

**Request for Proposal
For
Total Computerization
(Application development, configuration, training and
post implementation support)**

for

**Chief Electrical Inspector
& Collector of Electricity Duty (CEICED)**

**Government of Gujarat
(Tender no: SW30032016101)**

Bid Processing fees: Rs. 10,000/-



**Gujarat Informatics Ltd
Block no. 1, 8th floor, Udhog Bhavan,
Sector-11, Gandhinagar-382017, Gujarat
Ph No. 23259240 Fax: 23238925.
Email: info@gujaratinformatics.com
Website: www.gujaratinformatics.com**

Last date of receipt of pre-bid queries: 5th April, 2016 up to 1700 hrs.

Date of Pre-Bid Meeting: 12th April, 2016 at 1500 hrs.

Last date of Submission of Bid: 6th May, 2016 up to 1500 hrs.

Opening of Technical Bid: 6th May, 2016 at 1600 hrs.

Table of Content

| | |
|--|-----------|
| SECTION I: INVITATION FOR BIDS (IFB) | 6 |
| 1. SECTION II: INSTRUCTIONS TO BIDDERS (ITB) | 8 |
| 1.1. Definitions | 8 |
| 1.2. Pre-qualification Criteria | 8 |
| 1.3. Cost of Bidding | 9 |
| A. THE BIDDING DOCUMENTS | 9 |
| 1.4. Contents of Bidding Documents | 9 |
| 1.5. Pre-Bid Conference/Clarification of Bidding Documents | 10 |
| 1.6. Amendment of Bidding Documents | 10 |
| B. PREPARATION OF BIDS | 10 |
| 1.7. Language of Bid | 10 |
| 1.8. Documents Comprising the Bid | 10 |
| 1.9. Bid Form | 10 |
| 1.10. Bid Prices | 10 |
| 1.11. Bid Currency | 11 |
| 1.12. Bid Security/Earnest Money Deposit | 11 |
| 1.13. Period of Validity Bids | 12 |
| 1.14. Format and Signing of Bid | 12 |
| C. SUBMISSION OF BIDS | 12 |
| 1.15. Sealing and Marking of Bids | 12 |
| 1.16. Deadline for Submission of Bids | 12 |
| 1.17. Late Bids | 12 |
| 1.18. Modification and Withdrawal of Bids | 13 |
| D. BID OPENING AND EVALUATION OF BIDS | 13 |
| 1.19. Opening of Bids by GIL | 13 |
| 1.20. Clarification of Bids | 13 |
| 1.21. Preliminary Examination | 13 |
| 1.22. Methodology & Criteria for Technical, Commercial and final evaluation | 14 |
| 1.23. Contacting GIL/CEI & CED | 15 |

| | |
|---|-----------|
| E. AWARD OF CONTRACT | 15 |
| 1.24. Post-qualification | 16 |
| 1.25. Award Criteria | 16 |
| 1.26. CEI & CED/GIL’s Right to Accept Any Bid and to reject any or All Bids..... | 16 |
| 1.27. Notification of Awards..... | 16 |
| 1.28. Signing of Contract..... | 16 |
| 1.29. Performance Security..... | 16 |
| 1.30. Corrupt or Fraudulent Practices. | 17 |
| 1.31. Interpretation of the clauses in the Tender Document / Contract Document..... | 17 |
| 2. SECTION III: GENERAL CONDITIONS OF CONTRACT..... | 18 |
| 2.1. Definitions | 18 |
| 2.2. Application..... | 18 |
| 2.3. Country of Origin | 18 |
| 2.4. Standards | 18 |
| 2.5. Use of Contract Documents and Information..... | 19 |
| 2.6. Patent Rights, Copy Right..... | 19 |
| 2.7. Inspection/Testing..... | 19 |
| 2.8. Change Request Orders..... | 20 |
| 2.9. Delivery of Software..... | 21 |
| 2.10. Deployment of Software..... | 21 |
| 2.11. Prices | 21 |
| 2.12. Contract Amendments..... | 21 |
| 2.13. Assignment..... | 21 |
| 2.14. Delays in the supplier / service provider’s Performance | 21 |
| 2.15. Termination for Default | 22 |
| 2.16. Force Majeure | 22 |
| 2.17. Limitation of Liability..... | 23 |
| 2.18. Termination for Insolvency | 23 |
| 2.19. Termination for Convenience..... | 23 |
| 2.20. Right to use defective software/equipment..... | 23 |
| 2.21. Supplier / service provider Integrity | 24 |

| | | |
|-------|---|----|
| 2.22. | Supplier / service provider’s Obligations..... | 24 |
| 2.23. | Patent Rights..... | 24 |
| 2.24. | Site Preparation and Installation | 24 |
| 2.25. | Proposed timelines for Implementation from the date of issuance of work order | 24 |
| 2.26. | Payment Schedule | 26 |
| 2.27. | Unconditional Bid | 26 |
| 2.28. | No Variable Cost in Financial Bid | 26 |
| 2.29. | Resolution of Disputes | 26 |
| 2.30. | Governing Language..... | 27 |
| 2.31. | Applicable Law..... | 27 |
| 2.32. | Taxes and Duties..... | 27 |
| 2.33. | Binding Clause | 27 |
| 3. | SECTION IV: BACKGROUND OF PROJECT | 28 |
| 3.1. | Introduction..... | 28 |
| 3.2. | Project Profile..... | 28 |
| 3.3. | Organization Structure | 29 |
| 3.4. | Major Activities of the department..... | 29 |
| 3.5. | Goal of the project: | 31 |
| 4. | SECTION IV: SCOPE OF WORK..... | 32 |
| 4.1. | Configuration, Development and Integration of Integrated IT solution of CEICED | 33 |
| 4.2. | Data Migration | 40 |
| 4.3. | Capacity Building and Training..... | 41 |
| 4.4. | Integration with other State Level Solutions, SMS gateway, Payment gateway& other Databases | 42 |
| 4.5. | Mail & Messaging Services | 42 |
| 4.6. | SMS Services..... | 42 |
| 4.7. | MIS Services | 42 |
| 4.8. | Dash Board Services..... | 42 |
| 4.9. | Handholding Support..... | 43 |
| 4.10. | Project Documentation | 43 |
| 4.11. | Post Implementation Support | 44 |
| 4.12. | Exit Management and Transition – Capacity Building at CEICED | 45 |

| | | |
|-------|--|-----------|
| 4.13. | TECHNOLOGY REQUIREMENT FOR APPLICATION DEVELOPMENT | 45 |
| 4.14. | General Requirements: | 48 |
| 5. | SECTION V: SERVICE LEVEL AGREEMENT (SLA) & PENALTY CLAUSE | 51 |
| 5.1. | Categories of SLAs | 51 |
| 5.2. | Implementation related penalty of service levels | 52 |
| 5.3. | Operational Related Penalty | 52 |
| 6. | SECTION VI: BID FORMS..... | 53 |
| 6.1. | Bid Proposal Form..... | 53 |
| 6.2. | Self-Declaration | 54 |
| 6.3. | Performance Bank Guarantee | 56 |
| 6.4. | Format of Earnest Money Deposit in the form of Bank Guarantee..... | 58 |
| 7. | SECTION VII: TECHNICAL BID FORMS..... | 59 |
| 7.1. | Particulars of the Bidder’s organization | 60 |
| 7.2. | Bid Processing Fees & Earnest Money Deposit Details | 60 |
| 7.3. | Financial strength of the bidder | 60 |
| 7.4. | Details of completed/ongoing projects of dynamic Web Applications with mobile responsive (Excluding Hardware and Manpower), projects of delivering Citizen Centric Services (developing and creation of eForms with end to end process) of value more than 30 lacs/50 lacs in last three years..... | 61 |
| 7.5. | Details of project in providing centralized web based solution integrated with a payment gateway system..... | 61 |
| 7.6. | Proposed Project Team with CV of the staff | 61 |
| 7.7. | Documents on Approach & Methodology | 61 |
| 7.8. | Work Schedule..... | 61 |
| 8. | SECTION VIII: FINANCIAL BID FORMS..... | 61 |

SECTION I: INVITATION FOR BIDS (IFB)

COMPETITIVE BIDDING FOR SELECTION OF SERVICE PROVIDER FOR DEVELOPMENT AND MAINTENANCE OF WEB PORTAL

1. Request for Proposal for Selection of Service Provider for Total Computerization (Application development, configuration, training and post implementation support for Chief Electrical Inspector & Collector of Electricity Duty the period of 5 years of maintenance.
2. The bidder shall be responsible for providing all types of applications/services, as mentioned in tender document & Scope of Work, as a part of this project.
3. Please note that this bid document is not for actual award of contract / work order but to call the rates as per the financial bid for Selection of Service Provider for Total Computerization (Application development, configuration, training and post implementation support for Chief Electrical Inspector & Collector of Electricity Duty.
4. (Application development, configuration, training and post implementation support Actual award of contract will follow the conditions as per this document. This document is given for enabling the bidders to know the tender conditions so as to guide them in filling up the technical bid and the quoting rates for Total Computerization (Application development, configuration, training and post implementation support for Chief Electrical Inspector & Collector of Electricity Duty.

| Sl. No. | Information | Details |
|----------------|--|---|
| 1. | Last date for submission of written queries for clarifications Only by e-mail. | 5th April, 2016 up to 1700 hrs. e-mail ID: smitag@gujarat.gov.in ; |
| 2. | Place, date and time for Pre bid conference | 12th April, 2016 at 1500 hrs. Conference Room, Gujarat Informatics Ltd. Block No. 1, 8 th Floor, Udyog Bhavan, Gandhinagar |
| 3. | Last date and time for submission of Bid security/EMD & Bid Processing fees in GIL physically. | 6th May, 2016 up to 1500 hrs. |
| 4. | Last date and time for submission of proposals (Technical and commercial) (Online) | 6th May, 2016 up to 1500 hrs. |
| 5. | Place, date and time for opening of technical proposals | 6th May, 2016 at 1600 hrs. Conference Room, Gujarat Informatics Ltd. Block No. 1, 8 th Floor, Udyog Bhavan, Gandhinagar |
| 6. | Place, date and time for technical Presentation | The place, date and time for technical presentation will give to the qualified bidder later on. |
| 7. | Contact person for queries | Director (e-Governance), Gujarat Informatics Limited |
| 8. | Address for communication | Director (e-Governance), Gujarat Informatics Ltd. Block No. 1, 8 th Floor, Udyog Bhavan, Gandhinagar |
| 9. | Place, date and time for opening of financial/commercial proposal | The place, date and time for opening of financial/commercial proposal will |

| | | |
|-----|--------------|--|
| | | give to the technically qualified bidder later on. |
| 10. | Bid validity | 180 days |

5. **All bids must be submitted online on <https://gil.nprocure.com> website**
6. Bidders shall submit **Bid processing fees** of Rs. 10,000 in the form of **Demand Draft** in the name of "Gujarat Informatics Ltd." payable at Gandhinagar along with the covering letter.
7. Bidders shall submit **Bid security/EMD** of Rs. 10,00,000 in the form of **Demand Draft OR** in the form of an **unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission)** of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2014/570/DMO dated 01.04.2015 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar **as per prescribed format given at Form 6.4)** and must be submitted along with the covering letter.
8. The sealed cover should super scribe as "Bid Processing fees & Bid Security/EMD for the tender for Selection of **Selection of Service Provider for Total Computerization (Application development, configuration, training and post implementation support for Chief Electrical Inspector & Collector of Electricity Duty)**"
9. Technical Bids will be opened in the presence of Bidders' or their representatives who choose to attend on the specified date and time.
10. In the event of the date specified for receipt and opening of bid being declared as a holiday for GIL office the due date for submission of bids and opening of bids will be the following working day at the appointed times.
11. Financial bids of only those bidders who got 60% score in technical bids/presentation will be opened.
12. Bid validity period is 180 days.

1. SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

1.1. Definitions

- 1.1.1** “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.
- 1.1.2** “Proposals” means proposals submitted by bidders in response to the RFP issued by CEICED/GIL for selection of consulting firm/company.
- 1.1.3** “Competent Authority” means the Managing Director, Gujarat Informatics Limited, Gandhinagar
- 1.1.4** “Committee” means I.T. committee of the Energy and Petro Chemicals Department, Govt. of Gujarat
- 1.1.5** “Contract Price” means the price payable to the consulting firm/company on the panel of CEI & CED/GIL under the Contract for the complete and proper performance of its contractual obligations.
- 1.1.6** “SP” means Service Provider, any private or public entity, which will provide the services to CEI & CED/GIL under the contract.
- 1.1.7** “Contract” means the Contract signed by the parties along with the entire documentation specified in the RFP
- 1.1.8** “Day” means working day
- 1.1.9** “Effective date” means the date on which the contract comes into force and effect.
- 1.1.10** “Government” means State Government of Gujarat.
- 1.1.11** “CEI & CED” means Chief Electrical Inspector & Collector of Electricity Duty, Govt. of Gujarat, Block No.1, 6th Floor, Udyog Bhavan, Gandhinagar – 382017, Gujarat.
- 1.1.12** “GIL” means Gujarat Informatics Limited, Block No.1, 8th Floor, Udyog Bhavan, Gandhinagar – 382017, Gujarat.
- 1.1.13** “Services” means the work to be performed by the SP pursuant to the selection by CEI & CED/GIL and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by CEI & CED/GIL.
- 1.1.14** The “Bid Document” and “Tender Document” are the same

1.2. Pre-qualification Criteria

The firm/company meeting the following eligibility criteria will be considered for Technical Bid evaluation

| S. No. | Pre-Qualification Criteria | Documents Required |
|---------------|---|---|
| 1. | The company should be registered under Companies Registration act 1956 or 2013 for at least 3 years as on last date of submission of bids. | Copy of Certificate of Incorporation |
| 2. | The bidder should have an average annual turnover of at least Rs. 7 crores per annum in IT software during last three financial years as on 31 st March, 2015. | Audited Financial Balance sheet and Profit & Loss statement of last three years as on 31-03-2015 CA Certificate from the statutory auditor |
| 3. | Bidder should have completed/ongoing at least 3 projects of dynamic Web Applications with mobile responsive (Excluding Hardware | Completion Certificates from the client/Work Order /Agreement |

| | | |
|----|---|---|
| | and Manpower) of value more than 30 lacs or 2 projects of dynamic Web Applications with mobile responsive (Excluding Hardware and Manpower) of value more than 50 lacs in the last three years. Out of two/three project one project should be in area of developing and creation of eForms with end to end process | |
| 4. | The bidder should have an experience in providing centralized web based solution integrated with a payment gateway system and to at least one organization. | Completion Certificates from the client/Work Order /Agreement |
| 5. | The Bidder must be CMMI Level 3/ISO 9001:2008 certification in quality management/Software Development /Service Solution | Copy of Certificate |
| 6. | Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat and / or black-listed by Gujarat Government departments. | Self-Declaration as attached |
| 7. | Bidder should not have violated / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights. | Certificate / affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights. |
| 8. | The bidder must have one office in Gujarat. In case, bidders do not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of empanelment. | Please attach the copy of any two of the following: Property tax bill/Electricity Bill/Telephone Bill/VAT/CST Registration/Lease agreement. |
| 9. | No Consortium will be allowed. | - |

All supporting documents are to be uploaded in our e-Tendering website <https://gil.nprocure.com>.

1.3. Cost of Bidding

1.3.1 The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GIL will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

A. THE BIDDING DOCUMENTS

1.4. Contents of Bidding Documents

1.4.1 The bid must be submitted online on <https://gil.nprocure.com>

1.4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents and on <https://gil.nprocure.com>. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

1.5. Pre-Bid Conference/Clarification of Bidding Documents

1.5.1 A prospective Bidder requiring any clarification of the bidding documents may seek clarifications of his/her queries submitted on the date indicated under section I of this document. GIL/CEI & CED will respond to any request for the clarification of any bidding documents, which receives before date mentioned for submission of queries.

1.6. Amendment of Bidding Documents

1.6.1 At any time prior to the deadline for submission of bids, GIL may, for any reason, whether on its own initiative or in response to the clarification may change their bid online through <https://gil.nprocure.com>.

1.6.2 In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GIL at its discretion, may extend the deadline for the submission of bids.

B. PREPARATION OF BIDS

1.7. Language of Bid

1.7.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and GIL shall be in English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the Bid, the translation shall govern.

1.8. Documents Comprising the Bid

1.8.1 The Technical Bid and Financial Bid must be submitted online through the e-Tendering website of <https://gil.nprocure.com> using digital signatures.

1.8.2 The bid documents and addendums (if any) together shall be considered as final and self-contained bid documents not withstanding any previous correspondence or document issued by GIL

1.9. Bid Form

1.9.1 The Bidder shall complete the Technical Bid and a Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website <https://gil.nprocure.com>.

1.10. Bid Prices

1.10.1 The Bidder shall indicate the prices in the format mentioned in Financial Bid.

1.10.2 Following points need to be considered while indicating prices:

- 1.10.2.1. The prices quoted should also include, inland transportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the state of Gujarat

1.10.2.2. The rates of any Indian duties, VAT and other taxes which will be payable by the Client on the goods(if any) if this contract is awarded, should be quoted separately;

1.10.2.3. Invoicing shall be from Gujarat only.

1.10.3 The Bidder's separation of the price components in accordance with the ITB Clause 7.2 above will be solely for the purpose of facilitating the comparison of bids by GIL and will not in any way limit the Client's right to contract on any of the terms offered.

1.10.4 Sharing of responsibility (between CEI & CED and the bidder) of procurement of various types of software shall be as under:

1.10.4.1. The prices quoted shall be inclusive of license software required for actual running of applications developed (i.e. User level Operating System and database other software required).

1.10.4.2. CEICED shall procure or provide the required software platform at user level for running of products like User level Operating System, and system software etc.

1.10.4.3. The TSP will provide and develop software to run any environment at the central side for Database management.

1.10.4.4. The price quoted shall be inclusive of development of software and operation & maintenance support for the period of contract with required number of copies of the licensed version used/proposed for the purpose. This shall also include the cost of integration with applicable modules of integrated solutions.

1.10.4.5. Bidder is expected to fill the rates/amount for all items in Financial Bid format. However, in case, the bidder chooses to quote zero, nil amount or blank, it will be his risk and the same shall in no way restrict the scope of the work. Any rate quote field kept blank would imply that bidder is quoting zero prices for that item.

1.10.4.6. The full IPR for the entire software will rest with the CEI & CED. The same would be applicable to copyrights. The SP shall sign any/all the documents in this regard and hand over the source code, Meta data details etc. to the CEI & CED before release of final payment on completion of training and implementation of solution.

1.11. Bid Currency

1.11.1 Prices shall be quoted in Indian Rupees only.

1.12. Bid Security/Earnest Money Deposit

1.12.1 Bid security/ Earnest Money Deposit Rs. 10,00,000/- (Ten Lacs only) in the form of **Demand Draft OR** in the form of an **unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission)** of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2014/570/DMO dated 01.04.2015 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar as per prescribed format given at Form 6.4) and must be submitted along with the covering letter. The sealed cover should super scribe as "**Bid Processing fees & Bid Security/EMD for the tender for "Selection of Service Provider for Total**

Computerization (Application development, configuration, training and post implementation support for Chief Electrical Inspector & Collector of Electricity Duty.”

1.12.2 Proposals not accompanied by EMD shall be rejected as non-responsive.

1.12.3 The successful bidder's bid security will be discharged from GIL only after the signing of the contract and submission of performance security.

1.12.4 Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible, but not later than 30 days of the validity period of the bid.

1.12.5 The EARNEST MONEY DEPOSIT shall be forfeited:

1.12.5.1. If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form;

1.12.5.2. Or in case of a successful Bidder, if the Bidder fails to sign the Contract; or to furnish the performance security.

1.12.6 No exemption for submitting the EMD will be given to any agency.

1.13. Period of Validity Bids

1.13.1 Bids shall be valid for 180 days after the date of bid opening prescribed by GIL. A Bid valid for a shorter period shall be rejected by GIL as non-responsive.

1.13.2 In exceptional circumstances, GIL may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security period provided under ITB Clause 10 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be permitted to modify its bid.

1.13.3 Bid evaluation will be based on the bid prices and technical bid without taking into consideration the above corrections.

1.14. Format and Signing of Bid

1.14.1 The Bidders have to submit the bid on the e-Tendering website <https://gil.nprocure.com>. All supporting documents in the form of scanned copies submitted online should have sign and seal of the bidder.

1.14.2 Before filling in any of the details asked for. Bidders should go through the entire bid document and get the required clarifications from GIL during the pre-Bid conference.

C. SUBMISSION OF BIDS

1.15. Sealing and Marking of Bids

1.15.1 All bids must be submitted online through <https://gil.nprocure.com> as per the formats mentioned therein using digital signatures.

1.15.2 Telex, cable, e-mailed or facsimile bids will be rejected.

1.16. Deadline for Submission of Bids

1.16.1 Bids must be submitted online not later than the time and date specified in the Invitation for Bids (Section I). In the event of the specified date for the submission of Bids being declared as a holiday for GIL, the bids will be received up to the appointed time on the next working day.

1.16.2 GIL may, at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance with ITB Clause 3, in which case all rights and obligations of GIL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

1.17. Late Bids

1.17.1 Late bids will not be accepted.

1.18. Modification and Withdrawal of Bids

1.18.1 The Bidder may modify or withdraw his bid before the last date of submission of bids through the e-Tendering website <https://gil.nprocure.com>.

1.18.2 No bid may be modified subsequent to the deadline for submission of bids.

1.18.3 No bid may be withdrawal in the interval between the deadline for submission of bids and the expiration of the period of the 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, pursuant to ITB Clause 10.

D. BID OPENING AND EVALUATION OF BIDS

1.19. Opening of Bids by GIL

1.19.1 GIL will open all bids (only Technical Bids at the first instance), in the presence of Bidder or his representative who choose to attend, and at the following address :

**Gujarat Informatics Ltd,
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 GIL office, the Bid shall be opened at the appointed time and location on the next working day.

1.19.2 The Bidder's names, bid modifications or withdrawal, bid prices, discounts, and the presence or the absence of requisite bid security and such other details, as GIL, at its discretion, may consider appropriate, will be announced at the time of opening.

1.19.3 Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.

1.19.4 Financial Bids of only those bidders who qualify on the basis of evaluation of technical bid will be opened in the presence of the qualified bidders of their representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.

1.20. Clarification of Bids

1.20.1 During evaluation of bids, GIL may, at its discretion, ask the Bidder for a clarification of its bid. GIL may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

1.21. Preliminary Examination

1.21.1 GIL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

1.21.2 Prior to the detailed evaluation, pursuant to ITB Clause 19, GIL will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which confirms to all the terms and

conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning Performance Security (AOC Clause 26), Applicable law (GCC Clause 31) and Taxes and duties (GCC Clause 32) will be deemed to be material deviations. GIL determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

1.21.3 If a Bid is not substantially responsive, it will be rejected by GIL and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

1.21.4 Conditional bids are liable to be rejected.

1.22. Methodology & Criteria for Technical, Commercial and final evaluation

1.22.1 CEI & CED/GIL will form an evaluation Committee or it may be done by IT Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, CEI & CED/GIL, may, at its discretion, ask the bidders for clarification of their Technical Proposals.

Note: - Every page of Technical Compliance Sheet will be signed by Bidder without overwriting. Whenever required the proof for every commitment has to be submitted, Technical brochures should be attached where ever available.

1.22.2 Compliance of eligibility criteria along with support documents.

1.22.3 The bidder will have to give presentation on the following points as a part of the Technical evaluation.

| Sr. No | Criteria | Marks |
|---------------|---|--------------|
| 1 | Approach & Methodology | 20 |
| 2 | Deployment architecture | 10 |
| 3 | Availability and scalability of proposed solution | 10 |
| 4 | Proposed Team Structure | 10 |
| 5 | Project Milestones and Deliverables | 10 |
| 6 | Development and Deployment Platforms | 10 |
| 7 | Security | 10 |
| 8 | Operation & Maintenance Support | 10 |
| 9 | Conformance to industry standards | 05 |
| 10 | Strategy for data management | 05 |
| | Total Marks | 100 |
| | Cut Off Marks | 60 |

1.22.4 Team proposed by Bidder supported by resumes (The bidder has to submit proposed development team structure and on-going maintenance team structure with the role and responsibility description, as part of the bidder technical bid document)

1.22.5 Handholding Support and reinforcement

1.22.6 Bidders who scored 60 and above will be qualified for the financial bid opening.

1.22.7 60% weighting will be assigned to the Presentation out of 100 Marks.

1.22.8 Technical Bid Evaluation:

Technical Bid will be assigned a technical score (Tn) out of 100 Marks by the Committee at the evaluation in the commercial process.

1.22.9 Financial Bid evaluation:

The Financial bid of those bidders who find eligible will only be opened. All other Commercial bids will not be opened. The Financial bid (as per the formats provided in Form III) of the technically qualified bidders will be evaluated. The financial score of a bidder 'Fb' will be assigned to the bidder. 'Fb' will be the total financial quote made by the bidder (excluding the Optional Services quotes sought in the financial bid)

F_n = normalized financial score for the bidder under consideration

F_b = commercial quote for the bidder under consideration

F_{min} = commercial quote of the lowest evaluated financial proposal

The lowest evaluated Financial Proposal (F_{min}) will be given the maximum financial score (F_n) of 100 points. The financial scores (F_n) of the other Financial Proposals will be calculated as per the formula for determining the financial scores given below:

Normalized Financial Score (F_n) = $100 \times F_{min} / F_b$

1.22.10 Final Evaluation of Bid

Proposals will be ranked according to their combined technical (T_n) and financial (F_n) scores using the weights (T = 0.60 the weight given to the Technical Proposal; P = 0.40 the weight given to the Financial Proposal; T + P = 1). The final evaluation will be based on Final Score which shall be calculated as shown below:

Final Score (S) = $T_n \times T + F_n \times P$

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

1.23. Contacting GIL/CEI & CED

1.23.1 Subject to ITB Clause 17, no Bidder shall contact GIL/CEI & CED on any matter relating to its bid, from the time of the bid opening to the time of contract is awarded. If he wishes to bring additional information to the notice of GIL/CEI & CED, he should do so in writing. GIL/CEI & CED reserves its right as to whether such additional information should be considered or otherwise

1.23.2 Any effort by a Bidder to influence GIL in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security amount.

E. AWARD OF CONTRACT

1.24. Post-qualification

1.24.1 An affirmative determination will be a prerequisite for the award of the contract to the Bidder. A negative determination will result in rejection of Bidder's bid, in which event the department will proceed to the next lowest evaluated bid to make a similar determination of the Bidder's capabilities to perform the contract satisfactorily.

