

**Request for Proposal
for
Selection of Service Provider
For
Design, Development, Implementation, Training, Hand
Holding and Operation & Maintenance Support
For
New Integrated Finance Management System
for
Finance Department (FD)
Government of Gujarat**

(Tender no: SW02032017125)

Bid Processing fees: Rs. 15,000/-



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Block no. 1, 8th floor, UdhyogBhavan,
Sector-11, Gandhinagar-382017, Gujarat
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Last date of submission of pre-bid queries: 8th March, 2017 up to 1200 hrs

Date of Pre-bid meeting 1: 10th March, 2017 at 1200 hrs

Last Date of submission of suggestions: 25th March, 2017 up to 1200 hrs

Date of Pre-Bid Meeting 2: 31st March, 2017 at 1200 hrs

Last date for submission of Online Bids: 15th April, 2017 up to 1500 hrs

Date of opening of bids: 15th April, 2017 at 1600 hrs

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Abbreviations

- **GoG:** Government of Gujarat
- **FD:** Finance Department
- **GIL:** Gujarat Informatics Limited
- **IFMS:** Integrated Finance Management System
- **IWDMS:** Integrated Workflow and Document Management System
- **HRMS:** Human Resource Management System
- **DAT:** Directorate of Accounts & Treasuries
- **DPPF:** Directorate of Pension & Provident Fund
- **PAO:** Pay & Accounts offices
- **PVU:** Pay Verification Offices
- **LF:** Local Fund Examiner
- **DoI:** Directorate of Insurance
- **RBI:** Reserved Bank of India
- **SP:** Service Provider
- **HoDs:** Head of Departments
- **QCBS:** Quality & Cost Based Selection
- **ITB:** Instruction to Bidders
- **AG:** Accounts General
- **RBI:** Reserve Bank of India
- **DPR:** Detailed Project Report
- **G2B:**Government to Business
- **G2C:**Government to Citizens
- **G2G:**Government to Government
- **GoI :** Government of India
- **GoG:** Government of Gujarat
- **GSWAN:** Gujarat State Wide Area Network
- **ICT:** Information & Communication Technology
- **IT:** Information Technology
- **MMP:** Mission Mode Project
- **RFP:** Request for Proposal
- **RTI:** Right to Information
- **SDC:** State Data Centre
- **BPE:** Bureau of Public Sector Enterprises
- **GO Cell:** Government Organization Cell
- **GPR:** Government Process Re-engineering
- **DDO:** Drawing and Disbursement Officer
- **CO:** Controlling Officer
- **WMS:** Work Monitoring System
- **PFMS:** Public Fund Management System
- **TO:** Treasury Offices
- **STO:** Sub Treasury Offices
- **CSS:** Centrally Sponsored Scheme
- **RE:** Revised Estimate
- **SD:** Supplementary Demand
- **GO:** Government Organization
- **RAO:** Resident Audit Officer
- **NSSF:** National Small Savings Fund
- **NABARD:** National Bank for Agriculture & Rural Development
- **HUDCO:** Housing and Urban Development Corporation Limited

- **NCDC:** National Cooperative Development Corporation
- **VLC:** Voucher Level Compilation
- **PFRDA:** Home-Pension Fund Regulatory and Development Authority

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1. SECTION – I: INVITATION TO RFP

1.1. RFP Notice

This document is for a Request for Proposal for “**Selection of Service Provider for Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System**” for Finance Department (FD), Government of Gujarat.

Finance Department intends to automate the financial process of Government of Gujarat. The software solution is envisioned to have integrated components like Budget Preparation, Grant Distribution, Receipt and Expenditure Management, Account Reconciliation, ePayment, eRefund for monitoring & reviewing the financial matters of Government of Gujarat.

The bidder shall be responsible for “Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Finance Management System”. The bidder shall be responsible for providing all types of services as mentioned in this documents & Scope of Work, as a part of this project.

The bidder, who intends to participate in this bid, is required to follow the below mentioned stages:

- Presentation of Existing RFP and Brief of Scope of Work
- Inviting inputs from the probable bidders
- Uploading the RFP along with Scope of Work with suitable changes
- Pre-Bid Conference
- Technical & Financial Bid Submission
- Opening of Technical Bid
- Evaluation of Technical bid
- Presentation on Approach & Methodology
- Opening of Financial bids of all qualified bidders

Eligible bidders may download the RFP document from the website www.gujaratinformatics.com & <https://gil.nprocure.com>.

The bids must be submitted online through <https://gil.nprocure.com>. The bid processing fee and EMD is required to submit physically at GIL office.

FD reserves the right to reject any or all the proposals in whole or part without assigning any reasons.

This RFP document is not transferable.

Minimum absolute technical score to qualify for commercial evaluation is 60%. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened.

1.2. Important Information

Sr. No.	Information	Details
1.	RFP No. and date of Publishing	No SW02032017125 Date: 02.03.2017

Sr. No.	Information	Details
2.	Last date for submission of written queries for clarifications to: viveku@gujarat.gov.in smitag@gujarat.gov.in	8 th March ,2017 up to 1200 hrs
3.	Pre-Bid Conference 1 (Including Presentation on Existing IFMS and envisaged Scope of Work	10 th March, 2017 at 1200 hrs Conference Room, Block No 4, 5 th Floor, New Sachivalaya, Gandhinagar
4.	Invitation of suggestions from Probable Bidders	25 th March, 2017 up to 1200 hrs
5.	Pre bid Conference 2	31 st March, 2017 at 1200 hrs Conference Room, Block No 4, 5 th Floor, New Sachivalaya, Gandhinagar
6.	Date and time for submission of the bids	15 th April, 2017 up to 1500 hrs
7.	Date and time for opening of Bids	Date of opening of bids: 15 th April, 2017 at 1600 hrs
8.	Place for Opening of Bids	Conference Room, Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar
9.	Place, Date and Time for Technical Presentation	The Place, Date and Time for Technical Presentation will be informed to the eligible bidders later on.
10.	Address for communication	Director (e-Governance), Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar Phone: 91-79-23259239, 59240 Fax: 91-79-23238925 viveku@gujarat.gov.in smitag@gujarat.gov.in
11.	Place, Date and Time for Opening of Financial / Commercial Bids	Place, Date and Time for Opening of Financial / Commercial Bids will be communicated to the technically qualified bidders later on.
12.	Bid validity	180 days from the Financial Bid Opening

The bidder shall submit the **DD of Rs. 15,000/- towards bid processing charges** and **DD/Bank Guarantee of Rs. 1,00,00,000/- towards EMD/Bid Security in sealed cover**. The sealed cover should super scribe as "Bid processing fees and EMD for RFP for Selection of Service Provider for Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Finance Management System for Finance Department (FD)".

The bid processing fees must be in the form of Demand Draft in in the name of "**Gujarat Informatics Ltd.**" payable at Ahmedabad /Gandhinagar. EMD/Bid Security must be in the

form of Demand Draft/Bank Guarantee in the name of "Gujarat Informatics Ltd." payable at Ahmedabad /Gandhinagar. In case of EMD in the form of BG, it should be valid for 9 months from the date of bid submission.

2. SECTION 2: INSTRUCTIONS TO BIDDERS

2.1. Definitions

- 2.1.1. "Applicable Law" means the laws and any other instruments having force of law in India from time to time.
- 2.1.2. "Proposal/bid" means proposal submitted by bidders in response to the RFP issued by Finance Department for selection of Service Provider.
- 2.1.3. "Competent Authority" means the Finance Department.
- 2.1.4. "Committee" means committee formed by the Finance Department (FD) for the purposes of processing and evaluation of this bid
- 2.1.5. "Contract Value" means the price payable to the selected firm/company under the Contract for the complete and proper performance of its contractual obligations.
- 2.1.6. "Service Provider" means any private or public entity, which will provide the services to Finance Department under the contract.
- 2.1.7. "Contract" means the Contract signed by the parties along with the entire documentation as specified in the RFP
- 2.1.8. "Day" means Working day. A period of 24 hours running from midnight to midnight and the calendar day applicable to India
- 2.1.9. "Effective date" means the date from which the contract comes into force and effect.
- 2.1.10. "Government" means State Government of Gujarat.
- 2.1.11. "FD" means Finance Department, Gujarat.
- 2.1.12. "New IFMS" means Integrated Finance Management System needs to be developed by selected Service Provider
- 2.1.13. "Product" means a final solution after Development/Customization of New IFMS as per requirement of the FD.
- 2.1.14. "HRMS" means Human Resource Management System.
- 2.1.15. "Rules" means the applicable rules under different statutes, Acts, Rules, Government Resolutions, Circulars in relation to personal management of employees in Gujarat Government.
- 2.1.16. "GIL" means Gujarat Informatics Limited, Block No.1, 8th Floor, Udyog Bhavan, Gandhinagar – 382 017, Gujarat.
- 2.1.17. "Personnel" means professional and support staff provided by the SP and assigned to perform services to execute an assignment and any part thereof.
- 2.1.18. "Intellectual Property Rights" means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interest, world-wide, whether vested, contingent or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create, derivative works form, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory or otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.
- 2.1.19. "Services" means the work to be performed by the SP pursuant to the selection by FD and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by FD.
- 2.1.20. "Go live" means completion of New IFMS as per the complete scope of work and successful Testing of entire solution in respect of at least one month successful transaction by client of end to end flow of each function of following parts. In case Development of all the modules is completed but the testing or actual use of the product gets delayed, third party may be appointed for certifying the same.

In Phase 1 bidder has to provide the following functionalities:

- Dynamic BI according to the category Budget
- Integration with GSTN
- Grant Distribution
- Debt. Management System
- Bureau of Public Sector Enterprises (BPE)
- Treasury Functions
- Controlling Officer Functions
- Drawing & Disbursement Officer Functions
- Receipt Management System
- ePayment, eReceipt, eRefund in respect of Government on one hand and Government offices, businesses and individuals on other hand
- Integration with External Agencies (e.g RBI, Banks, AG, HRMS, PFMS, WMS)
- Contract Management (Limited to for GoI Project for UTC, State & GoI projects General details such as Name, Milestone, Progress, Payment for monitoring externally aided projects)
- DPPF

In Phase 2 bidder has to provide the required functionalities for the following offices :

- Examiner, Local Funds
- Directorate of Insurance
- Employee Database
- Pay Fixation & Pay Verification
- All District Panchayats Finance Management System
- All Taluka Panchayats Finance Management System

2.2. SOURCES OF FUNDS

Finance Department is calling Service Provider for **“Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System”** for Government of Gujarat Employees across the state.

The Work Order will be placed to the selected Service Provider by Finance Department directly and the payment for the services mentioned in the said work order will be made directly by Finance Department from their own sources of funds as per the financial terms and conditions mentioned in this document.

2.3. Introduction

2.3.1. Finance Department is one of the key departments of State Government. The overall financial process of State Government from receipt to expenditure is driven by this department.

