solution Documentation and User Manuals	G1+ 2 weeks
16	Warranty for Software	G1+ 3 Years
17.	Warranty for Hardware	G1+ 3 Years
18	Operational Support and Maintenance (Managed IT services)	G1+ 2 Years

State Government will make the necessary arrangement separately for Data Entry and Digitization. The current Implementation Partner needs to assist in finalizing the table structures, developing data entry module and also on the migration of the data into the application software.

It should be noted that suitable penalty, mentioned under 'Penalties' clause of this RFP would be charged to the implementation partner in case of delay from their end and would be finalized in the contract.

It may be noted that T1 is the event marking the Tenderer signing the Agreement with the Implementation Partner, who is also called the Implementation Partner. The Implementation Partner has to design and implement a very detailed plan of implementation that seeks to execute several activities in parallel, adopts Critical Path method and commits additional resources to activities falling behind schedule so as to keep up with the overall deadline in 6 months.

The "Go-Live" means that the software is ready in all respect i.e. designing, development, testing & implementation and can now is used by all the end users together as has been envisaged in the initial detailed Software Requirement Specifications document.

It may be noted that the time schedule for each milestone shown in the table above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Therefore, the Implementation Partner will have to be extremely careful in establishing an excellent project management setup.

4.2   Payment Terms

1. Project is a service project and not simply a project involving supply of Goods and construction of works. Hence, basically the payment will be made only if services are rendered by the Partner as agreed upon
2. All the payments to the Partner will be made as per the Payment Schedule and Terms of Payment set out in this RFP, upon submission of invoices along with relevant Sign –Off from MSEGS
3. In the event of premature termination of the agreement prior to the launch of the Project, the Partner shall not be eligible to receive any compensation or payment
4. In the event of the premature termination of the agreement post-commencement of the operations, the partner would be eligible to paid

Payment milestones are detailed in the below tables

Payment for Application Development

Activity No:	Milestone	% of Application Development Fee
1.	Advance Against Performance Bank Guarantee	10%
2.	Requirement Study and Preparation of SRS	10%
3.	Solution Testing, Modification & User Acceptance of the Application	30%
4.	Setup of Help desk and development of SLA monitoring Tool	10%
5.	Implementation at DC office and pilot Go Live	10%
6.	System "Go-Live" (Roll Out) –G1	17%
7.	Application Maintenance as per SLA	8%
8	Handover of total project after 2 years as per SLA	5%

Payment for Hardware, System Software and Networking Items

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Activity No:	Milestone	% of Price Bid Value of Hardware , System Software And Networking Items
1.	Mobilization Advance against Performance Bank Guarantee	10 %
2.	Completion of accepted Delivery of the Server, Desktop, System Software, Network Item as per RFP	20 %
3.	Installation and Acceptance Testing of All Component	30 %
4.	Installation and commissioning of All items at all locations and complete integration of entire system as per RFP	20 %
5.	Successful Completion of Warranty Period for all Supplied components for First Year after Installation.	8 %
6.	Successful Completion of Warranty Period for all Supplied components for Second Year after Installation.	6 %
7.	Successful Completion of Warranty Period for all Supplied components for Third Year after Installation.	6 %

Payment for Training activity

Activity No:	Milestone	% of Application Development Fee
1.	Formulation of Training plan and Training Strategy document including the details of the training courses	15%
2.	Completion of initial computer awareness Training	20%
3.	Completion of application specific Training	20%
4.	Completion of Hardware, Network and other Technical Training	25%
5.	Completion of Change Management Training	10%
6.	Help desk hand holding training	10%

4.3.   Other terms of Payment

1. Project is a service project and not simply a project involving supply of Goods and construction of works. Hence, basically the payment will be made only if services are rendered by the Partner as agreed upon

2. All the payments to the Partner will be made as per the Payment Schedule and Terms of Payment set out in this RFP, upon submission of invoices along with relevant Sign – Off from MSEGS Official

3. In the event of premature termination of the agreement prior to the launch of the Project, the Partner shall not be eligible to receive any compensation or payment

4. In the event of the premature termination of the agreement post-commencement of the operations, the partner would be eligible to paid

4.4. SLA requirements

Service Level Agreement (SLA) is the contract among the Mizoram State E- Governance society (**MSEGS**) and the e-Bharat Project Implementation Partner. SLA defines the terms of the System Integrator's (SI) responsibility in ensuring the performance of the e-Bharat Project based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators for e-Bharat Project, which can be considered by the State in the Service Level Agreement with operator.

The Table below summarizes the Indicative Performance Indicators for the services to be offered by the e-Bharat Project Implementation Partner.

SLA Parameters

S. No.	Indicative SLA Parameter	SLA Target
1	Availability Desktops during office working Hours	99%
2	Availability of peripherals like printer, scanner, etc	97%
3	UPS System with Battery Backup	99%
5	Availability of Application software to Office Staff in office working hours (9AM to 9PM)	99%
6	Availability of all critical functionalities of all the modules	98%
7	Availability of Application software to Office Staff in office working hours (9PM to next day 9AM)	95%
8	Availability of Helpdesk personnel for 24X7 for logging calls	99%
9	Resolution of Priority 1 Calls	Within 6 Hours of logging the call
10	Resolution of Priority 2 Calls	Within 24 Hours of logging the call
11	Resolution of Priority 3 Calls	Within 48 Hours of logging the call
12	Uptime for LAN Components	99%
14	Uptime for Application Servers	99%

SLA Terms & Definitions

S.No.	SLA Terms	Description
1	e-Bharat Project	'e-Bharat Project Backbone' refers to Hardware & Local Area Networking equipment, UPS, Software (System and Application),

	Backbone	and Operator
2	Uptime	'Uptime' refers to e-Bharat Project backbone availability in site. "%Uptime" means ratio of 'up time' (in minutes) in a month to Total time in the month (in minutes) multiplied by 100.
3	Prime Business Working Hours (PBH)	PBH refers to the prime network utilization period for e-Bharat Project, which shall be typically starting from 09:00 AM hrs till 18:00 (PBH) hrs Monday to Friday or any other period to be defined by MSEGS
4	Unplanned Local Area Network Outage	'Unplanned Network Outage' refers to an instance in which non-availability e-Bharat Project LAN and applications for more than 3 consecutive Days.

Measurement of SLA: - The Measurement of SLA parameters shall be decided by **MSEGS** jointly). Implementation Partner should provide necessary monitoring software like SLA Monitoring tools, peripherals and other network devices.

SLA Reporting: - Other than the standard reports generated from SLA tool, any other customized reports required by MSEGS and concerned departments has to be submitted by the selected bidder to be mutually agreed by both the parties.

4.5   Penalties

The bidder shall be paid as per the services (i.e. availability) provided to the Tenderer

Parameter	Availability during working hours	Penalty
All categories of Servers, Desktops, UPS	Within SLA	Nil
	Less by 1% of SLA	0.5% of the Scheduled Payment milestone/ amount
	Less by >1% but < 2% of SLA	Additional 1% of the Scheduled Payment milestone/ amount
	Less by >2% but <5% of SLA	Additional 2% for every %age
	Less by >5% but <20% of SLA	Additional 2.5% for every %age
	>20% of SLA	No Payment
Local Area Network	Within SLA	Nil
	Less by 1% of SLA	0.5% of the Scheduled Payment milestone
	Less by >1% but < 2% of SLA	Additional 1% of the Scheduled Payment milestone/ amount
	Less by >2% but <5% of SLA	Additional 2% for every %age

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	Less by >5% but <20% of SLA	Additional 2.5% for every %age
	>20% of SLA	No Payment
Operator Availability	Within SLA	Nil
	Less by 1% of SLA	0.5% of the Scheduled Payment milestone/ amount
	Less by >1% but < 2% of SLA	Additional 1% of the Scheduled Payment milestone/ amount
	Less by >2% but <5% of SLA	Additional 2% for every %age
	Less by >5% but <20% of SLA	Additional 2.5% for every %age
	>20% of SLA	No Payment
e-Bharat Application	Within SLA	Nil
	Less by 1% of SLA	0.5% of the Scheduled Payment milestone/ amount
	Less by >1% but < 2% of SLA	Additional 1% of the Scheduled Payment milestone/ amount
	Less by >2% but <5% of SLA	Additional 2% for every %age
	Less by >5% but <20% of SLA	Additional 2.5% for every %age

Note 1: *This is an indicative penalty and the bidder is requested to quote the deviation if any. The final penalty would be decided during signing of the Master Service Agreement (MSA)/ contract agreement mutually agreed upon both the parties.*

Note 2: *e-Bharat project requires changes post implementation and the Implementation Partner has to carry out the changes as and when the application so desires.*

A) Penalties for delay in implementation

If the Project Implementing Partner fails to complete the Acceptance Test within the time period (s) specified in the implementation plan, MSEGS may, without prejudice to its other remedies under the Agreement, levy as Penalties, a sum equivalent to 0.25 % per week of the arithmetic sum of the quarterly guaranteed revenue for 75% of the overall site for the three years payable under the Agreement, for each week or part thereof of delay, until actual delivery of performance. The maximum penalty for delay shall not exceed 2% of the arithmetic sum of three years Guaranteed Revenue for 90% of overall site. If the delay continues beyond 20 weeks, MSEGS may terminate the Agreement.

B) Operational Penalties

In the event the bidder is unable to meet any one of the SLA parameters defined in this RFP for 10% or more of the operational sites during two quarters in a year or four quarters during the three years of the contract, MSEGS reserves the right to terminate the contract.

C) Payment Terms

No payment shall accrue until after the performance guarantee bond has been furnished and the acceptance test certificate is issued by MSEGS. The selected Bidder engaged shall be responsible to invest in the project to implement and operate the facilities, for a period of 3 years. After expiry of 3 years, the ownership of the e-Bharat Solutions will be transferred to Mizoram State E-Governance Society. During the contract period of 3 years, the operator shall have full responsibility for the delivery of the Services / Solution, including all operational, maintenance, and management activities, etc.

The Project Implementing Partner shall be paid Minimum Guaranteed Revenue on quarterly basis in arrears at the end of each quarter for the unit sites which have been accepted in the Acceptance Test by MSEGS based on the certificate provided by the Implementing Support Agency, at the rates specified by the Project Implementing Partner.

4.6   Accepting Testing

1. The primary goal of Testing & Acceptance is to ensure that the project meets requirements, standards, specifications and performance prescribed by the Tender
2. Acceptance Procedure for the Application Software will include the following, a plan for which will have to be submitted by the Implementation Partner:-
    i)   Functional Tests
    ii) Resilience Tests
    iii) Benchmark comparisons including load testing
    iv) Operational Tests
3. Completion of any other tests/evaluation criteria that MSEGS may specify.
4. The Acceptance Tests for the Application Software will be carried in two parts. The Partial Acceptance Test consisting of the acceptance test at the Department Head Office and the final acceptance test consisting of the acceptance test at all the other implementation locations/all the operational CSCs.
5. The Acceptance Tests for the Hardware and Networking Components shall involve successful supply, delivery at site, installation and commissioning of systems at all implementation locations of both the districts
6. In the event of the site not being ready by the GoM, the Implementation Partner and the Tenderer may mutually agree to redefine the milestones.
7. On the successful completion of the Acceptance Test and after the Committee so constituted by the Tenderer to conduct the said Acceptance Tests are satisfied with the working of the system, the acceptance certificates, signed by the authorized representative(s) of Tenderer and Authorized representative(s) of GoM, will be issued by the Tenderer to the Implementation Partner. Any delay by the Implementation Partner in the performance of its contracted obligations shall render the

Implementation Partner, liable to the imposition of appropriate penalties, unless agreed otherwise by the Tenderer.

8. All components of the solution, for hardware and networking components or software, as the case may be, would be deemed accepted on attainment of the receipt of Site Acceptance Certificate from each Location.

9. Any delay attributable to the Implementation Partner in the Acceptance Testing shall render the Implementation Partner liable to the imposition of appropriate penalties, as mentioned in the document

4.7. Project Management

e-Bharat project is a multi-departmental initiative. Its implementation is complex and goes out of control unless all the stakeholders, especially the Implementation Partner designs and implements a comprehensive and effective project management methodology. The following requirements are therefore prescribed in this regard.

4.7.1 Work Programme

The Implementation Partner should design a detailed Project Plan, which should include the following components.

- Project Organization and Management Plan
- Software Deployment Plan
- Testing Plan and Methodology
- Hardware Deployment Plan
- Training Plan, Methodology and Training details
- Change Management Plan
- Any other relevant items related to the Programme Development

4.7.2 Programme Implementation

The Implementation Partner shall:

- Assume responsibility of managing and monitoring the project as per the indicative Time schedule specified in this RFP
- Set up a Helpdesk at DC office to take care of the following issues-
  o 24X7 Support for logging calls
  o All kind of trouble shooting regarding Hardware, Application, Network Connectivity
  o Training, Hand Holding and Knowledge Transfer to the Department Official
  o Complete SLA Monitoring
  o Reporting to the proper authority from DC and State
  o Any other related and relevant issues

- Depute one Project Manager as a single point of contact for onsite project management during the Contract period. He/she should have relevant certification and should have appropriate authority to take decisions for smooth and early completion of work.
- Bidder has the liberty to decide on the number of Manpower required at the Help Desk but they need to provide the managed IT support strategy for these offices in their technical bid. It will be Implementation Partner's obligation to augment manpower to ensure e-Bharat functionality along with its components. Implementation Partner shall provide for the increased need of increased manpower requirement whenever size of the network is increased for any reasons.
- Monitor the progress of Change Management Plan and Data Migration Plan as laid out in the RFP in order to enable smooth transition into the new system

4.7.3 Reporting

The Project Manager shall conduct monthly review meeting with the concerned Department Head Office. The Project Manager shall also submit the following reports to the nodal officers identified for the project

- Weekly Status Reports
- Monthly Progress Reports , summarizing:
- Results accomplished during the period
- Performance against SLA report
- Cumulative deviations to date from schedule of progress on milestones as specified in RFP ,read with the agreed and finalized project plan
- Corrective actions to be taken to return to planned schedule of progress
- Proposed revisions to Planned Schedule
- Other issues and outstanding problems, and actions proposed to be taken
- Interventions which the Implementation Partners expects to be made by the nodal officers assigned by the State Government and/or the actions to be taken by the State Government/District Administration before the next reporting period
- Test results of training

5. SCOPE OF WORK

The minimum specified Scope of Work that needs to be undertaken by the Implementation Partner for implementation and maintenance of e-Bharat project for Mizoram is given below and the work is to be performed as per the technical & non-functional requirement described in **Section 7** and Functional Requirements described in **Annexure-19**. Any further amendments issued in this regard will be notified to the Implementation Partner and the Contract is to be signed by the Bidder successfully.

5.1 Application Software Requirement

The scope of work for the Implementation Partner with respect to the Application development of various e-Services as listed in clause 1.6 which includes Solution Design, Development, Testing, Implementation and Maintenance of the solution. The major works being:-

Design and Development

1. To prepare a System Requirement Specification (SRS) report –based on an independent assessment of the requirement of the Department and the **functional requirements** as specified in this Tender document for e-enabling the services identified for implementation under e-Bharat project

2. To design the solution architecture

3. To develop the e-Bharat solution based on the specifications finalized through the System Requirement Specifications(SRS) and solution design

4. Development of data migration module, SLA monitoring tool

Note:-

1. *Process flow/work flow of all the services will be provided to the Implementation Partner for preparation of Use Cases. Indicative Use Case diagrams will also be provided to the Implementation Partner*

2. *Relevant database details of existing applications will be provided to the Implementation Partner*

Application Software Testing

1. To design Test Cases for the solution testing using the data, to be digitized separately

2. To prepare the testing approach and plan

3. To perform the testing of the solution based on the approved test plan, document the

results and fixing of the bugs found during testing

4. The Implementation Partner needs to get all the modules of the developed e-Bharat application duly tested and accepted by STQC (Standardization, Testing and Quality Certification), Directorate of IT

5. Standard for E- Governance has to be adhered. Consultants to provide the details at the time of implementation.

Installation

1. Installation and Configuration of e-Bharat solution

2. Installation/integration of Operating System, Database, Application Server etc.

3. Configuration of Users, providing access as per roles defined

4. Updation of Installation Manuals with lessons learnt/identified Gaps

Implementation

1. To implement the e-Bharat solution in pilot locations – based on an independent assessment of the software, user acceptance and testing

2. To ensure that the software design and implementation takes care of necessary security aspects such as data safety, access controls, integrity, back up measures and disaster recovery

3. Incorporation of changes, if any, in the e-Bharat solution

4. Implementation and roll out of the e-Bharat solution in all the implementation locations

Training

1. To impart training to the stakeholders and shall undertake change management interventions as necessary to achieve project objectives.

2. To train the designated technical and end user staff to enable them to effectively operate the system

3. To prepare the detailed training plan & training manuals

4. To conduct citizen awareness campaigns to impart awareness to citizens on e-Bharat model of service delivery mechanism

Technical Documentation

1. To provide full documentation of the SRS and design (including Entity Relationship (ER) diagrams, flow diagrams, UML diagrams etc.) installation and implementation of the software and user manuals both in hard copy and a soft copy on a Compact Disc (CD)

2. To provide Electrical drawings and Network Cabling Drawings both in hard copy and a soft copy on a Compact Disc (CD)

3. All other Technical documents related to the project.

5.2   Hardware and Networking Requirement

The scope of work of the Bidder with respect to the hardware and networking is given below and the Technical Specification for Hardware, System Software and Networking Components are listed in **Annexure-17**.

<u>Scope of Supply</u>

1. Supply of all the products and equipments (Active as well as Passive) specified in the Bill of Quantities included in the RFP at their appropriate quantity and capacity at their respective sites, which includes transporting the items safely and delivery to the various locations.

2. The Implementation Partner needs to get the factory acceptance test done by STQC (Standardization, Testing and Quality Certification), Directorate of IT for the products listed in the Bill of Quantities or agreement.

3. The Bidder must not bid/supply any equipment that is likely to be declared end of sale within one year from the date of supply. The bidder would be required to replace all such equipment with latest and at least of equivalent configuration.