1.25. Award Criteria

1.25.1 Subject to ITB Clause 24, CEI & CED will award the contract to the successful bidder decided as per the evaluation procedure mentioned in ITB clause no. 19 mentioned above.

1.25.2 CEI & CED reserves the right to award the contract to the Bidder whose bid may not have been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

1.26. CEI & CED/GIL's Right to Accept Any Bid and to reject any or All Bids

1.26.1 CEI & CED/GIL reserve the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for GIL' action.

1.27. Notification of Awards

1.27.1 Prior to the expiration of the period of the bid validity, concerned CEI & CED will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.

1.27.2 The notification of award will constitute the formation of the Contract.

1.28. Signing of Contract

1.28.1 At the same time as CEI & CED notifies the successful Bidder that its bid has been accepted, CEI & CED will send the bidder the Contract Form, incorporating all the agreements between two parties.

1.28.2 Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to CEI & CED.

1.29. Performance Security

1.29.1 The successful Bidder has to furnish a security deposit so as guarantee his/her (Bidder) performance of the contract

1.29.2 The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the receipt of notification of award from "GIL" from all 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/10/2014/570/DMO dated 01.04.2015 issued by Finance Department or further instruction issued by Finance department time to time.

1.29.3 The Performance Security shall be in the form of Bank Guarantee valid for 5 years from the date of actual start of operation.

1.29.4 If the O & M support required to be extended for further two years after the expiry of warranty of five years then the period of PBG should also be extended.

1.29.5 The proceeds of the performance security shall be payable to CEI & CED as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

1.29.6 The Performance Security shall be denominated in Indian Rupees

1.29.7 Within 15 days of the receipt of notification of award from "GIL", the successful bidder shall furnish the performance security in accordance with the Conditions of the Contract, in the performance security Form provided in the bidding documents in the Performa prescribed in the Tender.

1.29.8 The Performance Security will be discharged by GIL and returned to the Bidder on completion of the bidder's performance obligations under the contract.

1.29.9 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.

1.29.10 No interest shall be payable on the PBG amount. CEI & CED 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.

1.30. Corrupt or Fraudulent Practices.

1.30.1 CEI & CED requires that the bidders under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, CEI & CED defines for the purposes of this provision, the terms set forth as follows:

1.30.1.1. "Corrupt practice" means the offering, giving, receiving or soliciting of levels and to deprive CEI & CED of the benefits of the free and open competition;

1.30.2 CEI & CED shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and same shall be conveyed to Dept of Science & Technology/GIL or black listed by any of the Department of Government of Gujarat in competing for the contract in question.

1.30.3 CEI & CED shall declare a firm ineligible, and black listed either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract. The same shall be conveyed to Dept of Science & Technology/GIL.

1.31. Interpretation of the clauses in the Tender Document / Contract Document

1.31.1 In case of any ambiguity in the interpretation of any of the clauses in Bid Document or the Contract Document, GIL's interpretation of the clauses shall be final and binding on all parties.

1.31.2 However, in case of doubt as to the interpretation of the bid, the bidder may make a Written request prior to the pre-bid conference to CEI & CED / GIL.

CEI & CED/GIL may issue clarifications to all the bidders as an addendum. Such an addendum shall form a part of the bid document /Contract document.

2. SECTION III: GENERAL CONDITIONS OF CONTRACT

2.1. Definitions

2.1.1 In this Contract, the following terms shall be interpreted as indicated:

- a) "The Contract" means the agreement entered into between CEI & CED and the service provider, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- b) "The Contract Price" means the price payable to the service provider under the Contract for the full and proper performance of its contractual obligations;
- c) "Services" means to Total Computerization (Application development, configuration, training and post implementation support for Chief Electrical Inspector & Collector of Electricity Duty and other obligations of the service provider covered under the Contract;
- d) "GCC means the General Conditions of Contract contained in this section.
- e) "CEI & CED" means Chief Electrical Inspector & Collector of Electricity Duty availing the service from the SP.
- f) "The Client's Country" is the country named in GCC.
- g) "The SP means service provider" means the individual or firm supplying the and / or Services under this Contract.
- h) "Day" means a working day.
- i) "Critical deliverables" means the deliverables supplies by SP
- j) "Time required for approval" means the time lapsed between the date of submission of a critical deliverables (complete in all respect for all the business functions /services) and the date of approval excluding the intermediate time taken by the Service Provider for providing clarifications/modifications and communication.
- k) "Software" means the design, develop and testing of application as per requirement of CEI & CED.
- l) The "Go-Live" means the Web Portal is ready in all respect (designing, development, testing & implementation of all modules listed in Scope of work and first used by the applicant/department users.
- m) The "Bid Document" and "Tender Document" are the same.

2.2. Application

2.2.1 These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

2.3. Country of Origin

2.3.1 All Services rendered under the Contract shall have their origin in the member countries and territories eligible i.e. India

2.3.2 The origin of Services is distinct from the nationality of the service provider.

2.4. Standards

2.4.1 The software supplied under this Contract shall conform to the standards and when no applicable standard is mentioned; to the authoritative standard appropriate to the country of origin and such standards shall be the latest issued by the concerned institution.

2.5. Use of Contract Documents and Information

- 2.5.1 The service provider shall not, without CEI & CED’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the in connection therewith, to any person other than a person employed by the service provider in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 2.5.2 The service provider shall not, without CEI & CED’s prior written consent, make use of any document or information enumerated in GCC Clause 5.1 except for purposes of performing the Contract.
- 2.5.3 Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of CEI & CED and shall be returned (in all copies) to CEI & CED on completion of the service provider’s performance under the Contract if so required by CEI & CED.
- 2.5.4 The service provider shall permit CEI & CED to inspect the service provider’s accounts and records relating to the performance of the service provider and to have them audited by auditors appointed by CEI & CED, if so required by CEI & CED.

2.6. Patent Rights, Copy Right

- 2.6.1 The Service Provider shall indemnify CEI & CED/Gujarat Informatics Ltd against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.
- 2.6.2 When the SP will develop any solution for CEI & CED as part of project, then the copyright/IPR of that solution will be with the CEI & CED/Gujarat Informatics Ltd. The bidder cannot sell or use (fully / partly) that software for his other customers without written consent from Government of Gujarat.

2.7. Inspection/Testing

2.7.1 Application :

- 2.7.1.1. CEI & CED or its representative shall have the right to inspect and/or to test the software or work of the SP to confirm their conformity to the Contract specifications at no extra cost to the CEI & CED.
- 2.7.1.2. As per Govt. Of Gujarat circular dated 10th March 2006, the applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by CEI & CED at the cost of SP. The SP must include testing cost in their financial bid. The different types of tests that has to be performed through EQDC/other competent agency are as mentioned below:

| | |
|---------------------|-------------------------|
| Functional testing | Volume testing |
| Stress/Load testing | Usability testing |
| Performance testing | Security testing |
| Facility testing | Configuration testing |
| Recovery testing | Documentation testing |
| Procedure testing | Install ability testing |
| Storage testing | Serviceability testing |

2.7.2 Application Security Audit:

- 2.7.2.1. In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In Empanelled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empanelled Security Auditors.
- 2.7.2.1.1. The SP must submit the test results to CEI & CED.
- 2.7.2.1.2. Should any inspected or tested software fail to conform to the specifications, the CEI & CED may reject the software and the SP shall either replace/redevelop the rejected software or make alterations necessary to meet specification requirements free of cost to CEI & CED.
- 2.7.2.1.3. CEI & CED's right to inspect, test and, where necessary, reject the software / deliverable after the software deployment at Project Site shall in no way be limited or waived by reason of the software previously been inspected, tested and passed by CEI & CED for its representative prior to the software deployment.
- 2.7.2.2. No clause in the RFP document releases the SP from any warranty or other obligations under this Contract.
- 2.7.2.3. The inspection of the working of the developed software shall be carried out to check whether the software is in conformity with the requirements described in the contract. The tests will be performed after completion of installation and commissioning of all the software at the site of installation. During the test run of software, no malfunction, partial or complete failure of any module of software or bugs in the software is expected to occur. All the software should be complete and no missing modules/sections will be allowed. The SP shall maintain necessary logs in respect of the result of the test to establish to the entire satisfaction of CEI & CED, the successful completion of the test specified. An average uptime efficiency of 99% for the duration of test period shall be considered as satisfactory. On successful completion of acceptability test and after CEI & CED is satisfied with the working of the software on the, the acceptance certificate of CEI & CED will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.
- 2.7.2.4. Before the Application modules are taken over by CEI & CED, the SP shall supply operation manuals. These shall be in such details as will enable CEI & CED to use the software as stated in the specifications. The documentation shall be in the English/Gujarati language and in such form and numbers as stated in the contract document. Unless and otherwise agreed, the software shall not be considered to be complete for the purpose of taking over until such documentation has supplied to CEI & CED.

2.8. Change Request Orders

- 2.8.1** During the development phase, any change in scope of work, or in design and development of modules or Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.
- 2.8.2** CEI & CED may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following:

2.8.3 Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for CEI & CED;

2.8.4 The place of delivery; and/or the Services to be provided by the SP.

2.8.5 Training of personnel of the CEI & CED in terms of hours/subjects will be without any additional cost.

2.8.6 If any such change causes an increase or decrease in the cost of, or the time required for, the SP's performance of any provisions under the Contract, equitable adjustments shall be made in the Contract value or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the SP for adjustment under this clause must be asserted within thirty (30) days from the date of the SP's receipt of the CEI & CED's change order.

2.9. Delivery of Software

2.9.1 Design/Development/Coding/implementation/maintenance of the software shall be made by the service provider in accordance with the terms specified by CEI & CED in the Notification of Award.

2.9.2 Upon deployment of the solution / completion of the assigned work under the service, service provider shall notify CEI & CED accordingly.

2.10. Deployment of Software

2.10.1 Service provider must deploy the solution at the place specified by CEI & CED at the time of the contract and ensure smooth running of that solution. Service provider needs to provide all the necessary things like CD media, etc. for assuring minimum down time of the system.

2.11. Prices

2.11.1 Prices payable to the service provider as stated in the Contract shall remain firm and fixed during the performance of the Contract.

2.11.2 The prices quoted should not be conditional/optional and it should be in line with the technology and approach presented during the Approach & Methodology Presentation by the Service Provider before the IT committee. The bidder should not submit conditional/optional bids. Conditional/optional bids are liable to be rejected outright.

2.12. Contract Amendments

2.12.1 No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

2.13. Assignment

2.13.1 The service provider shall not assign, in whole or in part, its obligations to perform under the Contract, except with CEI & CED's prior written consent.

2.14. Delays in the supplier / service provider's Performance

2.14.1 Delivery of the software and performance of the Services shall be made by the service provider in accordance with the time schedule specified by CEI & CED in the contract document.

2.14.2 If any time during performance of the Contract, the service provider should encounter conditions impeding timely delivery of the Goods and performance of Services, the

service provider shall promptly notify CEI & CED in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the service provider's notice, CEI & CED shall evaluate the situation and may, at its discretion, extend the service provider's time for performance with or without a penalty, in which case the extension shall be ratified by the parties by amendment of the Contract. Any such extension of time limit, even if it is due to unforeseen circumstances beyond control of both the SP and CEI & CED, shall be at no extra cost to CEI & CED.

2.14.3 Except as provided under GCC Clause 20, a delay by the service provider in the performance of its delivery obligations shall render the service provider liable to the imposition of a penalty pursuant to GCC Clause 18, unless an extension of time is agreed upon pursuant to GCC Clause 21(b) without the application of the penalty.

2.15. Termination for Default

2.15.1 CEI & CED may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the service provider, terminate the Contract in whole or part:

2.15.1.1. if the service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by CEI & CED; or

2.15.1.2. If the service provider fails to perform any other obligation(s) under the Contract.

2.15.1.3. If the service provider, in the judgment of CEI & CED has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

2.15.2 For the purpose of this Clause:

2.15.2.1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

2.15.2.2. "Fraudulent practice: a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, 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 Borrower of the benefits of free and open competition;"

2.15.3 If the Service Provider fails to conform to the quality requirement laid down/third party inspection/consultants opinion.

2.16. Force Majeure

2.16.1 Notwithstanding anything contained in the tender, the SI 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.

2.16.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

2.16.3 If a force Majeure situation arises, the service provider shall promptly notify CEI & CED in writing within 10 days of such conditions and the cause thereof. Unless otherwise directed by CEI & CED in writing, the service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

2.17. Limitation of Liability

2.17.1 In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability.

2.18. Termination for Insolvency

2.18.1 CEI & CED may at any time terminate the Contract by giving written notice to the Supplier / service provider, if the Supplier / service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier / service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to CEI & CED.

2.19. Termination for Convenience

2.19.1 CEI & CED by written notice sent to the service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for CEI & CED's convenience, the extent to which performance of the service provider under the Contract is terminated, and the date upon which such termination becomes effective.