Finance Department and its HoDs started the process of automation of its core processes in the year 2008-09. Under this process a system named “IFMS (Integrated Finance Management System)” was put in place. The “IFMS” system implemented in the Finance Department and its HoDs was a substantial leap from the pre-existing manual system and has features like:

- System based clearance of bills in all treasuries spread over 253 locations in Gujarat, after checking for the budget availability with the database;
- Monthly generation of accounts;

- Elimination of systemic deficiencies in the manual system like overdraw of funds, fraudulent withdrawals, misclassification of expenses, non-reconciliation of accounts, delay in finalization of accounts and delay in settling claims;
- Helping the administration in better cash management & budget monitoring;
- Providing timely and accurate information to Government departments on the revenues and expenditure for better management of various schemes.
- The department now wishes to enhance the application in terms of functionality and replace the technology as well, while incorporating some important business process re-engineering and address the entire lacuna in the present system. The new system shall be called “New IFMS” and shall replace the existing system,

2.4. Qualification Criteria

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

Sr. No.	Eligibility Criteria	Attachments
1.	The bidder would be a company registered/ incorporated under Indian company ACT and must have 5 years of existence in India.	Valid copy of the Certificate
2.	Bidder should be an established IT Total Solution Provider and should have been engaged in similar IT projects/solutions business for a period of at least five years from the last date of submission of bids.	Work Orders / Client Certificates confirming year and area of activity.
3.	The bidder must have turnover of at least Rs. 500 Crores for each of the last three financial years as on 31.03.2016.	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. CA certificate mentioning turnover of Software/IT products and Support service activities
4.	The bidder should have experience in development and implementation, support services of at least One Solution including IT infrastructure in financial sector in India, like banks or state government/PSU authorities/Private Organization in last 5 years/ongoing from last 1 year having project value of 10 crore and having 50 site/branch location.	Work Order. / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users
5.	The Bidder should be a Total Solution Provider(TSP) having CMMi level 5 certification and ISO 9001:2011, ISO 27001:2005 certification (Information Security Management System)	Valid copy of the Certificates
6.	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 2000 users or resources any time in last five years.	Details of such project undertaken along with clients' completion certification/letter.
7.	The bidder should have at least 1000 technically trained employees on its payroll as	Authorization certificate from HR manager

Sr. No.	Eligibility Criteria	Attachments
	on 31.03.2016.	
8.	The bidder must give undertaking duly signed & sealed by Authorized Signatory that if this contract is awarded to him, he will employ all the resources with the necessary capabilities catering to different phases of project implementation, as defined in the scope of work. Resources need to be Deployed at directed by Finance Department offices/ places specified by FD in Gandhinagar and any district of Gujarat.	Relevant undertaking
9.	Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices issued by Government of India or by Government of any other State in India or by Government of Gujarat or any of the PSU in the state of Gujarat in last 5 years at the time of bidding.	Certificate / affidavit mentioning that the Bidder is not blacklisted by Government of India or by Government of any State in India or by Government of Gujarat or any of the PSUs in the state of Gujarat due to engagement in any corrupt & fraudulent practices. Self-Declaration Form must be submitted
10.	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.	Affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights must be submitted by the bidder as per Attached format.
11.	The Bidder should have at least one office in Gujarat and preferably support centers/logistics for the entire state. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open an office in Gujarat within 45 days from the date of issue of work order if he is awarded the work.	The copy of Property tax bill/Electricity Bill/Telephone Bill/G.S.T.-C.S.T. Registration/Lease agreement should be submitted as proof Or Undertaking Letter
In Case of the proposed solution is COTS Based then Bidder and/or OEM meets the following Criteria and the bidder should furnish acceptance on providing future version and ensure the compatibility with existing application and database without any additional cost whenever required. :		
12.	In case bidder is offering the COTS Product (ERP Solution), The OEM of the offered solution must have turnover of at least Rs. 10000 Crores for each of the last three financial years as on 31.03.2016	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. CA certificate mentioning turnover. Copy of valid certification.
13.	Bidder should have demonstrable expertise and experience in providing and customizing COTS. The bidder must have implemented &	Details of such projects undertaken along with clients' completion certification/letter.

Sr. No.	Eligibility Criteria	Attachments
	operationalized such COTS based 3 projects of 12 crore or 2 projects of 15 crores or 1 project of 24 crore in last 5 years	
14.	Out of 1000 technically trained employees 200 employees should be trained on the COTS product in case of COTS implementation support, configuration, customization, testing, user acceptance, training, hand holding and application support activities.	Authorization certificate from HR manager
15.	The bidder should be authorized by its OEM for the product quoted in the bid. The bidder should have a back-end support agreement/arrangement for services of the offered product support with the Original Equipment Manufacturers (OEMs) for support activities for the entire project period.	The authorization certificate of OEM
16.	The bidder must get and furnish an undertaking duly signed by authorized signatory of the OEM to convey OEM's acceptance "The COTS OEM provider agrees to provide the unlimited licenses to Govt. of Gujarat for use of its employees during the life of the project."	FORM VII: Original Equipment Manufacturer (OEM)/Developer Authorization Form
17.	No Consortium will be allowed.	

Note: In case of bidder not offering the COTS (ERP Solution), than the bidder has also to transfer source code so developed for the IFMS project to Government of Gujarat. The source code, fully documented for its architecture will be exclusive property of the Government of Gujarat and the bidder will have no right to use it anywhere else without prior approval of the Government of Gujarat through the Finance Department. If Government of Gujarat allows to the bidder the use of this source code then it will take 10% of the cost of application development for the subsequent projects as Royalty fee. Considering the rights of government of Gujarat over the source code, the bidder is specifically directed not to use any proprietary layer either of its own ownership or of ownership of others with the source code to deliver the solution for the IFMS project.

Note: Technically trained means "who is IT graduate and should have knowledge to develop/support such type of IT solution"

2.5. Documents Comprising Bid Proposal

The response submitted by the bidder shall comprise the following documents:

2.5.1. Qualification & Technical Proposal

- 2.5.1.1. Sealed cover of Bid Processing Fee and Earnest Money Deposit/Bid Security
- 2.5.1.2. Bid Proposal form
- 2.5.1.3. General Information
- 2.5.1.4. Financial Capability with supporting documents
- 2.5.1.5. Relevant Experience with supporting documents
- 2.5.1.6. Self-Declaration
- 2.5.1.7. All relevant Certification

2.5.1.8. All undertakings submitted by the Authorized Signatory shall be on a Stamp Paper of value not less than Rs.100

2.5.1.9. Proposal document containing a brief about the organization, its expertise and documentary evidences.

2.5.2. Financial Proposal

2.6. Eligible Goods and Services

2.6.1. Software application development and deployment with or without configuration to suit the customer's specific process requirements. Software shall be implementable or deployable and maintainable by any other competent agency. Software solution shall also be available with complete transparency including operation manuals, help documents and source code.

2.6.2. For purpose of this clause, "origin" means the place where the goods are from or from which the ancillary services are supplied. Goods are produced when, through manufacturing, processing, code writing and compiling, or substantial or major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or in purpose or utility from its components.

2.7. Cost of Bidding

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

2.8. Content of Bidding Document

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. 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.

2.9. Pre-Bid Conference

A prospective Bidder requiring any clarification of the revised bidding documents may seek clarifications of his/her queries submitted on or before 5 days of pre-bid conference. FD/GIL will discuss the queries received from the interested bidders in the pre-bid meeting and respond the clarifications by uploading on the website. The interested bidder should send the queries as per the following format:

Bidder's Request For Clarification			
Name of Organization submitting request		Name & position of person submitting request:	Address of organization including phone, fax, email points of contact
S.No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required
1			
2			
3			
4			

2.9.1. Pre-bid Conference 1

Finance Department in along with their HoDs and external stakeholders will make arrangement on brief presentation of existing IFMS System and envisaged scope of work. The purpose of this meeting is to more bidder understands the existing system envisaged scope of work and give receive the suggestions on the RFP within stipulated time limit. After receiving the suggestions Finance Department may accept the suitable suggestions and upload the revised documents. Bidder will be provided 15 days' time to study and understand existing IFMS and 5 Days' time to review and suggest on the New IFMS.

2.9.2. Pre-bid Conference 2

After uploading the revised documents interested bidders may give their suggestions/queries. The queries received from the interested bidders on revised document/s will be discussed in this conference.

2.10. Amendment to RFP

2.10.1. At any time prior to the deadline for submission of bids, FD/GIL may, for any reason, whether on its own initiative or in response to a clarification request by a prospective bidder, modify the bidding documents.

2.10.2. All prospective bidders who have received the bidding documents will be notified of the amendment through website and such amendments will be binding on them.

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

2.11. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and FD/GIL shall be in English language.

2.12. Documents Comprising the Bid

2.12.1. The bid prepared by the Bidder shall comprise of the following documents:

2.12.1.1. EMD & Bid Processing Fees

2.12.2. Qualification documents, Technical Bids and Financial Bids must be submitted online through the e-tendering website of <http://gil.nprocure.com> using digital signature.

2.12.2.1. 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/FD.

2.12.2.2. The bid processing fee of **Rs. 15,000/- (Rupees Fifteen Thousands Only)** in form of DD and EMD of **Rs. 1,00,00,000/- (Rupees One Crore Only)** in form of DD/Bank Guarantee are to be submitted physical in the form favoring of **Gujarat Informatics Ltd, Gandhinagar** in sealed cover clearly mentioning that "bid Processing Fee and EMD of RFP for ""Selection of Service Provider for Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Finance Management System" for Finance Department (FD)" at GIL on the address mentioned in Section-1.

2.13. Bid Security - Earnest Money Deposit (EMD)

2.13.1. Earnest Money Deposit **Rs. 1,00,00,000/- (Rupees one crore only)** in the form of DD/Bank Guarantee in favour of "Gujarat Informatics Limited" payable at Gandhinagar.

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

2.13.3. No interest shall be payable on the EMD.

- 2.13.4. The successful bidder's bid security will be discharged from GIL only after the signing of the contract and submission of performance security.
- 2.13.5. 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.
- 2.13.6. The EARNEST MONEY DEPOSIT shall be forfeited:
- a) if a Bidder withdraws its bid during the period of bid validity
 - b) in case of a successful Bidder, if the Bidder fails:
 - i. to sign the Contract as mentioned above or
 - ii. to furnish performance bank guarantee as mentioned above or

2.14. Bid Form

- 2.14.1. The Bidder shall complete the Technical Bid and Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website <https://gil.nprocure.com>. The bidder shall also complete the bid form as per section V and submit it with the financial Bid on <https://gil.nprocure.com>.

2.15. Bid Prices

- 2.15.1. The Bidder shall indicate the prices in the format mentioned in the e-Tendering website <https://gil.nprocure.com>.
- 2.15.2. Following points need to be considered while indicating prices:
- 2.15.2.1. 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 in case of primary site and within India in case of DR site as indicated by GIL/FD
 - 2.15.2.2. The rates of any Indian duties, sales tax, service tax and other taxes which will be payable by the Client on the goods/ services (if any) if this contract is awarded, should be quoted separately,
- 2.15.3. The Bidder's separation of the price components will be solely for the purpose of facilitating the comparison of bids by FD/GIL and will not in any way limit the Client's right to contract on any of the terms offered.
- 2.15.4. Sharing of responsibility (between FD and the bidder) of procurement of various types of software shall be as under:
- 2.15.4.1. **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).**
 - 2.15.4.2. **Bidder has to procure and provide the required software platform at central level and as well as user level for running of products like Operating System, system software etc.**
 - 2.15.4.3. **The SP will provide and develop New IFMS to run any environment at the central side for Database management.**
 - 2.15.4.4. The price quoted shall be inclusive of "Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System" the period of contract. This shall also include the cost of integration with applicable modules of integrated solutions like IWDMS & HRMS of Govt. of Gujarat.
 - 2.15.4.5. 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.
 - 2.15.4.6. The Finance Department shall have the unrestricted right to deploy or use

New IFMS application software and the documentation related thereto, in any Gujarat state government department, at no cost to client. State Government may choose to carry out the customization of the software, after the expiry of the post implementation support, by any way they want.

2.16. Bid Currency

Prices shall be quoted in Indian rupees only.

2.17. Validity of proposal

2.17.1. Proposals shall remain valid for a period of 180 days (one hundred eighty days) after the date of financial bid opening prescribed in the RFP. A proposal valid for shorter period may be rejected as non-responsive. FD/GIL may solicit the bidders' consent to an extension of proposal validity (but without the modification in proposals).

2.17.2. 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 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.

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

2.18. Preparation of Proposal

2.18.1. The proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall not be valid.

2.18.2. The proposal shall be typed or written in indelible ink (if required) and shall be initialed on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/ Power of Attorney and shall accompany the proposal

2.18.3. In addition to the identification, the covering letter (Form 1) shall indicate the name and address of the bidder to enable the proposal to be returned in the case it is declared late pursuant, and for matching purposes.

2.18.4. The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and 'uncalled for' correspondence shall not be entertained.

2.18.5. Alteration / Rewording / Deletion / Correction of any part in the Tender Document are not permitted. If found in any bid proposal, bid may be liable to be rejected without prior intimation to the bidder.

2.18.6. Bidder is required to submit the complete proposal along with required forms etc on <https://gil.nprocure.com>. The proposal shall be exactly according to the presented formats given on the <https://gil.nprocure.com>. The technical response should be concise. Any response not as per the specified format may be liable to be rejected. No marketing literature pertaining to the bidder should be enclosed along with the proposal. If enclosed, it may be treated as disqualification.

