

**Selection of Software Solution Providers Firm/Company
For
Implementation of
Gujarat State Resident Data Hub (GSRDH) & facilitate
use of Aadhaar Authentication Framework
For
Department of Science & Technology**

(Government of Gujarat)

Tender no: SW08042015063

(April, 2015)



Bid Processing Fee: Rs. 10,000/-

EMD: Rs. 15,00,000/-

GUJARAT INFORMATICS LIMITED

Block 1, 8th floor, Udyog Bhavan

Sector-11, Gandhinagar- 382 017

Phone: 079-3256022 Fax: 079-23238925

Website: www.gujaratinformatics.com

Last date of submission of Queries: 18th April, 2015 upto 1500 hrs.

Date of Pre-bid meeting: 24th April, 2015 at 1500 hrs.

Last date of Submission of online bids: 11th May, 2015 up to 1500 hrs.

Date of Opening of Technical Bids: 11th May, 2015 at 1600 hrs.

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Section 1: Invitation for Proposals

1.1 RFP Notice

- a) On behalf of Department of Science & Technology, Government of Gujarat, Gujarat Informatics Ltd. (GIL), Gandhinagar invites Proposals for “Selection of Software Solution Providers for Implementation of Gujarat State Resident Data Hub (GSRDH) & facilitate use of Aadhaar Authentication Framework with an intent to improve Public Service Delivery”. GIL intends to select a Software Solution Provider Firm to provide experienced resources who have exposure to the use of Aadhaar Platform and can facilitate implementation of Gujarat State Resident Data Hub which shall act as a de-duplicated repository of demographic data of citizens of Gujarat.
- b) The requirement under this RFP is to implement the SRDH and on-boarding of State Department for providing Aadhaar-enabled Citizen Centric Services under the UIDAI project.
- c) Any contract that may result from this public procurement competition will be issued for a term of Three (3) Years ("the Term").
- d) The Gujarat Informatics Limited reserves the right to extend the Term for further period of up to Three (3) Years on the same terms and conditions, if required.
- e) The RFP includes the followings:
 - Section 1 - Invitation for Proposals
 - Section 2 – Project Profile
 - Section 3 - Eligibility Criteria
 - Section 4 – Scope of Work
 - Section 5 – Technical Bids (Manpower Specifications)
 - Section 6 - General Terms and Conditions
 - Section 7 – Price Bid
 - Section 8 – Annexure
- f) Interested companies may download the RFP document from the website www.gil.gujaratinformatics.com as well as <https://gil.nprocure.com>
- g) Bid Processing Fee – Rs. 10,000/- in the form of DD in favour of “Gujarat Informatics Limited” payable at Gandhinagar.
- h) An EMD of Rs. 15,00,000/- (Rs. fifteen lacs only), in the form of DD drawn in favor of Gujarat Informatics Limited, Gujarat, payable at Gandhinagar must be submitted along with the Proposal.
- i) Gujarat Informatics Ltd. reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.
- j) This RFP document is not transferable.

1.2 Important Dates and Information:

S. No	Information	Details
1.	Bid Processing Fee	Rs. 10,000/- (Non Refundable)
2.	Earnest Money Deposit (EMD) in the form of a DD	Rs. 15,00,000/- (Refundable)
3.	Last date and time for submission of pre-bid queries (vipulp@gujarat.gov.in ; viveku@gujarat.gov.in)	18th April, 2015 upto 1500 hrs.
4.	Last date and time for submission of DDs of EMD & Bid processing Fee physically at GIL	11th May, 2015 up to 1500 hrs.
5.	Last date and time for submission of proposals (Technical and commercial/Financial) (Online)	11th May, 2015 up to 1500 hrs.
6.	Opening of Technical Bids	11th May, 2015 at 1600 hrs Gujarat Informatics Ltd. Block No. 1, 8 th Floor, Udyog Bhavan, Sector-11, Gandhinagar. Tel: 079-23256022, Fax: 079-2323892
7.	Place, Time and Date of pre-bid meeting.	24th April, 2015 at 1500 hrs Gujarat Informatics Ltd. Block No. 1, 8 th Floor, Udyog Bhavan, Sector-11, Gandhinagar. Tel: 079-23256022, Fax: 079-2323892
8.	Contact Person for queries	Director (e-Governance) Gujarat Informatics Ltd. Block no. 1, 8th floor, Sector 11, Udyog Bhavan, Gandhinagar.
9.	Address at which proposal in response to RFP notice is to be submitted:	Director (e-Governance) Gujarat Informatics Ltd. Block no. 1, 8th floor, Sector 11, Udyog Bhavan, Gandhinagar.
10.	Bid validity	180 days, From date of financial bid opening

1.3 DEFINITIONS

- a) “Applicable Law” means the laws and any other instruments having force of law in India as they may be issued force and in force from time to time.
- b) “Proposals” means proposals submitted by bidders in response to the RFP issued by GIL for selection of firm/company.
- c) “Competent Authority” means the Chairman & Managing Director, Gujarat Informatics Limited, Gandhinagar
- d) “Committee” means committee constituted by Department of Science & Technology, Gandhinagar for evaluation of Technical Proposals.
- e) “Contract Price” means the price payable to the firm/company on the panel of GIL under the Contract for the complete and proper performance of its contractual obligations.
- f) “Firm/company” means any private or public entity, which will provide the services to GIL under the contract.
- g) “Contract” means the Contract signed by the parties along with the entire documentation specified in the RFP
- h) “Day” means Calendar day
- i) “Effective date” means the date on which the contract comes into force and effect.
- j) “GCC” means General Conditions of Contract, specified in Section 3 of RFP
- k) “Government” means Central or State Government.
- l) “DST” means Office of the Department of Science & Technology, Government of Gujarat.)
- m) “GIL” means Gujarat Informatics Limited, Block No.1, 8th Floor, Udyog Bhavan, Gandhinagar–382017
- n) “AUA” means Authentication User Agency
- o) “ASA” means Authentication Service Agency
- p) “Personnel” means professional and support staff provided by the firm/company and assigned to perform services to execute an assignment and any part thereof
- q) “Services” means the work to be performed by the firm/company pursuant to the selection by GIL and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by DST.

Section 2: Project Profile

2.1 State Resident Data Hub (SRDH) Overview

SRDH is the proposed facility for storage of UIDAI's KYR database for residents of Gujarat State along with certain basic software utilities for enabling seeding and authentication through Central Identity Data Repository (CIDR). As the enrolment process makes progress, the uniquely authenticated data of resident enrolled and being assigned an AADHAAR would be stored in SRDH. Department of Science & Technology, Government of Gujarat as the nodal department for SRDH is responsible for implementation of SRDH. The details of SRDH as provided by UIDAI are mentioned below to provide a brief overview for the same.

I. What is SRDH -

- a. UIDAI has developed the SRDH Application Framework which provides the States with a utility and a placeholder to manage resident data.
- b. Precisely SRDH is a set of hardware and software which shall be deployed in GSDC and shall be used
 - As an interface to map citizen's UID with Service Delivery Databases (already existing like PDS, SJED, Health etc.) wherever legacy data is available
 - Validating the authenticity of the citizen's identity by using the AADHAR Authentication Framework wherever the line departments are willing to use SRDH as the unique set of authenticated database to confirm citizen's identity and KYR details.
 - SRDH will also act as an **AUA to enable route authentication request/ responses** from registered State applications of Sub-AUAs to CIDR