4. To provide necessary H/w, S/w to establish inter-operability among different products.

5. Supply of all the installation materials/accessories/consumables (Screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, fiber termination kits etc.) necessary for the installation of the systems

6. Minimum 3 years comprehensive onsite warranty for the supplied products/services .

7. Storage and security of the material on receipt at site in the storage space allocated by the Departments

<u>Scope of Installation, Commissioning and System Integration</u>

1. Installation of Active and Passive components and accessories supplied under the e-Bharat project and configuring the associated security systems like Firewall/IPS etc.

2. Installation, integration and commissioning of the Local Area Network at the implementation locations as per the approved deployment plan

3. Configuring and fine tuning of sub-systems to achieve overall optimal network performance and highest security.

4. The Database Server to be installed should be in Cluster mode to ensure High Availability of the system.

5. The components to be installed and configured shall include but not limited to:

- Servers with required Software

- Digital Signature

- PCs and Peripherals

- Firewalls

- Layer 2 Switches

- Passive components like racks, Patch panels, I/O outlets

- Any other software

6. Integration of all existing and operational LANs/WAN links to provide enterprise wide access to resources and services. The Implementation Partner also needs to take care of all IP addressing or similar issues arising at the time of integration and should also ensure that the existing systems run smoothly

7. To bring all the installation equipments and tools required for the installation and commissioning of the system without extra charges

8. To provide all patches and updates during the currency of the Contract.

9. To carry out all general tests such as Power on test on delivery, pre-installation checks to ensure correct connection, completeness of the documentation etc.

10. To install and commission the structured cabling within the implementation location involving CAT-6 cables, Surface Mount I/Os, Patch Codes, Jack Panels, Racks ,any other required components such as labels, ferrules etc.

11. Testing in conformance to measurement procedures and test parameters for CAT 6 and other communication cables installation as defined in TIA/EIA -568-B standards, of each node at each site. The certified test results are to be submitted to MSEGS in hard copy

5.3   Training requirements

5.3.1   Training Plan

Based on the roles and responsibilities of officials at various levels, the training plan is proposed to capture the need and requirement of skill and capacity enhancement of the officials. Also, at the same time based on the functional change in the working of government officials, a need assessment has been taken up to identify the training need requirement at the various levels. The participatory Departments will adopt a strategic human resource management system, looking at an employee as a vital resource to be valued, motivated, developed, and enabled to achieve the organization's mission and objectives.

The Departments will adopt a 'Competency based' staff management and development approach. Competencies encompass the knowledge, skills and behavior, which are required in a staff member for effectively performing the functions of a post. Competencies may be broadly divided into those that are core skills which the staff would need to possess with different levels of proficiency for different functions or levels. Some of these competencies pertain to leadership, Change management, information technology, project management and HR.

Based on the organizational hierarchy of the administration and the envisaged roles and responsibilities, it is proposed to create 4 bands – Group (**1, 2, 3 and 4)** for training purpose only. This will enable to ease the training of staff and also at the same time will integrate the understanding of various actors. The following table is proposed to be followed for training purposes –

5.3.2   Proposed Training band

The group strength mentioned here are indicative. The actual figures may be increased or decreased by the department. The department may add or remove officials from each of the group during training.

Band	Officials	Group Strength (approx.)
Group 1	Directors, Addl. Directors. Dy. Directors	60
Group 2	Nodal Officers, SPOC	35
Group 3	Section Officer, Office Superintendent, Inspector, District Officer	100
Group 4	District Office Superintendent, Dealing Assistants, A/c staffs, Office Assistants and others	250
Group 5	CSC (Common Service Centre) and RIK (Rural Information Kiosk) Operators	436
Total		881

5.3.3   Training Need Analysis

A training need is a need for human performance improvement that can best be met by training of some kind. This need must be spelled out in clear behaviourally oriented terms.

When a needs analysis to target the training needs is carried out, the modus operandi for identifying targeted training needs is called the Training Needs Analysis Model. The Training Needs Analysis Model summarizes the actions necessary to complete the first phase of the Training Model — Identify Targeted Training Needs.

This was the initial task that was undertaken before illustrating the key training requirement. This is identified that imparting training in Information Technology (IT), Business Process Re-engineering (BPR) and Change Management is mandatory, also it is recommends that such trainings and skills will be imparted to all level of government

employees involved in the processes pertaining to the selected functional areas and processes.

To comply with this training need a study was conducted for collection and analysis of the current level of awareness, skills and abilities on processes, computers and IT applications of the officials and staffs of different sections and Offices. The current skill levels was then matched with the required skill and there by bridging the identified gaps. This analysis along with the attitudinal issues acted as the input for designing the training programme with respect to the pedagogy, training curriculum, training agenda and the contents.

Understanding the change in the revised process which will emanate because of implementation of application, training and capacity building of the officials cutting across departmental lines becomes quintessential. During the 'As-Is' study phase, an in-depth analysis of need and requirement of training to meet the requirement as proposed in the application was undertaken.

The staff development through Change management & Capacity Building in Departments will be a continuous and systematic process. All training should be based on the identification of Department's needs related to its corporate functions, policies and objectives within the general administrative framework of a public organization. The process of training should be directed to inculcate in every employee a sense of professionalism, excellence, motivation and stakeholder satisfaction, but also a sense of the values and ethos of the organization; an awareness of the fact that, whatever their roles, employees are first and foremost public officers.

The training plan of Department will need to address the gaps between the existing and the required competencies and provide opportunities for employees to develop their competencies. All staff shall be provided with training to equip them with the competencies for their current or future job. Such training will be imparted at the time of their entry into service, and at appropriate intervals during the course of their careers. The Department will link the training and development of competencies of individuals to their career progression and ensure this by suitably amending service rules/issuing administrative instructions.

Currently Basic IT training is already scheduled to be provided at every level. However, with the implementation of 'Process improvement' suggestion there will be major and minor changes in every aspects like Guidelines, Procedures, Processes, templates, Work flow etc. considering upcoming changes it is identified during the Training need analysis that following training shall be imparted to all employees:

Subject Area	Frequency of Updation/ Revision	Responsibility	Time line for completion of State-wide Training
Guidelines	Yearly	Subject Matter Experts (SME) And Legal Experts	12 Month*

Subject Area	Frequency of Updation/ Revision	Responsibility	Time line for completion of State-wide Training
Process, procedure and templates	Yearly	Subject matter Experts And Legal Experts	12 Month*
Government Orders/legal Framework	Need basis	Legal Experts	12 Month*
Workflow	Need basis	Subject matter Experts (SME)	12 Month*
IT application	Need basis	IT Expert	Need based

Training Plan is for 12 months, 6-9 months of post Go-live training is proposed. Application development and Go-live period is 6 months.

5.3.4 Training material and schedule preparation

Following Training materials are required to be developed for different level of training:

a. *Training material for Domain expertise:*
   - Preparation of Guideline and Procedures, templates
   - Question banks
   - Automated demos for self-learning
   - Test series
b. *Training material for IT skill development:*
   - Preparation of training manuals on basic IT skills
   - Preparation of training manuals on IT system modules
   - Automated demos for self-learning
   - Test series

5.3.5 Classification of Stakeholders

Stakeholders of the project have been classified into different categories based on their involvement. This classification has been done to address the issue of varied roles and responsibilities entrusted based on the hierarchical authority.
The following table illustrates the basic groups in which the Government employees have been classified and the attributes for each of the groups –

Band	Officials	To be trained in
Group 1	Directors, Addl. Directors. Dy. Directors	- IT application - Guidelines - Process and procedure - Government Orders/legal Framework
Group 2	Nodal Officers, SPOC	- IT application - Guidelines - Process and procedure

Band	Officials	To be trained in
		• Government Orders/legal Framework
Group 3	Section Officer, Office Superintendent, Inspector, District Officers	• IT application • Guidelines • Process and procedure • Workflow • Government Orders/legal Framework
Group 4	District Office Superintendent, Dealing Assistants, A/c staffs, Office Assistants and others	• IT application • Guidelines • Process and procedure • Workflow • Government Orders/legal Framework
Group 5	CSC (Common Service Centre) and RIK (Rural Information Kiosk) Operators	• IT Application • Guidelines • Process and Procedure • Workflow • Government Orders/legal Framework

The training for employees located at State headquarters can be conducted at Aizawl. For all other department level employees, any of the following locations covering the whole State is chosen as training venue. The selection of the venues is done considering the fact that Mizoram is a large state involving hilly terrain and travelling will have cost and time impact. The selected department offices are spread across state and will be able to cater all divisions without requiring employees to travel far.

- Kolasib
- Lunglei
- Mamit
- Saiha
- Champhai
- Serchhip
- Lawngtlai

The following training modules are proposed to be undertaken across the departmental hierarchy –

- **Domain Training- Guideline, Process and Procedures, Legal frame work**

In sync with the re-engineered processes, it is expected that there will be changes in Guidelines, process, Procedures etc. The Capacity building team will create training material on these changes with respect to all 10 functional areas with the help of concerned subject matter expert.

After readiness of training material all the employees will be trained on the same. This training will be imparted in classroom mode and will be completed in 10 days for single batch. Following training modules will be covered for each batch:

Training Module	Number of officials to be trained	Training duration
General Module - Introduction to Change Management, Project management, Training program, Expected outcome etc.	**445**	**To be determined as per batch strength & no. of training days/batch**

- **IT Training- IT Applications usage, workflow, basic troubleshooting etc.**

One of the major recommendations of 'Process Improvement' is adoption of IT Applications in every functional areas mentioned above. This will create a new environment for delivering the services and will require the employees to be comfortable in using these IT applications.

The IT related training material should be developed by the relevant IT implementation organization. Also the training shall be delivered by the same IT Implementation Organizations.

After readiness of training material all the employees will be trained on the same. This training will be imparted in classroom mode. Following training modules will be covered for each batch:

Training Module	Number of officials to be trained	Training duration
- IT Application Training, workflow, Use of Digital Signature and Basic troubleshooting	**445**	**To be determined as per batch strength & no. of training days/batch**

5.4 Technical Document

1. The technical documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the equipment supplied. The language of the documentation shall be in English.

2. Such manuals shall include illustrated catalogues, reference manuals, technical manuals and operation manuals for the purpose of operating the solution. Complete documentation of the solution should include:

- Hardware Manuals

- Operating System(s) Manuals

- Utilities and general software reference manuals

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- Manuals for every software package including Third Party softwares

- Computer based trainings and help documentation

3. Any level/version changes, addenda, explanation and/or clarifications in the above mentioned documentation, made during the currency of the Agreement, shall be supplied by the Bidder free of cost, as and when such changes are generally made available.

4. The sets of documents and manuals, supplied and delivered by the proponent shall be in reasonable detail and be current at the time of delivery; be in English language; include system operations, operating system and the Third Party software products; include error recovery instructions; include hardware and software debuggers/diagnostics/listing; include ready reference; and include illustrated parts and catalogues.

5.5 Warranty and Maintenance

1. During the Warranty period, Implementation Partner warrants that the GoM supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Implementation Partner further warrants that the systems and overall solution supplied to the Departments shall have no defect arising from the design, materials or workmanship or any act or any omission

2. The warranty for the application software shall remain valid for a period of three years from the date of User Acceptance

3. The warranty for the Hardware and networking components shall also remain valid for a period of three years from the from the date of User Acceptance

4. This warranty should also cover adapting the software for any additional requirements that might come to the notice of Govt. of Mizoram at the time of actual use of the software.

5. The Implementation Partner shall provide free software updates during the warranty period from the date of acceptance for all software components like Operating Systems, Management Software, Anti-Virus software or any other software which would be part of the supplies

6. The Implementation Partner shall provide Managed IT Services for 2 years from the date of Go-Live. This would include maintenance for overall system stabilization, solution maintenance, hardware maintenance, system administration, security administration, database administration, network administration and end-user problem resolution.

5.6 Deliverables

The deliverables of the Project would be as follows:-

Sl No:	Deliverables	Time Frame

		(Elapsed weekly)
1.	**Project plan and Schedule**	**Immediate**
2.	**System Requirement Specification Report**	**T1+ 4 weeks**
4.	**System Design Report**	**T1+ 12 weeks**
5	**Report on Integration Readiness**	**T1+ 16 weeks**
6.	**Testing Strategy Document**	**T1+ 17 weeks**
7.	**User Testing Report**	**T1+ 18 weeks**
8.	**Hardware and Networking Equipment implementation report**	**T1+ 14 weeks**
9.	**Testing and User Acceptance of H/W & Networking Equipment- Report**	**T1+ 18 weeks**
10.	**Strategy on Data Entry, Digitization and Migration***	**T1+ 16 Weeks**
11.	**User Training and Change Management Document**	**T1+ 18 weeks**
12.	**Solution Documentation and User Manuals**	**T1 + 18 weeks**
13.	**Software with source codes in two sets of CD ROMS along with source code of third party API/any other software used**	**T1 + 20 weeks**
14.	**Technical Manuals**	**T1 + 22 weeks**

Apart from the above the following documents needs to be submitted by the Implementation Partner

- Monthly Progress Reports summarizing results accomplished during the period
- Cumulative deviations to date from schedule of progress on milestones
- Corrective actions to be taken to return to planned schedule of progress
- Proposed revisions to planned schedule
- Other issues and outstanding problems, and actions proposed to be taken

For detailed project schedule along with the deliverables please refer to the section 4.1

5.7 Implementation Location

The implementation locations are shown below:-

Number of Districts	Number of Departments	Number of Council /Society /Commission
8	20	4

6.   ROLES AND RESPONSIBILITIES

A clear definition of the roles and responsibilities of implementation partner involved brings transparency, accountability, manageability and efficiency in any project. The following are the roles and responsibilities of the Tenderer, selected Implementation Partner and Project Consultants.

6.1   Roles and Responsibilities of MSeGS

As owner of the project, the role of MSEGS for successful implementation of the Application software includes discharging the following responsibilities:

1. To ensure that the Departments Head of Aizawl takes active part in the project

2. To identify key points of contacts who would be able to dedicate quality time with the Implementation Partner

3. To conduct review meetings at regular intervals to monitor the overall progress of the project

4. To ensure speedy centralized issue resolution

5. To ensure timely sign-offs

6. To provide necessary infrastructure support and resources to the Implementation Partner during the development stage

7. To handle the crucial change management

8. To co-ordinate with other Government agencies and departments

6.2   Roles and Responsibilities of Selected Implementation Partner

The following are roles and responsibilities of the Implementation Partner to be selected <u>for design, development, testing and implementation of the software</u> under the e-Bharat project for the Departments of Mizoram

1. To design, develop, test and install a secure, scalable Application software for Departments of Mizoram, adopting open, inter operable standards

2. To demonstrate scalability for the entire state. Any cost required for scaling up of the project across the state within the warranty period would be considered as part of the assignment

3. Prepare deliverables as per the given time line

4. To ensure security of the data with adequate back-up measures

5. To provide training to user community to make them conversant with the application software

6. To provide handholding support to the user community during the warranty period

7. To meet the functional requirements specified in this document

8. To provide full documentation of the design, installation and implementation of the software and user manuals

9. To undertake maintenance of software during Annual Maintenance Period

10. To make reports at specified periodic intervals on the progress of the project

11. To follow the terms and conditions as specified in this Tender document and in any other subsequent related documents

The following are roles and responsibilities of the Implementation Partner to be selected <u>for supply, installation, implementation, operation and maintenance of the hardware and networking systems</u> under the e-Bharat project for the Departments of Mizoram

1. The Implementation Partner shall ensure timely delivery, installation, commissioning and acceptance of the systems in accordance with Contract requirements

2. The installation, configuration, maintenance and updation of all required software, firewalls etc. is the responsibility of the Implementation Partner till the currency of the Contract. All the updates of the software should be supplied along with the Compact Disc (CD) media containing the same during the currency of the Contract. All manuals should be in pdf format only.

3. The Contractor shall provide and employ only such personnel, who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand.

7.   TECHNICAL REQUIREMENTS

7.1   NON FUNCTIONAL REQUIREMENT

The non-functional requirements relating to technical solution architecture, software & hardware architecture, performance, availability, deployment, implementation, operations and others are listed in the subsequent subsection. Based on the assessment of the requirements listed below, SI shall prepare System Requirement Specifications (SRS) and obtain a formal sign-off before proceeding with the design and implementation of the solution. The Technical Specification for Hardware and Software are listed in **Annexure -17**.

Sr	Technical Solution Architecture Requirements
1.	The e-Bharat Application needs to be architected using robust and proven software and hardware technologies like Service-Oriented Architecture (SOA) and open industry standards
2.	The solution architecture should be built on sound architectural principles enabling fault-tolerance, high-performance, and scalability both on the software and hardware levels
3.	The system should be designed to have good performance even from offices connected on low bandwidth
4.	Portal and Web applications should be responsive and supported on the mobile browsers of Android, iOS and Windows mobile platforms
5.	The system should be developed to be deployed in a 3-tier data centre architecture
6.	The system should support SSL encrypted connections
7.	The system should be designed for access through browser based systems and must impose minimal requirements on the client device
8.	The system should support secure VPN connections
9.	The system should use HTTPS as the communication protocol
10.	The system should run perfectly on all common browsers

11.	The system should be compliant with W3C, WCAG and other GoI guidelines
12.	The system must be available to users: 24/7 (on all days of the week)
13.	The planned downtime of the system should not exceed 6 hours per rolling 3 months period. The same should be carried out during off peak hours at night.
14.	There should be no single point of failure and adequate level of redundancy should be built in to meet the system uptime requirement. Data backup till the last transaction occurring in the system should be ensured. The following RTO and RPO objectives should be met: • Peak Hours: Zero RPO and Zero RTO • Non-Peak Hours: Zero RPO and RTO <= 60 minutes
a)	**Software Architecture Requirements**
1.	Software architecture must support web services standards including XML, SOAP, UDDI and WSDL
2.	Customized or bespoke applications, if any, should be design with minimum 3-tier architecture with UI layer, Business layer and Data Access layer segregated
3.	UI framework should follow standard model-view-controller (MVC) design
4.	Software architecture must support appropriate load balancing for scalability and performance
5.	Software architecture must support flexibility in adding functionalities or applications.
6.	Software architecture components should utilize the high availability, clustering, and load balancing features available in the proposed hardware architecture to increase system performance and scalability features.
7.	Software architecture must support trace logging, error notification, issue resolution and exception handling.
8.	The system should provide for role based control for the functionality within the system
9.	All error messages produced by the System must be meaningful, so that they can be

10.	The search results should be fetched from the database in batches. The batch size should be configurable in the system.
11.	Records should be displayed on screen in batches/paged manner. The number of records in a page should be configurable in the system.
12.	If a user is inactive for a specified period of time, the user session should expire. The inactivity period should be configurable in the system with a default value of 10 minutes.

	b) **Hardware Architecture Requirements**
1.	Hardware architecture at DC must provide redundancy and high availability capabilities at the hardware level; this includes servers, etc. However, the hardware infrastructure for the DR can be as per the requirement.
2.	All servers and systems must be configured with no single point of failure.
3.	Hardware architecture should be capable of consolidating several applications / workloads in a number of servers as required.
4.	Servers must be placed within proper security infrastructure for the Solution.
5.	Hardware architecture must support existing Storage Area Network (SAN) & backup solution (at DC)
6.	The technical solution architecture for e-Bharat Application should be sound and complete with high performance, redundancy, and scalability.

	c) **Development, Testing, Staging, and Production Requirements**
1.	Appropriate development, test, and staging hardware environments should be provided and explained how they are related to production environment. This must be supported by explanations on how the development, test, and staging environment support the implementation activities of e-Bharat Application.
2.	Development and test environment should include configuration management capabilities and tools for system configuration, versioning scheme, documentation, change control processes and procedures to manage deployment of solution deployment.