2.18.7. Committee would ask Bidder(s) for detailed presentations. All such presentations shall be at the cost of bidder.

2.18.8. The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the bidder's risk and shall result in rejection of the proposal.

2.19. Submission of proposal**2.19.1. Submission of Bids:**

- a) The Bidder shall submit the Technical Bid and a Financial Bid as per the format mentioned in the e-Tendering website <https://gil.nprocure.com>. The bidder shall also complete the bid form as per Form I and submit it with the financial bid on <https://gil.nprocure.com>.
- b) Telex, cable, e-mailed or facsimile bids will be rejected.

2.19.2. Prices shall be quoted in Indian Rupees Only.**2.20. Opening of Bids by FD/GIL**

2.20.1. FD/GIL will open all bids (only Technical stage at the first instance), in the presence of all Bidders or their representatives who choose to attend, and at the following address:

**Gujarat Informatics Ltd,
Block no .1/8, Sector-11,
Udyog Bhavan,
Gandhinagar- 382010**

2.20.2. 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 FD/GIL office, the Bid shall be opened at the appointed time and location on the next working day.

2.20.3. 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. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.

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

2.20.5. The 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.

2.21. Clarification of Bids

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.

2.22. Preliminary Examination

2.22.1. FD/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.

2.22.2. Prior to the detailed evaluation, 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, Warranty, Applicable law and Taxes and duties will deemed to be material deviations. FD/GIL

determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

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

2.22.4. Conditional bids are liable to be rejected.

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

2.23.1. FD will form a Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, FD/GIL, may, at its discretion, ask the bidders for clarification of their Technical Proposals.

2.23.2. The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP.

2.23.3. During the technical evaluation, FD/GIL may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarifications in due time, the technical evaluation will be done based on the information submitted in the technical bid. The price bid will be opened of the bidders whose technical bids are fully complied and who have scored **70%** in technical evaluation. At any point of time, if FD/GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, FD/GIL may reject his bid without assigning any reason or explanation.

2.23.4. Price shall be loaded appropriately for the missing component/quantity/tax etc. Price quoted in the financial bid will be final. Bidder is required to fulfill all obligations as required in the bid as per the prices quoted in the financial bid, for the proposed scope of work and bill of material, applicable taxes or missing component(s), if any for which the description is there in technical response but price is not provided in the financial sheet. Price will be appropriately loaded for the missing tax components/missing components that in the understanding of the evaluators is found to be missing from the proposed bill of material except in case where there is a written justification provided in the technical bid response. Basis of loading shall be the highest cost quoted by the bidders.

2.23.5. Proof of Concept (to be shown at the time of Presentation)

• Budget
• Receipt Management
• Pay Fixation
• Pension
• ePayment
• Other value additions

2.23.6. The following criteria shall be used to evaluate the technical bids.

Sr. No.	Particulars	Points System		Max. Marks
A. Organizational Strength				70
1.	No. of years since the bidder is engaged in similar IT projects/solutions business, (as on 31.03.2016)	5–8 Years	2	05
		9 –12 Years	3	
		>12 Years	5	
2.	Average turnover of bidder in last three financial years as on 31 st March, 2013 from Software/IT	>= Rs. 500 crores & up to Rs. 1000 Crores	3	10
		>= Rs. 1000 crores & up	5	

	product Development and Support service activities. Year 2013-2014 Year 2014-2015 Year 2015-2016	to Rs. 1500 Crores >= Rs. 1500 crores & up to Rs. 2000 Crores	8	
		> = 2000 Crores	10	
3.	Completed / ongoing Projects of software consultancy, software development and software implementation in banks / state government / PSU authorities / quasi-government organizations of worth more than Rs. 10 Crores in last five years.	1 – 2 projects 3 -- 4 projects 5 – 6 projects > 6 Projects	5 8 10 15	15
4.	Experience in Building IT system catering no. of users in single project	>= 2000 to 3000 users > = 3000 to 4000 users >= 4000 users	5 180 10	10
5.	Bidder must have completed / ongoing Project in development and implementation, support services of at least one Software Solution in financial sector in India, like banks or state government/PSU authorities/Private Organization having 50 site/branch locations & simultaneously accessed by at least 100 users.	>50 & up to 100 > 100 & up to 200 > 200 Sites 3 –5 projects > = 5 projects 2 - 3 projects > 3 Projects	5 8 10 8 10 3 5	10
7.	No. of resource in the organization	1000 to 1500 > 1500 to 2000 > 2000	3 5 7	10
8.	Technical Evaluation of Offered Solution	As per given section 2.23.6.1		15
9.	Technical Presentation	As per given section 2.23.6.2		25
Technical Marks (TM)				100
Minimum Qualifying Scores				70

2.23.6.1. Technical Evaluation of Offered Solution

S No.	Parameter	Marks
1.	Ease of Usage	02
2.	Ease of Customization	02
3.	Methods of Report generation including method of exporting the same	02
4.	Database Exchange Facility	02
5.	Modular approach making it convenient to add modules later	02
6.	Scalability to incorporate RFID Tags, Smart cards, Biometrics, and Barcode	02
7.	Product Roadmap for the next eight years	02
8.	24X7 SLA Based Product Support	01

TOTAL	15
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2.23.6.2. Technical Presentation

On the prescribed date and time, the bidder shall make a technical presentation covering following areas which will carry 50 marks out of 100 of the total Technical score for that bidder:

S No.	Parameter	Marks
1.	Understanding of Scope of Work	10
2.	Development and deployment architecture Tools/Technologies used for design and development etc.), security, conformance to industries standard	05
3.	Implementation Strategy (Approach & Methodology), Data management and migration strategy), Scalability of Software	05
4.	Proposed Team for project (Development, Deployment, Handholding and O & M)	05
TOTAL		25

Technical Bid Evaluation:

The technical score of a bidder 'Tb' will be assigned to the bidder & it will be awarded based on the Technical Evaluation Criteria as specified above. FD's decision in this regard shall be final & binding and no further discussion will be held with the bidders whose bids are technically disqualified / rejected. Bidders with technical score of 70% and above will qualify for the evaluation in the commercial bids.

Financial Bid evaluation:

The financial bids of only those bidders, who have scored at least 70 marks in the technical evaluation process, will be opened. The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders.

Final Evaluation of Bid

Proposals will be ranked according to their lowest (L1) quotation. The bidder who have quoted lowest bid will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders quote the same price, the bidder with the higher technical score will be invited first for negotiations for awarding the contract.

2.24. Award of Contract

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

2.25. FD/GIL's Right to Accept Any Bid and to reject any or All Bids

FD/GIL reserves 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 FD/GIL action.

2.26. Notification of Awards

- 2.26.1. Prior to the expiration of the period of the bid validity, FD/GIL will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.
- 2.26.2. The notification of award will constitute the formation of the Contract.
- 2.26.3. Upon the successful Bidder's furnishing of performance security FD/GIL will promptly notify each unsuccessful Bidder.

2.27. Signing of Contract

- 2.27.1. At the same time as concerned FD/GIL notifies the successful Bidder that its bid has been accepted, FD will send the bidder the Contract Form, incorporating all the agreements between two parties.
- 2.27.2. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to FD and send copy to GIL.

2.28. Performance Bank Guarantee

- 2.28.1. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract
- 2.28.2. The Successful bidder has to submit Performance Bank Guarantee @ 10% of contract Value of financial bid within 15 days from the date of issue of Purchase order up to 6 months after the warranty period to be provided issued by 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/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith).
- 2.28.3. The proceeds of the Performance Bank Guarantee shall be payable to the Department as compensation for any loss arising from the bidder(s)'s failure to complete its obligations under the contract.
- 2.28.4. The Performance Bank Guarantee shall be denominated in Indian Rupees.
- 2.28.5. The Performance Bank Guarantee will be discharged by the Department and returned to the bidder(s) on completion of the bidder's performance obligations under the contract.
- 2.28.6. In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Bank Guarantee, rendering the same valid for the duration of the contract, as amended for further period.
- 2.28.7. No interest shall be payable on the PBG amount. FD 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.

2.29. Provision of Electronics & IT/ITeS Startup Policy

As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or Service Provider will pass on job work or will outsource part of the work of a value ranging between 5% to 10% of the contract value to the eligible start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the Service Provider.

2.30. Confidentiality

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

2.31. Disqualification

FD may at its sole discretion and at any time during the evaluation process, disqualify any bidder, if the bidder has:

2.31.1. Submitted the Proposal documents after the response deadline.

2.31.2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

2.31.3. Submitted a proposal that is not accompanied by required documentation or is non-responsive.

2.31.4. Failed to provide clarifications related thereto, when sought.

2.31.5. Declared ineligible by the Government of Gujarat, or any of the departments in the Gujarat State Government, for corrupt and fraudulent practices or has been blacklisted at the time of submitting the bid.

2.31.6. Submitted a proposal with price adjustment / variation provision.

2.32. Binding Clause

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

3. SECTION - III SCOPE OF WORK

3.1. INTRODUCTION & OVERVIEW OF EXISTING INTEGRATED FINANCIAL MANAGEMENT SYSTEM

Finance Department and its HoDs started the process of automation of its core processes in the year 2008-09. Under this process a system named "IFMS (Integrated Finance Management System)" was put in place. The "IFMS" system implemented in the Finance Department and its HoDs was a substantial leap from the pre-existing manual system and has features like:

- System based clearance of bills in all treasuries spread over 253 locations in Gujarat, after checking for the budget availability with the database;
- Monthly generation of accounts;
- Elimination of systemic deficiencies in the manual system like overdraw of funds, fraudulent withdrawals, misclassification of expenses, non-reconciliation of accounts, delay in finalization of accounts and delay in settling claims;
- Helping the administration in better cash management & budget monitoring;
- Providing timely and accurate information to Government departments on the revenues and expenditure for better management of various schemes.

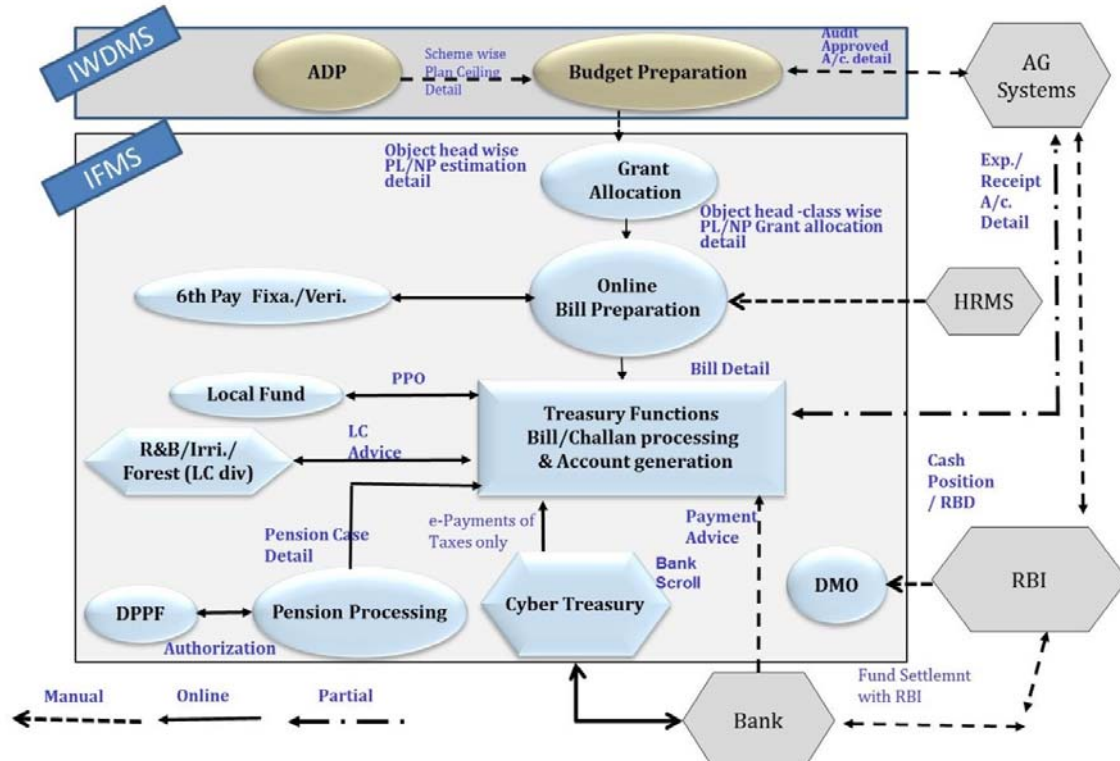
The IFMS when established in November 2009 and has been in operation for the past 7 years. The IFMS handles the following volume of transactions:

S. No.	Details	Statistics *
1	Number of DDOs	4196
2	Payment handled	Rs. 79, 325 Crore
3	Payments handled (Number of Vouchers)	14 Lakhs
4	Receipts handled	Rs. 72, 235 Crore
5	Receipts handled (Number of Challans)	42.54 Lakhs

* Figures are for the financial year 2014-15.