2.19.2 The services / software that is complete and ready for rendering / deployment within 30 days after the service provider's receipt of notice of termination shall be accepted by CEI & CED at the Contract terms and prices. For the remaining services, CEI & CED may elect:

2.19.2.1. To have any portion completed and delivered at the Contract terms and prices; and/or

2.19.2.2. To cancel the remainder and pay to the service provider an agreed amount for partially completed services / software and for services / software previously procured by the service provider.

2.20. Right to use defective software/equipment

2.20.1 If after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the software/equipment proves to be unsatisfactory, the Purchaser shall have the right to continue to operate or use such software/equipment until rectification of defects, errors or omissions by debugging / repair or by partial or complete replacement is made without interfering with CEI & CED's operation.

2.21. Supplier / service provider Integrity

2.21.1 The service provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

2.22. Supplier / service provider’s Obligations

2.22.1 The service provider is obliged to work closely with CEI & CED’s staff, act within its own authority and abide by directives issued by CEI & CED.

2.22.2 The service provider will abide by the job safety measures prevalent in India and will free CEI & CED from all demands or responsibilities arising from accidents or loss of life the cause of which is the service provider’s negligence. The service provider will pay all indemnities arising from such incidents and will not hold CEI & CED responsible or obligated.

2.22.3 The service provider is responsible for managing the activities of its personnel or sub-contracted personnel and will hold himself responsible for any misdemeanors.

2.22.4 The service provider will treat as confidential all data and information about CEI & CED, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of CEI & CED.

2.23. Patent Rights

2.23.1 In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in CEI & CED, the service provider shall act expeditiously to extinguish such claim. If the service provider fails to comply and CEI & CED is required to pay compensation to a third party resulting from such infringement, the service provider shall be responsible for the compensation including all expenses, court costs and lawyer fees. CEI & CED will give notice to the service provider of such claim, if it is made, without delay.

2.24. Site Preparation and Installation

2.24.1 CEI & CED is solely responsible for the preparation of the sites in compliance with the technical and environmental specification defined by the service provider. CEI & CED will designate the installation sites before the scheduled installation date to allow the service provider to perform a site inspection to verify the appropriateness of the sites before the deployment of software. This activity should be undertaken immediately after signing of the contract with CEI & CED so that there is no delay in implementation of software due to site problems. The Hardware/software requirement report should be submitted within the first 30 days after signing of the Contract with CEI & CED.

2.25. Proposed timelines for Implementation from the date of issuance of work order

| Activity | Timelines in Weeks | Deliverables |
|--|---|--|
| Project Initiation & Team Mobilization | T = Date of Issuance of Work order | <ul style="list-style-type: none"> ◆ Detailing of Project Plan ◆ Detailing of Resource Profile |

| Electricity Duty Module web portal and mobile app | | |
|---|----------------------------|--|
| Conceptualization, As-Is, BPR and To-be | T1= (T + 2) | <ul style="list-style-type: none"> ♦ Conceptualization report (Identification of the services in consultation with CEI & CED) ♦ As-Is report. Business Process Re-engineering Report ♦ To-Be report |
| Completion of Design, Development & Coding including web and Mobile based module development with payment, SMS and email gateway integration. | T2= (T1+3) | <ul style="list-style-type: none"> ♦ User Requirement Specifications Report ♦ Software Requirement Specifications Report ♦ Architecture & DB design Report ♦ Deployment Plan |
| Testing & UAT | T3= (T2+1) | <ul style="list-style-type: none"> ♦ Test Cases ♦ Test Reports ♦ UAT Sign-off Certificate |
| Application Training & Handholding Support of all the modules | T4= (T2+1) | Training & Change Management report, Training Schedule / Plan, Satisfactory Training <ul style="list-style-type: none"> ♦ Completion Feedback Report |
| Commissioning & Go-Live | T5= (T3/T4+1) | <ul style="list-style-type: none"> ♦ Certificate of successful commissioning |
| ♦ All Modules with comprehensive web portal and mobile app | | |
| Conceptualization, As-Is, BPR and To-be | T6= T2+4 | <ul style="list-style-type: none"> ♦ Conceptualization report (Identification of the services in consultation with CEI & CED) |
| Completion of Design, Development & Coding including web and Mobile based Application development | T7= (T6+6) | <ul style="list-style-type: none"> ♦ Software Requirement Specifications Report ♦ Architecture & DB design Report ♦ Deployment Plan |
| Testing & UAT | T8= (T7+2) | <ul style="list-style-type: none"> ♦ Test Cases ♦ Test Reports ♦ UAT Sign-off Certificate |
| Procurement of System Software like OS, Database etc | T8= (T7+2) | <ul style="list-style-type: none"> ♦ Paper license certificate in the name of dept. |
| Application Training & Handholding Support of all the modules | T9 = (T8+1) | Training & Change Management report, Training Schedule / Plan, Satisfactory Training <ul style="list-style-type: none"> ♦ Completion Feedback Report |
| Commissioning & Go-Live | T10= (T9+1) | <ul style="list-style-type: none"> ♦ Certificate of successful commissioning |
| 5 years Warranty period for Operation and Maintenance support after Go-Live | T11 = (T10+5 years) | <ul style="list-style-type: none"> ♦ Operation and Maintenance support for the application developed |

T=Date of Issuance of Work Order

2.26. Payment Schedule

| Sr.No | Activity | Payment (%) |
|--------------|--|--|
| 1 | Completion of Design, Development & Coding including web and Mobile based module development with payment, SMS and email gateway integration for Electricity Duty Module | 20% of payment will be released as per Annexure A, if completed within the time frame mentioned in RFP |
| 1 | Conceptualization, As-Is, BPR and To-be of whole application | 10% of payment will be released as per Annexure A, if completed within the time frame mentioned in RFP |
| 2 | Design, Development & Coding including Web and Mobile based Application of whole application | 20% of payment will be released as per Annexure A, if completed within the time frame mentioned in RFP as |
| 3 | Testing & UAT | 20% of payment will be released as per Annexure A, if completed within the time frame mentioned in RFP as |
| 4 | Training of Department/HoD officials and Handholding Support, EQDC Testing & Security Audit | 15% of payment will be released as per Annexure A, if completed within the time frame mentioned in RFP |
| 5 | Commissioning & Go-Live | 15% of payment will be released as per Annexure A, if completed within the time frame mentioned in RFP |
| 6. | Database & OS Licensing | 100% after submission of the licenses details and verified by GIL/CEICED. As per Annexure B. |
| 7. | ATS/AMC of Database & OS Licensing | Will be paid yearly after end of each year. As per Annexure C. |
| 8. | 5 years Warranty period for Operation and Maintenance support after Go-Live | equally in each quarter, Payment will be divided into 20 quarterly installments as Successful bidder quoted in Annexure D. |

2.27. Unconditional Bid

2.27.1 Bidders shall not put any condition of any kind in the Technical and Financial Bid, failing which the bid shall be rejected as non-responsive.

2.28. No Variable Cost in Financial Bid

2.28.1 Bids with the variable costs / rates shall not be considered and shall be rejected as non-responsive at the discretion of CEI & CED.

2.29. Resolution of Disputes

2.29.1 In this regard CEI & CED doesn't go for any arbitration on dispute and CEI & CED's decision will be final and binding on the service provider.

2.30. Governing Language

2.30.1 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.

2.31. Applicable Law

2.31.1 The Contract shall be interpreted in accordance with the laws of the Union of India and that of State of Gujarat.

2.32. Taxes and Duties

2.32.1 Service providers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted software / service to CEI & CED. However, VAT/Service Tax in respect of the transaction between CEI & CED and the service provider shall be payable extra, if so stipulated in the Notification of Award.

2.33. Binding Clause

2.33.1 All decisions taken by GIL regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

3. SECTION IV: BACKGROUND OF PROJECT

3.1. Introduction

The Chief Electrical Inspector & Collector of Electricity Duty (CEI & CED) is to ensure electrical safety in the state of Gujarat. The department is responsible for efficient implementation of Electricity Act and collection of Electrical Duty. To ensure safety of all electrical installations as per the provisions of the Electricity Act 2003. Ensuring Electrical Safety in Electrical Installations, installations of Lift, issue of license for the Lifts, Issue of erection permit, Renewal of License to the Lifts, Collection of Electricity Duties are the main activities of this Department.

3.2. Project Profile

The purpose for customization and implementation of the online submission of application form to facilitate the applicants to submit their applications online through the use of internet. This is a G2C application and CEI&CED wants to achieve efficient delivery of service by implementing this project. It would lead to increase in efficiency of the functioning of the departments. It would add efficiency in the process of submission of application forms for various divisions.

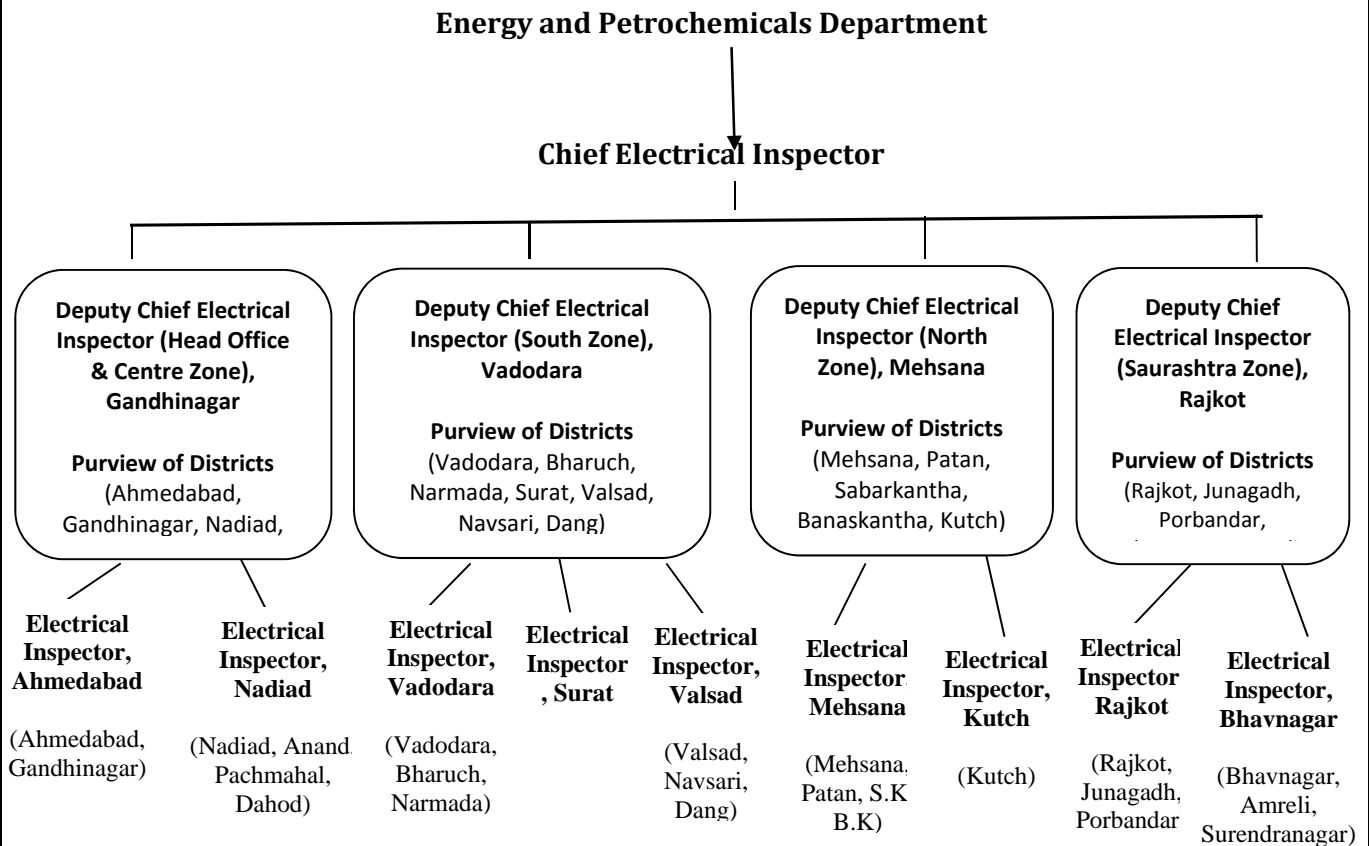
Objectives

- To facilitate quality service to public
- To increase efficiency in accepting application form functioning of the departments
- To facilitate systematic record keeping
- To reduce cost of the Beneficiaries as well as to the department
- Brings transparency and effective monitoring of applications.

The CEICED exercise the powers and perform functions specified in the following major Acts and Rules/Regulations framed there under.