II. Objectives of SRDH

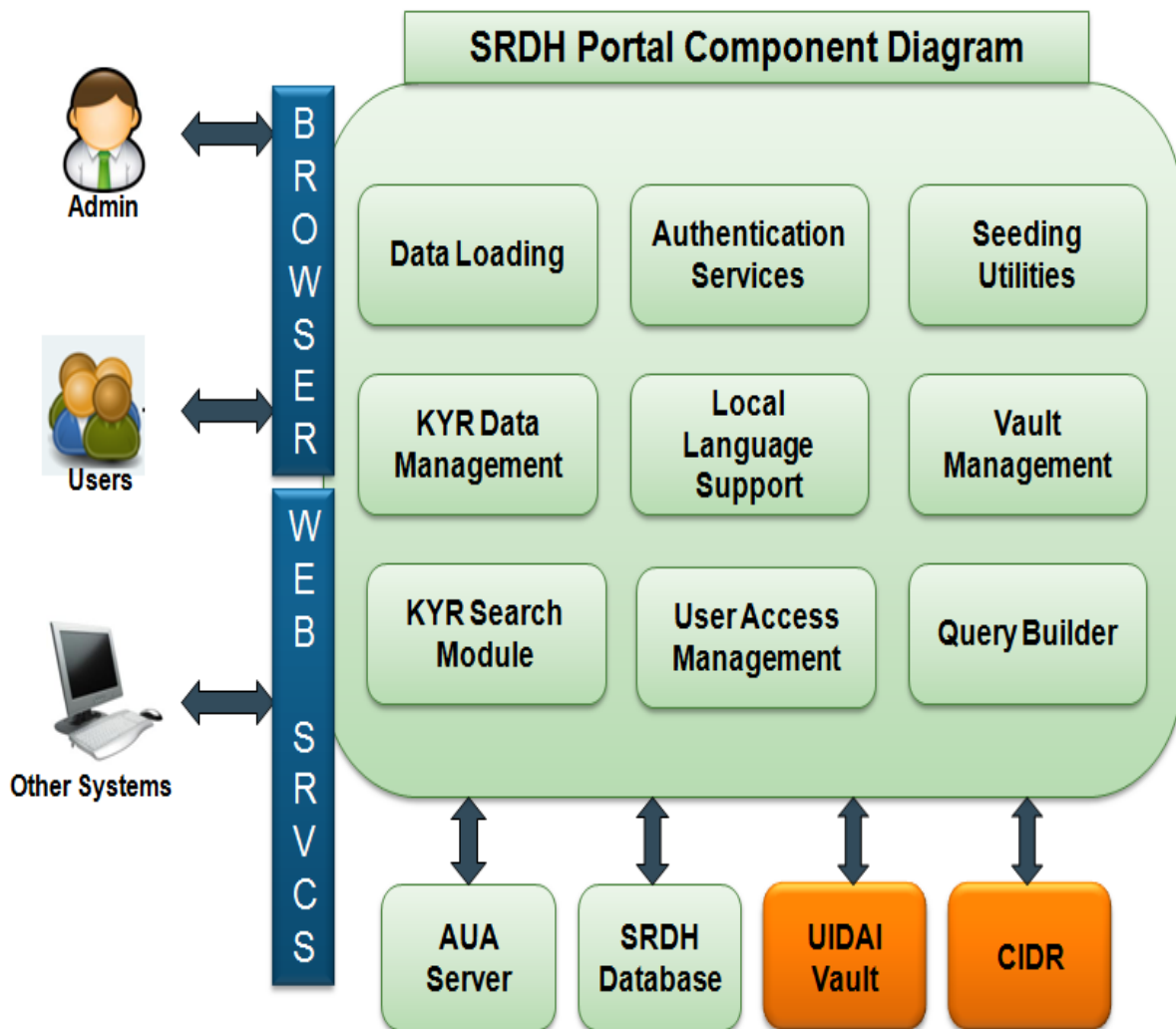
- a. Manage complete State level Resident Data in a Digitized, Centralized and Secure manner
- b. Enhance Aadhaar Data Security
- c. Leverage Resident Data in Service Delivery Applications
- d. Easily incorporate Aadhaar authentication into various applications

III. How does SRDH functions

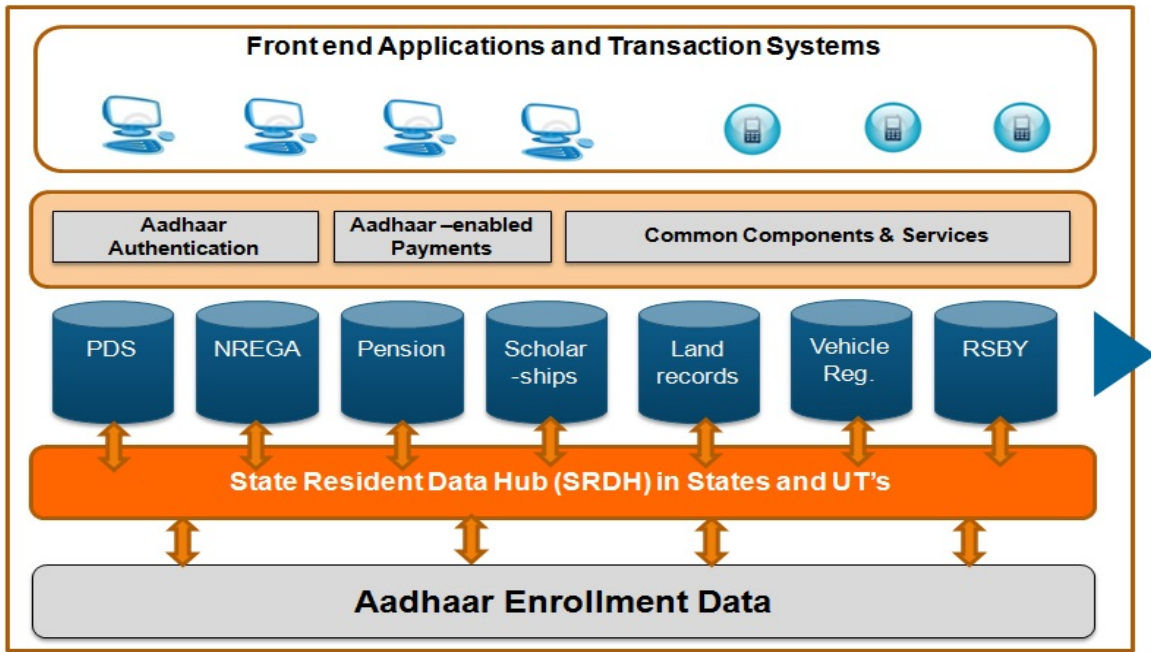
- a. UIDAI shall provide the registrars with an EID-UID (Enrolment ID – Unique ID) Mapping XML file which is generated by the CIDR after creation of Aadhaar number. It contains one or more pairs of EID and UID related to residents enrolled by a registrar.
- b. Having received the XML file the service delivery database/s which are required to be cleaned and updated with the UID Number of the citizen; have to be made available on a centralized platform for comparing with the one or more KYR and KYR+ fields in KYR+ database to find a suitable match.
- c. Upon finding a match, Aadhaar number from SRDH database is seeded into the service delivery database.

- d. The SRDH application provides for an option to either do the seeding manually or automatically with the best-fit case
- e. It provides AUA application to help state in incorporating Aadhaar Authentication into various applications.
- f. A utility to query Aadhaar seeded database.

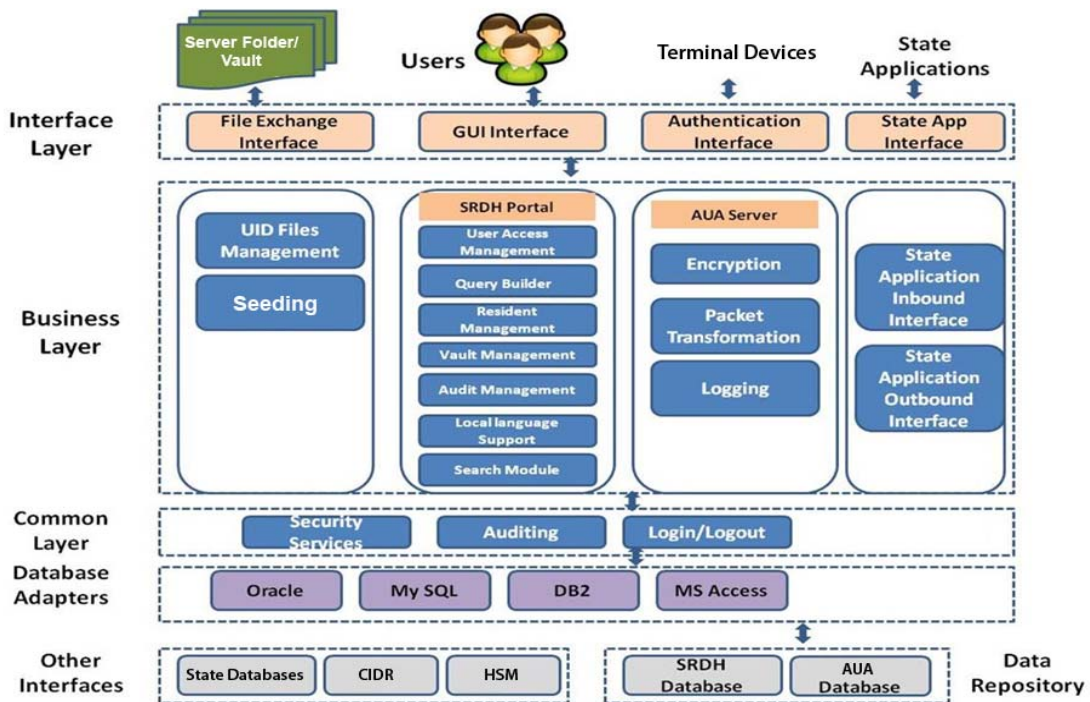
IV. Software Suite (Provided by UIDAI)