3.	The test, development, and staging environment should include required workstations, desktops, and tools appropriate to support development, testing, and staging, and deployment tasks.
4.	The development, test, and staging hardware environments must include similar operating systems, software components, products, and tools to those of production environment.
5.	The development, test, and staging environments should be independent logically and physically from the production environment and of each other.
6.	The development environment should be used for development and should be configured to allow access for developers' workstations.
7.	The staging environment should be used for functional and user acceptance testing, stress testing, and performance benchmarking.
8.	The test environment should be used as a testing environment of e-Bharat Application and its software components and products. The test environment should be a scaled-down configuration of the production environment.
d)	**Security Requirements**
1.	A secure system should be provided at the hardware infrastructure level, software level, and access level.
2.	Authentication, Authorization & Access Control 2 factors (User ID & Password and Digital Signature) security mechanisms should be implemented to enable secure login and authorized access to portal information and services.
3.	Confidentiality of sensitive information and data of users and portal information should be ensured.
4.	Appropriate mechanisms, protocols, and algorithms necessary to protect sensitive and confirmation data and information both during communication and storage should be implemented.
5.	The system should ensure high standards of security and access control through the following at a minimum: • Prevent cross site scripting

	• Validate and encode the incoming data /user request • Prevent SQL injection • Prevent cross frame scripting, URL modification and any type of man in the middle attack • Sanitize the user inputs • Do not allow hard delete and perform only soft tagging the row for deletion • Sensitive information like username, password etc. should not be visible in the url
6.	The system should maintain audit trail for all critical actions taken in the system and the system should allow to implement the data retention and classification policies of the board as applicable to restrict the storage of data and access/publication of data
7.	The proposed system should include design and implementation of a comprehensive IS security policy in line with ISO 27001 standards.
8.	The proposed system should provide security including identification, authentication, authorization, access control, administration and audit and support for industry standard protocols
9.	The proposed system should have a security architecture which adheres to the security standards and guidelines such as • ISO 27001 • Information security standards framework and guidelines standards under e-Governance standards (http://egovstandards.gov.in) • Information security guidelines as published by Data Security Council of India (DSCI) • System shall comply with IT (Amendment) Act 2008
10.	The proposed system should support the below Integration security standards: • Authentication • Authorization • Encryption • Secure Conversation • Non-repudiation

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	• XML Firewalls
	• Security standards support
	• WS-Security 1.0
	• WS-Trust 1.2
	• WS-Secure Conversations 1.2
	• WS-Basic Security Profile
11.	The proposed system should be monitored by periodic information security audits / assessments performed by or on behalf of the Implementing Authority. The scope of these audits / assessments may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, and program change controls. To the extent that the IA deems it necessary to carry out a program of inspection and audit / assessment to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Selected Bidder (SI/ADA) shall provide the IA's representatives access to its facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Selected Bidder must provide IA access to various monitoring and performance measurement systems (both manual and automated). IA has the right to get the monitoring and performance measurement systems (both manual and automated) audited / assessed without prior approval / notice to the Selected Bidder
12.	The proposed system should ensure that data, especially those to pertaining to registration process, transaction process as well as the data that is stored at various points is appropriately secured as per minimum standard 128 Bit AES/3DES encryption.
13.	The proposed system should provide database security mechanism at core level of the database
14.	The proposed system should support native optional database level encryption on the table columns, table spaces or backups.
15.	The database of the proposed system should provide option for secured data storage for historic data changes for compliance and tracking the changes.
16.	The proposed system should be able to ensure the integrity of the system from accidental or malicious damage to data

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17.	The proposed system should be able to check the authenticity of the data entering the system
18.	The proposed system should be able to generate a report on all "Authorization Failure" messages per user ID
19.	Retention periods, archival policies and read-only restrictions must be strictly enforceable on all logs maintained in the system
20.	The proposed system should be able to monitor security and intrusions into the system and take necessary preventive and corrective actions.
21.	The proposed system should provide ability to monitor, proactively identify and shutdown the following types of incidents through different modes of communication (email, SMS, phone call, dashboard etc.): i. Pharming ii. Trojan horse iii. Similar Domains (old/new)
22.	The proposed system should have the option to be configured to generate audit trails in and detailed auditing reports
23.	The proposed system must provide ACL objects and a security model that can be configured for enforcement of user rights
24.	The proposed system should be designed to provide for a well-designed security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
25.	The proposed system should have tamper proof data storage to prevent unauthorised data tampering
26.	The system should record the IP address of the client machine/device in the audit trail
27.	The proposed system should store User ID's and passwords in an encrypted format. Passwords must be encrypted using MD5 hash algorithm or equivalent
28.	The proposed system should be capable of encrypting the password / other sensitive data during data transmission

29.	The proposed system should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the selected Bidder before commencement of the operations. Robust backup procedures to be established for the same.

e)	Monitoring and Management Requirements
1.	The e-Bharat Application should provide monitoring and management of the entire Solution including all software components and application.
2.	The monitoring and management should monitor health of software and hardware infrastructure running the e-Bharat Application covering operating system, database, software components, applications, servers, and other related software and hardware components. It should provide proactive monitoring, alerting and reporting.

f)	Performance and Scalability Requirements
1.	The design of the e-Bharat Application should be scalable to handle increasing number of users.
2.	e-Bharat Application should provide measurable and acceptable performance requirements for users, for different connectivity bandwidths.
3.	The e-Bharat Application should provide optimal and high performance Portal Solution satisfying response time for slow Internet connections and different browsers.
4.	The system should perform well for a minimum of 250 concurrent users
5.	The system should perform well on minimum bandwidth of 128 KBPS

g)	Implementation Requirements
1.	The SI/ADA will be required to deploy manpower and other project resources as per the terms & conditions of the Contract
2.	The SI/ADA will be required to work closely with the IA and perform detailed functional requirements and analysis of e-Bharat Application to confirm and document functional / system requirement specifications for the portal and its

	applications to fulfil its objectives.
3.	The SI/ADA will be expected to carry the complete implementation and deployment of the e-Bharat Application within the timelines specified in the RFP.
4.	The SI/ADA is expected to develop, test, stage, and deploy all functional modules of the e-Bharat Application and any hardware components of technical & functional requirements

h)	Project Management
1.	Selected SI/ADA is required to provide an implementation plan illustrating all functional analysis, development, testing, staging, and deployment activities.
2.	Selected SI/ADA is required to specify and describe the different phases and activities of the project. It is very important for the IA that the Selected SI/ADA provide a quality implementation plan covering all aspects of the project. The plan shall clearly specify the start and end dates (relative to contract signing) of each of the project phases specifying key milestones allowing visibility of project progress.
3.	Selected SI/ADA is required to use standard project management tools such as precedence diagrams, critical path charts, etc. to create and manage implementation plan and schedule. The table below shows the minimum stages and deliverables:

Stage	Activities	Deliverables
Functional & Requirements Analysis	- Define Functional Requirements - Requirements management - Prototyping - Documentation - Data Migration Preparation	- Software Requirements and Specifications Document - Detailed Scope of Work - Work Breakdown Structure - Detailed Project Schedule - Data Migration Plan
Design	- Detailed Software Solution Architecture design - Detailed Hardware Solution Architecture Design - Data Schema Design	- Design Specifications Documents of Software solutions - Design Specifications Documents of Hardware solutions

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		• User Interface Design • Integration & Interfaces Design • Prototyping Design Validation • Documentation	• User Interface Design Specifications • Integration Design Specifications • Data design and migration
	Development	• Software installation, configuration, and customization • Hardware installation and configuration • Development • Unit Testing • Documentation	• Development Plan • Updated Design Document • Installed software and hardware • Functional modules & Portal Solution • Problem reporting
	Testing	• System Testing • Integration Testing • Regression Testing • Performance/Stress/Volume Testing • Security Testing including Penetration Testing • User Acceptance Testing • User Acceptance Test Results • DC-DR Failover Testing • Completed Test Cases • Data Migration tests • Documentation	• Complete Test Cases • Test Plan • User Acceptance Criteria • Test Results and Reports • Problem reporting • Problem resolution testing • Data Migration Testing

	Deployment	• Training courses and sessions • Operations Planning • User Manual • Operations Manuals	• Knowledge Transfer and training plan • User Manual, Training Manual • Operations Plan • Operations Policies and Procedures
	In addition to the above deliverables, the SI/ADA is required to maintain and update the Requirements Traceability Matrix throughout the project duration.		
4.	Selected SI/ADA is required to describe in detail project management processes, methodologies and procedures.		
5.	Describe what IA resources will be necessary for the project to succeed.		
6.	Describe how IA management will receive up-to-date reports on project status.		
7.	Describe the change management procedures to handle such things as "out-of-scope" requests or changing business needs of IA while the project is underway.		
8.	Describe what procedures will be used to keep the project on track, and what escalation procedures will be employed to address any problems with project progress.		
9.	Describe what quality assurance processes, procedures, formal reviews, etc. will be in place.		
10.	Describe the proposed conflict resolution / escalation process between the SI/ADA and IA to handle project or contractual disputes.		
11.	Selected SI/ADA is required to describe the proposed project structure identifying all project individuals including project manager, business analysts, software developers, QA engineers, hardware / network engineers, administrators, Change Management experts, and others.		
12.	Selected SI/ADA shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance of e-Bharat Application. The warranty should cover all materials, licenses, services, and support for both		

	hardware and software. Selected SI/ADA shall administer warranties with serial number and warranty period. Upon final acceptance of the IA, all OEM warranties will be transferred to the IA at no additional charge. All warranty documentation (whether expired or not) will be delivered to IA at the issuance of the final acceptance certificate.
13.	Selected SI/ADA is required to provide Premium Level warranty and support through the vendor for all hardware and software used for e-Bharat Application. Selected SI/ADA' warranty must cover all equipment and work activities contained in the contract against all design, manufacturing, and environment faults until the issuance of the final acceptance.
i)	**Operations Requirements**
14	The selected SI/ADA is expected to provide the following in support of e-Bharat Application:
	Selected SI/ADA shall provide procedure documentation for all operations procedures, and SLA's (based on ITIL best practices) for all the hardware and applications provided including backup procedures, system update procedures, security procedures, failure recovery procedures, upgrade procedures, remote access procedures, user manual, SOP's, etc.
	All such procedures and documents must be submitted for review and approval by the IA prior to adoption. Such documentation shall be updated during the project term by the SI/ADA as and when required along with the necessary approval.
	Selected SI/ADA will be required to provide IA with weekly statistics reports on the various services provided to users a mechanism as well as track and log all related statistical reports on the various delivery channels and access patterns.
	Selected SI/ADA will be required to provide IA with weekly portal performance reports showing health of system operations.
	Selected SI/ADA will be required to provide IA with Helpdesk for recording all the day to day problems and other technical incidents occur during the O&M phase. This shall also record the resolution of such incidents & problems.
	Selected SI/ADA will be required to commit to Service Level Agreements (SLAs) that show, among other metrics, appropriate escalation procedures and guarantee corrective actions within a pre-determined time. Selected SI/ADA is required to respond to required levels of accuracy, quality, completeness, timeliness, responsiveness, cost-effectiveness, productivity and user satisfaction that are equal to or higher than the SLA system requirements.

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	j)	**Quality Assurance & Acceptance Requirements**
1.		Selected SI/ADA is required to develop and implement quality assurance processes and procedures to ensure that the e-Bharat Application and operations are performed to meet the quality standards that are relevant to each area in all project phases.
2.		Selected SI/ADA is required to use various tools and techniques that can make tests run easily and the results are automatically measured. In this way, testing tools provide a more cost-effective and efficient solution than their manual counterparts. Plus, they minimize the risk of human error during testing.
3.		In order to ensure that such a QA mechanism is effective and acceptance of e-Bharat Application, the following tests are required for acceptance: Unit Testing: Basic validation of developed components by developers. Functional / Internal Integration Testing: Validation of developed components against functional requirements and design specifications. System Testing: Validation of both functional and technical requirements for the integrated Solution. This could include external integration if required or it can be separated into testing phases. UAT: User Acceptance Testing (UAT) validation of the Portal Solution and assurance that it meets both functional and technical requirements Stress and Performance Testing: Load testing enabling understanding of performance and behaviour of Portal Solution under large number of users and high-load conditions. Security Testing: Security testing to ensure that the system is secured from external and internal threats DC-DR Failover Testing: Failover testing to ensure that the system is up and running within the stipulated timeframe (Recovery Time Objective) and from the desired point (Recovery Point Objective)
4.		Selected SI/ADA is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Portal Solution.
5.		Furthermore, Selected SI/ADA to describe their documentation standards e.g. Documentation description, documentation identification, content, nomenclature etc. as well.

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6.	The SI/IA will support the STQC certification phase in every possible way and ensure that the e-Bharat Application project obtains all necessary certifications

7.2   FUNCTIONAL REQUIREMENT

The functional requirements relating to generic requirement, common functionalities, transaction services, generic services like mobile advisory, online advisory, application form download, on demand SMS push pull, SMS push alerts, online bill utility payment, mobile subscription and online information dissemination are listed in the **ANNEXURE-19.** Based on the assessment of the functional requirements listed in the **ANNEXURE-19,** the SI shall prepare System Requirement Specifications (SRS) and obtain a formal sign-off before proceeding with the design and implementation of the solution.

ANNEXURE-1

BIDDERS PROFILE

RFP No. D.11016/13/08-MSEGS

Name of Project: Project- e-Bharat

1	Name of the company	
2	Company registered office address Telephone number Fax number e-mail	
3	Correspondence/ contact address	
4	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5	Is the company a registered company? If yes, submit documentary proof. Year and place of the establishment of the company	
6	Former name of the company, if any.	
7	Is the company? - a Government/ Public Sector Undertaking? - a proprietary firm? - a partnership firm (if yes, give partnership deed)? - a limited company or limited corporation? - a member of a group of companies (if yes, give name and address, and description of other companies)? - a subsidiary of a large corporation (if yes give the name and address of the parent Organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project? - a joint venture consortia (if yes, give name and address of each partner)?	
8	Is the company registered with sales tax	

	department? If yes, submit valid sales tax registration certificate.	
9	Is the company registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	
10	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers. What is the total number of employees?	
11	Number of years in the relevant field	
12	Are the company registered with any Government/ Department/ Public Sector undertaking? (if yes, give details)	
13	How many years have your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
14	What type best describes your company? (Documentary proof to be submitted) _ Manufacturer _ Supplier _ System Integrator _ Consultant _ Service Provider (pl. specify details) _ Software Development _ Total solution provider (Design, Supply, Integration, etc)	
15	Number of offices / project locations in India Mizoram	
16	Do you have a local representation /office in Aizawl? If so, please give the address and the details of staff, infrastructure etc in the office and no. of years of operation of the local office	
17	Please give details of staff those will be involved in this project.	
18	List the major clients with whom your organization has been/ is currently associated.	
19	What is the total year of experience of handling Government projects?	

20	Whether your organization has Bank's certificate of solvency. If yes, submit documentary proof.	
21	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
22	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Signature: -
Name of the Authorized signatory:
Company Seal: -

ANNEXURE-2

FORMAT FOR FINANCIAL INFORMATION

RFP No. D.11016/13/08-MSEGS
Name of Project: Project- e-Bharat

Name of the Bidder	Equity Contribution Proposed	Turn Over (Rs Crore)			Net Worth (Rs Crore)		
		12-13	13-14	14-15	12-13	13-14	14-15

Signature: -
Name of the Authorized signatory:
- Company Seal: -
Note:
1 Submit the audited financial statement/ audited annual report of the last three financial years.
2 Annual financial turnover during the last three years is _____ Crore (each year) against System Integration and FMS. Bidder shall submit documentary evidence.
3 Bidder should have a positive Net worth. In this regard bidder should submit a certificate in original from a chartered account.

ANNEXURE-3

FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.   **Date:**

To
The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001

Dear Sir,

WHEREAS .... (Name of Solution Provider) hereinafter called "the Service Provider" has undertaken, in pursuance of Contract dated ... 200x (hereinafter referred to as "the Contract") to implement the e-Bharat solution on turnkey basis for the Government of Mizoram ("GoM").

AND WHEREAS it has been stipulated in the said Contract that the Service Provider shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank the project/performance of e-Bharat solution as per the agreement

WHEREAS we ("the Bank", which expression shall be deemed to include it successors and permitted assigns) have agreed to give the Government of Mizoram ("GoM") the Guarantee:

THEREFORE the Bank hereby agrees and affirms as follows:

1.   The Bank hereby irrevocably and unconditionally guarantees the payment of Rs. _____ (being 10% of the sum of order value) to **MSEGS** under the terms of their Agreement dated __ on account of full or partial non-performance / non-implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards **MSEGS** under this Guarantee shall not, under any circumstances, exceed in aggregate.

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2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from **MSEGS** stating full or partial non-implementation and/ or delayed and/ or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to **MSEGS** any and all sums demanded by **MSEGS** under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from **MSEGS** to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

   Attention Mr. _____.

3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 12 months from the date of its execution. However, the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of five years from the date of issue of this Guarantee.