1. The Electricity Act, 2003
2. The Electricity (Amendment) Act, 2007
3. Electricity Rules, 2005.
4. Central Electricity Authority (Measures Relating to Safety & Electric Supply) Regulations, 2010
5. Electricity License Rules, 2004
6. The Gujarat Lift and Escalators rules, 2001
7. The Gujarat Lift and Escalators rules,(Amendment), 2007

3.3. Organization Structure



3.4. MAJOR ACTIVITIES OF THE DEPARTMENT

- Electrical safety for public and proper maintenance of electrical equipment's under the Electricity Act, 2003
- Initial inspection for verifying safety standards and grant of permission for commissioning of the electrical installations
- Scrutiny and approval of electrical installation drawings of Generating Stations
- Investigation of electrical accidents, remedial suggestions to prevent the re-occurrence of the same.
- Investigate electrical complaints received from the public
- To promote energy savings, mandatory energy efficiency audits
- Issuing authorization certificates to competent agencies
- To install Lift or Escalator
- Issuing License to use lift or Escalator
- Erection and maintenance services of Lift / Escalator
- Inspection and Testing of Lift / Escalator
- Maintaining report for any kind of Lift accident and Electrical Accident occurrence across the state of Gujarat.
- Approval and inspection of rope way
- Review Quality Standards to get the high-quality electrical equipment
- Receipt of Electricity Duty.
- Payment related activities for Lift section of CEICED like;
 - Fee for Issuing Authorization Certificate of lift or escalator
 - Grant duplicate Certificate for Authorization

- Change of Name in the Certificates
- Fee for obtaining license for operating the lift or escalator
- Renewal license of Lift or escalator
- Grant duplicate license of Lift
- New plan Approval fee
- Initial inspection fee for Lift or Escalator and other fee of Lift section.
- Follow up Complains/Grievances received regarding Lift and escalators from the Beneficiary, users of the respective zones.
- Compliance to the applicant or authorization agency for required documents to complete the forms.
- Conducting examinations for electrical supervisors and wiremen for issue of competency certificate & permits.
- Issue of cinema operator competency certificates.
- Intimation of accidents in lifts

Licensing Board

The Licensing Board is issued of Electrical licenses; give the permit to supervisors and wireman for work of wiring of electrical installments related work in Gujarat State. Conducting examinations for electrical supervisors and electrical wiremen for issue of competency certificate & permits.

Functions of the Licensing Board:-

- To grant license to Electrical Contractors.
- To conduct examinations for supervisors and wiremen.
- To prescribe syllabus for supervisor and wireman examination with prior approval of State Government.
- To grant certificates and permits to supervisors and wiremen.
- To deal with applications and testimonials found to be incorrect and to take such action as may be decided on.
- To nominate representatives in the various centers of the state for the purpose of carrying out local examinations and test under these Regulations.
- To hear and decide cases of malpractice by electrical contractors, supervisors or wiremen.
- To carry out the provisions of these Regulations.
- To take decision regarding gracing marks to be granted for passing of Supervisor and Wireman Examination.
- Sub-Committees:- The board shall have power to appoint Sub-Committees and delegate such of its power to these committees as the board considers fit.

Sub Functions of the Licensing Board

- To scrutinize all applications for electrical contractors' license and submit same to the President and carry on correspondence in connection therewith;
- To scrutinize application for admission to the examination for supervisors and wiremen and carry on correspondence in connection therewith;
- To countersign licenses to electrical contractors and certificates and permits to supervisors and wiremen;
- To notify to all electric supply companies and concerned and the electrical contractors' association of all license issued and I or cancelled.
- To countersign renewal of license to electrical contractors and certificates and permits

to supervisors and wiremen and carry on correspondence in connection therewith.

A need has been felt to

- Adopt a holistic approach to address the requirements of the Beneficiaries/industries mainly with relation to functions of office.
- to strengthen the Beneficiaries interfaces with the CEICED office;
- to enhance the efficiency and effectiveness of the CEICED office
- to provide better interface with various stakeholders involved with CEICED office;
- Provide for information sharing and transparency;
- Provide web-based services to the Beneficiaries etc.

In order to realize the benefits of e-Governance fully, it is essential that a holistic approach is adopted that includes re-engineering and standardizing key functions of the administration of the CEICED office and creating a sustainable and secure mechanism for sharing information.

3.5. Goal of the project:

Office Facing:

- Bringing about improvements in efficiency and effectiveness of business processes/functions of the Corporation CEICED Office
- Instituting a mechanism of result based monitoring and evaluation
- Ensuring economy (cost efficiency) in the design and implementation of the project
- Improving the system for decision making with respect to planning and delivery of services to the Beneficiaries and within.
- Ensuring effective project management to track progress.

Beneficiaries Facing:

- Significantly improving the Quality of Service provided by the Corporation
- Transparent, effective and efficient service delivery to the Beneficiaries
- More service delivery channels for hassle free service for Beneficiaries
- Defined service level for timely delivery of services to the Beneficiaries

4. SECTION IV: SCOPE OF WORK

The primary scope of the project is to implement/roll out the web based software application across all offices of CEI & CED.

The scope of the services to be offered by the SP includes the following:

| Category | Task/ Activity |
|---|--|
| I. Design, Develop, Deploy and Implement Software Application | |
| Requirement Gathering, Preparation of AS-IS, To-Be, BPR, SRS, HLD, LLD, SDD | The SP must clearly understand the requirements and propose a solution which helps in meeting the specific requirements of CEICED. |
| | Carry out a Systems Study to prepare Systems Requirements Specification (SRS) document based on the Functional Requirements Specifications (FRS). Suggest the area where the re-engineering is required. Simplify the application forms. |
| | Creation of High Level Design (HLD), Low Level Design (LLD) documents, Software Design Documents (SDD) |
| II. Change Management, Capacity Building and Handholding Support | |
| Training and Change Management Workshops | The Bidder is required to train/retrain the designated technical and end-user staff / vendors to enable them to effectively operate the system and shall undertake Change Management interventions as necessary to achieve project objectives. Departmental and Selected End-User Training. Training should also encompass "training the trainer". |
| III. Data Migration | |
| Data Migration | The SP is also responsible for migrating the all the information/ data available in the existing applications to modified system. SI shall validate the data in the existing applications and migrate the data to the integrated CEICED application. |
| IV. Integration with other application | |
| Integration | Software application developed should provide the space for integration with CSP, IFMS etc., |
| V. Operational Maintenance for S/W | |
| Support & Handholding | Application Solution Management and Post Implementation Support Services For Application Software For RDBMS / Application Server / Web Server at Data Centre System Administration and database management support |
| Exit Management & Transition Services | Capacity Building – Plan and Implementation |

4.1. Configuration, Development and Integration of Integrated IT solution of CEICED

4.1.1 System Study, Design, Application Development, and Integration

The SP shall carry out a detailed systems study to refine the Functional Requirements Specifications and formulate the System Requirements Specifications (SRS) incorporating the functional specifications. The system study should also include different integration points with external agencies as per the requirement of CEICED. The SRS preparation shall take into account the BPR changes approved by CEICED.

- a) **Requirement Gathering:** The SP shall understand the requirements and propose a solution which helps in meeting the specific requirements of CEICED. The SP must study the infrastructure needs of the project and gather the detailed requirement, understand the setup and perform the gap analysis.
- b) **Process Study:** The SP should study the each process of the CEICED for the application development. CEICED will provide the relevant support, available reports and information required for completing the study.
- c) **Preparation of SRS and Design of Solution:** To prepare a System Requirement Specification (SRS) report –based on an independent assessment of the requirement of CEICED and the functional requirements as specified in this Tender document for total computerization and e- enabling the services identified for implementation under the project.
- d) **Review and Updating of FRS:** To review and update the FRS based on the System Requirement Specification (SRS) report for e-enabling the services identified for implementation under the project.
- e) **High Level Design (HLD):** Once the SRS is approved, the SI would create High Level Design (HLD). The SP would prepare the HLD and have it reviewed and approved by the CEICED Nodal Officer.
- f) **Detailed (Low Level) Design (LLD):** The Low Level Design (LLD) would interpret the approved HLD to help application development and would include detailed service descriptions and specifications, application logic (including “pseudo code”) and UI design (screen design and navigation). The preparation of test cases will also be completed during this stage. CEICED Nodal officer will sign off on the LLD documents.

Deliverables

- 1.1.1. Process AS-IS, To-Be report, Gap Analysis Report, BPR Report
- 1.1.2. Preparation of SRS and Design of Solution
- 1.1.3. Review and Updating of FRS
- 1.1.4. High Level Design (HLD):
- 1.1.5. Detailed (Low Level) Design (LLD)

4.1.2 Application Development and Unit Testing

a. Application Development:

The SP would develop the application in accordance with the approved requirements specifications and design specifications and according to the approved Project Plan; and carry out the Unit Testing of the application in accordance with the approved test plans. The SP shall also develop a Data Migration Utility/application for the additional

functionalities with all the formats and tools to load the data into the state databases. This will migrate data from legacy based systems to the new databases.

The user acceptance testing and fine-tuning of the application would be at CEICED Head Office. Also, the key senior resources would have to be based on site at CEICED Head Office.

The SP would develop the solution based on the specifications finalized through the System Requirement Specifications (SRS) and solution design for the various CEICED departments. The following processes are identified for the application development of an integrated solution:

| Module | Functionalities |
|--|---|
| Comprehensive web-portal with user authentication | <ul style="list-style-type: none"> • Registration process, applicant can register online with submitting unique identity and Basic details like First Name, Middle Name, Last Name, Birth Date, Mobile Number, Email etc. • Allow users to change default password with their own password. • Support CAPTCHA authentication • Provision for sent OTP password on mobile/email for critical transactions when required. • Secured access facility • Periodic Password change policy |
| Application Processing, Workflow and Document Management | <ul style="list-style-type: none"> • Development of Hierarchical and workflow based system • Notifications, Comments, Authorization, Approval and Response can be managed according to work flow • Scanning all the applications with should have capability of automatic segregation of documents/records based on Barcode, Blank page, fixed page and auto Form recognition and associating Indexing fields, it should have a well-defined capture module for support of document processing, validation, index building, and image enhancements. • File Management (e-File Archival System, File Movement & Tracking, etc) based on Office Procedure. • File routing based on the necessary opinions/approvals needed from the higher authorities with an an In-built Web based Text Editor that shall create and save web text editor. • File tracking/Monitoring to keep a tab on the progress of work being done in various Sections of the department with workflow tool. • Real time monitoring of application status i.e. Pending, Approve or query • Facility to define multiple archive stages for archive selected documents and indexes in underlying Document management system at any stage of workflow process. • The tool shall facilitate re-engineering of processes. A workflow engine to support different types of document routing mechanism including: Sequential routing, Parallel routing, Rule based routing and Ad-hoc routing • Dashboard: to display new Application, Approve/Rejection, Query etc. |
| Electricity Duty | <ul style="list-style-type: none"> • Procedure of exemption form the electricity duty as per Govt. rules. • Application for obtaining Certificate of Eligibility for exemption |

| | |
|--|---|
| | <p>from payment of electricity duty with required documents (http://ceiced.gujarat.gov.in/forms-and-downloads) (Form E)</p> <ul style="list-style-type: none"> • To provide facility for sending acknowledgement through e-mail and SMS at different stages. • Printing the filled form. • Manage all inward and outward correspondence support for subject classification and prioritization. The system shall provide a facility to view correspondences on RHS (Right Hand Side) and indexing fields on LHS (Left Hand Side). • The system shall provide a facility to add new documents in the file by calling application like Word, Excel etc. from the same interface and provide facility to take print out of the noting for filing in paper folder as record • Dynamic workflow with ability to route files in the hierarchy based on Subjects and Sections • Creation of file & generate unique file number automatically as per the format. • Example: file number: D/Ex/Valsad/dd-mm-yyyy/number • File view shall provide facility to view all documents inside file, Noting / commenting, Edit file properties and support the case file management • Status Tracking e.g. submitted, being Processed and approved/ reject or sent back for corrections or query. • Capture all workflow events, file updates, etc. • Inspection Schedule Management • View, scrutinize and approve all application forms with different levels of approval rights within the system. • Detailed online compliance report after scrutiny and study checklist documents and necessary enclosures are not submitted. • System should have provision to generate query online within system for department officers for any missing documents or required further clarification or information. Applicant will also submit required information or documents online through the system. • The system shall provide facility to define custom triggers like Emails, Word template or launching executable etc. on predefined conditions with facility to define zones at forms and images, so that relevant part of the image is highlighted for Image assisted data entry • Workflow Management tool and Document Management should be natively integrated • Statistics: <ul style="list-style-type: none"> ○ No of Applications (manufacturing units): 2500 to 3000 applications per year ○ Existing Data : 2000 applications (Java, MySQL) ○ No of core users from department: 20 users ○ Designation: (Secretary, Chief Account officer, Chief Auditor, Assessment officer, Administrative officer, Clerk) ○ Approx. users for training: 20 users |
|--|---|

| | |
|------------------------|---|
| Lift Licensing Section | <p>Agency Authorization</p> <ul style="list-style-type: none"> • Online Application for Lift Agency authorization for erection & maintenance services; inspection and testing of lifts or escalators. • Number of Authorized Agency: 250 Approx. • No. of eForms • Online Application for obtaining authorization for erection and maintenance of lifts or escalator (Annexure-XIII) • Online Application for obtaining authorization for maintenance of lifts or escalator (Annexure-XIV) • Online Application for obtaining authorization for periodical inspection and testing of lifts or escalators (Annexure -XV) <p>Permission to erect new lift/escalator</p> <ul style="list-style-type: none"> • Online Application for Permission to erect new lift/escalator (Annexure-I, II, III) <p>License for Operating the Lift or Escalator</p> <ul style="list-style-type: none"> • Online Application for a License for Operating the Lift or Escalator <p>Renewal of License of Lift/Escalator</p> <ul style="list-style-type: none"> • Online Application for the renewal of License of Lift/Escalator (Annexure - X) <p>Reporting Accidents on Lift/escalator</p> <ul style="list-style-type: none"> • Online form of Reporting Accidents on Lift/escalator (Annexure - XVI) • Detailed online compliance report after scrutiny and study checklist documents. • System should have provision to generate query online within system for department officers for any missing documents or required further clarification or information. Applicant will also submit required information or documents online through the system. • Schedule for Inspection & generate report • Statistics: <ul style="list-style-type: none"> ○ No. of Agency: 250 approx. ○ Transaction per year: 10,000 applications (increased by 20% every year) ○ Existing Data : 55,000 applications (Oracle, SQL) ○ Department users : 30 of 4 offices and 100 users Electrical Inspectors at field offices ○ Training required: 130 users <p>Outputs/Reports:</p> <ul style="list-style-type: none"> • License to use a lift (Annexure VI) • License to use an escalator (Annexure VII) • Certificate of authorization for erection and maintenance of lifts (Form-II, Annexure XIII) • Certificate of authorization of person for erection and maintenance of escalators (Form III, Annexure XIII) • Certificate of authorization for maintenance of lifts (Form -II, Annexure XIV) • Certificate of authorization for maintenance of escalators (Form- |
|------------------------|---|