Though the IFMS has served its defined purpose for the Government of Gujarat for over 7 years, it falls short in meeting the current and future needs of the State Government owing to the constraints in the functional features and technological capabilities. The hardware, deployed in the year 2009, along with the IFMS application software, is obsolete and needs to be replaced

The overall features of the existing IFMS are following:



With the passage of time and advancement in technology, the requirements of the user departments and stakeholders of the treasuries have increased immeasurably, which are enunciated briefly here below –

- 1) Integration between the treasury system and the stakeholder departments for real time transfer of information.
- 2) Secured and automated mechanism of information transfer.
- 3) Efficiency in the utilization of human resources.
- 4) Real-time availability of MIS reports to all stakeholders.
- 5) Benefiting from technical advancements in the field of networking for reducing maintenance cost, ensuring higher security & availability of data, hassle-free and faster conclusion of activities.
- 6) Tighter security of data and audit trail of all activities carried out within the system.
- 7) Integration with Internal & External systems of stakeholders
- 8) Business Process Re-engineering (BPR)
- 9) Preparation of Technology Road map and implementation support (PMO) plan
- 10) Scalability & Maintainability while ensuring performance

Keeping these in view, the department now wishes to develop a new application in terms of functionality and replace the technology as well, while incorporating some important business process re-engineering and address the entire lacuna in the present system. The new system shall be called “New IFMS” and shall replace the existing system.

3.1.1. The objectives envisaged for New Integrated Financial Management System are:

- 1 Generation of daily accounts of the State, prepared with a high degree of accuracy and generation of accurate monthly accounts within 2-3 days of month end;
- 2 Generation of daily cash position of the State including payments and receipts that are in the pipeline;

- 3 Online system for budgeting, release of funds, monitoring of fund utilization, management of cashflow;
- 4 ECS payments for a substantial number (over 90%) of payments;
- 5 Online visibility of Personal Deposit (PD) accounts, to PD account holders and facilitating direct payment from PD accounts;
- 6 Online tax and non-tax payment facility and bank payment option for citizens;
- 7 Centralized pensioners database;
- 8 Modules related to Pension Processing, New Pension Scheme, House Building Advance (HBA), Motor Vehicle Advance (MVA), Government Provident Fund (GPF)
- 9 Reengineering of all modules
- 10 Eliminating redundancy in data entry for a large proportion of transactions through:
- 11 Online bill submission by DDOs;
- 12 Integration with HRMS;
- 13 Incorporation of e-Scrolls from Agency Banks;
- 14 Releases to be electronically incorporated directly through inputs from Finance Department or Line Departments;
- 15 Changes to the budget (Re-appropriations, Additionalities, Supplementary) to be electronically incorporated in NEW IFMS system.
- 16 Real-time information regarding receipts, fund releases, scheme wise expenditure details to both finance and stakeholder departments;
- 17 Comprehensive Management Information System reports and Decision Support Systems;
- 18 The proposed system plans to implement the following Business Process Re-engineering
 - i. Online bill generation & submission
 - ii. Implementation of workflow for driving approval process
 - iii. Issue of online Government Orders.
 - iv. Use of digital signatures for signing documents.
 - v. Web based submission of challans.
 - vi. Use of electronic funds transfer for making payments.
- 19 Adherence to IT security best practices.
- 20 Integrated approach
- 21 E- Audit
- 22 Financial Reports, BI & e-Status enquiry
- 23 PRI- (FMS)

3.1.2. Expected Outcomes

The objective of this engagement is to facilitate implementation of NEW IFMS across the state. This would be implemented not just within Finance, Treasuries and Accounts department but also provide interface for user departments and at all level. Based on the learning and outcomes from the existing study, the state-wide roll out would be implemented. Few key outcomes envisaged at the process level are mentioned below:

1 Budget Preparation & Allocation

Improved budgetary preparation process with

- a. Participatory Budget preparation process with bottom-up approach
- b. Controlled Budget Classification
- c. Improved process with previous year information across various head of accounts
 - Incorporation of changes approved by Legislative Assembly

- Improved process for allotment, apportionment and re-apportionment of budget by HoD /Board Corporations/Offices
- Effective decision making ability for supplementary allocation and fund releases
- Prevents misuse of budget allocations

2 Budget Control, monitoring and Analysis

- Real time Analysis of Budget vs. Actual for fund flow across department, geographical units, schemes and individual projects, cashflows
- Real-time limit & budget control
- Performance vis-a-vis industry benchmarks
- Real-time visibility into budgetary balances across stakeholders
- Improved decision for Budget Transfer and re-appropriations
- Automatic Cash flow forecast on an on-going basis
- Comprehensive risk management system for tracking and analysis
- 'What-if' scenario tools
- Role of Treasury from Accounting to Strategic Accounting

3 Straight Through Processing

- Integrated approach for bill preparation by DDO and its process by PAO/Treasuries
- Improved bill processing, payment release at treasuries
- Less scope for mis-classification of expenditure
- Real time status of bills under process
- Timely alert and escalation

4 End to End visibility

- Interface for all stakeholders –User departments, Participating banks, AG, CGA, etc
- Movement from manual paper based process to IT based process
- Digital signature based approval

5 Adaptive New Environment

- Integrated with RBI
- Integrated with WMS
- Integrated with PFMS
- Interface with Common Service Portal

6 Expenditure and Payment, Ways and Means, Debt & Aid management

- Addresses time lag and accuracy in financial transactions
- Disbursal of funds at all the levels will be electronic (in most cases) and instant
- This transparency in cash management would minimize the chance of mistaken allocation
- Funds will reach each account segregated activity-wise. There will be no confusion about the purpose of the allocated fund
- The system will not allow expenditure in excess of the allotted and allocated amount under any activity. This will help budgetary control
- Accounts are compiled as the expenditure authorizations take place – no subsequent Data feeding required
- Real time status of expenditure against the budgeted figures
- Real time assessment of unutilized balances or deficit across levels

7 Accounts & Audit Management

- Accounts are compiled as the expenditures and receipts are taken place – no
- subsequent Data feeding required
- Automated reconciliation of receipts and payments
- Timely accounts preparation
- Interface for effective audit- internal and external

The above outcomes would be facilitated by the NEW IFMS through the following modules, but not limited to:

- Budget module
- Accounts module
- Personnel Management (HRMS) & Payroll module (thorough SATHI Application)
- Pension module
- Receipt module
- Fund Management module
- Virtual Treasury module
- Banking Interface module
- Interface modules with RBI, Agency Banks, HRMS, WMS, PFMS, AG etc.,
- **Financial Data Warehouse module**
 - Inventory Management Module
 - Insurance Module
 - Strong Room Safety and Stamp Management Module
 - Online Grievances Module
 - All the functional requirements specifications (Finance, Treasury, Pension, Enterprise functions & BI reporting requirements)

3.2. OVERVIEW OF SCOPE OF WORK

The selected SP would be responsible for submission of technical and financial bids in detailed RFP and the bidder who selected in RFP will be responsible for designing and implementing the computerized solution, besides providing operational support to the Department for a period of five years. The scope of work for this purpose could be broadly divided as follows:-

3.2.1. Component wise Scope of Work

Sr. No.	Component	Scope of Work
1.	Application	Design, development/customization, test, deploy and maintain Application for proposed system which will include the following a) Core Financial & Treasury Application b) Core Panchayat Finance and Pension Management Application c) Enterprise Services including Data Warehousing, Business Intelligence, Analytics & Reporting Solution, Enterprise System, Grievances Redressal, Interfaces to individual departments, integration with Payment & SMS Gateways, Mail Solution and Helpdesk Management solution.
3.	Central Helpdesk	a) Establishment of a Centralized Helpdesk at FD to provide technical and Informational support to all the users (External and Internal users) through email / phone. b) Management of Helpdesk Operations by deployment of Helpdesk operators during the.
4.	Training	a) Sensitization of Departmental staff on the project, training on use of application
5.	Data Migration	SP has to migrate the existing data from any existing applications (IFMS, Cyber Treasury, DoI, etc.). Cost for data migration from existing application should be included in the price bid. During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc should be done by bidder at no extra cost.

3.2.2. Approach of SP for adopting the Solution

Any of the following approaches may be adopted by the selected Service Provider:

- a) Development of a new application specific to needs of the Department
- b) Configuration / customization of a pre-existing product Commercially Off The Shelf (COTS) products to meet the needs of the Department.

Bidder has to deliver the final product with unlimited users' licenses to Govt. of Gujarat for the duration of the project if it is a COTS product.

Irrespective of the option above chosen by the Bidder, once selected, the Bidder is required to meet all the requirements of RFP including the activities listed, timelines

and deliverables mentioned in RFP, functional, performance, service level related and any other requirements stated in RFP. Bidder should have to submit the propose Bill of Material for New IFMS with details required minimum number of Cores, Memory etc as a part of technical bids.

Mentioned below is an indicative list of activities to be performed by the Service Provider of the scope of work. In each phase, the service provider shall take formal approval of the Department for deliverables (including documentation); only then should the selected Service Provider commence with the next phase.

3.2.3. Application

This section outlines the scope of services for the proposed application which includes the development, deployment and maintenance of the following:

- Core Finance and Treasury System including Budget Management and Debt & Investment Management, Disbursements Management, Receipts Management, Deposits Management, Accounting system etc. The details functional scope is given in this document.
- Enterprise Services including Data Warehousing, Business Intelligence, Analytics & Reporting Solution, Enterprise system, Grievances Redressal, Payment & SMS Gateways, SMS & Mail Solution and Helpdesk Management.
- **Application Study and Analysis of Requirements**

The selected Service Provider would be required to study the existing system and functioning of the Department in a manner that will enable the selected Service Provider to meet all the requirements of this RFP.

The Bidder may gain an understanding of the existing system and requirements of the proposed system through structured questionnaires, interviews with user groups / departments and external agencies including AG, RBI and Agency Banks, and also by studying the finance and treasury regulations and policy, Panchayat regulation and policies on gathering the requirements, Bidder shall analyze these requirements to ensure the requirements are complete, accurate, consistent and unambiguous.

Post the detailed study, the selected Service Provider will be required to suggest to the Department more functionalities in addition to the ones mentioned in this RFP that may be included in RFP to meet the business requirements of the Department.

- **Solution Design**

Based on the requirements study completed, the design of the Solution would be done by the selected Service Provider.

An indicative list of documentation to be prepared as part of this RFP:

- Detailed Design document detailing Technical architecture (application, network, and security)
- Database architecture, including clustering/ mirroring, backup strategies, defining data structure, data dictionary as per standards laid-down by Government of India/ Government of Gujarat (In case such standards are not defined, the same would be approved by GoG)

- Data Architecture, interface architecture and integration architecture. Appropriate load balancing and clustering techniques should be adopted by the Selected Service Provider in the Solution design for meeting the requirements of the RFP
- Detailed User Requirement Specification, System Requirement Specifications (SRS) detailing processes for all Finance, treasury and Panchayat related processes and various applicable Acts and business rules based on functional and Quality-of-Service requirements and also additional requirements as may be identified in consultation with the Department during the one month study period.

The selected Service Provider is required to keep all such documentation up to date to reflect the latest enhancements/modifications made to the application.