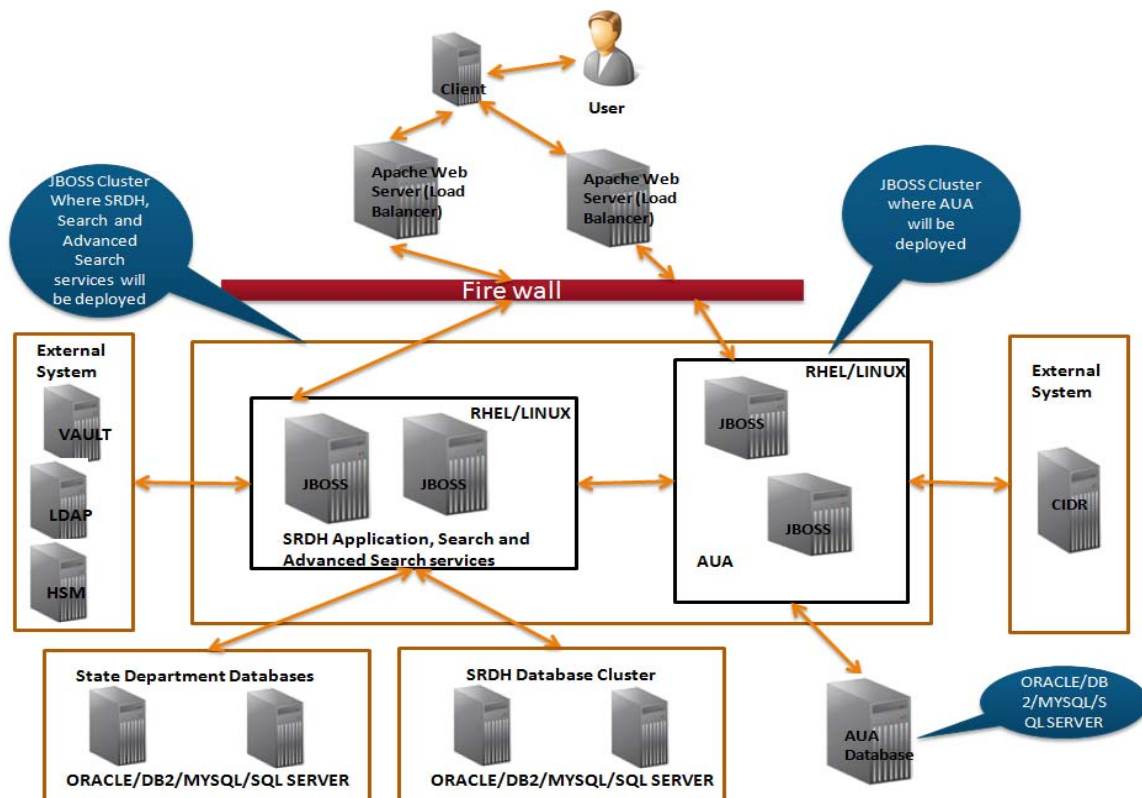
V. SRDH FUNCTIONAL ARCHITECTURE



VI. SRDH LOGICAL ARCHITECTURE



VII. Proposed SRDH Technical Architecture



2.2 Vision Statement

UID Project involves enrolment of residents for unique identity and integration of the KYR database with departmental databases; firstly to clean it for fake/bogus beneficiaries and then deliver benefits to entitled beneficiaries under various schemes existing in the state. The project is expected to improve the service delivery mechanism for residents of state especially the rural and poor population.

Subsequently it also plans to initiate and setup the required physical infrastructure for implementation of AADHAAR and undertake AADHAAR enablement of selected GoG schemes as a working model to confirm AADHAAR usage and replicate it across other state schemes. This would in turn spin off to providing services to citizens based on Aadhaar Authentication and Aadhaar Enabled Payment System. SRDH will form a bridge between the departmental application and the UIDAI/Aadhaar system.

DST/GIL propose to formulate a roadmap to proceed with a strategy to define the most effective mechanism to leverage AADHAAR in delivering services to the intended citizens. The State proposes to have a centralized infrastructure to facilitate Aadhaar enablement of its' citizen centric departments and schemes in a holistic manner and to authenticate identity of residents in the State through Aadhaar ID, for the purpose of processing resident benefits arising out of Government Welfare Schemes

Along with setting up of the State Resident Data Hub, the State Government also envisages in long term to set-up a single centralized platform which shall provide the citizen of

Gujarat with a distinct digital identity and unique profile to map all the services he/she is entitled for, track the benefit disbursement against the same for better governance, enable provision of secure 'Anytime, Anywhere' access to Government services and to facilitate better planning and design of Welfare schemes based on resident data.

This Centralized Digital Identity & Entitlement Platform is proposed to be developed around AADHAAR and shall also account for state level citizen identity management, targeted profiling of the services by identification of intended beneficiaries and social accounting for the services delivered. The State Government has developed a concept note for the same and would like to further build upon the concept to design and develop a robust service delivery platform which shall be integrated with multiple service delivery channels like Physical Service Delivery Centers, Web Portal, Mobile Platforms, Kiosks etc. in the Front-end and various department applications in the back-end to enable seamless service delivery to the citizens.

Section 3: Eligibility Criteria

The firm/company meeting the following qualification criteria will be short listed and considered for technical evaluation.

Sr. No.	Qualification Criteria	Document/ Information to be submitted with proposal
1.	The firm/ company should be a registered under the Indian Company Act, 1956 OR should be a partnership firm, who have their registered offices in India and should have been in existence for a period of at least 5 years as on 31 st March 2014.	Certificate of Incorporation/ Partnership firm
2.	The firm/ company should have a turnover of at least Rs. 100 crore from the IT business and at least Rs. 15 crore from Software Development and related business in each of the last. Three financial years ending 31 st March, 2014 as revealed by audited accounts.	Copy of the audited Balance sheet and Profit & Loss account; AND Statutory Auditor's Certificate
3.	The Net Worth of the Bidder must be positive as per the last three financial year's audited Balance Sheet as of 31 st March 2014.	Statutory Auditor's Certificate
4.	The firm/ company should have had experience in Development/implementation of at least Four (4) Biometric-based Identity Management & Authentication Projects during the last 5 years.	Work Order/ Client Letter/ Job Completion certificate
5.	The firm/ company should have had experience in implementation of at least Four (4) eGovernance Projects, each project having minimum value of the software design & development components of Rs 50 lakhs.	Work Order/ Client Letter/ Job Completion certificate
6.	The firm/company should have at least 100 IT professional in Application Development and Systems Implementation on its pay roll.	Letter from Authorized signatory/ HR Manager
7.	The firm/company should have a CMMi level 3 certification	Copy of a Valid Certificate

Sr. No.	Qualification Criteria	Document/ Information to be submitted with proposal
8	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat or any of its PSU in the state of Gujarat. Certificate/ affidavit mentioning that the Bidder/ Consortium Partner is not currently blacklisted by Government of Gujarat or any of its PSU in the state of Gujarat is due to engagement in any corrupt & fraudulent practices.	Annexure – Self Declaration

Note: All the details should be uploaded in Eligibility Criteria Section of the bid as per given format. If the bidder does not meet the eligibility criteria, his bid will be rejected and will not be considered for further evaluation.

Section 4: Scope of Work

4.1 Background

Unique Identification Authority of India (hereinafter “UIDAI”) has developed a Standard Software Application Framework called the State Resident Data Hub Application Framework (hereinafter “SRDH”) to enable the States to build a clean master database of State-specific residents whose details shall be derived from the Aadhaar enrolment data and to facilitate easy incorporation of Aadhaar Authentication Services into various state applications.

DST/GIL is looking for services of a Software Solution Provider (SSP) to deploy the SRDH Stack developed and provided by UIDAI on its existing infrastructure platform which has been procured and implemented as per guideline issued by UIDAI. DST/GIL has decided to use MS SQL Server Enterprise Edition as database. The successful bidder shall also be responsible for facilitating the use of SRDH platform for seeding UIDs in departmental databases and enabling use of Aadhaar Authentication to improve service delivery. DST/GIL will provide necessary policy guidance and SDC infrastructure support during this period. Successful bidder will have to involve the GoG representative (DST/GIL/line Department/SeMT) in each activity and educate them with required skill set to manage all the activities, if required.

The details of the infrastructure provisioning done as per UIDAI guidelines have been detailed out in “Annexure-A”.

4.2 Deployment and Implementation of SRDH

The SSP will be responsible to take account of complete deployment, management and operations of SRDH stack provided by UIDAI; wherein it will have to co-ordinate with UIDAI to ensure successful deployment and testing of the SRDH stack for its defined functionalities. The broad activities to be performed by SSP:-

- Review and confirm to the appropriateness of Hardware and Software Licenses procured for SRDH project in line of UIDAI guidelines.
- Review the detailed design document of SRDH and the source code to confirm to the functional requirements of SRDH.
- Prepare and submit a report defining additional features/functional requirements to be incorporated in the SRDH.
- Prepare SRS for the additional functionalities agreed and approved for incorporation.
- Design the technical architecture for SRDH, AUA and ASA environment in compliance of GSDC Policies in consultation with SDC composite team.
- Deploy and configure SRDH stack and design and deploy functionality to decrypt and load KYR data of residents provided by UIDAI automatically on regular basis.
- Develop additional functionalities as approved by DST/GIL based on the SRS.
- Provision for an automated process and facility to timely update the KYR data as the Aadhaar generation increases and design a method to periodically update the departmental databases based on the same.
- Undertake all technical activities related to making the SRDH data usable like name cleaning, District, Taluka, Village and City cleaning, remove data quality issues with photographs and adopt any other innovative technology to enhance usability of SRDH data.
- Also create utility to perform cleansing and standardization of the KYR data received from UIDAI before inserting in SRDH Project.
- Define detailed methodology for multiple department database matching, validation and Aadhaar seeding through SRDH and ensure its implementation in coordination with Line Departments.
- Provision for User access management based on roles defined by Admin in SRDH.
- Provision for various types of seeding methods like organic and in-organic and also various modes of communication like self-seeding, mobile seeding, department kiosk seeding.
- Develop and implement web services for data exchange to maintain data consistency and data synchronization between the Line department's databases and SRDH.
- Provision for Master mapping of Bank Account No. against each Aadhaar No. in SRDH and provision for necessary updation.
- Ensure deployment of updates and upgrades as made available by UIDAI and provide controlled and secure access to stakeholders within the State implementing Aadhaar-enabled service delivery.