4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

   i) any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
   ii) any breach or non-compliance by the Solution Provider with any of the terms and conditions of any Agreements/credit arrangement, present or future, between Solution Provider and the Bank.

5. The BANK also agrees that MSEGS at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against SOLUTION PROVIDER and not withstanding any security or other guarantee that MSEGS may have in relation to the Solution Provider's liabilities.

6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of MSEGS or any other indulgence shown by MSEGS or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

7. This Guarantee shall be governed by the laws of India and only the courts of Cuttack, Mizoram shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the ……………… Day of …………………...200x

Witness
(Signature)   **(Signature)**
(Name)   **(Name)**
                                    Bank Rubber Stamp
(Official Address)   **Designation with Bank**
                    Stamp Plus Attorney as per Power of Attorney No. Dated:

ANNEXURE-4

<u>MANUFACTURER'S AUTHORIZATION CERTIFICATE</u>

Date:
RFP No: D.11016/13/08-MSEGS

To,

The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001

Whereas…………………………… (Name and Address of the Manufacturer) who are established and manufacturers of (Name/description of the products), having production facilities at …….(Address of factory) do hereby authorize M/s………………….(Name and Address of the Bidder) to submit a bid, and subsequently negotiate and sign the Contract with you against RFP No **D.11016/13/08-MSEGS** dt………….. for the above products manufactured by us, for the supply requirements of the above invitation of bids.

Name :   **(In the capacity of)**
                          (Duly authorized to sign the authorization on and behalf of)
Signature:

Dated this…………… day of………….
Note: *This letter of authority must be on the letterhead of the concerned manufacturer and must be signed by a competent person and having the power of attorney to bind the Manufacturer and, must be included by the Bidder in its bid.*

ANNEXURE-5

<u>FORMAT FOR PROVIDING CITATION</u>

Sl. No.	Item	Guidelines	Attachment Ref.No. for details
1.	Name of the Project		
2.	Client Details	Name; Contact person's Name & No.	
3.	Domain/Sector	Please specify the domain such as which department etc.	
4.	No. of Locations	Please Specify Number of locations for implementation	
5.	Scope of Work	Provide Scope of Work; highlight Key Result Areas expected and achieved	
6.	Contract Value	Provide particulars on Contract Value assigned to each major phase and milestone	
7	Complete Project Duration	Provide particulars on the total time taken for the completion of project including time details on various activities	

The Citations should be given in the above format. A separate copy of this format should be used for each citation and at least three citations should be provided.

Signature:
Name of the Authorized signatory:
Company seal:

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ANNEXURE-6

FORMAT FOR QUERIES

Bidders requiring specific points of clarification may communicate with **MSEGS** during the specific period using the following format.

RFP No. D.11016/13/08-MSEGS
Name of Project: Project- E-Bharat
Name of the Bidder-

Contact Address of the Bidder-

Sl No.	Section No.	Page No	Query

Signature:
Name of the Authorized signatory:
Company seal:

ANNEXURE-7

TECHNICAL BID PARTICULARS

1. **Tender Number** :………………………………………………..

2. **Name of the Bidder** :………………………………………………..

3. **Full Address of the Bidder** :………………………………………………..

4. **Name of the actual signatory** :………………………………………………..
    of the product(s) offered

5. **Bidder's proposal number and date** :………………………………………………..

6. **Name and Address of the officer** :………………………………………………..
    to whom all references shall be made
    regarding the tender

Telephone :

Fax :

E-mail :

                              Bidder

                    Signature ---------------------

                    Name --------------------

                    Designation -------------------

                    Company -------------------

                    Date ---------------------

ANNEXURE-8

<u>TECHNICAL BID LETTER</u>

To,

The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001
Reference. RFP No. D.11016/13/08-MSEGS Dated………………

Sir,

We hereby declare

1. that we have domain knowledge in Government workflow processes, office automation processes, Web Application Development, Multiple Database Handling, Database Synchronization, generic report, generation software, Training on Networking and Software

2. We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of GoM and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.

3. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at Annexure 15.

4. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

5. We enclose herewith the complete Technical Bid as required by you. This includes:
   i)   This Bid Letter (Annexure-13)
   ii) Technical Bid Particulars (Annexure-12)
   iii) Statement of Technical Deviation(s) (Annexure-9)
   iv) Statement of deviations from tender terms and conditions (Annexure-10)
   v)   Details of the proposed solution, proposed Methodology & Timeline

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We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions. The deviations from the technical specification(s) are only those mentioned in Annexure 9 and the deviations from the tender terms and conditions are only those mentioned in Annexure 10.

Certified that the tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs. 30,00,000 (Rs. Thirty Lakhs Only) is enclosed in the cover containing the letter for Pre-Qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this   Day of   2015

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:
(Name and Address of Company) Seal/Stamp of bidder
Witness Signature:
Witness Name:
Witness Address:

ANNEXURE-9

<u>STATEMENT OF DEVIATIONS FROM TECHNICAL SPECIFICATIONS</u>

To,

The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001

Reference. RFP No. D.11016/13/08-MSEGS Dated………………

Dear Sir,

Following are the deviations and variations from the Technical Specifications of tendered items. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl. No.	Section No. & Page No.	Deviation in the Bid	Brief Reason
1.			
2.			
3.			

ANNEXURE-10

STATEMENT OF DEVIATIONS FROM TENDER TERMS AND CONDITIONS

To,

The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001

Reference. RFP No. D.11016/13/08-MSEGS Dated………………

Dear Sir,

Following are the deviations and variations from the Terms and Conditions of the Tender. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl. No.	Section No. & Page No.	Deviation in the Bid	Brief Reason
1.			
2.			
3.			

ANNEXURE-11

FORMAT OF CURRICULUM VITAE FOR PROPOSED MANPOWER

(Use the Format given below for each individual)

Sl.No.	Category	Details
1.	Proposed Position	
2.	Name	
3	Current Designation	
4	Educational Background/ Training/ Certifications	
5.	Tasks proposed to be assigned	
6.	Areas of Expertise	
7.	Summary of Professional/ Domain Experience	
8.	Period of Association with the organization	
9.	Number and Details of relevant project experience	
10.	Any other Information	

ANNEXURE-12

COMMERCIAL BID PARTICULAR

1   **Tender Number**   :…………………..…………….

2   **Name of the Bidder**   :…………………..…………….

3   **Full Address of the Bidder**   :…………………..…………….

4   **Name of the actual signatory**   :…………………..…………….
     of the product(s) offered

5   **Bidder's proposal number and date** :…………………..…………….

6   **Name and Address of the officer**   :…………………..…………….
     to whom all references shall be made regarding the tender

Telephone:

Fax:

E-mail: **Bidder**

                                     Signature:_____

                                     Name: _____

                                     Designation: _____

                                     Company: _____

                                     Date: _____

ANNEXURE-13

<u>COMMERCIAL BID LETTER</u>

To,

The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001
Reference. RFP No. D.11016/13/08-MSEGS Dated………………

Sir,

We hereby declare

1. that we have domain knowledge in Government workflow processes, office automation processes, Web Application Development, Multiple Database Handling, Database Synchronization, generic report, generation software, Training on Networking and Software

2. We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of GoM and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.

3. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at Annexure 15

4. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

5. We enclose herewith the complete Commercial Bid as required by you. This includes:
    i)   This Bid Letter (Annexure 13)

    ii)   Commercial Bid Particulars (Annexure 12)

    iii) Statement of Deviations from Commercial Specifications (Annexure 14)

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions. The Commercial Deviations are only those mentioned in (Annexure 14).

Certified that the tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs.30,00,000 (Rs. Thirty Lakhs Only) is enclosed in the cover containing the letter for Pre-Qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this   Day of   2008

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:
(Name and Address of Company) Seal/Stamp of bidder
Witness Signature:
Witness Name:
Witness Address:

ANNEXURE-14

STATEMENT OF DEVIATIONS FROM COMMERCIAL SPECIFICATIONS

To,

The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001
Reference. RFP No. D.11016/13/08-MSEGS Dated………………

Dear Sir,

Following are the Commercial deviations and variations from the tendered items. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl. No.	Section No. & Page No.	Deviation in the Bid	Brief Reason
1.			
2.			
3.			

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ANNEXURE-15

PRICE SCHEDULED

SUMMARY OF		
SNO	DESCRIPTION	AMOUNT (INR)
1.	Capital Expenditure (CAPEX) including 3 years warranty maintenance (F) (a) CAPEX for e-Bharat Head Quarter (F 1.1) (b) CAPEX for Department's Offices (F 1.2)	
2.	Application Development, Customization and Integration (F2)	
3.	COTS Software (F3)	
4.	SMS and Payment Gateway Charges (F4)	
5.	Capacity Building and Training (F5)	
6.	Operation and Support (F6)	
7.	Additional Items (F7)	

F1. CAPITAL EXPENDITURE (CAPEX) INCLUDING 3 YEARS WARRANTY MAINTENANCE (Detailed Technical Specification at Annexure-17)

(In Rupees)

F 1.1 CAPEX FOR E-BHARAT HEAD QUARTER						
SNo	Description	Qty	Rate	Tax (if any)	Amount	Remarks
1.	Web Server	2				
2.	Application Server	2				
3.	Database Server	2				

4.	SLA Monitoring Server	1				
5.	Management Server	1				
6.	E-Mail & Collaboration Server	2				
7.	Directory Server	1				
8.	Server Rack – 36U with 8 Port KVM Switch & LED Monitor	3				
9.	SAN Storage	1				
10.	SAN Switch	2				
11.	Firewall	2				
12.	24 Port Gigabit Ethernet Switch	4				
13.	Personal Computer	50				
14.	1 KVA UPS Offline	50				
15.	8 Port LAN switch	5				
16.	Laser Printer	5				
17.	Scanner	3				
18.	Web Cam	-				
19.	Storage/ Pendrive	50				
20.	UTP cable CAT-6 (Box of 305 Mtrs)	5				
21.	I/O Box	50				
22.	UTP Patch Cord – 3 mtrs	84				

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23.	UTP Patch Cord – 5 mtrs	22				
24.	5M, Multi-Mode, LC-LC, Fiber Patch Cord	48				

F 1.2 CAPEX FOR DEPARTMENT'S OFFICES						
SNo	Description	Qty	Rate	Tax (if any)	Amount	Remarks
1.	Personal Computer	100				
2.	1 KVA UPS Offline	100				
3.	8 Port LAN switch	20				
4.	Laser Printer	20				
5.	Scanner	20				
6.	Web Cam	20				
7.	UTP cable CAT-6 (Box of 305 Mtrs)	20				
8.	I/O Box	100				
9.	UTP Patch Cord – 3 mtrs	100				

F 2   APPLICATION DEVELOPMENT, CUSTOMIZATION AND INTEGRATION

(In Rupees)

SNo	Description	Rate	Tax (if any)	Amount	Remarks
1.	Application Software Development Cost for 53 Services covering 20 Departments including SRS Document, Design Document, and UAT Document				
2.	Integration cost for SMS Gateway				

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3.	Integration cost for SSDG and State Portal					
4.	Integration Cost for Payment Gateway					
5.	Integration Cost for e-Taal					
6.	Integration Cost for e-Sign					
7.	Integration Cost for e-Pramaan					
8.	Installation of RedHat and MySQL and Implementation of RedHat Cluster					
9.	Implementation of e-Mail and Collaboration Suite with Control Panel					

F 3   COTS SOFTWARE

(In Rupees)

SNo	Description	Qty	Rate	Tax (if any)	Amount	Remarks
1.	RedHat Enterprise Linux 1-2 Sockets with 1 virtual guest with 3 years support	11				
2.	RedHat Linux High Availability 1-2 Socket for 3 years support	6				
3.	MySQL Standard Edition for 3 Years support	2				
4.	JBoss Enterprise Application Platform (16 cores)	1				
5.	Zimbra Collaboration Suite (Professional) with	1				

	SpamCatcher and Virus Blocking for 1000 Users with 3 years support					
6.	C Panel for Linux	1				

F 4   SMS AND PAYMENT GATEWAY

(In Rupees)

SNo	Description	Qty	Rate	Tax (if any)	Amount	Remarks
1.	MSDG Transaction charge for 3 years					
2.	Payment Gateway Transaction charge for 3 years					
3.	Other charge if any (Please Specify)					

F 5   CAPACITY BUILDING AND TRAINING FOR EIGHT DISTRICTS

(In Rupees)

SNo	Target Group	No of People to be trained	Cost of Training including Study Materials	Remarks
1.	Group 1: Directors, Addl. Directors. Dy. Directors	60		
2.	Group 2: Nodal Officers, SPOC	35		
3.	Group 3:	100		

	Description			
	Section Officer, Office Superintendent, Inspector, District Officer			
4.	Group 4: District Office Superintendent, Dealing Assistants, A/c staffs, Office Assistants and others	250		
5.	Group 5: CSC (Common Service Centre) and RIK (Rural Information Kiosk) Operators	436		

F 6   OPERATION AND SUPPORT

(In Rupees)

SNo	Description	No of Resources	Rate per month	No of Month	Amount	Remarks
1.	On-Site Support for 8 Districts			36		
2.	Help Desk Support			36		
3.	Application Support			36		
4.	Technical Support			36		

F 7   ADDITIONAL ITEMS

(In Rupees)

SNo	Description	Amount	Remarks
1.	Setting up of Help Desk with Toll Free Telephone for 3 years with necessary hardware and software		
2.	Office Expenses including stationeries for Facilitation centre for 3 years		

ANNEXURE-16

MATERIAL REQUIREMENT SUMMARY

The Servers, LAN Active Component should be rack mountable and be supplied with necessary accessories. The suggestive requirement for the materials is given below:-

Sl No.	Equipment Name	Quantity (In Nos.)		
		E Bharat Head Offices	Department Head Offices	Department District Office
Servers				
1.	Web Server	2	-	
2.	Application Server	2	-	
3.	Database Server	2	-	
4.	SLA Monitoring Server	1	-	
5.	Management Servers	1	-	
6.	E-mail & Collaboration Server	2	-	
7.	Directory Server	1		
8.	Server Rack 36U with 8 Port KVM Switch & LED Monitor	3	-	
Storage				
9.	SAN Storage	1	-	
10.	SAN Switch	2	-	
Network & Security Components				
11.	Firewall	2	-	
12.	24 Port Gigabit Ethernet Switch	4	-	
End-User Components				
13.	Personal Computer	50	100	
14.	1 KVA UPS Offline	50	100	
15.	8 Port LAN switch	5	20	
16.	Laser Printer	5	20	
17.	Scanner	3	20	
18.	Web Cam	-	20	
19.	Storage/ Pendrive	50	-	
20.	UTP cable CAT-6 (Box of 305 Mtrs)	5	20	
21.	I/O Box	50	100	
22.	UTP Patch Cord – 3 mtrs	84	100	
23.	UTP Patch Cord – 5 mtrs	22	-	
24.	5M, Multi-Mode, LC-LC, Fiber Patch Cord	48	-	

The Bill of Quantities for the Passive Components is indicative. This quantity will be used for evaluation of tender.

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ANNEXURE-17

TECHNICAL SPECIFICATION

Following are the detailed Technical Specifications for the equipments required for establishing and managing e-Bharat Project.

17.1. SERVER SPECIFICATION

17.1.1. Web Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	**Make**	Must be specified			
2	**Model**	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	**Processor**	2 x 8 Core Intel Xeon E5 2600 series processor, 2.4 GHz clock speed, 20MB Cache. The CPU should be of latest generation at the time of bidding.			
4	**Memory**	64 GB (DDR-3 or Higher)			
5	**Connectivity**	2 Nos of Dual Port FC 8Gbps HBA Card for card level redundancy 2 No of dual port 100/1000/10G Base-T Ethernet ports or higher.			
6	**Storage**	2X300 GB 2.5" SAS / FC hot plug drives for operating system (10 K/ 15 K rpm) for each partition in RAID 0,1 combinations with provision of mirroring OS and provision of			

S. No.	Features	Specifications	Specifications offered	Complianc e (Yes / No)	Deviations, if any
		maintaining data for certain specific applications			
7	Optical Drive	DVD-ROM/RW			
8	Power	Dual Redundant Power Supply Hot Pluggable			
9	O.S Certification	64 bit Linux Operating system, 64 bit Windows Operating System, Virtualization software			
10	Operating System	64 bit RedHat Enterprise Linux/ Windows Server 2012			
11	Installation and Support	Installation and support of required Web Server Software should be provided			

17.1.2.　　Application Server

S. No.	Features	Specifications	Specifications offered	Complianc e (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Processor	2 x 8 Core Intel Xeon E5 2600 series processor, 2.4 GHz clock speed, 20MB Cache. The CPU should be of latest generation at the time of bidding.			
4	Memory	64 GB (DDR-3 or Higher)			
5	Connectivity	2 Nos of Dual Port FC 8Gbps HBA Card for card level redundancy			

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S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
		2 No of dual port 100/1000/10G Base-T Ethernet ports or higher.			
6	Storage	2X300 GB 2.5" SAS / FC hot plug drives for operating system (10 K/ 15 K rpm) for each partition in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications			
7	Optical Drive	DVD-ROM/RW			
8	Power	Dual Redundant Power Supply Hot Pluggable			
9	O.S Certification	64 bit Linux Operating system, 64 bit Windows Operating System, Virtualization software			
10	Operating System	64 bit RedHat Enterprise Linux/ Windows Server 2012			
11	Installation and Support	Installation and support of required Application Server Software should be provided			

17.1.3. Database Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			

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S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
3	Processor	4 x 12 Core Intel Xeon E7 4800 series processor, 2.4 GHz clock speed, 20MB Cache. The CPU should be of latest generation at the time of bidding.			
4	Memory	256 GB (DDR-3 or Higher)			
5	Connectivity	2 Nos of Dual Port FC 8Gbps HBA Card for card level redundancy 2 No of dual port 100/1000/10G Base-T Ethernet ports or higher.			
6	Storage	2X300 GB 2.5" SAS / FC hot plug drives for operating system (10 K/ 15 K rpm) for each partition in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications			
7	Optical Drive	DVD-ROM/RW			
8	Power	Dual Redundant Power Supply Hot Pluggable			
9	O.S Certification	64 bit Linux Operating system, 64 bit Windows Operating System, Virtualization software			
10	Operating System	64 bit RedHat Enterprise Linux/ Windows Server 2012			
11	Installation and Support	Installation and support of required Database management Software with high availability			

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S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
		mode should be provided.			