- Application Development/ Customization
 - Application Testing & User Acceptance Testing (UAT)
 - Implementation and Support
 - Payment Gateway and SMS Gateway
 - Digital Certificates
 - Interfaces with External Systems
- a) The proposed system should be capable of interfacing with external systems/ agencies in order to allow for exchange of data and communication with those systems.
- b) The following is an indicative list of external systems / agencies that the proposed system should be capable of interfacing with so as to have seamless flow of information from one stakeholder to the other.
- AG Gujarat (VLC – Voucher Level Compilation) Systems the proposed system shall interface with the AG, Gujarat system to obtain Out of Treasury related information.
 - RBI Systems for updating information on daily cash position, capturing Ways & Means information, Debt & Investment Management information etc.
 - HRMS – For Employee related information, pay bills etc.
 - Payment Aggregator or Payment gateway to collect receipts of other Govt. Departments where the departments provide the services through online
 - Central Plan Scheme Monitoring System for capturing the information of various Central schemes running in the State. (CPSMS) Government of India and its line ministries: To capture information about the fund release for various schemes and monitoring of fund utilization e.g. CPSMS
 - Integration with Value Added Tax Information System (VATIS)
 - Integration with National Payments Corporation of India (NPCI)
 - Banks and Other Financial Institutions: For ECS / RECS / NEFT / RTGS payments and upload of bank 's e Scroll
 - With Local Bodies / PD Account Administrators for maintaining PD accounts
 - Boards / Autonomous Agencies / State PSUs for Deposit Accounts management & issuance of Loans / Advance / Grants
 - Common Service Portal & Service Centre Agencies applications for collection of revenue
 - The external interface development will be done during the course of the Project as and when required.
- **Business Intelligence, Analytics and Reporting Solution**
- a) The Department receives and analyzes a large volume of data such as Employees, Pensioners, Budget forecasting, investments, debts, payments, receipts, etc. The Department is also likely to receive a large volume of data from various Government and non-government agencies (external sources mentioned in Section 3.5.9

above) in future. The main objective of deploying a Business Intelligence solution is to provide the Departments (Finance, Treasury & other departments) with enhanced capabilities to process and analyze the large volume of data it receives in a smarter, intelligent and faster manner to support it in its goal of maximizing the productivity.

b) Besides analytics and data mining capabilities of solution, other factors that will determine the choice of the Business Intelligence solution include ease-of-Use and minimal impact on performance of transactional system.

The key components of the scope of work of the Service Provider include:

a) Development /procurement, customization, implementation and maintenance of Business Intelligence, Analytics and Reporting Solution are within the scope of work of the Service Provider.

b) Procurement, commissioning and maintenance of any enabling hardware, storage, system software, manpower etc. for the BI solution.

c) Creation of data warehouse / data store including any interfaces / scripts for exchange of data with internal and external sources

d) Extraction, transformation and loading of data from source systems (internal sources of the Department and external sources) to Data warehouse

e) Data cleansing (if required) to ensure data quality before or after migration

f) Should have facility for dynamic report generation on any data points (already fed in the system) along with generation of mandatory Static MIS Report.

It is also required that the Data Analytics and BI Component of the BI and Analytics solution proposed by the Bidder should be listed in the Leader's quadrant in the latest Gartner/ Forrester Wave.

3.3. FUNCTIONAL SCOPE

It is not possible to fully depict process flow and functional requirement in this documents. Bidders are expected to review all rules, notifications, gazettes, circular etc. which are essentials for Finance Department & its HoDs, fund utilizing departments and their subordinate offices to implement the processes. All the rules related to Gujarat Financial, Budget, Treasuries etc. are available on <http://financedepartment.gujarat.gov.in/rules.html>. The system should be developed/customized as per this rules and scope of work.

3.3.1. Finance Department

1. Budget Preparation :

➤ **General Budget Preparation: (HOO, HOD, ADMINISTRATIVE DEPT.)**

This general budget preparation shall be used for preparation & estimation of revenues, expenditure and the overall budget at the office, department and state level. This module should allow approval of the budget by the Finance/planning department based on budget discussions. Once the budget will get approved by the legislature, this module would have interface with other modules for appropriation of funds, Re-appropriations, supplementary allocations and surrenders.

Indicative key features would be:

System should have facility to freeze-unfreeze ceiling of Budget Estimates of Revenue Expenditure as well as Capital Expenditure for Each Sector, Sub-Sector, Department, Head of Department, and Schemes.

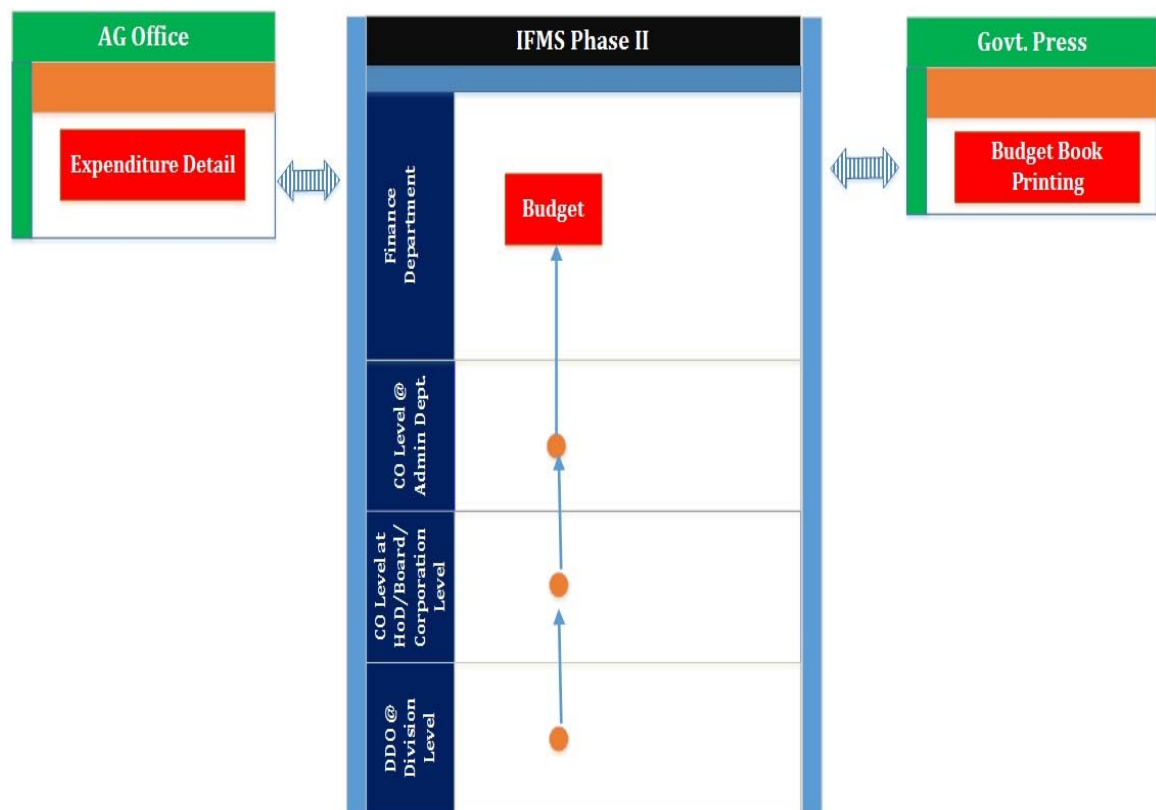
- System should have facility to process the following budget estimation.
 - Standing Charge
 - Revised estimate
 - New Item
 - Works in Progress
 - New Work
- System should have facility for head wise receipts estimation including tax revenues, non-tax revenues, capital receipt(including loans & borrowing), estimates of public account receipt and disbursement, grants from central government, state share in central taxes, transfers, and other sources of funds.
- System should have facility for sub/detail head wise/Scheme wise preparation of estimates up to object head for expenditure from estimating officer/DDO Level.
- System should facilitate to upload supportive documents as attachment in all file formats.
- System should have facility for online submission of Estimation in Prescribe format.
- System should have capability to analyze the trends from previous budget and utilization pattern for providing decision support system at FD level
- System should have facility for capture salary requirement from employee database.

- Interface with Pensioner database for budget estimation pension expenditure.
- Interface with GPF balance for estimating interest on GPF balance of State Government employees as well as employees of local bodies and grant-in-aid institutions.
- System should have capability for consolidation of estimates prepared by estimating officer/DDO Level at CO Level/ HoD level.
- System should have capability for consolidation of estimates prepared by HoD/HOO at Administrative Department.
- System should have facility to submit the approved budget estimation by administrative Department (Hierarchy based)
- System should have facility to upload the write-up for New Item and Budget Speech
- When the continues and new item expenditure is approved, Budget speech should be developed in the given format by FD.

➤ **Core Budget: (Approval Process at Finance Department)**

- Hierarchy based budget estimation processing and approval at Finance Department
- System should have facility for tracking & review of Budget proposal for approval/ rejection/suggestion/Comments.
- System should have facility for auto update of requisite available data. E.g Actual expenditure of previous year, grant from contingency fund, additional authorization, and actual expenditure of current year till date.
- Provide different types of budget aggregation by geography, economic sector classification, Gender budgets etc.
- Locking/ unlocking of time limit specified in General Budget Circular for submission of budget proposals by administrative departments to Finance Department should be provided to Finance Department.
- Alert & escalation matrix for non-submission of budget e.g. automated generated e-mails for non-submission of budget proposals System should have facility to process the following budget estimation.
 - Standing Charge
 - Revised estimate
 - Item – continues/work in progress
 - New Item / work in progress
 - New Work
 - Receipt Estimates
- Generation of budget publications, bilingual (English/ Gujarati) in language, as per the approved budget proposals by Finance Department. For list and Volume of Budget Publications visit to <http://financedepartment.gujarat.gov.in/Budget.html>. The total number, volume and design of Budget Publication on the mentioned link is only indicative, the actual number, volume design of publications may vary at the time of process as per requirement of Government.
- Budget appropriation – automatically allocate/appropriate the approved estimates to departments/offices and DDOs.
- Preparation of book for excess expenditure in Appropriation Accounts in English and Gujarati
- Management Receipt and Expenditure of Grants from Central.

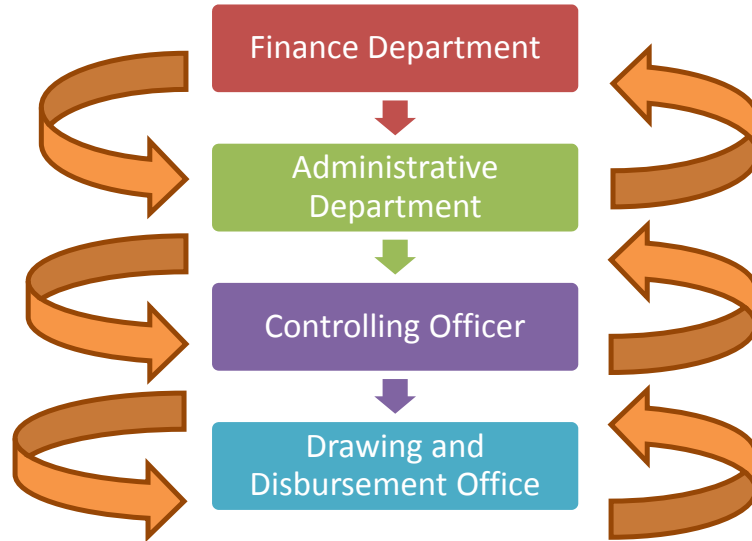
- Supplementary Demand Processing – request initiation from estimating officer to final approval at Finance Department level.
- Tracking & incorporation of Additional authorization of grant while preparation of SD/RE in Budget.
- Extra Budgetary Resource Management.
- System should have facility for incorporating final audited accounts by AG.
- System should facilitate to generate print version of Budget Publication as per specific design requirement of Finance Department.
- Generation of Administrative Approval through System.
- Grant can be released on multiple logics like percentage of total budget, on the basis of expenditure incurred in such scheme etc.
- Generation of Quarterly/ Half yearly and yearly Outcome Budget
- Medium-term Fiscal Policy (MTFP) Statement
- Scheme restructuring and monitoring.



2. Grant Distribution:

Finance Department releases periodical advance grant to respective Administrative Departments based on the approved appropriation act for particular Financial Year. Finance Department also process on files moved by administrative departments for advance grant required before following periodic grant distribution Administrative Department further distributes part of received Grant to other administrative departments and Controlling Officers in turn Controlling Officers releases grant to the Drawing and Disbursing Officers.