- Collaborate and partner with other departments and service-providers in the State and give controlled and secure access to SRDH interfaces such as SRDH web service, seeding features etc. to other departments.
- Facilitate implementation of Aadhaar authentication framework at the State, in compliance with all the specifications and standards prescribed by UIDAI, from time to time.
- Maintain SRDH code and assets in a secure repository with proper versioning, access control and auditing both access and changes.
- Seek UIDAI's guidance and support to resolve difficulties faced on the ground in the implementation of the SRDH project.
- Follow the confidentiality, privacy and security protocols as prescribed by the UIDAI.
- Follow protocols, processes and standards prescribed by the UIDAI for the implementation of the SRDH project.
- Propose and implement enhancement in the SRDH like e-payment facility, supporting Unicode, implementation of Mobile enabled services, self-seeding facility etc... in consultation with the DST.

4.3 AUA and ASA

The SSP will have to facilitate necessary technical assistance and coordinate with UIDAI to setup the AUA/ASA & KUA/KSA infrastructure at the State Data Centre on behalf of DST. The SSP shall have to confirm to all necessary technical and process requirements as per guidelines laid down by UIDAI from time-to-time.

Current Status:-

DST has already completed the following activities with respect to setting up of AUA/ASA environment in SDC

- Installation, configuration and implementation of AUA/ASA software stack in pre-production environment
- Developed Client Application for Authentication, Best Finger Detection and Dual Finger Detection
- Performed 130-140 transactions in the pre-production environment as per UIDAI requirement
- Performed hardening of servers as required under ISO policy of GSDC
- Third Party Audit for AUA/ASA has been completed
- AUA/ASA software stack will also be implemented in Production environment by DST technical team during the course of finalization of this RFP

The broad activities to be performed by the SSP in this regards are:-

- Confirm to all technical and procedural requirements with respect to AUA & ASA as per UIDAI's standards and specifications
- Ensure compliance of authentication related operations (processes, technology, security, etc.) to UIDAI's standards and specifications.
- Coordinate with system integrator of Hardware Security Module for integration with AUA application
- Define Authentication requirement of Sub-AUAs i.e. Line Departments and develop functionality to authenticate request from Line Department for accessing KYR data residing in the SRDH or Biometric Data residing in CIDR
- Define and develop a system for issuance and management of unique code for each of the Sub-AUAs and keep account of the service requests being raised by Sub-AUAs and its integrity.
- Keep record of all engagement/ disengagement of Sub AUAs and develop a mechanism to timely update to UIDAI of the same.

- Log and maintain details of all authentication transactions as per UIDAI compliance.
- Maintain and use a separate license key for each of the Sub-AUAs when transmitting authentication packets to UIDAI, so that the engagement and disengagement of Sub-AUAs can be easily accomplished by creating and revoking their respective license keys.
- Facilitate and Conduct audit of SUB-AUA Application as per UIDAI Standards and Specifications.
- Ensure Sub AUAs registered with it comply with UIDAI's standards and specifications.
- Ensure that the meta-data and the responses should be logged for audit purposes.
- Ensure that network between AUA and ASA as well as network between SUB-AUA and AUA is secure.
- Inform DST and UIDAI of any misuse of Aadhaar data, authentication services, or any compromise of Aadhaar related data or systems.
- Right now AUA and ASA are working as a single software but DST wants that these functionalities should be divided so in future if any department only wants to use ASA service than that can be facilitate.
- Perform all necessary technical and operational activities to implement KUA and KSA as per UIDAI requirements.
- Undertake required modification in KUA/KSA as per requirements of DST.
- Also perform integration of KUA/KSA with HSM for e-KYC services by coordinating with UIDAI team and make necessary modification in existing KUA/KSA software stack.
- Any other task which may be required to deliver the Authentication Services to all Line Departments in consultation with DST and UIDAI.

4.4 Seeding Support

Seeding shall be the most important component for enabling effective use of Aadhaar by ensuring cleaning of existing databases to remove duplicate and fake beneficiaries. It is of paramount importance to review the condition of existing departmental databases and define the seeding strategy in line with maturity of the existing databases.

4.4.1 Feasibility Study Report:

- The SSP will be responsible to define the action plan to review the maturity of existing databases in line of KYR data specifications as defined by UIDAI.
- Analyze the existing data structures and propose the seeding strategy which should be adopted to facilitate seeding of UIDs in departmental databases
- Below is an indicative list of State Departmental Databases which are to be considered for evaluating the seeding readiness, defining the seeding strategy and detailed time-frame for completion of the activity in consultation with the Line Department:-
 - a. Election
 - b. PDS (Ration Card)

- c. BPL
 - d. Land Records
 - e. Property Registration
 - f. eMamta (Mother & Child Tracking System)
 - g. Education Department
 - h. Employment Exchange
 - i. Housing
 - j. Health Department
 - k. Social Justice & Empowerment Department
 - l. Any other departmental database as may be identified during the course of SRDH implementation
- The SSP will submit a detailed feasibility report for all the Government of Gujarat databases and also propose the mechanism of database standardization and enhancement requirement for the databases which are not mature enough to enable seeding of UIDs.

4.4.2 Seeding of Five GoG Databases with the UID

- Based on the feasibility study report DST/GIL will ask the SSP to facilitate seeding in selected five databases of the State and undertake following activities:
 - 1) Study the database of line departments and provide detailed feasibility report on best possible strategy for Aadhaar Seeding.
 - 2) Develop required web services to enable data exchange for facilitating seeding.
 - 3) Maintain data consistency and data synchronization between the existing databases and SRDH.
 - 4) Provide necessary support to the departments during the seeding activity
 - 5) Facilitate provision for organic seeding through multiple channels like Online Portal, Mobile, and Citizen Civic Centres etc.
 - 6) Provide necessary reports on the progress of seeding and any other reports as may be defined and approved by DST/GIL.

4.5 Aadhaar Enablement of Five Scheme

The SSP is required to demonstrate the effective use of Aadhaar Authentication Framework in Service Delivery by facilitating Aadhaar enablement of above selected five schemes.

- It is proposed that for the identified schemes, the SSP will have to design a solution considering end-to-end ICT enablement of the service delivery process along with required Business Process Re-engineering at various stages of service delivery:-
 - a. Application by Citizen
 - b. Sanction/Approval by Department
 - c. Disbursement of Benefits

- The Software Solution Provider under the said scope will have to undertake detailed analysis of the schemes identified for ICT enablement with respect to AADHAAR and submit a detailed project report including the followings:
 - a. AS-IS Analysis
 - b. TO-BE Report
 - c. BPR Report
 - d. Functional Requirement Specification
 - e. System Requirement Specification
- Preparation of the Solution Design Document on the basis of approved DPR, defining the:
 - a. Application System Requirements
 - b. Digitization of existing beneficiary details
 - c. Seeding of Beneficiaries Bank Accounts with the Departmental Databases
- Development of new Application Software/enhancement of existing software application for identified scheme including use of Aadhaar Authentication at various stages based on requirement of authentication
- Implementation and Testing on Staging Environment
- Implementation in Production Requirement
- Support to the line department in case of any issues.
- Preparation and submission of necessary technical and user-level documentation such as: End-User Manuals, Quick Guide & Handling exceptions, Installation Manual, Training manuals etc.

OPTIONAL Scope of Work

After successful completion of Aadhaar-enablement of three schemes, the SSP may be asked to undertake any of the below mentioned scope of work for departments which want to leverage Aadhaar as an authentication source. The two types of work for which SSP may be engaged on adhoc basis are:-

- A. Enablement of Aadhaar Authentication in Existing e-Services/Application:-** The SSP under the said scope will be required to facilitate deployment of necessary web services/API for accessing SRDH and CIDR for the existing e-Services/Applications. The scope would include integration with Aadhaar Authentication for a maximum of five process point for any given service. This task has to be time-bound and the SSP will be required to submit a report defining the understanding of the solution requirements and proposed time-frame to complete the task. DST/Line Departments will be at sole discretion to assign work to the SSP for Enablement of Aadhaar Authentication in Existing e-Services/Application at rate identified through this RFP.