17.1.4.   SLA Monitoring Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	**Make**	Must be specified			
2	**Model**	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	**Processor**	1 x 8 Core Intel Xeon E5 2600 series processor, 2.4 GHz clock speed, 20MB Cache. The CPU should be of latest generation at the time of bidding.			
4	**Memory**	32 GB (DDR-3 or Higher)			
5	**Connectivity**	2 Nos of Dual Port FC 8Gbps HBA Card for card level redundancy 2 No of dual port 100/1000/10G Base-T Ethernet ports or higher.			
6	**Storage**	2X300 GB 2.5" SAS / FC hot plug drives for operating system (10 K/ 15 K rpm) for each partition in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications			

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S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
7	Optical Drive	DVD-ROM/RW			
8	Power	Dual Redundant Power Supply Hot Pluggable			
9	O.S Certification	64 bit Linux Operating system, 64 bit Windows Operating System, Virtualization software			
10	Operating System	64 bit RedHat Enterprise Linux/ Windows Server 2012			
11	Installation and Support	Installation and support for SLA Monitoring, Helpdesk & ticket management software should be provided.			

17.1.5. Management Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Processor	1 x 8 Core Intel Xeon E5 2600 series processor, 2.4 GHz clock speed, 20MB Cache. The CPU should be of latest generation at the time of bidding.			
4	Memory	32 GB (DDR-3 or Higher)			
5	Connectivity	2 Nos of Dual Port FC 8Gbps HBA Card for card level redundancy 2 No of dual port 100/1000/10G Base-T			

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S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
		Ethernet ports or higher.			
6	Storage	2X300 GB 2.5" SAS / FC hot plug drives for operating system (10 K/ 15 K rpm) for each partition in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications			
7	Optical Drive	DVD-ROM/RW			
8	Power	Dual Redundant Power Supply Hot Pluggable			
9	O.S Certification	64 bit Linux Operating system, 64 bit Windows Operating System, Virtualization software			
10	Operating System	64 bit RedHat Enterprise Linux/ Windows Server 2012			
11	Installation and Support	Installation and support for Management Server software should be provided.			

17.1.6. E-Mail and Collaboration Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			

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S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
3	Processor	2 x 8 Core Intel Xeon E5 2600 series processor, 2.4 GHz clock speed, 20MB Cache. The CPU should be of latest generation at the time of bidding.			
4	Memory	64 GB (DDR-3 or Higher)			
5	Connectivity	2 Nos of Dual Port FC 8Gbps HBA Card for card level redundancy 2 No of dual port 100/1000/10G Base-T Ethernet ports or higher.			
6	Storage	2X500 GB 2.5" SAS / FC hot plug drives for operating system (10 K/ 15 K rpm) for each partition in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications			
7	Optical Drive	DVD-ROM/RW			
8	Power	Dual Redundant Power Supply Hot Pluggable			
9	O.S Certification	64 bit Linux Operating system, 64 bit Windows Operating System, Virtualization software			
10	Operating System	64 bit RedHat Enterprise Linux/ Windows Server 2012			
11	Installation and Support	Installation and support for minimum 1000 users mailboxes should be provided.			

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17.1.7. Directory Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Processor	2 x 8 Core Intel Xeon E5 2600 series processor, 2.4 GHz clock speed, 20MB Cache. The CPU should be of latest generation at the time of bidding.			
4	Memory	64 GB (DDR-3 or Higher)			
5	Connectivity	2 Nos of Dual Port FC 8Gbps HBA Card for card level redundancy 2 No of dual port 100/1000/10G Base-T Ethernet ports or higher.			
6	Storage	2X300 GB 2.5" SAS / FC hot plug drives for operating system (10 K/ 15 K rpm) for each partition in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications			
7	Optical Drive	DVD-ROM/RW			
8	Power	Dual Redundant Power Supply Hot Pluggable			
9	O.S Certification	64 bit Linux Operating system, 64 bit Windows Operating System, Virtualization software			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
10	**Operating System**	64 bit RedHat Enterprise Linux/ Windows Server 2012			
11	**Installation and Support**	Installation and support for minimum 1000 users should be provided.			

17.1.8.   Server Rack with KVM Switch and Monitor

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	**Make**	Must be specified			
2	**Model**	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	**Size**	36U OEM Rack (1000D x 600W), vertical aluminium extruded frame, side panels are detachable with slam latches without ventilation slot on side panels, top cover & bottom cover with the cable entry provision.			
4	**Power**	230V A/C 90 CFM Fan Unit			
5	**Doors**	Front Glass Door. Rear Door with vertical exhaust duct system			
6	**Power Distribution Unit**	2No's of A/C main distribution box with 15 nos. of 5/15 Amps socket.			
7	**Accessories**	19" Cable Manager Front Panel Mounting hardware 19" H/D Tray			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
8	**KVM Switch & Monitor**	8 port KVM switch and 17" Foldable monitor with KB & Mouse			

17.2. STORAGE SPECIFICATION

17.2.1 SAN Storage

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	**Make**	Must be specified			
2	**Model**	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	**Form Factor**	2 U Rack Enclosure			
4	**Drive Type**	3.5" SAS			
5	**Storage Capacity**	12 TB using 600 GB 15k RPM SAS Drive			
6	**Connection**	4 X 16 GB Fiber Channel			
7	**Cache**	8 GB Cache (4 GB per controller)			
8	**RAID Levels support**	Support for RAID level 0, 1, 5, 6, 10			
9	**Power Supply**	Redundant Power Supply			
10	**Operating Voltage**	230V/50hz			
11	**OS Support**	Microsoft Windows, VMWare, Red Hat and SUSE			
12	**Software & Manual**	Technical installation and configuration manual and software's required for configuration			

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17.2.2 SAN Switch

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	**Make**	Must be specified			
2	**Model**	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	**Fiber Channel Port**	24 Port			
4	**Power Supply**	Dual, hot-swappable redundant power supplies with integrated system cooling fans			
5	**Enclosure**	Front-to-back airflow; power from back, 1U			
6	**Port Type**	SAN Switch should have Universal ports self-configurable as E, F, M, FL) ports			
7	**Aggregate bandwidth**	192 Gbit/sec:			
8	**Media Type**	Hot-pluggable SFP+, LC connector; 8 Gbps			
9	**Management Access**	10/100 Mbps Ethernet (RJ-45), in-band over Fiber Channel, serial port (RJ-45), and one USB port			
10	**Security**	Dh-CHAP(between Switches and End devices), HTTPS, IPsec, IP Filtering, LDAP, Port Binding, RADIUS, role-Based Access control (RBAC), Secure copy (SCP),Secure RPC, SSHv2, SSL, Switch			

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S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
		Binding, Trusted Switch			
11	Accessories	Necessary cables compatible for connectivity between proposed SAN Storage and servers.			

17.3   NETWORK & SECURITY COMPONENTS

17.3.1   Firewall

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Interface	10 x Gbe Ports			
4	Firewall Throughput	8 Gbps Firewall Throughput			
5	IPSec VPN Throughput	4.5 Gbps			
6	IPS Throughput	1.4 Gbps			
7	Antivirus Throughput	200 Mbps Proxy-based /550 Mbps Flow based			
8	SSL VPN Throughput	200 Mbps			
9	Local Storage	32 Gb			
10	Form Factor	Rack Mount, 1 RU			

17.3.2   24 Ports Gigabit Ethernet L2 Switch

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Interface	24x10/100/1000 Mbps Ports; 2xSFP+ Ports			
4	Switching Capacity	172 Gbps			
5	Forwarding Rate	128 Mpps			
6	MAC Addresses	8,192			
7	Routing	Static Routing – 256 (IPv4) and 128 (IPv6); Dynamic Routing – 256 (IPv4)			
8	Form Factor	Rack Mount, 1 RU			

17.4   END USER COMPONENTS

17.4.1   Computers

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations , if any
1	Make	Must be specified			
2	Model	Tower Model Required. Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Processor	4th generation Intel i3 Core Processor			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
4	Motherboard	OEM Motherboard			
5	Chipset	Latest Generation compatible chipset to the supplied CPU			
6	RAM	Memory 2GB (1x2GB) expandable to 8GB Non-ECC DDR3 1333MHz SDRAM Memory, minimum Two DIMM slots			
7	Hard Disk Drive & controller	HDD 360 GB 7200 RPM 3.5" SATA Hard Drive			
8	Optical Drive	Optical Drive16X Max DVD+/ RW			
9	Graphics	Integrated Graphics			
10	Audio	High Definition Audio Card			
11	Ethernet	NIC 10/100/1000			
12	Slots	4 PCI / PCI Express slots, VGA (1), USB 2.0(8)			
13	Ports	Rear I/O: (6) USB 2.0 ports, (1) serial port, (1) RJ-45, (1) VGA, (1) line out, (1) mic in, Front I/O: (2) USB 2.0 ports			
14	Power Supply	250-watt ATX Power Supply – PFC (Active Power Factor Correction (PFC) power supply). Surge protected			
15	Keyboard	USB 104 keys keyboard (Same make as PC) with bi-lingual keys (English			

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S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations , if any
		and local language of the State/UT)			
16	Monitor	18.5" LED Monitor , Maximum resolution - 1366 x 768; Response time (typical)- 5ms ; TCO 5 certification for Monitor;			
17	Mouse	USB 2 Button Optical Scroll Mouse(Same make as PC)			
18	Operating System	Windows 8.1 or Higher			
19	Compliance And Certification	As per industry standard for PC and energy star for Monitor			
20	Drivers for different Operating systems	Drivers should be freely available on OEM's web site and should be supplied in media along with PC			

17.4.2 UPS – 1 KVA offline UPS

S. No.	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations , if any
1	Make	Must be specified			
2	Model	All the relevant product brochures and manuals must be submitted.			
3	Form Factor	Floor Mounted type			
4	Battery Type	Sealed Maintenance Free			
5	Nominal output Voltage	AC Output Voltage 230V AC, Single Phase,			

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S. No.	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations , if any
		Sinusoidal Waveform (Sine Wave Output)			
6	Input voltage Range	160-280 V AC			
7	Battery Runtime	**For 30 Min. backup minimum VAH should be 900.** Total number of batteries offered should be clearly mentioned. Voltage of each battery offered should be clearly mentioned Ampere-Hour rating of each battery offered should be clearly mentioned. Total Volt-Ampere-Hour rating of the Battery Bank Offered should be clearly mentioned			
8	RoHS Compliance	Should be EU RoHS / WEEE Compliant			
9	Markings	CE			
10	Safety	IEC 60950			
11	EMC	EN 50091-2 /equivalent			

17.4.3 8 Port Switch

S. No.	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations , if any
1	Make	Must be specified			
2	Model	All the relevant product			

S. No.	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations , if any
		brochures and manuals must be submitted.			
3	Throughput	16 Gbps			
4	Interface	10/100/1000 Mbps port x 8			
5	Forwarding rate	11.9 Mpps			
6	MAC Address Table Size	8K Entries			
7	Standards	IEEE 802.3 compliant IEEE 802.3u compliant IEEE 802.3ab compliance Supports half/full-duplex operation (full/half at 10/100 Mbps, full at 1000 Mbps) Auto-negotiation Auto MDI/MDIX IEEE 802.3x Flow Control supports Full-Duplex mode IEEE 802.3az compliant			
8	Flash Memory	2 Mbyte			

17.4.4   Laser Printer

S. No	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations , if any
1	Make	Must be specified			
2	Model	All the relevant product brochures and manuals must be submitted.			

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S. No	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations, if any
3	**Speed (min.)**	18 PPM (A4)			
4	**Memory(min.)**	min 8 MB			
5	**Resolution**	600x600 dpi			
6	**Interface**	USB, Ethernet (UTP) with respective cables			
7	**Monthly Duty Cycle**	min 5000 Pages			
8	**Drivers**	Windows XP, Windows Vista, Windows 7, MAC OS 9.0, MAC OS X, Linux Kernel 2.4 or later			
9	**Duplex**	Automatic Duplex			

17.4.5   Scanner

S.No.	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	**Make**	Must be specified			
2	**Model**	All the relevant product brochures and manuals must be submitted.			
3	**Scanner type**	Legal Size Flatbed			
4	**Scan technology**	Charge Coupled Device (CCD)			
5	**scan speed**	min 20 PPM			
6	**ADF capacity**	50 sheets			
7	**Duty cycle**	Min 800 pages per day			
8	**Scan resolution:**	Min 600 dpi			
9	**Output resolution dpi**	300, 600			

S.No.	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations, if any
	settings				
10	Color bit depth	24-bit			
11	Grayscale levels	256			
12	Double-feed detection	Yes			
13	File formats	BMP, JPG, TIFF, TIFF (compressed), multi-page TIFF, PNG, PDF, RTF, TXT, UNICODE, HTM, DOC			
14	Connectivity	Hi-Speed USB 2.0			
15	Software	ISIS and Twain drivers			
16	Compatible operating systems	Windows XP, Windows Vista, Windows 7, MAC OS 9.0, MAC OS X, Linux Kernel 2.4 or later			

17.4.6 Web Camera

S.No	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified			
3	USB	4 pin USB Type A			
4	Pixel	5 MP			
5	Video Capture	640X480 pixels			
6	USB cable	5 ft			

17.4.7 Storage/ Pen Drive

S.No	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations, if any
1.	Make	Must be specified			
2.	Model	Must be specified			
3.	Interface	USB 2.0/ USB 3.0			
4.	Transfer Speed	Upto 100 MB/s			
5.	Capacity	16 GB			
6.	Operating Temperature	32° - 113° F (0° – 45° C)			

ANNEXURE-18

TECHNICAL EVALUATION CRITERIA

	Criteria/Sub Criteria and Point system for the evaluation of Technical proposals				
Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
1	Past Experience of the Bidder			25	
a.	Software Solutions	All completed/ongoing software development projects including application support, technical support and data digitization (with each having a minimum value of 50 Lakhs) during the last three years. Preference will be given to STQC Certified application software which passed all requisite test like functional test, portability test, performance test, security test, usability test, and maintainability	>4 Crores = 5 points; >3 but less than 4 crores=4 points; >2 but less than 3 crores=3 points; >1 but less than 2 crores=2 points; >50 lakhs but less than 1 crores=1 point; else 0 In case of STQC Certified application software, additional 5 marks will be awarded. But the STQC test report /certificate should be provided alongwith technical bid document.	10	

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		test.			
b.	**Hardware Products Delivery**	Whether the Firm has delivered hardware products of Similar Capacity in last 3 yr.	>4 Crores = 5 points; >3 but less than 4 crores=4 points; >2 but less than 3 crores=3 points; >1 but less than 2 crores=2 points; >50 lakhs but less than 1 crores=1 point; else 0	5	
c.	**System Integration projects**	At least one System Integration project including hardware solution, Application Software Development, application support, technical support, system support, and Data Digitization. The total value should not be less than 4 crores during the last three years and must have office in North Eastern States.	> 10 crore – 10 points; 8 Crores - 8 points; 6 Crores - 4 points; 4 Crores - 2 points; else 0.	10	
2	**Solution proposed for e-Bharat by the Bidder**			35	
a.	**Proposed software solution**	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution	Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:-	10	

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			– Application deployment and testing Strategy – Database Security Mechanism proposed. – Application Security Proposed. – SLA for application. – Quality Control Procedures suggested by Bidders		

b.	**Proposed methodology**	Description of the overall implementation methodology for implementing the e-Bharat solution	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- – Accessibility of the system. – Data Security Mechanism. – Suggested Server Hardening tools. – Internet and Intranet security mechanism – Suggested SLA – Plan for meeting the SLA norms. – Redundancy and failover options. – Hardware deployment plan – Spare equipments availability plans	**10**	

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c.	**Compliance of the Hardware components offered for the proposed solution**	The compliance with the technical specifications of the hardware proposed as per the requirements mentioned in the RFP.	Though 100% compliance is expected from the Bidder and any major deviation from requirement shall lead to disqualification of the bid however small deviation from tender specification will be permitted by the evaluation committee and deduction of marks will be as follows:- 1. Deviation in specification of Server – deduction of 2 marks. 2. Deviation in specification of Desktops – deduction of 1 mark. 3. Deviation in specification of Printer – deduction of 1 mark. 4. Deviation in specification of Scanner – deduction of 1 mark. 5. Deviation in specification of LAN Switch – deduction of 1 mark. 7. Deviation in specification of UPS – deduction of 1 mark.	**10**	
d.	**Training**	Proposed Training and Change Management plan description to be looked into	Subjective Criteria:-The Evaluation Committee will evaluate on the basis of	**5**	

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			– Proposed Training Schedule – Areas/domains covered – Number of personnel to be deployed for training with location of training		
3	**Work Plan approach and proposed methodology**			**20**	
a.	**Compliance with the timelines**	The project implementation timelines to be looked into	Project as per timelines mentioned in the RFP- 8; 1-15 additional days from the timelines as mentioned in the RFP - deduction of 2 points 16-30 additional days from the timelines as mentioned in the RFP - deduction of 4 points 31-45 additional days from the timelines as mentioned in the RFP - deduction of 6 points No points if the total timeline exceeds 45 days as compared to the timelines as given in the RFP Additional 2 points will be awarded to the bidder for the Project completion before the timeframe as mentioned in the RFP	**10**	

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b.	**Project Approach and Methodology**	The overall approach and methodology to be looked into	The overall approach and methodology adopted by the Bidder to implement the project to meet the timelines.	7	
c.	**Detailed Work Plan**	The description and quality of the work plan to be looked into	Subjective Criteria:- The detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc.	3	
4	**Project Organization**			**20**	
a.	**Number and Quality of people proposed for application development**	Number and Quality of the application development team to be looked at	Number of people proposed by the organization = 5 points / Education Qualification/relevant certification of the people involved =5 points	10	
b.	**Number and Quality of people proposed for application support**	Number and Quality of the database admin personnel to be looked at	Number of people proposed by the organization=2 points / Education Qualification/relevant certification of the People Involved = 3 points	5	

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c.	**Number and Quality of people proposed for system support**	Number and Quality of the system support team to be looked at	Number of people proposed by the organization for help desk and support =3 points Education Qualification/relevant certification of the People Involved = 2 points	**5**	
			Total Points	**100**	

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ANNEXURE-19

<u>FUNCTIONAL REQUIREMENT</u>

19.1   FRS FOR GENERIC REQUIREMENTS

19.1.1   Portal

Sr	Functional Requirement
1.	The system should allow users to access the portal via the internet and intranet
2.	Portal should be responsive and supported on the mobile browsers of Android, iOS and Windows mobile platforms.
3.	Acknowledge Identification Number (AIN) should be generated to enhance security
4.	The system should have the functionality to provide role based access to various modules/information/repository
5.	The user should be displayed approved/pending/in process service requests after login.
6.	The system should allow users to search for their request on the basis of Acknowledgment Identification Number (AIN) or Applicant details.
7.	The system should display service request details and status on the screen based on the user search
8.	The system should allow users to save the status as a PDF file and/or print the status
9.	System should allow the user to download all applicable forms as e-forms and submit/upload the same e-form once the user has connectivity. Accordingly the related database should be updated with application details
10.	System should provide the user with an Online Help facility like Frequently Asked Questions on workflow of applications. System may also provide online self-training
11.	System should allow the user to view the time taken to process the service request (to monitor service delivery time) (Technically: system should keep a log of the start time of the registration of the general service request till such time that the status of the application is closed/approved; system should display the user at the end of the service fulfilment, the total time taken to complete the service delivery)
12.	System should provide an acknowledgement with AIN to the applicant (once the application has been submitted online) through 1. Online Application

	2. Mobile Web Browser
13.	The system should allow user to view menu of services available
14.	Users (Citizen, Business) shall access the portal through public network
15.	User (Citizen, Business) should have facility to view his/her details and service requests only
16.	Auto Escalation matrix along with service levels should be configurable in the system
17.	The system should have the payment component integrated for subscription
18.	Services should be categorized by department
19.	Provision in the Application System to send SMS alerts to the Citizens of the each stage of approval process from submission , verification to approval
20.	System should have a dynamic workflow engine so that workflows can be changed with minimum effort
21.	The system should have the functionality of integrating with social network sites as per the standard practise

19.1.2   Records and Query Management Service

Sr	Functional Requirement
	The system should provide the user to search the repository based on AIN, Service, date range and year/month/week. It should also provide the user to select multiple values for a single field.
	The system should allow the administrator to configure / build a query on the searchable data through query builders.
	System should provide the ability to store, load and delete custom queries to each user for easy retrieval.
	System should maintain the history of data in case of modifications.