The Flow Diagram of the Grant Distribution:



Some of the key features would be:

- Periodic release of lump sum grant from Finance Department to Administrative Department based on approved budget.
- Grant release on demand by administrative Departments.
- Release of Scheme wise Object class wise Grant from administrative dept. to other department, CO and DDO.
- Release of Scheme wise Object class wise Grant from CO to other CO and DDO.
- Re-appropriation of Grant subject to availability in budget.
- Re distribution of Grant subject to availability in budget/ grant.
- Surrender of Grant from DDO/CO/AD
- Allow the Grant order to Copy/Save/Edit/Cancellation before release.
- Facility for withdrawal of released Grant subject to availability.
- Additional authorization of Grant functionality.
- CSS Grant Management.
- Alert on receiving grant from central. (Integrate with PFMS)
- Mapping of received grant of CSS with Budget Scheme.
- Distribution of CSS Grant.
- Minimum Three Tire Processing in all transaction/ modules i.e creator, verifier and Approver.
- Generate the Scheme wise Grant Report.
- Sector & Sub Sector wise Planning amount and report should be Generate.
- Re-appropriations – allow DDOs to request for re-appropriations/ re-distribution, surrender and supplement demands
- Check re-appropriations rules and allow automatic re-appropriation or escalate the request to Finance department (rule based decision making through the system)
- Allow finance department to view all re-appropriation requests, verify expenditure and approve/disapprove reallocation request through the system.
- Supplementary Grants – Follow budget processes for request, approval & appropriations for supplementary grants through the system.

- Surrenders - Follow budget processes for request, approval & appropriations for surrender of funds through the system.
- Day to day control over income/ expenditure, fixing up priorities of payments, allowing expenditure:
- System should have facility that Administrative Department can pull the released grant from CO/DDO.

3. Bureau of Public Sector Enterprises (BPE)

BPE monitor the continuous appraisal of performance of Public Enterprises.

Some Key Features:

- System should have facility of PSU detail management.
- System should have facility for PSU to submit the financial account detail asked by Finance Department
- System should have facility for compilation for financial account of PSUs and auto generation publication of Annual report on Public Sector Enterprises of GoG.
- Detail of Loan and advances to PSU.
- System should have facility to record the of investments in share capital of PSU and Private Company, capture the share capital details, name of the PSU, no. of shares held, face value of shares, date of investment, GO ref., dividends received, etc.
- System should have facility for Financial analysis, evolution of feasibility study and investment Proposals
- System should have facility for Patrak 18 & 19
- System should have facility for State Level Public Enterprise (SLPE)

4. Debt. Management Office

- Integration with Reserve Bank of India's system i.e. e-Kuber for getting real time daily position of following transactions
 - Agency Bank Transactions
 - Loan transactions data with facility of viewing uploaded order by RBI
 - Grant in Aid transactions with viewing facility of order uploaded by RBI
 - Transactions done with other State Governments with viewing facility of order uploaded by RBI
 - 14 & 91 T-Bills transactions with other type of T-bills also.
 - Generation of Daily/Monthly/ Quarterly/ Half yearly and yearly Cash flow
- **Loan Transactions**
 - I. **Market Loan**
 - Enter and approve the loan as per its terms and conditions.
 - Old loan entries
 - Debt consolidation
 - Following indicative reports should be generated from Debt. Management Module :-
 - ✓ Reconciliation of Payment of Market loan available in IFMS with E-Kuber
 - ✓ Additional payment module for manual payment
 - ✓ Press communiqué for market loan repayment in English and Gujarati.
 - ✓ Loan ledger
 - ✓ Loan receipt report with various filter range

- ✓ Loan repayment / liability report based on various filter range
- ✓ Loan paid and payable report
- ✓ All rights of deletion, modification at any time at three level approval
- ✓ Comparing data of market loan w.r.t its receipts, repayments with past years on various filter range
- ✓ Debt consolidation
- ✓ Other essential reports w.r.t market loan

II. National Small Savings Fund (NSSF)

- Enter and approve the loan as per its terms and conditions.
- All modification rights at three stages i.e. data entry, verifier and approver
- Old loan entries
- Debt consolidation
- Report Side :-
 - ✓ Matching Payment of NSSF loan in IFMS with E-Kuber
 - ✓ Additional payment module for manual payment
 - ✓ Loan ledger
 - ✓ Loan receipt report with various filter range
 - ✓ Loan repayment / liability report based on various filter range
 - ✓ Fund Paid and payable report
 - ✓ All rights of deletion, modification at any time at three level approval
 - ✓ Comparing data of NSSF loan w.r.t its receipts, repayment with past years on various filter range
 - ✓ Debt consolidation
 - ✓ Other essential reports w.r.t NSSF

III. Institutional Loan

State Government receives various institutional loans from NABARD, HUDCO, NCDC etc.

- Enter and approve the loan as per its terms and conditions of the loan.
- All modification rights at three stages i.e. data entry, verifier and approver
- Generation memorandum of Principal and Interest with correct amount and calculation.
- Online receipt and payment of loan.
- Old loan entries
- Debt Consolidation
- Report Side :-
 - ✓ Matching Payment of Institutional loan with treasury payment
 - ✓ Additional payment module for manual payment
 - ✓ Department wise loan receipt / payment
 - ✓ Institution wise loan report
 - ✓ Department wise loan outstanding paid and payable report
 - ✓ Tranche wise loan report
 - ✓ Details of challan and manual feed data in case of receipt
 - ✓ All details of Memorandum generated
 - ✓ Loan receipt report with cheque and e - receipt

- ✓ Interest rate & Department wise receipt report on various filter range
- ✓ Loan ledger
- ✓ Loan receipt & paid report with various filter range
- ✓ Loan repayment / liability report based on various filter range
- ✓ Paid and payable report
- ✓ All rights of deletion, modification at any time at three level approval
- ✓ Comparing data of loan w.r.t its receipts, repayment with past years on various filter range
- ✓ Debt consolidation
- ✓ Other essential reports w.r.t Institutional Loan

IV. Government of India Loans

State Government receives various loans from Asian Development Loan, Japan International cooperation agency etc. through Government of India

- Enter and approve the loan as per its terms and conditions.
- All modification rights at three stages i.e. data entry, verifier and approver
- Online receipt and payment of loan with E-Kuber
- Old loan entries
- Debt consolidation
- Report Side :-
 - ✓ Matching Payment of GOI loan with E-kuber
 - ✓ Additional payment module for manual payment
 - ✓ Entity and scheme wise loan receipt / payment
 - ✓ Entity and Scheme wise loan outstanding paid and payable report
 - ✓ Interest rate, department wise, scheme wise and entity wise receipt report on various filter range
 - ✓ Loan ledger
 - ✓ Payments are made in foreign currency therefore, accordingly it should be matched with e-Kuber and in its Loan Ledger
 - ✓ Loan receipt & paid report with various filter range
 - ✓ Loan repayment / liability report based on various filter range
 - ✓ All rights of deletion, modification at any time at three level approval
 - ✓ Comparing data of loan w.r.t its receipts, repayment with past years on various filter range
 - ✓ Debt consolidation
 - ✓ Other essential reports w.r.t Government of India Loan
 - ✓ Block loan consolidation

V. Guarantee Related Modules

- ✓ Proposal Entry
- ✓ Approval by Finance Department
- ✓ Sanction Government Resolution
- ✓ Vacation approval Government Resolution
- ✓ Guarantee Fees paid and payable Report
- ✓ Department wise / Entity wise outstanding Guarantee Report
- ✓ Beneficiaries of Guarantee
- ✓ Receipt of Guarantee Fees on various filter range

- ✓ Guarantee vacation and invocation details with PDF uploaded file on various filter
 - ✓ Details of proposal with status
 - ✓ Guarantee Register
 - ✓ Guarantee Fee payable report
 - ✓ Net issuance of Guarantee
- VI. Dash boards reports with various filter range (indicative not limited to following):
- ✓ Projected debt servicing
 - ✓ Debt Repaid
 - ✓ Debt Outstanding
 - ✓ Year wise loan received
 - ✓ Month wise debt servicing
 - ✓ RBI's E-Kuber transactions details
 - ✓ State Cash position
 - ✓ T-Bills report
 - ✓ Public Debt Actual v/s Receipt report
- VII. Ways and Means module
- VIII. Consolidated / individual loan ledger of all loans with various filter range.
- IX. Facility with upload PDF file w.r.t loan and other functions of DMO
- X. Budget & Revised Estimates Preparation of all debt components in IFMS with manual data feeding and capture all budget heads procedure and editable / modification w.r.t new budget mechanism if introduced by State time to time.
- XI. Capture all past years account data of debt and permit to prepare various MIS report with various filter range.
- XII. Modification of any loan component at any time and capture real time data in IFMS.
- XIII. Auto reconciliation with VLC data of A.G office

3.3.2. Directorate of Accounts & Treasuries

1. Data warehouse & Reporting

- Allow users to access and analyze the budget & actual information on a real time basis.
- User can drill down/drill through financial year, service, demand number, plan, non-plan, charged, voted, DDO, major head, sub-major head, minor head, sub-head, object head wise
- The system shall be able to generate various reports like:
 - Expenditure vs. Expenditure budget tracking
 - Receipt vs. Revenue Budget tracking
 - Projection of expenditure/Receipt
 - What if analysis of Budget
 - Allotment vs. Expenditure tracking
 - Trend analysis of Budget
 - Plan wise expenditure vs. budget analysis
 - Projection of debt, pension & other liabilities
 - Cash flow projections

- The system should support status enquiry through the portal for different users for bill payment status, pension, salary status, challan status etc.
- Receipt/expenditure budget of the state.
- Users can also generate customized reports for trend analysis, future projections etc.
- Real Time reporting mechanism
- Analysis of the Budget, Receipt/expenditure
- Generate customized reports for trend analysis, future projections etc.

2. Payroll & Employee Database

- System will have provision to collect employee data from DDO level and HOD level and provide MIS and DSS reports for high department.
- System will have various stack holders for data collection and validation like DDO, HOD Department Finance Department These stack holders 'roles are as per bellow.
- Gujarat government has launched human resource management system software for Personnel Management called 'SATHI' (System Application of Technology for Human-Resources Improvement). The applications is designed to create profile of each government employee and update it with all the information of the person which can be utilized in deciding the transfers, in giving special assignments depending on his qualification and training. It has end to end functionality to process the salaries, expenses, other payments and employment history of government employees. In the NEW IFMS , government employee details shall be fetch from SATHI application whichever is available and the details which is not available in SATHI it should be entered through the Data entry module which needs to be developed in NEW IFMS and pay bill, pay fixation, payment bills, disbursement will be processed through NEW IFMS .
- Many government departments outsource, hire contractual manpower as temporary, part time, employees. All non-permanent staff salaries, expensed are process through the treasury officers. The system shall have a functionality to process the payroll related activities of the temporary staff.
- Capability to maintain single model database capturing all personal and job related data of all kind of employees permanent/ temporary/contractual/ on deputation or ex-employees retired on superannuation, voluntarily retired, resigned, dismissed, opted for pension, etc.

Finance Department

- Finance Department user will enter % again EDP code which need to be auto calculate at Employee's data entry level.

Generate various type of report

- Department - Designation Wise Report
- District - Designation Wise Report
- Employee Wise Detail
- Department Wise - EDP wise Report
- District Wise - EDP wise Report
- Office Wise - EDP wise Report
- DDO Office, Pay Range and Employee Wise Report
- Category Wise Summary of Employee

- District And Category Wise Employee
- Department And Category Wise Employee

3. Controlling Officer (CO) Functionalities:

- Consolidation of Budget estimates, RE, SD from subordinate offices & submission to administrative department.
- Calculation of standing charges on the basis of employees data base
- Scheme wise and object class wise Distribution of the Grant to CO/ DDO.
- Consolidation of RA/RD/surrender of Grant requests from subordinate offices, processing thereof and submission to administrative department.
- Real time Monitoring of receipt/ Expenditure.
- Reconciliation of receipt/expenditure with AG accounts.
- On line Submission/ Approval/ Tracking of transfer entry.
- CSS Receipt & Expenditure Monitoring
- Approval/Rejection of the bill submitted by DDO.
- On line submission of DC bill
- AC/DC bill Monitoring.