| | <p>III, Annexure XIV)</p> <ul style="list-style-type: none"> • Certificate of authorization for carrying out periodical inspection and testing of Lifts (Form-II, Annexure XV) • Certificate of authorization for carrying out periodical inspection and testing of escalators (Form-III, Annexure XV) • Notice of remittance of fee (Annexure XVII) | | | | | | | | | | |
|---|---|------------------------|------|----------------|---------|---|---------|----------------------------------|---------|--|---------|
| Licenses for Electrical Contractors | <p>Electrical Contractor's License (Form J)</p> <ul style="list-style-type: none"> • Application for an Electrical Contractor's License • Application for renewal of an Electrical Contractor's License • Application for Duplicate Contractor's License • Application for Name change for contractor's License • Statistics: <ul style="list-style-type: none"> ○ Department users 15 users ○ Training required: 15 users ○ No. of Licenses issued per year: 800 per year ○ Total no. of Licenses issued: 8500 applications <p>Outputs/Reports:</p> <ul style="list-style-type: none"> • License to Electrical Contractors (Form H) • <table border="1" data-bbox="553 827 1440 999"> <thead> <tr> <th data-bbox="553 827 1214 863">Contractor's License:-</th> <th data-bbox="1214 827 1440 863">Fees</th> </tr> </thead> <tbody> <tr> <td data-bbox="553 863 1214 898">• Initial fees</td> <td data-bbox="1214 863 1440 898">5000.00</td> </tr> <tr> <td data-bbox="553 898 1214 934">• Renewal fee (5 Years, Rs. 600.00 per annum)</td> <td data-bbox="1214 898 1440 934">3000.00</td> </tr> <tr> <td data-bbox="553 934 1214 970">• Duplicate Contractor's License</td> <td data-bbox="1214 934 1440 970">1000.00</td> </tr> <tr> <td data-bbox="553 970 1214 1003">• Name change for contractor's License</td> <td data-bbox="1214 970 1440 1003">2500.00</td> </tr> </tbody> </table> | Contractor's License:- | Fees | • Initial fees | 5000.00 | • Renewal fee (5 Years, Rs. 600.00 per annum) | 3000.00 | • Duplicate Contractor's License | 1000.00 | • Name change for contractor's License | 2500.00 |
| Contractor's License:- | Fees | | | | | | | | | | |
| • Initial fees | 5000.00 | | | | | | | | | | |
| • Renewal fee (5 Years, Rs. 600.00 per annum) | 3000.00 | | | | | | | | | | |
| • Duplicate Contractor's License | 1000.00 | | | | | | | | | | |
| • Name change for contractor's License | 2500.00 | | | | | | | | | | |
| Certification for Electrical Supervisor and Wiremen | <ul style="list-style-type: none"> • Licensing Board Conducting examinations for electrical supervisors and electrical wiremen for issue of competency certificate & permits. • Supervisor and Wireman Exam shall be held at list once in six months generally in the month of May and November at Ahmedabad, Baroda, Rajkot, Bhavnagar and Surat and such other places and on such dates as may be notified by board. <ul style="list-style-type: none"> • User can view Syllabus of Examination, Print Application, View Submitted Application, Edit and Update Application <p>Exam for electric Supervisor/Wireman</p> <ul style="list-style-type: none"> • Online Application for admission to examination for electric Supervisor/Wireman (Form A1) • Online Application for Repeater Candidate for Supervisor and Wireman Exam (Form A2) <p>Exemption from Electrical Supervisor/Wireman Exam</p> <ul style="list-style-type: none"> • Online Application for exemption from Electrical Supervisor Exam (Form A3) • Online Application for exemption from Electrical Wireman Exam (Form A4) <p>Interstate recognition for Electrical Supervisors /Wiremen Permit in Gujarat State</p> <ul style="list-style-type: none"> • Online Application for Interstate recognition for Electrical Supervisors /Wiremen Permit in Gujarat State (Form L) <p>Application for Duplicate certificate/permit for wireman/supervisor</p> | | | | | | | | | | |

Data entry for examination Result**Outputs/Reports:**

- Certificate of Competency for Supervisor (Form B)
- Certificate to exemption from examination of Supervisor (Form C)
- Permit for Electrical Supervisor (Form D)
- Certificate of Competency for Wireman (Form E)
- Certificate to exemption from examination of Wireman (Form F)
- Permit for Electrical Wireman (Form G)
- No. candidate apply, marks got, result for each candidate Supervisor, Wireman and Apprentices (Form I)
- Certificate to be granted to Electric Staff for Admission to Wiremen's and Supervisor's exam. (Form K)
- Result of Examination

Important information of examination is given below:

| Sr. No | Course | Month of Exam | Application Form | Type of Exam | Minimum Passing marks |
|--------|-----------------------|---------------|--|---|---|
| 1 | Electrical Supervisor | May, November | Form A1 for Regular candidate and Form A2 for Repeater candidate | Three written papers each of two hours duration and each carrying 50 marks + Oral test 50 marks | Require 20 marks in each written paper and 20 marks in the oral test. |
| 2 | Electrical Wireman | | | Practical test (3 Hours) carrying 100 marks and written test (2 Hours) carrying 40 marks and oral test carrying 10 marks. | Require 50 marks in practical, 15 marks in written and oral test and an aggregate of 75 marks in the examination. |

The fees for services rendered by Licensing Board are prescribed as under:

| Examinations | Fees Rs. |
|---|----------|
| • Admission to examination for supervisors | 500.00 |
| • Grant of competency certificate and Supervisor's permit to a successful candidate | Nil |
| • Admission to Examination for Wireman. | 200.00 |
| • Grant of certificate and wiremen's permit to a Successful candidate | Nil |
| • (a) Inter-state recognition fee for initial | 500.00 |

| | | |
|-------------------------------|---|--------|
| | supervisor's permit | |
| | • (b) Inter-state recognition fee for initial wiremen's permit | 300.00 |
| | • (c) Inter-state recognition fee for renewal of supervisor's permit | 500.00 |
| | • (d) Inter-state recognition fee for renewal of wiremen's permit | 300.00 |
| | • (a) Duplicate supervisor's Certificate | 300.00 |
| | • (b) Duplicate supervisor's permit | 300.00 |
| | • (c) Duplicate wiremen's Certificate | 200.00 |
| | • (d) Duplicate wiremen 's permit | 200.00 |
| | • (e) Duplicate supervisor's/wiremen's mark sheet | 250.00 |
| | Certificates and permits to candidates who are exempted from the examinations:- | |
| | • Supervisors. | 500.00 |
| | • Wireman. | 200.00 |
| | <ul style="list-style-type: none"> • Statistics: <ul style="list-style-type: none"> ○ No. of applicant: 2500 applications per year ○ Transaction per year: 2500 applications (increased by 10% every year) ○ Existing Data : 20,000 applications ○ Department users : 15 users ○ Training required: 15 users | |
| Dash Board | <ul style="list-style-type: none"> • Dash board for the monitoring purpose built over the workflow tool • No customization should be required to create dashboard, User should be able to configure dashboard with minimal coding. | |
| Management Information System | Management Information System to generate reports for monitoring of the CEICED activities | |
| Inspection Scheduler | <ul style="list-style-type: none"> • For module of Electricity Duty and Lift Licenses the inspection scheduler should be develop. The respective Electrical inspector should be able to submit the online/offline inspection report using Tablet/mobile etc. • The Mobile application should be Web Application Security Project (OWASP) compliance • Mobile application should be platform independent work across the Operating System i.e Android, IOS & Windows with support for Native, Hybrid or Web • The Mobile app compress the captured image perform the imaging features like Noise removal, perspective correction , enhanced image quality • Mobile framework should be integrated with DMS and Workflow tool. | |

The SP will also be responsible for:

- Conducting System Study of all the existing applications available in CEICED. Preparation of System Requirements Specifications (SRS) and different integration points with External Agencies.
- Preparation of implementation document with respect to Configuration, Customization and extensions as per the requirement of CEICED.

- Preparation of the Solution Design.
- Solution Development and/or Customization and/or Configuration and/or Extension as required.
- Development of reports.
- Formulation of test plans and test cases for additional functionalities and different integrations with external agencies
- Preparation of Change/Reference document which will include all the changes or deviations from the base version of the CEICED IT application
- Testing of the configured solution and additional functionalities.
- Integration requirements to various interfaces /CSP (Common Service Portal), IFMS shall also be incorporated in the SRS and shall form the scope of work for the SI.

Deliverables

- a) Solution Software,
- b) Operational/ Technical manual,
- c) Library files,
- d) Setup programs etc.,
- e) Sign-off from CEICED

4.1.3 Software Testing & Security Audit and Go-Live

- To design Test Cases for the solution testing using the data, to be digitized separately
- To prepare the testing approach and plan
- To perform the testing of the solution based on the approved test plan, document the results and fixing of the bugs found during testing
- Installation and Configuration of solution
- Configuration of Users, providing access as per roles
- Updation of Installation Manuals with lessons learnt/identified Gaps
- To implement the solution across the state – based on an independent assessment of the software, user acceptance and testing
- 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
- Incorporation of changes, if any, in the solution
- Implementation and roll out of the solution at all the implementation locations
- The application should be tested by EQDC and security audited by Cert in empaneled agencies.

Deliverables

- Quality Certification
- Security Audit through CERT- IN emplaned institute

4.2. Data Migration

- Migration of the data from the legacy systems to the new system will include identification of data migration requirements, collection and migration of user data, collection and migration of master data, collection and migration of documentary information, and migration of data from the legacy systems.
- The SP shall perform the migration from the existing systems / applications to the newly developed integrated application. The data migration to be performed by the SI shall be preceded by an appropriate data migration need assessment including data

quality assessment.

- The data migration strategy and methodology shall be prepared by SP requires a formal approval from CEDCEI. However, it is the ultimate responsibility of SP to ensure that all the data sets which are required for operationalization of the agreed user requirements are migrated. Almost all of such data items relevant for CEICED Operations are maintained at head office of CEICED.
- SP shall validate the data in the existing applications and migrate the data to the new system. The approximate volume of data that's needs to be migrated is about 1TB.

Deliverables

- Data Migration Strategy Report
- Data Migration Report (after completion of the migration) for sign-off

4.3. Capacity Building and Training

- The Service Provider shall identify the trainees for the capacity building and change management activity with the help of the nodal officer of the CEICED. The trainees need to be identified in three categories as mentioned below.
- Identify the officers. Role-based training will be carried out for these officers at CEICED Headquarters by the SP.
- The main challenges to be addressed effectively by the SP are wide variability in computer proficiency and minimal availability of time. The SP is responsible for creation of a detailed and effective training strategy, user groups and classifications, training plan and guidelines, detailed training material, training program designed their delivery to the target groups.
- The SP is responsible for preparation of training material, designing the training programs and their delivery to the target group. The SP shall be responsible for the following activities as part of the End User and Train the Trainer Training
 - **Develop Training Material**
 - Based on their needs and the objective, training programs could be organized under the following themes:
 - End User level training manual/FAQ in English as well as Gujarati.
 - Basic IT skills and use of computers to creating awareness about the benefits of ICT and basic computer skills
 - Role-based training on the application – Basic and Advanced. This training should be in a role based, benchmarked and standardized format, multi-lingual and lead to learning completion and assessment. It should also allow for self-learning and retraining. Training would include mechanism for demonstration using demo practice exercises & ppt and evaluation of trainees.
 - Design and development of the Training Manuals, User Manuals, Operational and Maintenance Manuals for the modules developed.
- SP shall ensure that the training content meets all the objectives of the training course. The material shall be developed in English as well as Gujarati.
- SP shall provide detailed training material providing step-by-step approach in soft and hard copies to all trainers for reference.
- **Deliverables:**
 - Training need analysis report
 - Course curriculum
 - Stimulation assignments
 - Change Management Strategy

4.4. Integration with other State Level Solutions, SMS gateway, Payment gateway& other Databases

- The table below provides an indicative list of external applications and databases that are required to be interfaced with the proposed application.
- This external service may be added further during the implementation phase. No additional payment will be provided to the Service Provider for the additional services that may be added during the implementation phase

| S.No | Application/Module | Details |
|------|--------------------|---|
| 1. | SSDG/CSP | Integration with SSDG/CSP etc. |
| 2. | Bulk SMS | Integration with Bulk SMS service of CEICED |
| 3. | Email | Integration with email gateway |
| 4. | Payment Gateway | Integrate with Cyber Treasury Portal |

4.5. Mail & Messaging Services

- Centralized mailing facility shall be made available for all users. It should have extensive security features to ensure privacy of users and the integrity of communication through user authentication, session encryption, and content filtering to help prevent spam and viruses, and mechanisms to monitor and enable regulatory compliance. It should support standard SMTP, IMAP and POP3 services. The Messaging system should provide a secure messaging and collaboration – email solution with standard features like calendaring, contacts and tasks, archiving, Directory and LDAP address book, web based access to emails and support for data storage. Other features to be supported include – per- user filtering policies, user management, instant messaging, mailing list manager and synchronization.