	System should provide the user with an ability to search using both full and partial strings. This search interface should be made available both as a separate interface and as well as an integrated interface.
	System should provide the user to export the search results in the standard formats selected by the user like doc, pdf, xls, etc. in printer friendly format with page numbers printed on every page.
	If a user performs a quick or advanced search, the System must never include in the search result list any record which the user does not have the right to access.
	System should allow the user to conduct an advanced search based on sub parameters on a major data field

19.1.3   Periodic Reports

Sr	Functional Requirement
	System should present customized dashboards and reports to the users based on their role
	System should present various statistics such as summarized information, current progress, monthly numbers, comparative statements, trends with charting capability.
	System should allow the user to view alerts/events/reminders
	System should present the user with statistics of all applications
	System should present the application usage statistics that provide indicators on the application uptake and usage by the Departments/Offices
1.	System should provide role based access to users hence showing required information to the authorized users only
2.	System should enable the users to filter there required information by passing/selecting certain information/criteria
3.	System should allow users to filter results by date and time
4.	System should allow users to filter the results by service name, category, application received, processed, pending along with no of days, rejected, SLA achieved, SLA missed etc.
5.	System should assign various colour codes like Green, Blue, Red etc. for service request closed within SLA, in process and under SLA, Missed SLA etc. respectively

6.	System should display the results in various graphical manner and it should also have the functionality to display further details like the particular service request detail, person with whom the request is pending, SLA details etc. by clicking on particular graph
7.	The system should have drilldown feature to individual office/department/ application level, if the management wants to review/ view any particular details, in case of any requirement
8.	System should have the facility to export the results (Graphs and further details) to .doc, .csv, .pdf format outputs
9.	System should incorporate business intelligence to compare various results from the dashboard where applicable

19.1.4   Login

Sr	Functional Requirement
1.	System should present option for user to create Login through portal
2.	The department user login can be created only by Administrator. Roles and access to permissible services should be set by the administrator upon approval from the department head or concerned authority
3.	Citizen can create login after providing necessary information and will have Dashboard containing option of • New Application request • Status Inquiry • Application history • Information related to schemes, benefits, notices, notifications etc.
4.	The systems should allow change of first password mandatorily for first time login and should also provide change password option along with security question options in case of a forgot password scenario

19.1.5 Data Repository

Sr	Functional Requirement
	The system should allow to store the digitally signed and issued certificates and letters
	The system should allow the retrieval of the stored certificate/communications etc. as per the authorization
	System should not allow modification of stored data
	System should allow smart search for the stored documents
	System to keep a track of the user details who access or download the stored documents
1.	A repository to store all the notices/circulars/orders of each department. Departments will have a username and password to store the documents which can be retrieved later on.

19.2 FRS FOR COMMON FUNCTIONALITIES

19.2.1 Information Provision

The information provision component is envisaged for facilitating the dissemination of information. It had been observed that Information dissemination has been a key impediment in availing services in the current scenario. Lack of information regarding the processes and the supporting documents was among the key deterrent or the prime reason why citizens/business weren't able to avail services.

Information dissemination would be a priority while dealing on G2C, G2B & G2G front. The Information provision component would help citizens avail all basic information regarding the G2C services being provided by the e-Bharat Portal, so as to effectively execute the information provision component, Application Vendor/content uploading agency will be vested with the responsibility of uploading the information on the Portal/ application. The following information shall be included in the Information provision component:-

- Procedural information related to services

- Service fee

- Required supporting documents and form

- Service levels for the delivery of service

- Process to validate authenticity of the documents
- Escalation matrix

The Application Vendor will accept only duly signed documents from the authorized persons in various departments for updating on the website. The various head of departments or the authorized persons in those departments will draft the content and be responsible for the same.

Functional Requirements

Sr	Description
1.	The system should allow only the officials to update information obtained from the departments
2.	The system should provide detailed information on the following to the user: i. Type of Service ii. Eligibility Criteria iii. Nodes of obtaining service iv. Application Fees v. Grievance filing procedure vi. Authorities to contact vii. Forms and documents required
3.	The system should be able to add new information components besides the above
4.	The system should be accessible to citizens, department officials, other government officials etc.
5.	The system should have the functionality to provide role based access to various modules/information/repository/Users
6.	The Department should be able to update the document over the e-Bharat application but this information would not be viewable to the end user until the department head puts his digital signature verifying its authenticity and correctness.

Sr	Description
7.	The system should not allow any unauthorized user to upload information besides designated Department officials
8.	The system should notify the Department Head once the information is updated over the application
9.	The system should allow the Department Head to either approve or reject the information update
10.	The system should update information over the system only after digital signature of the department head has been put up on the information update
11.	The system should ask for digital signature of the department head in case of rejection also.
12.	The system should ask for desired changes from the Department Head in case of rejection by the department head
13.	The system should notify the Department officials both in case of acceptance or rejection of the information update
14.	The system should allow only the Department officials to make changes in the updated information hosted over the application
15.	The system should request Department official to put his digital signature after each updation
16.	The system should have a counter at the bottom of the page to record the number of people visiting the website so as to estimate the usefulness of information in terms of number of users
17.	The system should auto generate grievances in case of Department Head or Department officials are not performing against their agreed service levels
18.	The system should support multi-lingual interface as per localization and language technology standards

19.2.2 Form Availability

All services rendered by e-Bharat Application would be initiated with the application form submitted by citizen. Hence availability of application forms is a critical success factor which has been diligently re-engineered and shall be a core G2C, G2B & G2G component.

All services being rendered under e-Bharat Application would be required to have standardized application forms. These forms should be easily available to citizens. Citizens must be able to easily access or download the most recent version of the application form. Citizen through authorized user of would be able to upload the filled forms in e-Bharat Application.

Various head of departments or authorized persons of those departments will make sure that any change in the Performa of the form is immediately notified to the Application Vendor who will then manage the updating of the form.

Functional Requirements

Sr	Description
1.	The system should store all the service request forms at predefined location for the selected services
2.	The system should be able to retrieve all service request forms from the predefined location
3.	The system should ensure that service request forms are easily downloadable in both PDF, HTML and word format
4.	The system should provide for printable versions of the service request forms
5.	The downloaded form should have all required field validations and the input fields should be editable in the form
6.	The system should give an error message in case it is not able to retrieve the application from the given location
7.	The system should have a provision for uploading new version of the forms as and when it is required to change the version
8.	The system should maintain the version control for the service request form
9.	The system should have a security feature embedded for changing the version of the form and should allow only predefined process owners to

Sr	Description
	change the form version
10.	The system should maintain log for all version change with the details of the process owner making version change
11.	The system should not allow to change the content of the form and should be in read only version

12.	The system should facilitate the availability of service request forms through
	
	   a. Online / website
	   b. CSC/RIK

13.	The system should allow for easy searching of the service request forms
14.	The system should have an easy and user friendly layout for locating the service request forms
15.	The system should be able to export forms in multiple formats so as to ensure compatibility of forms
16.	The system should have a life counter feature to keep track of number of forms being downloaded from the application
17.	The system should support multilingual/Unicode interface as per Localization and Language Technology Standards.

19.2.3   Application Receipt

All services rendered by e-Bharat Application would be initiated with the structured input submitted by citizen at CSC/RIK or portal.

Citizen/Business through authorized user at department would be also able to apply for service through e-Bharat Application.

Various head of departments or authorized persons of those departments will make sure that any change in the supporting documents or mandatory field or fees shall be updated to the system through Application Vendor.

Functional Requirements

Sr	Description

1.	The System should enforce secure login as per the Login process
2.	The System, on successful login, should display the Main page or the Home page of the Applications Services Request with links to various services as per the Service Request Form.
3.	The System should be able to retrieve and load the online Application Form for the service as selected by the Applicant / Operator.
4.	The System should assign Unique Acknowledgment identification Number (AIN) to every form.
5.	The System should allow the Operator / Applicant to take a printout of the form before submitting it.
6.	The System should allow editing of the details in the online Application form even after a printout has been taken.
7.	The System should allow the Operator / Applicant to attach any scanned documents or any other supplementary attachments as required with the Application Form
8.	The System should allow the operator/applicant to submit the Application Form online
9.	The System must display a message for Successful or Unsuccessful submissions and it should log all such events
10.	The System must refresh the page and Load a new Application form in case the previous submission attempt was unsuccessful
11.	The System should save the Application Form and all attached documents into a Database
12.	The System should be able to generate a Receipt for the Applicant, and allow it to be printed along with alerts and notification
13.	The system should allow the applicant to raise query against the AIN number to the department owners/officials directly through their login
14.	The system should support multilingual interface as per Localization and Language Technology Standards

15.	The e-Bharat Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them
16.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.2.4 Delivery Mechanism

The Delivery Component shall be used for delivering the output of the service request to the applicant. This will include receiving the processed application/license from the concerned line departments, application status, issuing the license and updating the application status against the AIN.

Printed copies of digitally signed documents should be made valid.

Functional Requirements

Sr	Description
1.	The system should be able to provide delivery against all service requests as required
2.	The system should be able to link delivery against specific service request through unique AIN
3.	The system should allow delivery only when the service request has been either approved / rejected
4.	The system should allow only validated predefined users to log into the e-Bharat Application for retrieving the delivery against the service request. The system should allow the delivery of outputs through email as well.
5.	The system should allow downloading of service delivery output only after matching the digital verification
6.	The system should provide the printable version of the service output
7.	System should prompt the user to validate the digital signature first before printing to avoid error on printed output

8.	The system should print unique AIN on every service output generated through it
9.	The system should print the URL of the site from where the content of the service delivery may be verified
10.	The system should be able to maintain the database of all service delivery output in a logical manner to ease the retrieval of the same as and when required
11.	The system should have a counter to keep log of all delivery made with specific association of unique AIN
12.	The system should support multi-lingual interface as per localization and language technology standards

19.2.5   Rejection

The Application Rejection Component shall be used in case if applications are rejected at any point during the processing of the request. This shall make it mandatory for the authorities to cite the reason for rejection and upload the application rejection report & application status against the AIN in the e-Bharat Application. Applicant shall also be informed about the application rejection status via Notification SMS/Email.

Purpose of including this component in the FRS is to

- Make the G2C ,G2B & G2G service system more transparent & accountable

- Providing reasons for rejection of application to the applicant

- Allow the officials to formally reject an application if it does not meet the desired criteria

Functional Requirements

Sr	Description
1.	The system should allow authorized users to login to the system for rejecting the service request based on rejection criteria as mentioned for the service through a valid user ID and password
2.	The system should show a login failure screen in case the user name and password are not verified by the e-Bharat Application

3.	The system should have a provision where the predefined process owner states the reason for rejection of the service request
4.	The system should reconfirm from the user for initiating the digital signing before actually initiating the process
5.	Upon digitally signing the document, digitally signed document should be saved in the given repository for future references and a hard copy of the same document should be generated for the applicant
6.	System should not allow the user to make any alteration in the digitally signed document or access the database only on entering the unique encrypted key/code
7.	System should display an appropriate message in case of retrieval failure or any other communication failure or in case the document could not be found due to any reason
8.	The system should allow the user to terminate the rejection process at any point of time during rejection
9.	The system should keep and maintain the data in a data repository (database) for all the rejection made
10.	The system should keep the records of all transaction performed and link it to the unique code of digital signature
11.	The system should open a page informing the user of successful completion of rejection function
12.	The system should not allow the user to modify the rejection once it has been digitally signed
13.	The system should not allow the user to delete any service request pending for approval at his end

19.2.6   Digital Signature & Notification

The Notification component will provide alerts and notices to Applicant and concerned officers on activity like submission, rejection and delivery.

Functional Requirements

Sr	Description
1.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000
2.	The system should intimate the users through predefined channels for pending service request application on a daily basis
3.	Application should be able to populate the Dashboard for the concerned officer about the New Application, Pending application.
4.	The Application should be able to notify the Applicant by SMS or email as required and applicable whenever status of application change or any information is passed like clarification required, information not received etc.
5.	The application should be able to fetch the mobile no and other details of the applicant for the necessary action

19.2.7 Status Tracking

The objective of this component is to keep track of the service levels of the various processes involved in a given service. This component shall be beneficial for two categories of users i.e. Applicant & Departmental users. These users would be able to track status of the request with help of the Acknowledgement identification number generated for the service request.

Each application by an applicant will be logged against a unique Acknowledgement identification number generated at the time of application submission and given to the applicant for future references and status tracking.

The purpose of the component is as follows:

- To ensure transparency in service processing by the government to the citizen/business for the service request made.

- To establish the validity and sanctity of the well-defined service level.

- To ensure and define responsibility and ownership of the actors towards service delivery.

Whenever the e-Bharat Application detects an SLA being exceeded, it should automatically escalate the issue to a higher authority as per a defined escalation matrix.

Functional Requirements

Sr	Description
1.	The system should keep track of all the service requests from the citizens/business along with the respective unique application reference id generated at the time of application receipt
2.	The system should be able to keep track of the status of all service requests with the help of the respective unique AIN and map the current status with the pre-defined service level against each process.
3.	The system should be able to detect any change in the status of a given unique AIN
4.	In case there is a change in the status of an application , the system should update the status information in the database
5.	The system should have provisions for intimating the applicant about the current status of his/her application
6.	The system should not provide details about the internal service levels to the applicant and only provide update about the status with respect to the final delivery. This feature should also allow the system to update the applicant if there is any change in the service level of the final delivery
7.	System should display the link for e-Bharat Application portal from where the applicant can retrieve the status information by entering the AIN
8.	The system should also allow the applicant to retrieve update about his/her service request by sending a SMS containing the AIN
9.	System should display the number from where the applicant can retrieve the status information by sending SMS along-with the AIN
10.	The system should display an appropriate message if the system is unable to retrieve the details due to any reason like connectivity issues, maintenance issues, etc. and also provide contact details of the system administrator and alternate link (if available)

11.	The System should have Side Menu on each page so as to reflect the contents of the containing directory, making it easier to navigate the site and locate the link for retrieving update against a given reference id
12.	The system should be adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
13.	The system should not allow the users to edit the details of the application upon retrieving the status update against a given reference id
14.	The System should allow the end user to print the status update information if the applicant is retrieving the status through the portal or email
15.	The system should allow the applicants to send specific application related query through the AIN in portal
16.	The systems should allow the users to respond the specific query through AIN to the applicant and the same should be done with alert and notification

19.2.8   Payment Component

The Payment Component shall be used for accepting any kind of service related payments for application fees or service delivery. This component shall also account for the fund flows from the collection points to the concerned departments where the payments need to be deposited. Purpose of including this component in the framework is to:

- Citizens/Business pay only what is defined as per the charter

- Provide Secure and trusted process of payment collection and deposit in the respective account for respective services and account the same

- All payments shall have authorized acknowledgements

- The system should have all the standard features for a secure transaction while integrating with payment gateway

Functional Requirements

Sr	Description
1.	The system should allow financial transaction functions

2.	The system should check for all details of the service request form before initiating the payment
3.	The system should enable the payment option only when all the fields of service request forms are filled
4.	The system should return back and highlight the field which have inconsistencies / error for user to rectify the error
5.	The system should retain all the information of the service request form besides those having inconsistencies
6.	The system should open a new page for recording payment details against the service request

7.	The system should allow payment to be registered on the service application request against the following:
	
	  a. Payment against the service
	
	  b. Payment against the dues / payments as defined

8.	The system should record and maintain all details of payment against a AIN and account details
9.	The system should be able to maintain all the payment records in a database and retrieve the same as and when record
10.	The system should able to record specific payment details on the service request form after successful payment has been made
11.	The system should have the facility to refund the fees collected online/offline as applicable
12.	The system should support multilingual interface as per Localization and Language Technology Standards

13.	The system should allow online transaction through approved financial instruments
	
	  a. Credit cards
	
	  b. Debit cards
	
	  c. Net banking

14.	On-line payment – The System should support online payment, including the following fields:
	
	  a. Facilitate payment against dues and recoveries online through a payment gateway interface with a bank
	
	  b. Allow the user / customer to make payment only till the last date of payment has not passed.
	
	  c. Facilitate automatic updation of the information on the applicant record, upon realization of the submitted money

15.	The system should ask for the final confirmation from user before initiating payments function
16.	The system should allow for user re-verification before initiating payment function through transaction unique ID allocated to the user
17.	The system should provide for migration to a secure payment gateways from the portal in a secured manner
18.	The system should allow predefined data / information to be provided to payment gateways
19.	The system should be able to generate unique ID codes for every transaction

20.	The system should be able to correlate and confirm
	
	  a. User data / information through unique ID code generated
	
	  b. Payment gateway data information through Unique ID code

21.	The system should provide printable version of receipt
22.	The system must not store any critical information of the user provided on the secured payment gateway
23.	The system should allow for data / information transfer / flow to e-Bharat Application
24.	The e-Bharat Application should facilitate automatic updation of the information on the applicant record on successful payments made
25.	The system should not allow any initiation of payment function beyond prescribed date for transaction. The system should provide user friendly

	information for such transactions
26.	The system should provide for database security
27.	The system should provide for application security
28.	The system should follow predefined payment rules and regulation as defined from time to time in the e-Bharat Application
29.	The confirmatory receipt issued should have a unique registration number against the transaction
30.	The system should maintain records of such transaction for users accounts respectively
31.	The system should allow for printable version of the confirmatory receipt for all such successful transactions
32.	The system should be able to send emails on registry value of the user account on the payments
33.	The system should maintain all information and records of user transaction tagged to the user account and also provide for viewing of such information as and when required by the user
34.	The system should not allow any changes to be made by the user into the following: a. Past records b. Ongoing transaction once confirmation on initiation of such a transaction is given by the user c. Any values maintained for such transaction
35.	The system should be compatible for easy integration with accounting and financial application either inbuilt at a later stage into the portal or external with an interface with the portal
36.	The system should allow updation of manual deposits for any receipt
37.	The system should allow the authorization by competent authority before initiating the payment process

38.	The system process the payment disbursement requests in batch through a payment gateway and update the e-Bharat Application
39.	The system should auto update the payment details in the respective cases with information like payment ID no, transaction date, time etc.
40.	The system should store the payment information in database and should allow to generate required reports
41.	The system should send the notification about failed transactions along with reason and update the same in the system

19.3   FRS FOR TRANSACTION SERVICES

The measure of success of e-Bharat project is the number of transactions carried out through the e-Bharat application. Hence, it is important for all the stakeholders to align the project objectives to number of transactions happening through the e-Bharat portal, per day, per month and per year.

e-Bharat services will have to be integrated with the eTaal portal developed by NIC (http://etaal.gov.in), which is the web portal for dissemination of e-Transaction statistics of Central & State level e-Governance projects including Mission Mode Projects.