4. DDO Functionalities:

- Prepare the Pay Bill with schedules like (GPF, Income Tax, Professional Tax, House Rent NPS, HBA, MCA, Festival, Food Grain, GIS etc...)
- Preparation and submission of all other types of bills with inner.
- Incorporation of Digital Signature for all types of bills.
- Vender/ biller registration and option to pay without Registration.
- e-Payment to registered Vender/Biller and employee.
- Generation of all types of Receipt and Expenditure reports & Registers for DDO.
- Online submission of pension case and tracking with Department & DPPF
- Preparation of stipend Bills.
- Facility for cancellation of e-payment in line with cancellation of cheque after delivery.
- Generate the barcoded bill with unique no.
- Generate the barcoded Challan with unique no
- Facility for revenue refund.
- Facility for Deposit refund bill.
- Facilitate data exchange from the Human Resource Management System (HRMS) containing payroll details of employees
- Management of Rejected bill from Treasury.
- Management of advance bills & recoupment thereof.
- Ready Cheque report/ bill tracking report.
- AC/DC bill Monitoring.
- On line Submission of transfer entry to CO/PAO
- Auto reflection of Permanent Advance Recoupment and Disbursement from UDR in Cash Book
- Arrears Calculations shall support payroll with retrospective benefits
- Audit trail for all system activities
- The system should calculate the income tax liability of each employee and display the recovered and outstanding tax liability at the given date.

- Provision for TDS calculations-deductions and tracking of TDS credited to IT Department. The system should be able to incorporate necessary modification required as per the changes of IT Act for this purpose.
- Formula based Pay elements like DA @ % of Basic Pay should be incorporated in a way that results in User Friendly operating of the system
- Facility to split Salary across different offices/DDO
- The system should allow restriction of administrative functions to the designated authorities
- Facility to proceed payroll on monthly as well as on demand basis
- Facility to make back dated calculations
- Facility to control payroll runs or control final settlement processing on case to case basis
- Facility to separate processing of Bonus and increment on case to case and bunch of cases
- Facility to recover advances as per the schedule and also in a no. of transactions which may vary from the schedule
- Facility for the calculation of Gratuity, Leave Encashment and Group Insurance Amount.
- Separate
- Unique ID for each sanctioned Post and for each employee
- Interface with Employee Database/ "SATHI" application which will facilitate to get the details of sanctioned, filled, vacant, temporary, permanent posts and details of employees in desired way (i.e. temporary, permanent, probationary, suspended, etc.)
- Case wise History tracking
- Availability of necessary Registers and Reports as per the requirement
- Access to see all the Reports of a DDO by the concerned DDO and CO/Department level

5. Treasury Functionalities

The Treasury functionalities are as follows:

- Receipt of money from the public and departmental officers for credit into the government account.
- Payment of Claims against the Government on Bills or cheques or other instruments presented by the DDO or pensioners or other authorized persons to do so.
- Keeping of initial and subsidiary accounts of Government receipt and payment and submission of same to the Accountant General office for compilation.
- Receipt and sales of Government Stamp.
- Pension payments.
- Maintenance of PD/PLA and LC accounts.
- Facility of data entry of HBA/MCA/New Pension Scheme/GPF in individual account holder.

5.1. Bill Processing & Payment management:

- Allow the HoD/DDO to submit the digitally sign the Bill along with the supporting documents (invoice/ voucher/ certificate, etc.) and the bill should be automatically submitted through the system to the concerned treasury officer for Bill processing
- Functionality to check the available Grant against the submitted bills.

- Barcode should be generated on bill and treasury office inward counter can inward the bill through barcode reader.
- Facilitate treasury office to inward the bill by entering cardex no. of DDO office or through Bar code reader
- Inward the bills received at treasury office and generation of unique no and token No for DDO.
- Functionality of issuance of e-token (Paper token) in case of e-Payment
- Allow verification of the bill & the related documents by the treasury officer
- System should have a pre-defined checklist for each categories of bill and allow the user to mark compliance of the items provided in the checklist
- Accept/ reject the online bills submitted by DDO.
- Provide the check list for bills.
- Facility of workflow based electronically process the bills received by TO.
- To perform audit activity on inwarded bills.
- Functionality for approval/ Rejection/ generate a query on bills and send back to DDO with rejection/query note.
- Facility for tracking/status update of Bill at DDO level.
- Allow the cheque preparation / Printing.
- Capability to make the e-payment of approved bills.
- Allow usage of Digital Signature by the TO while sending the ECS/RTGS/NEFT file to the Bank
- Once the bill is passed the allotment/sanction balances should be update automatically.
- Facility to generate the e-Advice for Cheque
- For Employee related salary bill, system will validate where the employee exists in the treasury database with necessary pay scale. However it will regenerate the salary /allowance against the figures that will be provided. Treasury database will update with leaves taken by the employee.
- Once the bill is passed by the TO, the bill information are inserted in the payment tables. If a payment is related to by-transfer, advance or adjustments, necessary entry will be generated in the backend.
- Once the payment process is complete an advice report should be printed. The advice reports for bills/cheques are sent to bank for payment.
- Capability to integrate with Banks.
- Auto-updated books of account like –Bill Register, Budget Control Register, Contractor ledger, Field Ledger, Cash Book, Expenditure Control Register, LoC register, etc. based on the approval of online bills by the concerned authority
- E-Refunds – To generate refund bills by interfacing with respective departments for refund of money to the taxpayer/citizen. The approval, processing, payment & accounting of the refund bills shall be similar to the other bills
- eTracking of refund, payment for respective stakeholders & SMS and eMail Integration
- e-Payment should be directly from treasury to avoid duplication of authorization work & time lag.
- Maintenance of Bank scrolls for Receipt and Expenditure for actual receipt & expenditure accounting
- Detail posting of all challan
- Detail of all vouchers for expenditure account maintenance.
- AC/DC bill status report

- System will give alert message to CO/HOD/DDO, if DC bill is pending for more than three months
- To create a vendor database to record details of vendors like name, tax information numbers, bank account details like account no. IFSC code etc.
- Facility for vendors to register and should have login facility to view/edit their details
- Allow vendors to submit bills through the system.
- End to end functionality to manage the administrative expenses of the government offices in Gujarat. All vendors regularly providing electricity, Internet, water, sanitation, transport services to the government departments shall be registered on the portal.
- Capability to send the SMS/email based alert to vendor on approval of bills.
- Tracking of bills invoices raised by the vendor

5.2. STO Module

- Bill processing as per treasury office.
- As in Sub treasury office there is less staff so work flow to be reduced compared to treasury office
- Posting of Challans at STO level
- Transfer of challans to other treasury offices
- Maintenance of PDPLA Accounts
- Generation of Subsidiary Register
- Maintained of RBD Register
- Incorporation of sub treasuries accounts in the Treasury

5.3. Receipt and Expenditure Processing:

- Keeping of initial and subsidiary accounts of Government receipt and payment and submission of same to the Accountant General office for compilation.
- Generation of List of Payment (LoP), List of Receipt (LoR), Cashbook
- Generation of Accounting Statement which are required to submit to AG office.
- Reports of Jotting vs. Posting
- Detail posting of all the challan
- DDO Functionality in bill approval process,
- Challan details received from bank.
- Detail posting of all vouchers for Expenditure account maintenance

5.4. Cheque Inventory:

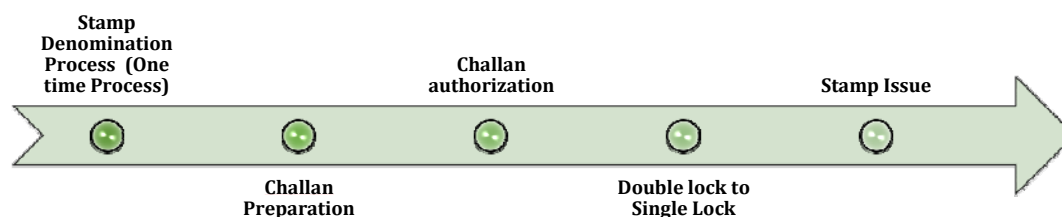
- Electronic processing for acquiring, processing, issuing and maintaining records of cheque receipts and cheque issue. The module supports on-line Indent processing.
- To allow the indent Preparation of Cheque.
- Updating the stock on receiving Cheque books.
- Distribution of Check book to Department/ offices.
- Cancellation of Cheque book/ revert back the cheque book.
- Maintenance of Stock
- Alert message on minimum stock
- Facility to generate the various reports related to Cheque.

5.5. Stamp Processing in Treasury:

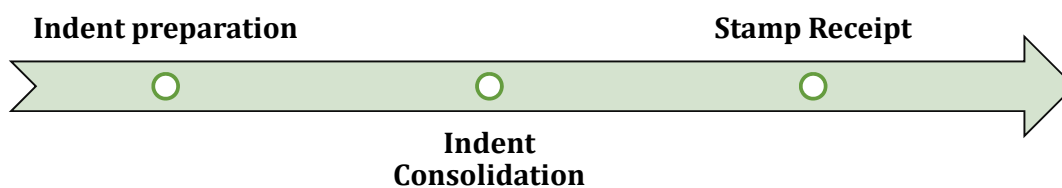
- Preparation of new indent for stamp only on closing of Last indent.

- Maintain the master list for the stamp type and their denomination values
- Maintain inventory for the Stamps (includes damages)
- Maintain of Single lock and Double lock register
- Maintain master list for the vendor type (party & registered seller)
- Maintain Commission master
- Maintain Stamp sales Request from Vendor
- Maintain Delivery of Stamp Sales
- Generate the real time stock status of STO/TO and Head office.
- Dashboard for denomination wise stock for higher authority
- Integration with payment gateway.
- To generate the +/- Memo report.
- Once a vendor approaches to buy the stamp paper, all the sales details will be entered in a screen, which will generate a request number for the sales.
- The vendor/party then fills up the challan number along with the request number and submits the cash in the bank. Once the bank scroll is updated in the treasury (through receipt module), the delivery of Stamp against the request number will be given by checking out the challan number (from the receipt database). The inventory will be automatically updated.
- Stamp forecast preparation functionality
- All other required reports
- Stamp commission bill Processing.
- Surprise verification management
- Physical stock verification functionality
- Reports for audit team
- Generate consolidate Report of stamps including stamp balance of all Treasuries & Sub Treasuries.
- Facility of inventory management relating to Strong Room items, including but not limited to the following:
 - Non-judicial stamps (to be supplied to stamp vendors)
 - Valuables of government
 - Election materials
 - Court Case Property

Stamp Issue Process for Vendor & Party



Indenting process for TO/STO



5.6. Pension Processing in Treasury :

- Initiating the Pension bill on receipt of the order from Directorate of Pension and provident Fund. First Payment includes the Death cum Retirement Gratuity (DCRG) Payment CVP payment and first installment of Pension.
- To process the Payment of monthly pension to the pensioners
- To process the Medical bill of pensioner by proper scrutiny
- Generation of Various MIS reports related to Pension payment Application
- System should allow the pension payment of
 1. State Pensions
 2. Central pensions
 3. Other State Pensions
- Transfer of all Pension Database from existing IFMS to new System
- Generate Variation Report of monthly pension payment. The report should be generated Bank Wise Branch wise head code wise
- Saving of variation report
- Generation of Form C
- Approval of bill by Competent authority and submission of bill to Treasury wing for payment processing
- Preparation of medical bills of pensioners
- Reports will have multiple fields regarding Medical reimbursement which can be accessed by any field
- MR bill to be added field with Govt Hospital / Govt Empanelled hospital/Private hospital
- Facility to make e- Payment/cheque payment of all type of pension payment
- On approval through the system, digitally signed pension payment details shall be automatically uploaded to the agency banks for e-payment of pension
- Reconcile the pension payments by the digitally signed e-scroll submitted by Agency bank to the TO
- Generate alert to pensioner and concerned TO.
- System should have facility for e authentication by integrating with ePraman.
- Every year pensioner have to appear in pension office /Bank to produce Life certificate. If pensioner fails to produce Life Certificate System shall stop the next Payment of the pensioner
- DDO Functionality in bill approval process,
- Capability for Alert on irregular changes in pension payment,
- In case of death of the pensioners, system shall allow to update the pensioners life status, based on death certificate, and process family pension based on pre-defined rules.
- Interface with the AG office for transfer of pension data including, pension approvals, e-PPOs, First pension payment, ePraman and other pension details as required by AG for verification and sanction as the case maybe.
- Grievances module for pensioners to log their grievances in the system, the concerned authority to respond to the grievances through the system and allow monitoring of the grievance redresses by competent authority
- Maintain the pensioner master, bank master (through which payment is made), pension types, pension scales, arrears processing parameters & pension payment type parameters.
- Integration with Bank for online voucher information.
- Facilitated to transfer the Pension cases between treasuries