4.6. SMS Services

- CEICED has identified a need to be able send an SMS to mobile phones of citizens/representatives/ employees/vendors etc., reminding them about dues/alerts/reminders/query etc. Thus the system should have the facility to send SMSs wherever required and also integrate with SMS gateway to provide the above mentioned services. The bidder will also be responsible for the co-ordination with service provider. The payment for SMSs (as per actual) will be done by the CEICED directly to the existing service provider.

4.7. MIS Services

- The bidder would be responsible for development and Implementation of MIS solution for CEICED. The system should be able to generate reports as per the requirements of CEICED. The Solution should be able to Interface / Download / incorporate data from all application modules deployed by CEICED as listed in this RFP. The Solution should provide a user driven reporting tool capable of various multidimensional analysis across parameters, periods and dimensions.

4.8. Dash Board Services

- The bidder shall be responsible for incorporating the digital dashboards layer in the

solution to enable the decision makers in CEICED to view information regarding various status of various service requests and non-conformance of defined rules in the form of drill down dashboards. These should be available as information cubes with the information being presented in easy to understand charts and tables with drill down capabilities. The Dash Board should update dynamically by retrieving the data from various modules.

4.9. Handholding Support

- The System Integrator will provide Five (5) qualified and trained persons at head office for a period of 6 months, to handhold the staff in the CEICED offices and ensure that the staffs in these offices are able to use application on their own by the end of the handholding period. Handholding support would be required only after the successful commissioning of application and infrastructure in respective Offices. SP is expected to provide manuals and CD's for handholding support.

4.10. Project Documentation

- The SI shall create and maintain all project documents that would be passed on to CEICED as Project documents as per the agreed project timelines. The documents created by the SP will be reviewed and approved by the CEICED. CEICED will provide required approvals for the Project documents submitted by the Service Provider. Project documents include but are not limited to the following:
 - Detailed Project Plan
 - Updated/vetted FRS
 - BPR Document
 - SRS document
 - HLD documents (including but not limited to):
 - Application architecture documents
 - ER diagrams and other data modeling documents
 - Logical and physical database design
 - Data dictionary and data definitions
 - Application component design including component deployment views, control flows, etc.
 - LLD documents (including but not limited to):
 - Application flows and logic including pseudo code
 - GUI design (screen design, navigation, etc.)
 - All Test Plans
 - Requirements Traceability Matrix
 - Change Management and Capacity Building Plans
 - SLA and Performance Monitoring Plan
 - Training and Knowledge Transfer Plans
 - Issue Logs
 - Bill of Material for required IT Infrastructure at Central as well as Client Side
 - Connectivity requirement
- The SP shall submit project documents that they would submit based on the methodology they propose. The SP shall prepare the formats/templates for each of the documents upfront based upon industry standards and the same will be approved by CEICED prior to its use for documentation.
- All project documents are to be kept up-to-date during the course of the project. The SP shall maintain a log of the internal review of all the deliverables submitted. The logs

shall be submitted to Nodal Officer on monthly basis. All project documentation shall conform to the highest standards of software engineering documentation.

4.11. Post Implementation Support

- As part of the post implementation services, the SI shall provide support for the software provided as part of this RFP. SI shall provide Five (5) years of comprehensive AMC that includes:
 - Warranty support
 - Annual Technical Support (ATS)
 - Handholding Services
 - Central Helpdesk.
 - Software maintenance and support services.
 - Application functional support services

4.11.1 Resource Requirement

- The services shall be rendered onsite from the CEICED premises. To provide the support for all the offices of CEICED where the software will be rolled out, SP is expected to provide experienced and skilled personnel. The SP will also ensure that there is a Service Center available or setup at CEICED. The SI shall develop a work plan for the knowledge sharing as per scope defined in this RFP for use in future phases of the project. The Minimum number of resources to be placed at CEICED For day to day operations for the entire project duration is

| Sl.No | Designation and Location | No. of Resources |
|--------------|---|-------------------------|
| 1. | Project Manager at Head quarter | 1 |
| 3. | Operations Manager (Techno Functional) at | 1 |
| 4. | Database Administrator at CEICED Head quarter | 1 |
| 5 | Helpdesk Support Executive | 2 |

4.11.2 Warranty services

- SP shall provide a comprehensive warranty and on-site free service warranty for 5 years from the date of Go Live.
- SP is responsible for sizing and helping in procuring the necessary hardware and software licenses as per the requirements provided in the RFP.

4.11.3 Handholding services to provide software maintenance and support services

- As part of the Handholding services to provide software maintenance and support services SI shall provide:
 - The Software Maintenance and Support Services shall be provided for all software procured and implemented by the SP. The SP shall render both on-site and offsite maintenance and support services to the CEICED. The Maintenance and Support Services will cover, all software upgrades, modifications, and enhancements.
 - Tuning of application, databases, third party software's and any other components provided as part of the solution to optimize the performance.

4.11.4 Handholding services to provide application functional support

As part of the Handholding services to provide application functional support services SP shall provide:

- The Application Functional Support Services shall be provided for software procured/implemented by the SP. The SP shall render both on-site maintenance and support services to CEICED.
- SP shall incorporate technological changes, and provide enhancements as per the requests made by CEICED. SP shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.
- Routine functional changes that include user and access management, creating new report formats, and configuration of reports.
- SP shall provide user support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application.
- The SP shall migrate all current functionality to the new / enhanced version at no additional cost to CEICED and any future upgrades, modifications or enhancements.
- The SP shall perform user ID and group management services.
- The SP shall maintain access controls to protect and limit access to the authorized end users of the CEICED.
- The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support for print, file, directory and e-mail servers.

4.12. Exit Management and Transition – Capacity Building at CEICED

- After the exit of the SP, CEICED shall take up the management of the Application. Therefore before the exit of the SP, CEICED must be strengthened and capacity must be developed for the CEICED to manage the application. The SP must plan the capacity building initiative to enable CEICED to manage the e-Governance application.
- The SP shall create a detailed plan for Capacity Building (CB) required at CEICED to manage the application and a Transition Plan (implemented over a minimum period of SIX months) to affect the handover to CEICED; and implement the same in collaboration with the CEICED before the completion of their engagement.

4.13. TECHNOLOGY REQUIREMENT FOR APPLICATION DEVELOPMENT

The following section presents the future state desired by CEICED with the implementation of the Holistic and Integrated eGovernance solution.

The various components to be used in the proposed CEICED solution architecture are described below;

| Sr. No. | Component / Service | Description |
|----------------|----------------------------|--|
| 1. | Client Layer | The Client layer of the CEICED portal would provide the internet/intranet browser that would initiate request to the CEICED web server and will display the results of requests. |
| 2. | Web Server | CEICED web server would serve raw content or forward requests to the Portal Server |

| | | |
|-----|---------------------------------------|---|
| 3. | Portal Server (Application Server) | Portal server would carry out the page aggregation, searching, indexing, integration to the various knowledge based managed backend system. This will provide an access to different stakeholders for day-to-day information. |
| 4. | User Authentication Services | These services will be used to register, authenticate and manage users and their security privileges. These services will authenticate the CEICED users and find out user specific privileges |
| 5. | CEICED User Profiles | This will be the storage of the CEICED user's authentication information and access capabilities. |
| 6. | Web Application Services | The Web Application Services would be a container to manage the presentation and application logic. It will provide transactional integrity, scalability and availability services. In addition it manages the session, the requests and responses to and from its clients and resources. |
| 7. | Application Logic | This logic would encapsulate the business-level functions that can be used to satisfy a user's requests. |
| 8. | Application Database Services | Services including Database Analysis and Design, Data Warehousing and Business Intelligence, Conversion. |
| 9. | Application Data | Business specific data that the application would track or manage |
| 10. | Content Management Services | This would be a content Management Repository where different web pages, news, events, rules, regulations, schemes details, grant details, etc. safely reside with metadata contents. |
| 11. | Mailing & Messaging Server | This server would be used for sending the alerts as mail message to the registered users of the CEICED Portal. |
| 12. | Indexing and Searching | This tool would be used for indexing and searching all the repositories of knowledge repository maintained across the portal infrastructure. |

The CEICED Portal will bring all of its services under one umbrella and provide a single point of access to the citizens, internal users and other intended users to avail the services. The proposed solution shall provide interfaces and formats for data transfer between external agencies and relevant stakeholders as per the requirements. The solution should support TCP/IP, HTTP and HTTPs for all traffic between the user screens and the application.

The bidder is expected to propose the solution and technology stack / platform that is based on the open standards, provide interoperability with other operating systems and application servers, guarantee portability of data and content. The solution should be based on shared and reusable architectures, that is, applications, systems and infrastructure are characterized as service oriented, component-based and reusable.

The solution would be web based application and accessible over a standard browser. Application would be hosted centrally at GSDC and all the users will access the application over GSWAN or through Internet.

The solution landscape should be architected with following key drivers in mind:

- Based on Open Standards
 - High Availability
 - Scalability
 - Load Sharing
 - Performance Objectives
 - Optimization of Hardware
 - Usage Requirements
 - Integration Requirements
 - Maintainability
 - Platform Compatibility
 - Cost Implications
- Application type: Three tier mobile & web based application
 - Technology Platform :- XML
 - Back end Technology: Any
 - Server OS Support: Any
 - The preferred platform for database is open source. However bidder can use & bid for any proprietary database at server side and no specific user license required at client side. The details of such database software should be provided in Bill of Material and financial bid should be inclusive of the rate of such database licenses.
 - The developer to provide an iOS and Android based mobile app that will provide interface through the app subject to user authentication:
 - The application should be compatible with any open source database also.
 - Database should support all the functionality of the proposed solution.
 - Bidder should supply genuine, perpetual and very cost effective Database licenses to fulfill proposed solution requirements.

Standards

The proposed CEICED system needs to be designed based on the latest DIT / GoG standards, and in line with overall system requirement set out in this RFP, in order to have data standards, interoperability with multiple platforms and avoid any technology or technology provider lock-in.

The list below is the minimum and is not to be treated as exhaustive.

| | |
|-----------------------------|---|
| Portal development | W3C specifications |
| Information access/transfer | SOAP, HTTP/HTTPS |
| Interoperability | Web Services, Open standards |
| Photograph | JPEG (minimum resolution of 640x480 pixels) |

| | |
|---|---|
| Scanned documents | TIFF(Resolutionof600X 600dpi) |
| Digital signature | RSA standards |
| Document encryption | PKCS specifications |
| Information Security | ISO27001certified |
| Operational integrity & security management | ISO17799compliant |
| Service Management | ISO 20000 specifications |
| Project Documentation | IEEE/ISO/CMMi (where applicable) specifications for documentation |
| Portal | W3C standards |

4.14. General Requirements:

- The portal should have configurable front end.
- The portal should be CMS based. Department can modified the form as per their requirement by themselves.
- Portal should be bilingual. (Gujarati and English).
- The application Browser independent and dynamic in nature.
- The solution architecture should be platform and vendor independent.
- The solution should facilitate centralized deployment of the application.
- The solution should be interoperable in nature and design and development should be based on Service Oriented Architecture (SOA).
- DMS should be CMIS compliant
- All documents generated, stored and retrieved should be available within in Document Management System[DMS] for external and internal users
- The solution is required to provide modularity (business function and process) that should support addition / removal of one more modules as and when required.
- DMS Should handle structured and unstructured sources of data and the mobile based document capture application solution should be pre integrated for seamless working
- The solution architecture should allow infrastructure simplicity and Standardization.
- The solution should ensure data safety and integrity in the event of communication channels operation failures, software operability failures.
- Workflow Management should have Inbuilt Graphical workflow designer for modeling complex Business Processes using drag and drop facilities.
- The solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures and should also provide clustering features, thus protecting against many multiple component failures.
- The workflow system should allow process designers to design properties for each work stage like default document view, Exception view, Trigger, Reminder/Alerts, etc.
- The solution should have the ability to scale up as and when the new business applications and services are added without compromising the performance of the overall solution. The architecture should be proven to be highly scalable and capable of delivering high performance as and when the transaction volumes increase

- The solution should employ a common user access and authentication service to ensure Single-Sign on for the end-user.
- The solution should support multi-tier authentication where ever and whenever required.
- The solution should have a capability to assign activities to roles, and map roles to users.
- The solution should restrict users from unauthorized access by allowing only the authorized users with valid profile/password to access only the allowed transaction
- The solution should provide multi-level access management. The following should be provided:
 - User identification;
 - Limitation of user rights to perform operations;
- **Data confidentiality provision;**
 - Description
 - User actions audit and protocols;

The solution should support the following under user account management

- Unique user IDs
- Disabling of inactive user IDs
- The solution should display an appropriate warning message upon user logon.
- The solution should not store authentication credentials on client computers after a session terminates.
- The framework should support plugging in of other authentication methods in the future.
- The system should be developed to be deployed in a n-tier datacenter Architecture
- The system should ensure high standards of security and access control.
- The solution must be capable of integration with a payment gateway for paid user services.
- The Solution should be capable of delivering the services through intranet and internet both.
- Ability to provide a solution with database level, module and operating system which is Platform independent and can be deployed on most of the database
- Ability to provide solution which is Operating system independent and supported on most of the available OS
- Ability to connect to other systems in the distributed environment
- Ability to provide API to build web based applications and provide data to other applications
- Ability to provide APIs to update, search and create data from custom applications
- Ability to provide data as a web service to other applications
- Supports standard views to provide access to data over a portal
- Ability to provide role based access
- Ability to provide Role based views that can be restricted for the number of fields visible
- Ability to provide Role based views that provide data level access control based on predefined search criteria
- Supports Secure data formats and wire protocols like SSL
- Ability to provide Multi-tired Architecture which can be installed on different servers

for logical or functional load sharing

- Supports 24/7 availability with high availability hardware platform
- Mobile platform access – either application support the mobile platform or html 5 standard.