B. Design, Development, Deployment and Go-Live of Service using Aadhaar Authentication

SSP will have to design a solution considering end-to-end ICT enablement of the service along with required Business Process Re-engineering at various stages of service delivery. The service for the said purpose will be defined as the complete workflow from Submission of Application by Citizen, its processing by the Department, Delivery of Service/Benefit Disbursement and confirmation from citizen on final receipt. Taking into account the said life-cycle the SSP will have to design, develop, deploy and roll-out the identified service using Aadhaar Authentication in a time-bound manner.

The SSP under this case will have to perform all the activities as defined above in this section for Aadhaar enablement of five Schemes.

The SSP will be required to submit a report defining the understanding of the solution requirements and proposed time-frame to complete the task. DST/Line Departments will be at sole discretion to assign work to the SSP

4.6 Operations & Management

The SSP is expected to provide operation & maintenance support for SRDH, AUA and ASA, KUA and KSA environment as well as new system components developed, installed, configured during the project period. The system components includes (but not limited to) applications, servers, software implementations for server clustering, data vault, database partitioning, advance security options etc., databases, web services provided by various system components, applications installed for reporting, analytics, quality analysis etc.

Following are the indicative list of activities expected from the Successful bidder during the operation and management phase:

- a. Manage day-to-day operations of SRDH at the State
- b. Provide support to the line departments for enhancement/improvement in the Remaining databases (Databases not selected for roll out of Aadhaar enabled services as per the point no. 4.4.2 mentioned above) for successful seeding with the UID.
- c. Define the methodology of seeding and facilitates the seeding of the remaining databases (as per point no. 4.4.2 mentioned above) with the UID.
- d. Define and implement the synchronization mechanism of databases i.e. Between SRDH and UID and SRDH and Departmental Databases.
- e. Release of the software - This may include software to be installed in the distributed environment like servers, desktops, individual laptops etc.
- f. Proactively liaison with respective support team in the field to ensure smooth operations.
- g. Proactively liaison with the development support team, departmental staff and UIDAI technical & support team for day-to-day activities.

- h. Submission of progress report (Fortnightly) to the DST/GIL.
- i. Handholding and support for all the activities during the O&M period.
- j. Undertake all necessary steps to on-board departments to the SRDH platform and becoming Sub-AUAs as well as to use services of KUA/KSA for e-KYC.
- k. Preparation and Submission of Manuals such as Operations & Maintenance support Manual- Technical support as well as User level support, Administrator Manual, Known Error Database, etc. as may be asked by DST/GIL.
- l. Any other task as may be defined by DST during the course of the project.

4.7 Design, Development and Pilot Implementation of Citizen Identity and Entitlement Platform

DST has developed a concept note on Centralized Digital Identity & Entitlement Platform where it has broadly defined the Vision and objectives of the proposed system and how it intends implement service delivery reforms using Aadhaar as the base platform to build upon the holistic system where all the departmental applications will converge to deliver seamless and issue free services to the citizens. **The generic approach to be adopted is as below:**

1. Use of the Aadhaar Authentication Framework to distinctly identify a citizen and also use the online authentication services of UIDAI to confirm the resident's identity claim during service delivery
2. Progressively re-engineering services to better meet people's needs. These universal services will become easier to access and use, reducing the burden on citizen, with more of the work happening 'behind the scenes'. Processes will be simplified, allowing citizen to undertake more transactions at a time and place of their choice.
3. Implementing streamlined citizen registration and proof of identity arrangements that improve convenience for citizen while protecting their personal information so they only need to prove who they are once when accessing services and all the other requirement of services delivery are confirmed centrally through the system.
4. Implementing a citizen needs assessment framework to identify who need more intensive support by drawing on existing information about a citizen's circumstances and asking questions to identify the services they need.
5. Transforming the way citizen interact with the government to provide better access to services regardless of location and circumstances through:
 - improved mobile and outreach services to people in rural and regional areas, and to others who are isolated;
 - co-locating offices to provide one-stop-shop access to departmental services and extend the reach of the department; and

The SSP will be responsible to study the concept and after detailed discussions and deliberations with the concerned stakeholders develop a complete solution taking into consideration all the existing departmental applications and the Aadhaar ecosystem developed in the State i.e. SRDH, AUA and ASA, KUA and KSA. The key deliverables expected from the SSP under this phase are:-

- A. Detailed Project Report including Cost Estimation, Resource Estimation, Gap Analysis for Central and Client level Infrastructure
- B. Solution Design Document
- C. Development of Application
- D. Pilot
- E. Impact Assessment Report of Pilot Project

Note:

1) At, the initial level of project DST/GIL will issue the order for preparing and submission of Detailed Project report (as mentioned above) only.

2) The DST/GIL reserves the right to decide whether to pursue the project further or not after submission of Detailed Project report by the SSP.

4.6 Project Deliverables & Time Line

Project Component	Deliverables	Timeline
PHASE-I		
Deployment and Implementation of SRDH	Successful Deployment of SRDH into Production Environment	T + 3 weeks
AUA and ASA	Successful Deployment of AUA and ASA into Production Environment	T + 4 weeks
	Submission of Technical & Compliance Documentation for AUA and ASA	T+ 5 weeks
	Detailed Guideline Document for On-boarding and Managing Sub-AUAs	T+ 5 weeks
KUA and KSA	Successful Deployment of KUA and KSA into Pre – Production and Production environment	
	Submission of Technical & Compliance Documentation for KUA and KSA	
	Detailed Guideline Document for on-boarding and	

	to provide services of e-KYC to line departments.	
Seeding Support	Detailed Feasibility Report	T + 8 weeks
	Seeding of UIDs for 90% of the database records	A + 4 weeks
Aadhaar-enablement of Five schemes of GoG	Submission of Detailed Report for Aadhaar enablement of Five Schemes	A + 10 weeks
	Go Live of selected Five schemes	A + 16 weeks
Operations & Maintenance of SRDH, AUA & ASA, KUA & KSA	All the activities as defined in the section 4.6 of this RFP	After Go-Live
PHASE-II: Citizen Identity and Entitlement Platform		
Study & Final Solution Design	Detailed Project Report	T + 8 weeks
	Detailed Solution Design Document	A + 4 weeks
Development of Application & Pilot	Development of Application	B + 8 Weeks
	Pilot	B+ 16 Weeks

T= Date of Lol; A= Date of DPR Approval; B= Date of Solution Approval

Section: 5 Technical Bids (Manpower Specifications)

5.1 Proposed Resources Competencies

S. No	Competency Area	Nos	Minimum Education Qualification	Minimum Skill Level requirement
1	<p><u>Project Manager:</u> Project Planning, Scheduling, Resource Leveling, Resource & Work Allocation, Risk Management, Agile / Iterative model of Software Development, Configuration Management, Release Management, System Test Management, Project Status Reporting</p>	1	BE/BTech/ME/MTech/MCA/MSc (IT) PMP/Prince 2	Minimum 10 Years' experience in IT industry in implementation of Database backed Websites / Portals, Web Services, J2EE Web Frameworks (Struts 2, Spring 3 and Hibernate) in Agile/Iterative development methodologies, Sizing and design System Architecture for optimum performance. experience in implementing projects using complete SDLC, MS Project based Project planning, scheduling, monitoring & tracking
2	<p><u>Application & Database Architecture /Design Expert:</u> Web Services Design, Designing for Reusability, Configurable Rules based Interfaces, Scalable Web Architecture such as REST, Web Frameworks, Deployment of PKI based Digital Certificates for System Security, Database Schema Design, DB Architecture for Reliability, Scalability, & Responsiveness, DB</p>	1	BE/BTech/MTech/MSc (IT)	Minimum 6 Years' experience in design and development of GUI applications using Java, HTML/CSS and Java Script. Design & Development using MVC Architecture. Experience of developing Web-based application using Spring 3, Struts 2, Hibernate Application Testing using JUNIT System Design / Development experience in more than one type of Web Servers (e.g. JBOSS 7 AS) and RDBMS. Implementation experience in Web Services on multiple platforms, and in Web programming DB Design, & Administration, exposure to multiple RDBMS

	Backup & Recovery, Audit Trail, DB Reorganization, DB Loading & Data Migration			technologies, DB Migration, Reorganization, Backup, & Recovery, exposure to DW Design & Administration Oracle Certified Enterprise Architect J2EE Technologies
3	<u>System Administrator:</u> System Configuration, Administration & Tuning, Web Server Configuration, Administration & Tuning, Storage Configuration, & Administration, Archival Management, System Security Administration	1	BE/BTech/MTech/MSc (IT)	Minimum 5 Years' experience in Linux / Windows Server administration, Web Servers administration (e.g. JBOSS 7 AS) & tuning on multiple platforms, POS devices administration, Network and infrastructure design, sizing, integration and security.
4	<u>Senior Database Administrator/Developer:</u> Database installation, configuration & management. Database monitoring, maintenance, tuning, and capacity planning, Database Security	1	BE/BTech/MTech/MSc (IT)	Minimum 6 years' experience in Database Administration Tasks like DB Schema Design, DB Architecture for reliability, scalability, responsiveness; Dimensional Modeling, ETL, DW Design, DB Performance Tuning, Database Security, Database Management, Data Maintenance, DB Backup & Recovery, Storage space administration, SQL Development (MS SQL Server 2008 R2)
5	<u>Database Administrator/Developer:</u> Database installation, configuration & management. Database monitoring, maintenance, tuning, and capacity planning, Database Security	1	BE/BTech/MTech/MSc (IT)	Minimum 4 years' experience in backend database functionalities like understand the existing DB schemas, run backend database scripts and generated the data quality reports, managing and writing backend DB SQL and PL/SQL scripts, create database schemas and migration scripts for MS SQL Server 2008 R2, Database Administration & configuration.