The SI may get in touch with the eTaal team at NIC HQ for initiation of the service integration process.

Sr	Department	Transaction Services	Mode
1	Animal Husbandry & Veterinary	Application and Disbursement of funds for Piggery/Poultry farm development	Web Service: Online Application
2	MPSC	Online application and registration of candidates and publication of results being conducted by MPSC	Web Service: Online Application
3	Health and Family Welfare	Web based Disease Surveillance Report from Sub Centers to District offices	Web Service: Online Application
4		Web based Monthly report on National Programme for cancer, Diabetes, Cardio Vascular and stroke from medical institutions	Web Service: Online Application
5		Web based weekly reporting of mobile medical unit from Districts of the State	Mobile Application

			Service
6	Social Welfare Department	Application and delivery of scholarship to handicapped students	Mobile Application Service
7		Application and delivery of disbursement of old age pension	Mobile Application Service
8		Application and delivery of disbursement of widow/disability pension scheme	Mobile Application Service
9	Tourism Department	Online checking the availability and booking of rooms in Tourist Lodges	Web Service: Online Application
10	Industries Department	Online Application and delivery of Grants /Subsidies for MSMEs of the State	Web Service: Online Application
11	Transport Department	Online Submission of Grievances	Web Service: Online Application
12		Online submission Right to Information System	Web Service: Online Application
13	Higher & Technical Education	Mobile based declaration of all examination results held under higher & Technical education Department	Mobile Application Service
14		Online registration of training center's for MSCTE Affiliation	Web Service: Online Application
15	DICT	Application and delivery of NOC of different Government departments to purchase computers	Web Service: Online Application
16	Agriculture Department	Online Application and Delivery of agriculture inputs on fertilizer, seeds, plant protection to small and marginal farmers	Web Service: Online Application
17	Co-operative Department	Online application and registration of co-operative societies	Web Service: Online Application
18	Taxation Department	Online registration of Partnership, Proprietor firm, for Profit and non-Profit Society	Mobile Application Service
19	S.C.E.R.T	Web based declaration of results for various exams under SCERT	Web Service: Online Application

19.3.1 *Application and Disbursement of funds for Piggery/Poultry farm development*

Sr	Functional Requirements
1.	The system make available the latest copy of the Application Form online (24x7) as per the Form Availability component through multiple routes • Service links • Information links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The Animal Husbandry & Veterinary Departments will be allotted an admin account with username and password for application of grant of funds for piggery/poultry development

4.	The fields in the application form
	   i. Subject
	   ii. Description
	   iii. Provision to Upload documents
	   iv. Submit button

5.	The System should display a message regarding successful or unsuccessful submission of application online
6.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
7.	The system should refresh the page in case of failure in submission of the online application
8.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
9.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
10.	The system should allow the concerned official to seek clarification from the applicant if required
11.	The Dealing Assistant of District Veterinary Office will have a field to incorporate the comments

12.	The Dealing Assistant of District Veterinary Office will have a field to incorporate the comments after verification
13.	The system should allow to process the application through a workflow (as mentioned in the process maps)
14.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection
15.	The system should generate the digitally signed recommendation letter as applicable and notify the applicant and beneficiary
16.	Incorporation of digital signature of the Director in the system

19.3.2 Online Registration and Application for Advertised Posts of Mizoram Public Service Commission

Sr	Functional Requirements
1.	Provision for MPSC to advertise through the portal

2.	The fields in the online application form will be at the discretion of the department. Some of the mandatory fields to be included
	  i. Name of the Candidate
	  ii. Provision to upload JPEG image of the candidate & Digital signature
	  iii. Registration number
	  iv. Age
	  v. Domicile
	  vi. Qualification(Selecting from the drop down menu)
	  vii. Post Applying for (Selecting from the drop down menu)
	  viii. Provision to upload supporting documents

3.	Integration of payment gateway for payment of application fees
4.	Integration of SMS Gateway
5.	The system should be able to identify user logging into the system as defined by the login component
6.	Applicant to have the option to create a login id/login account with user name and password in the registration process

7.	Necessary details like email id and cell phone number to be captured during creation of login id
8.	The System should display a message regarding successful submission of application form online
9.	The successful submission of application will be subjected to successful payment of application fees online
10.	On successful submission of application, acknowledgment receipt with a number should be generated for reference to the applicants
11.	The system should refresh the page in case of failure in submission of the online application
12.	The System should have the provision to check the status of the application by entering the acknowledgement number received during application submission
13.	The details of the application will be auto populated on entering the acknowledgement number
14.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted by the applicant
15.	The System to notify the applicant via email and SMS on approval/rejection of application
16.	Provision to generate MIS report by MPSC like: a. Total list of applicants applied for the advertised posts b. Shortlisted applicants for the advertised posts
17.	Copy of the admit card /call letter to be also available in the applicants account once approved by the MPSC Cell along with the place of the interview
18.	Publication of results online through the portal
19.	Provision in the portal to enter the registration number /roll number to check the results
20.	Applicants who have subscribed will receive SMS alerts on the advertised posts of MPSC

19.3.3 Integrated Disease Surveillance Report from Sub Centres to District offices

Sr	Functional Requirements
1.	Necessary details like email id and cell phone number of the patient to be captured by health workers in the field if available
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The fields of the application at the Sub Centre to be as per the fields of Form S(Reporting format for Syndromic surveillance)
4.	The System should display a message regarding successful submission of application form online at the Sub Centre
5.	The system should refresh the page in case of failure in submission of the online application at the Sub Centre
6.	The data populated in the application at the Primary health Centre will be as per the fields of Form L (Weekly reporting format for IDSP)
7.	MIS reports generated at the Primary Health Centre should have the fields: i. Name of the Sub Centres ii. Number of surveillance cases for the week
8.	The populated data in the application at the District office will be as per the fields of Form P(Weekly reporting format for IDSP)
9.	MIS reports generated at the District office should have the fields: i. Name of the Primary Health Centre ii. Number of surveillance cases for the week

19.3.4 *Monthly Report on National Programme for cancer, Diabetes, Cardio–Vascular and stroke from Medical Institutions*

Sr	Functional Requirements
1.	Necessary details like email id and cell phone number of the patient to be captured if available
2.	The system should be able to identify user logging into the system as defined by the login component

3.	The fields of the application at the Sub Centre to be at the discretion of the department
4.	The System should display a message regarding successful submission of application form online at the Sub Centre
5.	The system should refresh the page in case of failure in submission of the online application at the Sub Centre
6.	The fields in the application at the Primary health Centre to be at the discretion of the department
7.	MIS reports generated at the Primary Health Centre should have the fields: i. Name and number of the Sub Centres ii. Number of cases for the Month(Categorized for cancer, Diabetes, Cardio Vascular)
8.	The Fields of the application at the community Health Centres to be at the discretion of the department
9.	The Fields of the application at the District hospitals to be at the discretion of the department
10.	The fields in the application at the District office to be at the discretion of the department
11.	MIS reports generated at the District office should have the fields: i. Name and number of the Primary Health Centres ii. Name and number of the Community Health Centres iii. Name and number of the District Hospitals iv. Number of cases for the Month(Categorized for Cancer ,Diabetes, Cardio Vascular and Stroke in Medical Institutions) Additional fields to be added at the discretion of the department
12.	The fields in the application at the State Hqrs should have the fields: i. Name and number of the districts ii. Name and number of the District Hospitals iii. Name and number of the Community Health Centres iv. Name and number of the Primary Health Centres v. Number of cases for the Month(Categorized for Cancer ,Diabetes, Cardio Vascular and Stroke in Medical Institutions) Additional fields to be added at the discretion of the department

19.3.5 *Weekly Reporting of Mobile Medical Unit from 9 districts of the State*

Sr	Functional Requirements
1.	Necessary details like email id and cell phone number of the patient to be captured if available
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The fields of the application at the Sub Centre to be as per the manual form submitted by the mobile medical unit
4.	The System should display a message regarding successful submission of application form online at the Sub Centre
5.	The system should refresh the page in case of failure in submission of the online application at the Sub Centre
6.	MIS reports generated at the Primary Health Centre should have the fields: i. Sub Centre Name ii. Number of cases for the week iii. Number of cases attended by Mobile Medical unit iv. Percentage of Attendance by Mobile Medical unit
7.	MIS reports generated at the District office should have the fields: i. Primary Health Centre Name ii. Number of cases for the week iii. Number of cases attended by Mobile Medical unit iv. Percentage of Attendance by Mobile Medical unit
8.	MIS reports generated at the State Headquarters should have the fields: i. District Name ii. Number of cases for the week iii. Number of cases attended by Mobile Medical unit iv. Percentage of Attendance by Mobile Medical unit

19.3.6 *Application and Delivery of scholarship to handicapped students*

Sr	Functional Requirements
1.	The system make available the latest copy of the Application Form online (24x7) as per the Form Availability component through multiple routes • Service links • Information links • District Links

2.	The system should be able to identify user logging into the system as defined by the login component
3.	The Social Welfare Department will be allotted an admin account with username and password for application of grant of scholarship to physically challenged students
4.	The system should be able to provide information to the citizens about application for Scholarship scheme both in public as well as restricted domain • Web access to information content in public domain • ☐e-Bharat application access to content in private domain
5.	The fields in the application form i. Subject ii. Description iii. Provision to Upload documents iv. Submit button
6.	The System should display a message regarding successful or unsuccessful submission of application online or through mobile
7.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
8.	The system should refresh the page in case of failure in submission of the application
9.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
10.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
11.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • e-Bharat application-dashboard • e-mail • SMS
12.	The system should allow concerned Officer to accept/ reject any new service request and will have a field to incorporate the comments in case of rejection
13.	The system should allow the concerned official to seek clarification from the applicant if required

14.	The System should allow concerned officer to incorporate the comments after verification
15.	The system should allow to process the application through a workflow (as mentioned in the process maps)
16.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in workflow registered with the System.
17.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection with date and time of action
18.	The System should save the digitally signed copy of the scholarship approval information issued as a soft copy in a Database
19.	The system should generate the digitally signed recommendation letter as applicable and notify the applicant and beneficiary
20.	The System should be able to detect changes in status and send status updates to the applicant
21.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
22.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.3.7 *Application and Disbursement of Old Age Pension*

Sr	Description
1.	The system make available the latest copy of the Application Form online (24x7) as per the Form Availability component through multiple routes • Service links • Information links • District Links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The Social Welfare Department will be allotted an admin account with username and password for application and disbursement of Old Age Pension
4.	The system should be able to provide information to the citizens about application for Pension

	scheme both in public as well as restricted domain
	• Web access to information content in public domain
	• □e-Bharat application access to content in private domain
5.	The fields in the application form
	i. Subject
	ii. Description
	iii. Provision to Upload documents
	iv. Submit button
6.	The System should display a message regarding successful or unsuccessful submission of application online or through mobile
7.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
8.	The system should refresh the page in case of failure in submission of the application
9.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
10.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
11.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged.
	• through e-Bharat application-dashboard
	• through e-mail
	• through SMS
12.	The system should allow concerned Officer to accept/ reject any new service request and will have a field to incorporate the comments in case of rejection
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The System should allow concerned officer to incorporate the comments after verification
15.	The system should allow to process the application through a workflow (as mentioned in the process maps)
16.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in workflow registered with the System.

17.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection with date and time of action
18.	The System should save the digitally signed copy of the old age pension approval information issued as a soft copy in a Database
19.	The system should generate the digitally signed pension card as applicable and notify the applicant and beneficiary
20.	The System should be able to detect changes in status and send status updates to the applicant
21.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
22.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.3.8 *Application and Disbursement Widow Pension*

Sr	Functional Requirements
1.	The system make available the latest copy of the Application Form online (24x7) as per the Form Availability component through multiple routes • Service links • Information links • District Links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The Social Welfare Department will be allotted an admin account with username and password for application and disbursement of Widow pension
4.	The system should be able to provide information to the citizens about application for Pension scheme both in public as well as restricted domain • Web access to information content in public domain • ☐e-Bharat application access to content in private domain
5.	The fields in the application form i. Subject ii. Description iii. Provision to Upload documents iv. Submit button

6.	The System should display a message regarding successful or unsuccessful submission of application online or through mobile
7.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
8.	The system should refresh the page in case of failure in submission of the application
9.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
10.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
11.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • through e-Bharat application-dashboard • through e-mail • through SMS
12.	The system should allow concerned Officer to accept/ reject any new service request and will have a field to incorporate the comments in case of rejection
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The System should allow concerned officer to incorporate the comments after verification
15.	The system should allow to process the application through a workflow (as mentioned in the process maps)
16.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in workflow registered with the System.
17.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection with date and time of action
18.	The System should save the digitally signed copy of the widow pension approval information issued as a soft copy in a Database

19.	The system should generate the digitally signed pension card as applicable and notify the applicant and beneficiary
20.	The System should be able to detect changes in status and send status updates to the applicant
21.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
22.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.3.9 *Online Checking and Booking of Rooms in Tourist Lodges in the state of Mizoram*

Sr	Functional Requirements
1.	Provision to check the availability of rooms online in various tourist lodges of the state
2.	Provision to check the availability of various categories of rooms online in the tourist lodges at various locations in the state.
3.	Provision to check the availability of various categories of rooms by approaching the tourist lodge physically/through phone
4.	Categories of rooms to be mapped in the portal at the discretion of the department e.g.: i. Cottage ii. Deluxe rooms iii. Non Deluxe rooms
5.	Booking confirmation mail to be sent to the email id provided during online booking with a booking id
6.	Provision to send SMS alert to citizen to confirm the booking
7.	Provision to cancel the booking online by entering the booking id
8.	Provision to cancel the booking manually by approaching the tourist lodge

	physically/through phone
9.	Provision to books rooms at the reception of the tourist lodge. The reception will have access to a module which will allow the receptionist to books rooms at the request of the customer
10.	Provision to upload and store scan copies of the identification proof in the portal
11.	Provision in the reception to pay bills through Debit Card/Credit Card/Cash which has to be integrated with the portal
12.	The reception should have provision to generate MIS reports weekly/Fortnightly/Monthly of the transactions in the tourist lodges
13.	The Head of the department will have provision of admin module through which all transactions in the tourist lodges can be monitored
14.	The system should refresh the page in case of failure in submission of the online application
15.	The system should be able to identify user logging into the system as defined by the login component
16.	The System should display a message regarding successful booking of rooms online
17.	The system should be able to provide information to user in both public as well as restricted domain as per the 'Information component'

19.3.10 *Online Application and delivery of Grants /Subsidies for MSMEs of the State*

Sr	Functional Requirements
1.	The system make available the latest copy of the Application Form online (24x7) as per the Form Availability component through multiple routes • Service links • Information links • District Links
2.	The system should be able to identify user logging into the system as defined by the login component

3.	The Industries Department will be allotted an admin account with username and password for application and disbursement of grants/ subsidies
4.	The system should be able to provide information to the citizens about application for disbursement of grants/subsidies to individuals and MSME, both in public as well as restricted domain • Web access to information content in public domain • □e-Bharat application access to content in private domain
5.	The fields in the application form i. Subject ii. Description iii. Provision to Upload documents iv. Submit button
6.	The System should display a message regarding successful or unsuccessful submission of application online or through mobile
7.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
8.	The system should refresh the page in case of failure in submission of the application
9.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
10.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
11.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • through e-Bharat application-dashboard • through e-mail • through SMS
12.	The system should allow concerned Officer to accept/ reject any new service request and will have a field to incorporate the comments in case of rejection
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The System should allow concerned officer to incorporate the comments after verification