5. SECTION V: SERVICE LEVEL AGREEMENT (SLA) & PENALTY CLAUSE

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the SP to CEI & CED for the duration of the contract for providing GISS Applications, Training, Operation and Maintenance support against the stated scope of work. CEI & CED/GIL shall regularly review the performance of the services being provided by the SP and the effectiveness of this SLA.

Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings as set forth below:

- "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to CEI & CED and users. Uptime, in percentage, of any Central IT component can be calculated as:

$$\text{Uptime \%} = (\text{uptime}) / (\text{Total Time} - \text{Maintenance Time}) * 100$$
- "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards as per SLAs are not available to CEI & CED and users and excludes the scheduled outages planned in advance for the CEI & CED central IT infrastructure.
- "Incident" refers to any event / abnormalities in the functioning of CEI & CED specified services that may lead to disruption in normal operations of CEI & CED services.
- "Response Time" shall mean the time taken (after the incident has been reported at the concerned reporting center), in resolving (diagnosing, troubleshooting and fixing) or escalating to (the second level, getting the confirmatory details about the same and conveying the same to the end user), the services related troubles during the first level escalation.
- The resolution time: the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to immediately recover the situation. The resolution time shall vary based on the severity of the incident reported.

5.1. Categories of SLAs

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The SP shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the SP shall be reviewed by CEI & CED against this SLA. The SP shall:

- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

5.2. Implementation related penalty of service levels

Development of Solution

These SLAs shall be strictly imposed and a software audit/certification shall be carried out at the sole discretion of CEI & CED for certifying the performance of the applications against the target performance metrics as outlined in the table below:

| Service Category | Target | Severity | Penalty |
|---|--------------------------|----------|---|
| Successful completion of Development of solution. | As per delivery Schedule | Critical | A Penalty of 0.5% of contract value of Software per week delay. |
| Testing & UAT of solution. | As per delivery Schedule | Critical | A Penalty of 0.5% of contract value of Software per week delay. |
| Product Training & Handholding Support of solution. | As per delivery Schedule | Medium | A Penalty of 0.5% of contract value of Software per week delay. |
| Commissioning & Go-Live | As per delivery Schedule | Medium | A Penalty of 0.5% of contract value of Software per week delay. |

Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of CEI & CED. If delay exceeds maximum delay weeks at the particular milestone, CEI & CED may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

The SLA applicable after the implementation shall be purely measured on the availability of the services at site.

5.3. Operational Related Penalty

For Software Uptime

| Sl. No | Measurement | Target | Penalty |
|--------|---|--------|--|
| 1 | Application Availability Downtime required for maintenance, new initiatives undertaken by SP or for Performance enhancement measures shall not be considered while calculating product availability. All major maintenance shall be carried out in a planned manner after announcing it across the platform. Any planned shutdown will be done only between 9 pm and 8 am or holiday declared by the Government of Gujarat. | >= 99% | INR 1,00,000 for every 12 hours of downtime at a stretch or in parts on a quarterly basis. And INR 10,000 for every subsequent hour of downtime at a stretch or in parts for total down time more than 10 hours on a quarterly basis. |

6. SECTION VI: BID FORMS

6.1. Bid Proposal Form

Date:

Tender No:

To

Dear Sir,

Having examined the Bidding Documents including Addenda Nos. _____ (insert numbers, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render "**Selection of Service Provider for Total Computerization (Application development, configuration, training and post implementation support for Chief Electrical Inspector & Collector of Electricity Duty)**".

in conformity with the said bidding documents for the same as per the technical and financial bid and such other sums as may be ascertained in accordance with the Financial Bid attached herewith and made part of this bid. We have not placed any condition for the bid on our part and agree to bind ourselves to the terms and conditions of this tender unconditionally. Any conditions placed by us elsewhere in the present bid are hereby withdrawn unconditionally.

We undertake, if our bid is accepted, to render the services in accordance with the delivery schedule which will be specified in the contract document that we will sign if the work order given to us.

If our bid is accepted, we will obtain the guarantee of a bank for the sum indicated as per tender document for the due performance of the Contract, in the form prescribed by CEI & CED.

We agree to abide by this bid for a period of 180 (One hundred and eighty only) days after the date fixed for bid opening of the Instruction to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration 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.

Name: _____

Address: _____

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

Dated this _____ day of _____ 2016

Signature

(in the capacity of)

Duly authorized to sign Bid for and on behalf of _____

6.2. 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 _____, 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 of the Govt. Department or its PSU in the past 5 years, ending on 31st December 2014 in Gujarat. 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 of the 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 of the Govt. Department or its PSU.

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 _____ 2016

Signature: _____

(in the Capacity of) : _____

Duly authorized to sign bid for and on behalf of

Note: This form should be signed by authorized signatory of bidder/ lead bidder in case of consortium.

6.3. Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Government of Gujarat, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s.

..... having

Principal Office at (hereinafter referred to

as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the

supply of _____ by issue of Purchase Order No..... Dated issued by Gujarat Informatics Ltd. ,Gandhinagar for and on behalf of the OWNER/PURCHASER

and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having

agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the

OWNER/PURCHASER, _____ having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning

thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs. _____ (Rupees _____) to the

OWNER/PURCHASER on demand at any time up to _____ without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be

conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein

contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any

way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/

PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they

might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the

aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of

them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by

any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. _____ (Rupees _____) and it shall remain in force up to and including _____ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Dated at _____ on this _____ day of _____ 2015

Signed and delivered by

For & on Behalf of
Name of the Bank & Branch &
Its official Address

List of approved Banks:

Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2014/570/DMO dated 01.04.2015 issued by Finance Department or further instruction issued by Finance department time to time.

6.4. Format of Earnest Money Deposit in the form of Bank Guarantee

Ref: Bank Guarantee No.
Date:

To,
Director (e-governance)
Gujarat Informatics Limited
8th Floor, Block -1, Udyog Bhavan,
Sector - 11, Gandhinagar - 382017
Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender no: XXXX for **"Selection of Service Provider for Total Computerization (Application development, configuration, training and post implementation support for Chief Electrical Inspector & Collector of Electricity Duty"** KNOW ALL MEN by these presents that WE -----
----- having our registered office at -----
-- (hereinafter called "the Bank") are bound unto the _____, Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----
-----2015.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
 - a. if a Bidder withdraws its bid during the period of bid validity
 - b. Does not accept the correction of errors made in the tender document;
 - c. In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
 - (iv) If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the

OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2016.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

Approved Bank: Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2014/570/DMO dated 01.04.2015 issued by Finance Department or further instruction issued by Finance department time to time.

7. SECTION VII: TECHNICAL BID FORMS

7.1. Particulars of the Bidder's organization

| Sr. No | Particulars | Details to be furnished | |
|---------------|---|--------------------------------|--|
| 1. | Details of responding 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 (please attach proof) | | |
| a) | Name | | |
| b) | Designation | | |
| c) | Address | | |
| d) | Telephone no. | | |
| e) | Mobile no. | | |
| f) | Fax no. | | |
| g) | E-mail | | |
| 4. | Information about responding company (please attach proof) | | |
| a) | Status of company (Public Ltd. / Pvt. Ltd etc) | | |
| b) | No. of years of operation in India | | |
| c) | Details of Registration | Date | |
| d) | Details of Quality Certifications | | |
| e) | Locations and addresses of offices | | |

7.2. Bid Processing Fees & Earnest Money Deposit Details

| Sr. No. | Item | Amount (In Rs.) | Name of the Bank & Branch | Demand Draft No. |
|----------------|---------------------------------------|------------------------|--------------------------------------|-------------------------|
| 1 | Bid Processing Fees | | | |
| 2 | Earnest Money Deposit (E.M.D.) | | | |

7.3. Financial strength of the bidder

| Financial Year | Turnover (Rs. In Cr) | Audited Accounts Uploaded (Yes/No) |
|----------------|----------------------|------------------------------------|
| 2012-13 | | |
| 2013-14 | | |
| 2014-15 | | |

- 7.4. Details of completed/ongoing projects of dynamic Web Applications with mobile responsive (Excluding Hardware and Manpower), projects of delivering Citizen Centric Services (developing and creation of eForms with end to end process) of value more than 30 lacs/50 lacs in last three years.

| Name of department (with address contact persons and numbers) | Brief Description of projects | Responsibility or role of the Bidder in the Project | Order value (Rs) | Completion Date |
|---|-------------------------------|---|------------------|-----------------|
| | | | | |
| | | | | |

- 7.5. Details of project in providing centralized web based solution integrated with a payment gateway system

| Name of department (with address contact persons and numbers) | Brief Description of projects | Responsibility or role of the Bidder in the Project | Order value (Rs) | Completion Date |
|---|-------------------------------|---|------------------|-----------------|
| | | | | |
| | | | | |

(Please attach relevant client certificates + Work Order/Agreement)

- 7.6. Proposed Project Team with CV of the staff
7.7. Documents on Approach & Methodology
7.8. Work Schedule

8. SECTION VIII: FINANCIAL BID FORMS

Financial Bid Format

| Sr. No. | Description | Total Amount (Rs.) |
|---|---|--------------------|
| 1 | Cost of Designing, Development and Deployment and Go-Live of the web application for Chief Electrical Inspector & Collector of Electricity Duty Annexure A | |
| 2 | Cost of the License software required i.e. Database, OS etc. Annexure B | |
| 3 | Cost of AMC/ATS of the License software required for application i.e. Database, OS etc for five years. - Annexure C | |
| 4 | Cost of Operations and Maintenance support for five years after Go-Live Annexure D | |
| Grand Total (Rs.) | | |
| Per Person Hand-holding charges | | |
| Per Man Hour charges for change request | | |

Note:

- All taxes are extra as applicable at the time of invoicing.
- For financial evaluation, Total price of Sr. No. 1 to 4 will be considered.
- The cost of the above parts should be matched with the breakup of each component mentioned in Annexures.

Signature

Name

Date

Seal

Place

Annexure A: (Line Item 1)

| Sr. no. | No Item Description Original | Total Man-month Effort | Rate per man-month | Total amount (Rs.) |
|---------------------------|--|------------------------|--------------------|--------------------|
| | | A | B | C= A*B |
| 1. | Conceptualization, As-Is, BPR and To-be, URS | | | |
| 2. | Design, Development & Coding web application including mobile responsive application | | | |
| 3. | Testing & UAT | | | |
| 4. | Training & Handholding Support | | | |
| 5. | Commissioning & Go-Live | | | |
| Total Amount (Rs.) | | | | |

Annexure B: (Line Item 2)

One time Cost of Software Licenses required for running the application

| Sr. no. | Item Description | Unit Cost | No. of Licenses Required | Amount (Rs.) | Tax (Rs.) |
|-------------------|------------------|-----------|--------------------------|--------------|-----------|
| | | A | B | C= A*B | D |
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| .. | | | | | |
| .. | | | | | |
| 10 | | | | | |
| Total Amount(Rs.) | | | | | |

Annexure C: (Line item 3)**ATS/AMC of the Licenses required for running the application**

| Sr. no. | Item Description | No. of Unit | Y1 | Y2 | Y3 | Y4 | Y5 | Total | Tax (Rs.) |
|---------|------------------|-------------|----|----|----|----|----|--------|-----------|
| | | A | B | C | D | E | F | G = () | |
| 1. | | | | | | | | | |
| 2. | | | | | | | | | |
| 3. | | | | | | | | | |
| ... | | | | | | | | | |
| ... | | | | | | | | | |
| 10 | | | | | | | | | |
| Total | | | | | | | | | |

The bidder may indicate the tax rate separately here. ATC/AMC charges become payable one year after full roll out of the Project.

Annexure D: (Line item 4)

| Item | Total Man month Effort | Rate per man-month | Total |
|----------------------|------------------------|--------------------|-------|
| A | B | C | D=B*C |
| 1 st Year | | | |
| 2 nd Year | | | |
| 3 rd Year | | | |
| 4 th Year | | | |
| 5 th Year | | | |
| Total | | | |

- Note: example, If 5 person require for 1 Month then for one year 12*5=60 persons require for one year.