6	<p>Senior Application Developer: Web Frameworks like Struts 2, Spring 3 & Hibernate, J2EE Architecture, CSS based Web site Design, Reusable Template based Web Design, Usability Design, Open Source & Open Standards Technologies, Database backed Application Programming, Unit, Integration and System Testing, Configuration & Release Management</p>	1	BE/BTech/MTech/MSc (IT)	<p>Minimum 6 years' experience in Application Programming Technologies such as J2EE & Frameworks like Struts 2, Spring 3 & Hibernate, Javascript, etc. Experience in developing web services. Experience of developing and designing applications using SOA architecture.</p> <p>Experience in development of database backed websites / portals/Applications Exposure to Configuration & Release Management, Unit, Integration and System Testing, Writing Application building scripts using ANT</p> <p>Must be OCJP (6 or 7) certified. Oracle Certified Java Developer (6 or 7)</p>
7	<p>Application Developer: Web Frameworks like Struts2 & Hibernate, CSS based Web site Design, Reusable Template based Web Design, Usability Design, Open Source & Open Standards Technologies, Database backed Application Programming, Unit, Integration and System Testing, Configuration & Release Management</p>	2	BE (IT)/BTech	<p>Minimum of 3 years' experience in Application Programming Technologies such as J2EE & Frameworks like Struts 2, Spring 3 & Hibernate, Javascript, etc. Experience in development of web services. Experience in development of database backed websites / portals/Applications.</p> <p>Should be able to write test plan and cases and test scripts, perform tests and generate test reports.</p> <p>Preferably OCJP (6 or 7) or Oracle Certified Web Component Developer (6 Or 7) certified.</p>

Note:

- The bidder needs to submit CV of all quoted manpower resources along with their Joining Letters duly certified by their Human Resource Department.
- All quoted manpower shall be on rolls of the bidder. Outsourcing in any form will not be acceptable.
- This is the minimum manpower requirement for the phase I & II. However to ensure smooth continuity of the scope of work, Bidder shall deploy additional manpower at its own cost.

Section 6: General Terms and Conditions

6.1 Application

These general conditions shall apply to the extent that provisions in other parts Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the GIL/DST/GOG shall be final and binding on the firm/company.

6.2 Relationship between parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the GIL/DST and 'the firm/company'. The firm/company subject to this contract for selection has complete charge of personnel, performing the services under the Project executed by GIL/DST from time to time. The IT Professional(s) provided by firm/company shall be fully responsible for the services performed by them or on their behalf hereunder. GIL/DST will allocate work/assignment to the IT Professional(s) provided by firm/company.

6.3 Standards of Performance

The IT Professional(s) provided by selected firm/company shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The IT Professional(s) provided by selected firm/company shall always act in respect of any matter relating to this contract as faithful advisor to GIL/DST. The firm/company shall abide by all the provisions/Acts/Rules etc. of information Technology prevalent in the country. The firm/company shall conform to the standards laid down in RFP in totality.

6.4 Documents/Knowledge transfer

All the documents prepared and updated time-to-time by the firm/company under this contract shall be the exclusive property of DST/GIL and will be handed over to the DST/GIL at the time of completion/termination of the contract. Following are the indicative list of documents needs to be prepared & updated by the Successful bidder:

- Process documents
- Change Management Plan
- Final Acceptance Test Plan, Test Cases and Results
- Standard Operations Procedure, QA Process, Release Notes
- Documentation on Data Storage, Security & Data Sharing Guidelines
- The SSP shall obtain the sign-off from the DST or its nominee for all the documents submitted for this Project and shall make necessary changes as recommended by DST before submitting the final version of the documents.

- The SSP shall maintain logs of the internal review of all the deliverables submitted to the DST or the agency designated by the DST. The logs shall be submitted to the DST or the designated agency on request.

6.5 Firm/company Personnel

The firm/company shall employ and provide such qualified and experienced personnel as may be required to perform the services as specified under the Scope of Work of this RFP. There are specialized domains mentioned under the Manpower Specification (Section-5) and it is desirable from the firm/company to deploy the personnel, who have adequate experience in the domain related with the project.

6.6 Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contracts shall be interpreted in accordance with the laws of the Union of India.

6.7 Governing Language

The Contract shall be written in English Language. English version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

6.8 Intellectual Property Rights (IPR)

The IPR in respect of all the processes, software, applications and components, developed in pursuance of this Project, shall vest with DST, immediately on their creation. Following conditions apply:

- Ownership and Title: Title to all the enhancements, point updates and documentation, including ownership rights to patents, copyrights, trademarks and trade secrets therein shall be the exclusive property of DST.
- All the deliverables submitted by firm/company under the contract will be the exclusive property of DST.

6.9 Assignments

The firm/company shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without prior written consent of DST-GoG.

6.10 Earnest Money Deposit

An EMD of Rs.15,00,000/-(Rs. Fifteen lacs only), in the form of DD drawn in favor of Gujarat Informatics Limited, Gujarat, payable at Gandhinagar must be submitted along with the Proposal. Proposals not accompanied by EMD shall be rejected as non-responsive. Earnest Money Deposit (EMD) shall be refunded to all the unsuccessful bidders within one month after award of the work to the successful/suitable bidder on a written request. No exemption for submitting the EMD will be given to any agency. The bidder is liable to pay liquidated damages and penalty imposed by the Tender Inviting Authority in the event of non-fulfillment of any of

the terms or whole of the contract.

The EARNEST MONEY DEPOSIT shall be forfeited:

1. If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form;
2. Or in case of a successful Bidder, if the Bidder fails:
 - To sign the Contract; or
 - To furnish the performance security.

6.11 Contents of Envelopes

- Only one Envelope for the EMD and Bid Processing Fee.
- Envelope shall be marked as Envelope for “EMD & Bid Processing Fee” for tender for “Selection of Software Solution Providers for Implementation of Gujarat State Resident Data Hub (GSRDH) & facilitate use of Aadhaar Authentication Framework with an intent to improve Public Service Delivery”

6.12 Preparation of Proposal

- a) The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the proposal.
- b) The Proposal shall be initialed on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/ Power of Attorney and shall accompany the proposal

6.13 Validity of Proposals

Proposals shall remain valid for a period of **180 days (one hundreds eighty days)** after the date of Proposal opening prescribed in RFP. A Proposal valid for shorter period may be rejected as non-responsive. GIL/DST may solicit the bidders’ consent to an extension of Proposal validity (but without the modification in Proposals).

6.14 Submission, Receipt and Opening of Proposals

- GIL will open all bids (only Technical Bids at the first instance) through the e- Tendering website of <https://gil.nprocure.com>, in the presence of Bidders or his representatives who choose to attend, at the following address:

Gujarat Informatics Limited Block
No.1, 8th Floor,
Udyog Bhavan, Gandhinagar.

- The Bidder’s representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared

holiday for the tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.

- The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details as GIL, at his discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.
- Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

6.15 Right to Accept or Reject Proposal

GIL/DST reserves the right to accept or reject any proposal, and to annul the proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

6.16 Disqualification

GIL/DST may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

- a) Submitted the Proposal documents after the response deadline.
- b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- c) Exhibited a record of poor performance such as doing as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- d) Submitted a proposal that is not accompanied by required documentation or is non-responsive.
- e) Failed to provide clarifications related thereto, when sought.
- f) Declared ineligible by the Government of Gujarat for corrupt and fraudulent practices or blacklisted
- g) Submitted a proposal with price adjustment / variation provision.

6.17 Methodology and Criteria for evaluation of Proposals

DST will form a Committee to evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, DST/GIL, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below:

Sr. No.	Criteria	Documentary Evidence	Marks	Max. Marks
1.	Average Turnover in last 3 years ending March 2014 from software development and related services of last three years	Audited Balance Sheet and Statutory Auditor's Certificate	>15 Crore to 25 Crore = 5 >25 Crore to 35 Crore = 7 More than 35 Crore = 10	10
2.	The firm/ company should have had experience in implementation of Biometric-based Identity Management & Authentication Projects during the last 5 years including private and Government.	Work Order/ Client Letter/ Job Completion certificate	4 projects = 2 Marks 5 projects = 5 Marks	5
3.	The firm/ company should have had experience in implementation of Biometric-based Identity Management & Authentication Projects in the Government domain during the last 5 years.	Work Order/ Client Letter/ Job Completion certificate	1 projects = 2 Marks 2 projects = 5 Marks	5
4	The firm/ company should have had experience in implementation of eGovernance Projects during the last 5 years, each of the minimum value of the software design & development components of Rs 50 lakhs.	Work Order/ Client Letter/ Job Completion certificate	2 projects = 2 Marks 3 projects = 5 Marks 4 projects = 7 marks more than 4 = 10	10
5.	The firm/company should have IT professional in Application Development and Systems Implementation	Letter from Authorized signatory/ HR Manager	Minimum 100 IT Professionals = 3 Marks >100 IT Professionals = 5 Marks	5

6	The firm/company should have a CMMi level 3 certification	Copy of a Valid Certificate	CMMi Level 3 = 3 Marks • CMMi level 5 = 5	5
7	Understanding of Scope of Work and Detailed Approach & Methodology	Detailed Approach & Methodology along with CVs of resources to be deployed to be evaluated in presentation	Approach and Methodology	30
			Proposed technical resources	30
Total Score				100
Cut Off (to open the financial bid)				70

6.18 Award of Contract

On acceptance of Proposal for awarding the contract, the GIL/DST will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties.