15.	The system should allow to process the application through a workflow (as mentioned in the process maps)
16.	The System should have a facility for forwarding of the application, with remarks and digital signature of the sender, to any person in workflow registered with the System.
17.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection with date and time of action
18.	The System should save the digitally signed copy of the recommendation letter approval information issued as a soft copy in a Database
19.	The system should generate the digitally signed recommendation letter as applicable and notify the applicant and beneficiary
20.	The System should be able to detect changes in status and send status updates to the applicant
21.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
22.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.3.11 *Online submission of Grievance application*

Sr	Functional Requirements
1.	The system make available the latest copy of the Application Form online (24x7) as per the Form Availability component through multiple routes • Service links • Information links • District Links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The Transport Department will be allotted an admin account with username and password for application and dissemination of information to the Citizen
4.	The system should be able to provide information to the citizens about online grievance application both in public as well as restricted domain • Web access to information content in public domain • ☐e-Bharat application access to content in private domain

5.	The fields in the application form i. Subject ii. Description iii. Provision to Upload documents iv. Submit button
6.	The System should display a message regarding successful or unsuccessful submission of application online or through mobile
7.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
8.	The system should refresh the page in case of failure in submission of the application
9.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
10.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
11.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • through e-Bharat application-dashboard • through e-mail • through SMS
12.	The system should allow concerned Officer to accept/ reject any new service request and will have a field to incorporate the comments in case of rejection
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The System should allow concerned officer to incorporate the comments after verification
15.	The system should allow to process the application through a workflow (as mentioned in the process maps)
16.	The System should have a facility for forwarding of the application, with remarks and digital signature of the sender, to any person in workflow registered with the System.
17.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection with date and time of action

18.	The System should save the digitally signed copy of the letter containing information issued as a soft copy in a Database
19.	The system should generate the digitally signed letter as applicable and notify the applicant
20.	The System should be able to detect changes in status and send status updates to the applicant
21.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
22.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.3.12 Online submission Right to Information Application

Sr	Description
1.	The system make available the latest copy of the Application Form online (24x7) as per the Form Availability component through multiple routes • Service links • Information links • District Links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The Transport Department will be allotted an admin account with username and password for application and dissemination of RTI information to the Citizen
4.	The system should be able to provide information to the citizens about online RTI application both in public as well as restricted domain • Web access to information content in public domain • ☐e-Bharat application access to content in private domain
5.	The fields in the application form i. Subject ii. Description iii. Provision to Upload documents iv. Submit button
6.	The System should display a message regarding successful or unsuccessful submission of application online or through mobile

7.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
8.	The system should refresh the page in case of failure in submission of the application
9.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
10.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
11.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • through e-Bharat application-dashboard • through e-mail • through SMS
12.	The system should allow concerned Officer to accept/ reject any new service request and will have a field to incorporate the comments in case of rejection
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The System should allow concerned officer to incorporate the comments after verification
15.	The system should allow to process the application through a workflow (as mentioned in the process maps)
16.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in workflow registered with the System.
17.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection with date and time of action
18.	The System should save the digitally signed copy of the letter containing information issued as a soft copy in a Database
19.	The system should generate the digitally signed letter as applicable and notify the applicant

20.	The System should be able to detect changes in status and send status updates to the applicant
21.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
22.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.3.13 Mobile based declaration of all examination results held under Higher & Technical Education Department

Sr	Functional Requirements
1.	The system make available the latest link online (24x7) for declaration of results as per the Form Availability component through multiple routes • Service links • Information links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The Higher & Technical Education Department will be allotted an admin account with username and password for uploading the results
4.	The system should be able to provide information to the citizens about application for results both in public as well as restricted domain • Web access to information content in public domain • ☐e-Bharat application access to content in private domain
5.	The fields in the application form i. Subject ii. Roll number to be inserted iii. Submit button
6.	The System should display a message regarding successful or unsuccessful submission of application online or through mobile
7.	On successful submission of Roll number, System should be able to identify the Citizen based on this number.
8.	The system should refresh the page in case of failure in submission of the application
9.	The System should be able to notify the concerned Departmental Officer about the new application and this date and time must be logged. • through e-Bharat application-dashboard

10.	The system should allow to process the application through a workflow (as mentioned in the process maps)
11.	The system should generate the result and notify the applicant through an sms/email
12.	The System should be able to detect changes in status and send status updates to the applicant

19.3.14 Online Application for Registration of training centres for MSCTE Affiliation

Sr	Description
1.	The system make available the latest copy of the Application Form online (24x7) as per the Form Availability component through multiple routes • Service links • Information links • District Links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The Higher & Technical Education Department will be allotted an admin account with username and password for application and dissemination of information to the Citizen
4.	The system should be able to provide information to the citizens about online registration application both in public as well as restricted domain • Web access to information content in public domain • ☐e-Bharat application access to content in private domain
5.	The fields in the application form i. Subject ii. Description iii. Provision to Upload documents iv. Submit button
6.	The System should display a message regarding successful or unsuccessful submission of application online or through mobile
7.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
8.	The system should refresh the page in case of failure in submission of the application

9.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
10.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
11.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • through e-Bharat application-dashboard • through e-mail • through SMS
12.	The system should allow concerned Officer to accept/ reject any new service request and will have a field to incorporate the comments in case of rejection
13.	The system should allow the concerned official to seek clarification from the applicant if required
14.	The System should allow concerned officer to incorporate the comments after verification
15.	The system should allow to process the application through a workflow (as mentioned in the process maps)
16.	The System should have a facility for forwarding of the application, with remarks and digital signature of the sender, to any person in workflow registered with the System.
17.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection with date and time of action
18.	The System should save the digitally signed copy of the letter containing information issued as a soft copy in a Database
19.	The system should generate the digitally signed letter as applicable and notify the applicant
20.	The System should be able to detect changes in status and send status updates to the applicant
21.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
22.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.3.15 Application and delivery of NOC to Government departments for Purchasing Computers

Sr	Functional Requirements
1.	The system should be able to identify user logging into the system as defined by the login component
2.	The State departments will be allotted a admin account with username and password for application of NOC

3.	The fields in the application form
	    i. Subject
	    ii. Description
	    iii. Provision to Upload documents
	    iv. Submit button

4.	The System should display a message regarding successful submission of application online
5.	On successful submission of application, acknowledgment receipt with a number should be generated for reference
6.	The system should refresh the page in case of failure in submission of the online application
7.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
8.	The System Administrator of DICT will have a field to incorporate the comments
9.	The Dealing Assistant of DICT will have a field to incorporate the comments after verification
10.	Incorporation of digital signature of the Chief Informatics officer in the system

19.3.16 Application and delivery to Small and Marginal farmers

Sr	Functional Requirements
1.	The fields in the application at the circle office will be as per the manual form submitted by field officers or at the discretion of the department
2.	The system should be able to identify user logging into the system as defined by the login

	component
3.	The users should be role based. Any changes to be made in the application can only be made by designated officials
4.	The System should display a message regarding successful submission of data in the application
5.	The system should refresh the page in case of failure in submission of data in the application
6.	The fields displayed at SDAO level will be as per the manual form or at the discretion of the department.
7.	SDAO will have the provision to generate MIS reports
8.	SDAO designated official will have the provision to change incorrect data entered in the application
9.	The fields displayed at the DAO level will be as per the manual form or at the discretion of the department.
10.	DAO will have provision to generate MIS reports
11.	Designated official at DAO will have the provision to change incorrect data entered in the application
12.	Directorate will have provision to generate MIS reports for each district/state as per the requirements
13.	Provision of MIS report which will reflect the requirement and allotment made to each and individual farmers for each cycle
14.	The system should refresh the page in case of failure in submission of the online application
15.	The system should be able to identify user logging into the system as defined by the login component
16.	The System should display a message regarding successful submission of inputs to the application

17.	The system should be able to provide information to user in both public as well as restricted domain as per the 'Information component'

19.3.17 Application and Registration of New Co-Operative Society

Sr	Functional Requirements
1.	The system should be operated through multiple service delivery channels like CSC/department Facilitation Centre/Online Portal
2.	The fields in the online application form will be as per the manual form or as per the discretion of the department
3.	Integration of payment gateway for payment of application and registration fees
4.	The system should be able to identify user logging into the system as defined by the login component
5.	Citizen to have the option to create a login id/login account with user name and password
6.	Necessary details like email id and cell phone number to be captured during creation of login id
7.	The System should display a message regarding successful submission of application form online
8.	On successful submission of application, acknowledgment receipt with a number should be generated for reference to the citizens
9.	Citizens submitting the application form in the CSC/Department Facilitation Center will receive acknowledgement from the officials
10.	The system should refresh the page in case of failure in submission of the online application
11.	The System should have the provision to check the status of the application by entering the acknowledgement number received during application submission

12.	The details of the application will be auto populated on entering the acknowledgement number.
13.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted by the applicant
14.	Provision to upload scan copy of the inspection report / text box to submit the comments after the site inspection and recommendation of the inspector after site verification
15.	The Superintendent, Assistant registrar of Co-Operative Society, Joint register of Co-Operative Society, and societies, Register of Co-Operative society will have the authority to reject the applications
16.	Provision of generating MIS reports by the department weekly/fortnightly/monthly of the registration approved/rejected/pending by the department
17.	The System to notify the applicant via email and SMS on approval/rejection of application by the department officials
18.	Copy of the registration certificate to be also available in the applicants account created during application submission
19.	Provision for generation of Registration certificate with digital signature of Register of Co-Operative Society at the sole discretion of the department

19.3.18 *Registration of Firms and Societies (Taxation)*

Sr	Functional Requirements
1	The system should be operated through multiple service delivery channels like CSC/department Facilitation Centre/Online Portal
2	The fields in the online application form will be as per the manual form or as per the discretion of the department
3	Integration of payment gateway for payment of application and registration fees
4	The system should be able to identify user logging into the system as defined by the login component
5	Citizen to have the option to create a login id/login account with user name and password

6	Necessary details like email id and cell phone number to be captured during creation of login id
7	The System should display a message regarding successful submission of application form online
8	On successful submission of application, acknowledgment receipt with a number should be generated for reference to the citizens
9	Citizens submitting the application form in the CSC/Department Facilitation Centre will receive acknowledgement from the officials
10	The system should refresh the page in case of failure in submission of the online application
11	The System should have the provision to check the status of the application by entering the acknowledgement number received during application submission
12	The details of the application will be auto populated on entering the acknowledgement number.
13	Provision in the system to store the scan copies of the supporting documents along with the application form submitted by the applicant
14	Provision to upload scan copy of the inspection report / text box to submit the comments after the site inspection and recommendation of the inspector after site verification
15	The Superintendent, Assistant commissioner, Deputy register of firms and societies, Register of firms and societies will have the authority to reject the applications
16	The System to notify the applicant via email and SMS on approval/rejection of application by the department officials
17	Copy of the registration certificate to be also available in the applicants account created during application submission
18	Provision for generation of Registration certificate with digital signature of Register of Firms and Societies

19.4 FRS FOR GENERIC SERVICES

Generic Services	
Sr	**Service Name**
1	Online Advisory Service
2	Mobile Advisory Service
3	Application Form Download
4	On Demand SMS Push Pull
5	SMS Push Alerts
6	Online Utility Bill Payment
7	Mobile Subscription
8	Online Information Dissemination

19.4.1 Online Advisory Services by the department to Citizens

Sr	Functional Requirements
1.	The system should be able to identify user logging into the system as defined by the login component
2.	Citizen to have the option to create a login id/login account with user name and password
3.	Option to select the concern department from the list of departments for the online Advisory Service
4.	The Citizen user account will have a field for submitting the queries .The following fields to be available during the submission of the query i. Query description ii. Submit button
5.	The System should display a message regarding successful submission of query online
6.	The system should refresh the page in case of failure in submission of the online form
7.	The Department official will have administrative Login id and password

Sr	

8.	The department official user account will have the field to submit the response of the query. The fields to be available in submitting the response of the query
	   i. Response description
	   ii. Submit button

9.	The response of the query by the department official will be send to the Citizen user account

19.4.2   Mobile Advisory Services by the department to Citizens

Sr	Functional Requirements
1.	The system should be able to identify user logging into the system as defined by the login component
2.	A cell number will be provided by the department for Mobile based queries from the citizens .The cell number will be common to all departments
3.	Provision of a Mechanism through SMS Gateway decoding text SMS to statements
4.	The cell number to be a single Integrated gateway point to the e-Bharat portal for SMS based queries

5.	The department official user account will have the field to submit the response of the query. The fields to be available in submitting the response of the query
	   i. Response description
	   ii. Submit button
	Provision of an option to respond to the query via SMS

6.	The SMS Character length to be finalized with implementing agency

19.4.3   Application Form Download Service

Sr	Functional Requirements
1.	Provision to create a Admin account with username and password for the departments
2.	Provision to select the department from the drop down menu
3.	Provision to upload file in the Portal
4.	Provision to upload file of formats Pdf, doc, JPEG, etc

5.	The uploaded file to be headed by explanation of the file
6.	The System should display a message regarding successful uploading of data
7.	The system should refresh the page in case of failure in submission of the online data
8.	Citizen to download the file from the Portal

19.4.4 On Demand SMS Push Services to Citizens

Sr	Functional Requirements
1.	The system should be able to identify user logging into the system as defined by the login component
2.	Provision to create a Admin account with username and password for the departments
3.	The System should display a message regarding successful uploading of data
4.	The system should refresh the page in case of failure in submission of the online data
5.	A common number to be shared by all the departments with citizens for on demand SMS alerts
6.	Cell number is captured by the system for SMS services
7.	Integration of SMS gateway with the application
8.	SMS character length to be finalized with the SMS gateway service provider

19.4.5 SMS Push Alerts to Citizens

Sr	Functional Requirements
1.	Provision to create a Admin account with username and password for the departments
2.	The System should display a message regarding successful uploading of data
3.	The system should refresh the page in case of failure in submission of the online data

Sr	
4.	Cell number to be updated in the system for SMS services
5.	Integration of SMS gateway with the application
6.	SMS character length to be finalized by the department with the SMS gateway service provider

19.4.6   Utility Bills Payment

Sr	Description
1.	The system should be able to display application for Bills Payment related page through multiple routes • Service links • Information links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The system should allow user to select the particular Utility Bills Payment scheme related forms
4.	The Department will be allotted an admin account with username and password for bills payment scheme
5.	The system should be able to provide information to the user about application for Bills payment selected scheme both in public as well as restricted domain • Web access to information content in public domain • ⬜e-Bharat application access to content in private domain
6.	The System should make available the latest copy of the Application Form online (24x7) as per the Form Availability component and should populate the stored details of the logged in user
7.	The System should enable receiving of the application as per the Application Receipt component.
8.	The fields in the application form i. Subject ii. Description iii. Provision to Upload documents iv. Submit button
9.	The System should display a message regarding successful or unsuccessful submission of

	application online or through mobile
10.	On successful submission of application, acknowledgment receipt with a unique number should be generated for reference of citizen and Department should be able to identify the Citizen based on this number.
11.	The system should refresh the page in case of failure in submission of the application
12.	Provision in the system to store the scan copies of the supporting documents along with the application form submitted
13.	The System should enable making payment through the payment gateway as per the Payment component.
14.	The System should be able to save the application data and route it to the concerned Officer.
15.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
16.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • through e-Bharat application-dashboard (logged in user interface) • through e-mail • through SMS
17.	The system should allow concerned Officer to accept/ reject any new service request and will have a field to incorporate the comments in case of rejection
18.	The system should allow the concerned official to seek clarification from the applicant if required
19.	The System should allow concerned officer to incorporate the comments after verification
20.	The system should allow to process the application through a workflow (as mentioned in the process maps)
21.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in workflow registered with the System.

22.	The system should allow the authority to approve/reject the application with proper comments for approval or rejection with date and time of action
23.	The system should generate the digitally signed receipt as applicable and notify the applicant
24.	The System should be able to detect changes in status and send status updates to the applicant
25.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
26.	The Digital Signatures used and the e-Bharat Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

19.4.7   Mobile Subscription Services to Citizens

Sr	Functional Requirements
1.	The system should be able to identify user logging into the system as defined by the login component
2.	Provision to create a Login account with username and password for the services from the department
3.	Cell number is captured by the system for SMS subscription services
4.	Integration of Payment gateway with the application
5.	Integration of SMS gateway with the application
6.	Citizen will have the option to select the department from the drop down menu for the subscription services
7.	Provision to select the subscription service period from the drop down menu
8.	On successful submission of subscription request , acknowledgment receipt with a number should be generated for reference
9.	The system should refresh the page in case of failure in submission of the online application

10.	The citizen to receive a confirmation SMS regarding the successful subscription of service request

19.4.8 Online Information Dissemination to Citizens

Sr	Functional Requirements
1.	The system should be able to identify user logging into the system as defined by the login component
2.	The Department official will have administrative Login id and password
3.	The department official user account will have the fields in updating the information to be disseminated to citizens i. Content description ii. Upload document option(if any) iii. Submit button
4.	The System should display a message regarding successful submission of information online
5.	The updated information to be available in the e-Bharat portal
6.	The system should refresh the page in case of failure in submission of the online form

ANNEXURE-20

DOCUMENTS REFERENCE IN BIDDERS PROPOSAL

S.No.	Eligibility Criteria for bidder	Section No. and Page No. in the Bidders Proposal
1	Registered Office in India with minimum net worth of INR 10 crore in the last financial year.	
2	The Firm/ Company should be in the Business as System Integrator for all these three years (FY 14-15, FY 13-14, FY 12-13).	
3	Satisfactorily completed at least one software development work of similar nature including application support, technical support, and data digitization, each value not less than Rs. 1 Crore and at least one associated hardware order value not less than Rs. 1 Crore under Central Govt/State Govt./Public Sector Undertakings during the last three years.	
4	Provide relevant and necessary documentary evidence in relation to the previous similar contracts executed by the bidder. Eg. Copies of the Work Order and its timely completion certificates, customer satisfaction certificate etc.	
5	Company registration certificate under company act, registration under Labour Laws Contract Labour (Regulation & Abolition Act) Act, valid sales tax registration certificate, valid income tax registration certificate and valid service tax registration certificate.	
6	Bank's certificate of solvency.	
7	At least 100 employees on roll over each of the last three years (as on March 31 2013, 2014 and 2015) having the relevant technical qualification	
9	Direct authorization from the Original Equipment Manufacturers (OEM) for selling and supporting the components offered under this project.	
10	The quality certification in delivery of services /solutions under this RFP, for the bidder, is ISO 9001:2008 and CMM level 3	