6.19 Payment Terms

Phase-I			
1	Successful Deployment of SRDH into Production Environment and smooth operations for one month	15%	100% of Ph-I
2	Successful Deployment of AUA/ASA and KUA/KSA into Production Environment and smooth operations for one month	10%	
3	Submission of Technical & Compliance Documentation for AUA and ASA	5%	
4	Detailed Guideline Document for On-boarding and Managing Sub-AUAs including Audit requirements		
5	Detailed Feasibility Report for Seeding	15%	
6	Seeding of UIDs for 90% of the database records	15%	
7	Submission of Detailed Report for Aadhaar enablement of Five Schemes	20%	
8	Go Live of selected Five schemes	20%	
9	O&M charges will be paid in the form of Quarterly Guaranteed Revenue (QGR) after successful completion of the respective quarters on submission of Invoice along with the requisite reports by the Successful bidder		
Phase-II (Citizen Identity and Entitlement Platform)			
1	Charges for Detailed Project Report	100% of ordered price on successful	
2	Charges for Detailed Solution Design Document		

3	Charges for design, Development, deployment and rollout of Application for Citizen Identity and Entitlement platform after one month of smooth operations subsequent to Go-live	acceptance of respective deliverables
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6.20 Bank Guarantee

1. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract
2. The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order for the duration of warranty of any of Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD-SD/102006/108/DMO Dated 30.03.2012 issued by Finance Department (The draft of Performance Bank Guarantee is attached herewith).
3. The Performance security shall be payable to the DST as compensation for any loss resulting from the SI's failure to complete its obligations under the Contract.
4. The Performance Security will be discharged by DST and returned to the Bidder on completion of the bidder's performance obligations under the contract.
5. In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.
6. No interest shall be payable on the PBG amount. DST may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

6.21 Penalty

1) Penalty during Phase I & II:

Deliverables	Timeline	Penalty applicable	Value of Penalty**
Successful Deployment of SRDH into Production Environment	T + 3 weeks	>T + 3 weeks	A Penalty of 1% of Contract value per week and part thereof up to the maximum value of 5% of the Contract Value. Delay beyond Five (05) weeks would lead to termination of contract.
Successful Deployment of AUA and ASA into Production Environment	T + 4 weeks	>T + 4 weeks	A Penalty of 1% of Contract value per week and part thereof up to the maximum value of 5% of the Contract Value. Delay beyond Five (05) weeks would lead to termination of contract.
Submission of Technical & Compliance Documentation for AUA and ASA	T+ 5 weeks	T+ 5 weeks	A Penalty of 0.5% of Contract value per week and part thereof up to the maximum value of 5% of the Contract Value.
Detailed Guideline Document for On-boarding and Managing Sub-AUAs	T+ 5 weeks	T+ 5 weeks	A Penalty of 0.5% of Contract value per week and part thereof up to the maximum value of 5% of the Contract Value.
Detailed Feasibility Report	T + 8 weeks	T + 8 weeks	A Penalty of 1% of Contract value per week and part thereof up to the maximum value of 5% of the Contract Value.
Seeding of UIDs for 90% of the database records	A + 4 weeks	A + 4 weeks	A Penalty of 2% of Contract value per week and part thereof up to the maximum value of 10% of the Contract Value.
Submission of Detailed Report for Aadhaar enablement of Five Schemes	A + 10 weeks	A + 10 weeks	A Penalty of 0.5% of Contract value per week and part thereof up to the maximum value of 5% of the Contract Value.
Go Live of selected Five schemes	A + 16 weeks	A + 16 weeks	A Penalty of 2% of Contract value per week and part thereof up to the maximum value of 10% of the Contract Value.
Detailed Project Report (As	T + 8 weeks	T + 8 weeks	A Penalty of 2% of Contract value per

per SoW of Phase-II)			week and part thereof up to the maximum value of 10% of the Contract Value.
Detailed Solution Design Document (As per SoW of Phase-II)	A + 4 weeks	A + 4 weeks	A Penalty of 2% of Contract value per week and part thereof up to the maximum value of 10% of the Contract Value.
design, Development, deployment and rollout of Application for Citizen Identity and Entitlement platform (As per SoW of Phase-II)	B + 16 Weeks	B + 16 Weeks	A Penalty of 1% of Contract value per week and part thereof up to the maximum value of 5% of the Contract Value.

T= Date of Lol; A= Date of DPR Approval; B= Date of Solution Approval

2) Other Penalties:

- Replacement of resources shall generally not be allowed. The replacement of resource by the bidder shall be allowed only in the case, where the currently deployed resource(s) leaves the organization by submitting his/her resignation. In such cases bidder needs to take prior approval from the DST/GIL/GoG before providing replacement.
- The replaced resource will be accepted by the DST/GIL/GoG only if he/she meets the minimum qualification and experience criterion as mentioned in this RFP and is found suitable to the satisfaction of the Client. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the DST/GIL/GoG.
- In case of failure to meet the requirement of the client (which includes efficiency, cooperation, discipline and performance) DST/GIL/GOG may ask bidder to replace the resource.
- Bidder is not allowed to replace those resources whose profile has been submitted at the time of bidding process along the bid documents, with in the First one year of the contract from the date of signing of the contract. Further in un-avoidable circumstances where bidder is not able to retain the resources quoted in the bid, then the DST/GIL/GoG reserves the right to impose the penalty as mentioned below:
 - a. **Within First 6 Months:** - Rs. 1,00,000 (Rupees One Lakh) per resource per month during the period of non-availability.
 - b. **From 6 months to 1 Year:** - Rs. 50,000 (Rupees Fifty Thousand) per resource per month during the period of non-availability.
- A penalty of Rs. 2,00,000 (Two Lakhs) per resource per month will be levied if a resource who has not resigned and is removed/shifted from the project by the bidder.
- A penalty of Rs. 3000 per resource per day will be imposed during the non-

availability/un-sanctioned leave/un-authorized absent from the work place of the minimum manpower required as per this RFP.

6.22 Fraud and Corruption

GIL/DST requires that firm/company selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, GIL/DST defines, for the purposes of this provision, the terms set forth as follows:

- “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of GIL/DST or any personnel of firm/company(s) in contract executions.
- "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to GIL/DST, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive GIL/DST of the benefits of free and open competition.
- “Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which was given by the GIL/DST in Section IV.
- “Coercive Practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- Will reject a proposal for award, if it determines that the bidder recommended for award, has been determined by GIL/DST to having been and engaged in corrupt, fraudulent of unfair trade practices.
- Will declare a Firm/company ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it any time determines that the Firm/company has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.

6.23 Confidentiality

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidders or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of the other party, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

No party shall, without the other party’s prior written consent, disclose contract, specifications, plan, pattern, samples or other documents to any person other than an entity employed by the affected party for the performance of the contract.

6.24 Termination

- ❖ Under this Contract, DST may, by written notice terminate the contract agreement entered with the firm/company in the following ways:
 - a) Termination by Default for failing to perform obligations under the Contract or if the quality is not up to the specification or in the event of non-adherence to time schedule.
 - b) Termination for Convenience in whole or in part thereof, at any time. However, termination for Convenience will be invoked with a notice period of one month.
 - c) Termination for Insolvency if the firm/company becomes bankrupt or otherwise insolvent.
- ❖ In all the three cases termination shall be executed by giving written notice to the firm/company. Upon termination of the contract, payment shall be made to the firm/company for:
 - a) services satisfactorily performed and reimbursable expenditures prior to the effective date of termination
 - b) any expenditure actually and reasonably incurred prior to the effective date of termination
- ❖ No consequential damages shall be payable to the firm/company in the event of such termination.

6.25 Force Majeure

Notwithstanding anything contained in the RFP, the firm/company shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause "Force Majeure" means an event beyond the control of the consulting firm/company and not involving the consulting firm/company's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the DST regarding Force Majeure shall be final and binding on the firm/company.

If a Force Majeure situation arises, the firm/company shall promptly notify to the DST in writing, of such conditions and the cause thereof. Unless otherwise directed by the DST in writing, the firm/company shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6.26 Resolution of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

1) Amicable Settlement

Performance of the Contract is governed by the terms the conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then Clause 3.18.2 of GCC shall become applicable.

2) Resolution of Disputes

In the case dispute arising between the DST and the firm/company, which have not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in India at Ahmedabad and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be shared equally by the DST and the firm/company. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

6.27 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Gandhinagar/Ahmedabad courts situated in Gujarat only.

6.28 Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement.

6.29 Limitation of Liability

The aggregate liability of the Consultant under this agreement, or otherwise in connection with the services to be performed hereunder, shall be limited to two times of the contract value. The preceding limitation shall also apply to liability arising as a result of the Consultant's fraud or willful misconduct in performance of the services hereunder.

6.30 Deliverables

The bidder's firm/company should have to submit deliverables in hard (three copies) as well as in soft form in the editable Microsoft Word document format.

6.31 Validity of Contract

Initial validity of the contract is for the period of one year and shall be extended for further period of one year at the same terms and conditions.

6.32 Others

- ❖ The Bidder will need to coordinate and approach various agencies working under GSWAN and GSDC during course of consultancy.
- ❖ The Bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Bidder will have to submit the progress reports regularly, as per the guide line issued by GoG.
- ❖ GoG shall provide office space to the operational consultants in its own premise during project period. All other expenses related to infrastructure, transportation, consumables, stationary, printing, scanning, telephone, food, snacks, etc. in case required, has to be completely borne by the Bidder as part of Contract Agreement.
- ❖ Time is the essence of the Project and hence the bidder shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workman like manner on a timely basis. If required and to meet SLAs, the bidder shall pool additional resources to ensure that work is completed within defined time frame with no additional cost to GoG/GIL
- ❖ The bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Bidder also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time time).

Section 7: Price Bid

Sr. No.	ITEM	Unit Price
A	Phase-I (SRDH/AUS/ASA)	
i.	Cost of Deployment and Implementation of SRDH as per scope of work defined in RFP	
ii.	Cost of setting up of Authentication User Agency and Authentication Service Agency as per scope of work defined in RFP	
iii.	Cost of Seeding Support and necessary APIs development	
iv.	Cost of Aadhaar-enablement of Five schemes of GoG	
v.	Operations & Maintenance of SRDH for the period of 3 years after successful Aadhaar-enablement of Five schemes of GoG – Part 1	
	<i>Total (A)</i>	
B	Phase-II (Design & Development of Citizen Identity and Entitlement platform)	
i.	Charges for Detailed Project Report	
ii.	Charges for Detailed Solution Design Document	
iii.	Charges for design, Development, deployment and rollout of Application for Citizen Identity and Entitlement platform with warranty support of 1 years	
	<i>Total (B)</i>	
	Grand Total (A + B)	

Note:

1. The L1 will be selected based on the lowest value of Grand Total of financial bid.
2. The rates should be exclusive of all taxes. The taxes are extra at the time of invoicing as applicable.
3. The cost of the above Part 1 should be matched with the breakup of the same as below

Part 1: Operations & Maintenance of SRDH for the period of 3 years after successful Aadhaar-enablement of Five schemes of GoG**

Sr. no.	Manpower requirement	Total Man Power to be deployed	Total Man Month Efforts	Cost of per man month			Total Cost			Total amount (Rs.)
				Y1	Y2	Y3	Y1	Y2	Y3	
		A	B (A * 12 months)	C	D	E	F=(B*C)	G= (B *D)	H=(B* E)	I= (F+G+H)
1.	Project Manager	1	12							
2.	Application & Database Architecture /Design Expert	1	12							
3.	System Administrator	1	12							
4.	Senior Database Administrator	1	12							
5.	Database Administrator	1	12							
6.	Senior Application Developer	1	12							
7.	Application Developer	2	24							

1. The qualifications and minimum experience of Manpower proposed as above should be as per the Section: 5 of this document.
2. DST/GIL reserves the right to ask the successful bidder to provide extra manpower on above mentioned Man month rates

(Optional Scope of Work): Aadhaar enablement of additional Existing/New e-Services

Sr. No.	Description	Amount Per Service (Excl. Taxes)*
I.	Enablement of Aadhaar Authentication in Existing e-Services/Application	
II.	Design, Development, Deployment and Go-Live of Service using Aadhaar Authentication	

*These rates are for the purpose of price discovery and DST/GIL does not confirm to allocation of work based on these rates.

Details on Additional Services Cost are mandatory to be provided

ANNEXURES

I. *General Information*

Sr. No	Particulars	Details to be furnished	
1.	Details of responding Firm/company		
a)	Name		
b)	Address		
c)	Telephone		Fax
d)	Website		
2.	Details of Contact Person		
a)	Name		
b)	Designation		
c)	Address		
d)	Telephone no.		
e)	Mobile no.		
f)	Fax no.		
g)	E-mail		
3.	Details of Authorized Signatory <i>(please attach proof)</i>		
a)	Name		
b)	Designation		
c)	Address		
d)	Telephone no.		
e)	Mobile no.		
f)	Fax no.		
g)	E-mail		
4.	Information about responding Firm/company		
a)	Status of Firm/company <i>(Public Ltd. / Pvt. Ltd etc)</i>		
b)	No. of years of operation in India		
c)	Details of Registration <i>(Ref e.g. ROC Ref #)</i>	Date	
		Ref #	
d)	No. of resources/ staff in India		
e)	Locations and addresses of offices (in India and overseas)		

II. Profile of proposed manpower resources

[For each position of key professionals, separate form should be submitted]

1 Proposed Position:

2 Name of Personnel:

3 Date of birth:

4 Nationality:

5 Education: [Indicate college/university and other specialized education of staff member in the following format]

Sr. No.	Degree	Name of Institute	Percentage/ Grade obtained	Year
1.				
2.				
3.				
4.				
5.				

6 Other Training/ Certification:

7 Employment Record:

8 [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]

Sr. No.	Name of employer	Positions held	From	To
1.				
2.				
3.				
4.				
5.				

9 Understanding of work involved for this position:

[Provide details of your understanding of work entailed in the position based on your experience]

10 Relevant experience for this position:

[Provide details of such experience relevant to position applied for]

11 Domain specific experiences in category:

12 Certification:

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

Date:

Place:

[Signature of staff member or authorized representative of the staff]

[Full name of authorized representative]

III. Past experience of firm/company

Details to be submitted for criteria mentioned in section 3 Eligibility Criteria

S.No.	Information Required	Details
1	Name of Assignment	
2	Name of client	
3	Address	
4	Approx. value of the contract (in Rupees Lakhs)	
5	Location of project	
6	Duration of Assignment/job (months)	
7	Start date (month/year)	
8	Completion date (month/year)	
9	Name of professional staff of your Consulting firm/company involved and functions performed	
10	Description of the project (Highlight the components / services involved in the project that are of similar to project requirement of this RFP)	
11	Services provided for the project (Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in this project for which the RFP is released)	

*Use separate sheet for each engagement under each of the category mentioned

Note: Bidders are requested to provide Work Order/ Client Letter/ Job Completion Certificate for each of the projects mentioned above. In absence of any of the above documents, please provide a self attestation by Authorized Signatory that the mentioned projects were undertaken by the Consulting firm/company. In absence of any of the above documents, the project shall not be considered for evaluation. All the details will be kept confidential.

Self-Declaration

The

-----,

Sir/Madam,

Having examined the Bidding Documents including Bid No.: ----- the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for --

-----.

We undertake, if our bid is accepted, to provide services, in accordance with the terms and conditions in the Tender document.

If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value, in the form prescribed by the purchaser.

We agree to abide by this bid for a period of 180 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We understand that in competing for (and if the award is made to us, in executing the above contract), we will strictly observe the laws against fraud and corruption in force in Gujarat namely Prevention of Corruption Act 1988.

We understand that you are not bound to accept the lowest or any bid you may receive.

We have not been under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any Govt. Department or its PSU in Gujarat Government in the past 5 years, ending on 31st March, 2014. We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.

We have not been convicted for any criminal cases(s) by any Govt. Department or its PSU in Gujarat regarding any supply and contracts with our firm/company.

We have not breached/violated any contractual conditions so far to any Govt. Department or its PSU in Gujarat.

In case any of the above statements made by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD and / or PBG and / or cancel the award of contract

Dated this _____ day of _____ 2015

Signature: _____

(in the Capacity of) : _____

Duly authorized to sign bid for and on behalf of

ANNEXURE A

UID Project SDC Hardware Infrastructure		
Item	Make & Model	QTY
Blade Server Chassis/Enclosure	Dell PowerEdge M 1000e	2
Database Servers	Dell PowerEdge M 620	2
Application Servers	Dell PowerEdge M 620	3
QA Server for Staging	Dell PowerEdge M 620	1
AUA/ASA Database Server	Dell PowerEdge M 620	2
AUA/ASA Application Server	Dell PowerEdge M 620	2

UID Project Software Licenses	
Item	QTY
WinSvrStd 2012 SNGL OLP C 2 Proc Lic/SA	10
SQLSvrEntCore 2012 SNGL OLP 2 Lic/SA C CoreLic	16