- To facilitate HoD/Head of office/Department to submit Provisional pension case to Treasury office under intimation to DPPF. System should generate unique Identification of Provisional Pension case (with matching Name, PAN card No., DoB etc.). At the time of finalization of Pension case Provisional pension case should be stopped in the System & online intimation will be sent to Treasury Office.
- System shall auto restore CVP in case of multiple time revision of pay/pension
- Various type of reports related to Pension Payment.
- Consolidate report of pending cases of first payment and revision authority issued by DPPF
- Bills to be prepared Bank branch wise/ Head code wise
- Transfer of Closed PPO to issuing authority.
- Provide the checks & Balances to avoid over Payment & Other Frauds.
- Calculating Gratuity considering all events should not exceed the limit decided by the Government.
- Display of recovery from pensioner by the way of cheque /DD

5.7. Pay and Account Office Functionalities:

- Allow the HoD/DDO to submit the digitally sign the Bill along with the supporting documents (invoice/ voucher/ certificate, etc.) and the bill should be automatically submitted through the system to the concerned treasury officer for Bill processing
- Facilitate Pay and Accounts office to inward the bill by entering cardex no. of DDO office. or inward the bill through Bar code reader
- Generation of unique bill number
- Facility of workflow based electronically process the bills received by PAO
- Forward the bill for Cardex variation
- After cardex verification bill to be forwarded to perform audit activity on inwarded bills.
- Functionality to check the available Grant against the submitted bills.
- Maintain SLO register on the basis of employees data base
- For Employee related salary bill, system will validate where the employee exists in the database with necessary pay scale. However it will regenerate the salary /allowance against the figures that will be provided. Database will update with leaves taken by the employee.
- Facility to Addition & Deletion of staff in SLO register
- System should have a pre-defined checklist for each categories of bill and allow the user to mark compliance of the items provided in the checklist
- Accept/ reject the online bills submitted by DDO.
- Functionality for approval/ Rejection/ generate a query on bills and send back to DDO with rejection/query note.
- Facility for tracking/status update of Bill at DDO level.
- Allow the cheque preparation / Printing.
- Capability to make the e-payment of approved bills.
- Allow usage of Digital Signature by the PAO while sending the ECS/RTGS/NEFT file to the Bank
- Once the bill is passed the allotment/sanction balances should be update automatically.
- Facility to generate the e-Advice for Cheque

- Once the bill is passed by the PAO, the bill information is inserted in the payment tables. If a payment is related to by-transfer, advance or adjustments, necessary entry will be generated in the backend.
- Once the payment process is complete an advice report should be printed. The advice reports for bills/cheques are sent to bank for payment.
- Capability to integrate with Banks.
- Auto-updated books of account like –Bill Register, Budget Control Register, Contractor ledger, Field Ledger, Cash Book, Expenditure Control Register based on the approval of online bills by the concerned authority
- E-Refunds – To generate refund bills by interfacing with respective departments for refund of money to the taxpayer/citizen. The approval, processing, payment & accounting of the refund bills shall be similar to the other bills
- eTracking of refund, payment for respective stakeholders & SMS and eMail Integration
- e-Payment should be directly from treasury to avoid duplication of authorization work & time lag.
- Maintenance of Bank scrolls for Receipt and Expenditure for actual receipt & expenditure accounting
- Detail posting of all challan
- Detail of all vouchers for expenditure account maintenance.
- AC/DC bill status report
- System will give alert message to CO/HOD /DDO, if DC bill is pending for more than three months
- Functionality to process CNF bills

Accounts Branch.

- Prepare classified monthly accounts and supplementary Accounts and submit to AG online.
- Facility to incorporate the Accounts of Liaison Office Delhi, Mumbai
- Facility to incorporate Transfer entry in the accounts

Functionality of SR Branch

- Maintenance of service record of Officers of the All India Service working under state and all Officers working on the post of state level Heads of the Department located at Ahmedabad and Gandhinagar, issue of salary slips, reports on the entitlement of leave etc

Functionality of IRLA Branch

- Payment of salaries and allowances of Hon. Governor, Hon. Speaker, Hon. Ministers and Hon. M.L.As. and personal claims of these authorities

Functionality of RAO Branch

- Vouchers send to RAO branch for post Audit
- Facilitate to give online remark by RAO office

Registers

- To maintain register i.e Fly leaf Register, Attendant Register, Outstanding Balance Abstract Bill Register, Advance bill register, Ferist Register Periodical register etc..
- Interfacing with the external entities like Banks, AG, RBI and any other

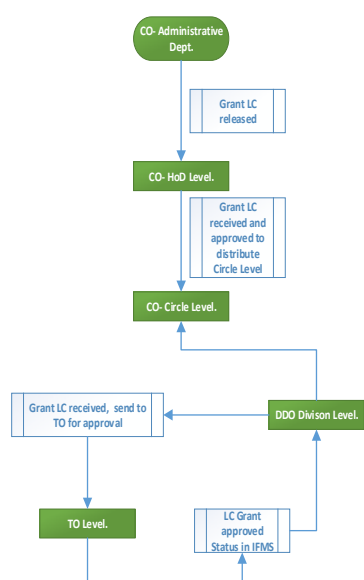
5.8. Group Insurance:

- Facility for the Management of the Group Insurance fund
- Facility for schedule preparation
- Facility for Payment Authority Generation
- Facility to generate the 8011 account preparation & matching at DAT Level.
- Facility of send online comments to DDO/TO regarding overpayment in Group Insurance bills
- Facility to maintain to recovery register

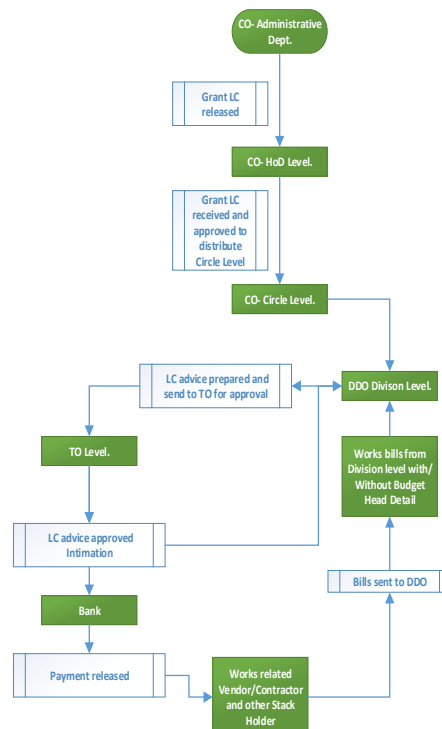
5.9. Letter of Credit (LC) Functionalities

- To issue the Letter of Credit for the Departments of Irrigation, Forest and Road and Buildings. The Grant is allotted to Divisions and given a Letter of credit for their Divisions.
- Facilities for the LC grant Distribution.
- To maintain account for the Division in Treasury Office under the Executive Engineer with the Letter of Credit details.
- Facility to maintain the Cheque book record issued to division
- To generate and send the e-Advise for TO with digital signature.
- To submit the e advice to banks by TO with a digital signature.
- Facility to make the e-Payment to vendor.
- Facility to cancellation of Cheque/ e Payment.
- To submit the eScroll to TO for detail posting of Cheque for the maintenance of accounts.
- Facility to send a notification by SMS/email to Vendor.
- Capability for integration with Work Monitoring system (WMS) of R& B.

LC Grant Distribution

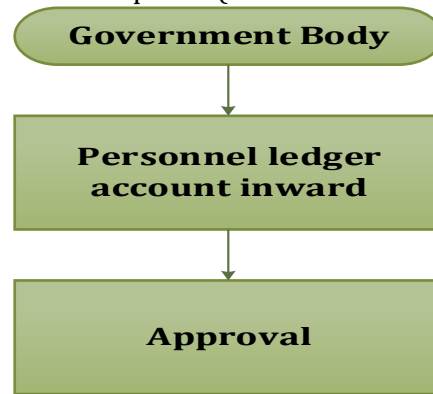


LC Advice



5.10. Personal Deposit and Personal Ledger Account (PDPLA) Functionalities

- Creation of PD PLA Accounts
- Deposit of money, maintenance and payment through the Personal Ledger Account (PLA) opened in Treasury by local bodies, Panchayati Raj Institutions and other state undertakings etc.
- Maintenance of PD PLA balance
- Capability for Reconciliation with Treasury, Department, AG and Bank.
- Capability for Payment from PLA
- Capability to make e- Payment from PD PLA Accounts
- Reconciliation facility
- Process all the matter in Rupees is only.
- Functionalities related to deposits:
 - Sanction and creation of account for deposits by authorized authority
 - Unique ID creation for the nature/ categories of deposits - e.g. public deposit, revenue deposit, court deposit, and local body deposits, etc.
 - Workflow for refund of deposits (in case of refundable deposits)



External Interfaces

Interface with AG

- Online submission of monthly account of all treasuries to AG office
- Submission of GPF Schedules & Debit vouchers
- To facilitate to incorporate accounting adjustments made by Accountant General Office, Ahmedabad (Accounting entry of Non Treasury transactions)
- Online approval of transfer entries submitted by Controlling Officers.
- Online intimation regarding adjustment of AC-DC bills.
- To facilitate AG office for submission of monthly accounts data and facilitate to generate DDO wise, CO wise, Department wise expenditure reports.
- An interface of VLC system with the Treasury is to be developed for downloading data from IFMS system and uploading online data into different tables of VLC system as manually entered from the physical vouchers and ensuring integrity of accounts data being sent by the State Government. The module should allow exchange of voucher level data electronically with the Accountant General's office and access to AG to make modifications/add transactions & uploading on an online basis.
- Provision in IFMS for tracking of outstanding DC Bills against AC Bills & Grants-in-aid bills pending for want of Utilization Certificates.
- Provision for implementation of CTS-2010 Cheques under IFMS system.

- Plan for switching over of accounts of Works & Forest Divisions into Treasury mode under IFMS.
- The System should ensure inter-alia the following points:
- Requirement of Section 5 of the IT Act 2000 should be met in regard to e-voucher,
- e-voucher should include all the information that is now being included in physical voucher,
- e-voucher must be numbered and digitally signed,
- Proof of payments and amount paid on a voucher,
- Classification of payment/receipts,
- e-voucher should be in the prescribed form,
- e-voucher should be accompanied by scanned copies of all the documents like sub-vouchers, sanction orders etc. as presently accompanied with physical vouchers.

Interface with PFMS

- Govt. of India has implemented Public Financial Management System (PFMS) to establish online financial management information and Decision Support System for tracking of funds released under plan scheme of Govt. of India. As per requirement of Govt. of India treasury system to interface with PFMS.
- Interface with PFMS to facilitate financial management information and Decision Support System.
- Facilitate to Make Direct Benefit Transfer to beneficiary through this integration.

Interface with NPCI**Interface with all the future online payment system through web, mobile etc.****Interface with VATIS, GSTN**

- Under GST regime, Accounting Authority is entrusted with following functions.
- Accounting to be done on the basis of e-scroll provided by RBI e-Kuber.
- Reconciliation with e-scroll provided by RBI e-Kuber will be done after receiving luggage file from GSTN.
- Memorandum of Error (MoE) will be issued to concern (GSTN, RBI) if any discrepancy found during reconciliation.
- Accounting effect will be done after receiving corrected e-scroll of MoE.
- As this accounting entry will effect Ledger of concern Tax payer, GSTN and RBI will be informed for necessary action.
- Final data of account will be shared to Tax authority.
- MIS report will be generated on basis of above Final data.
- To perform above function, module needs to be developed along with interface with GSTN, Pr. CCA Office, RBI & Other Agency Banks (if needed)

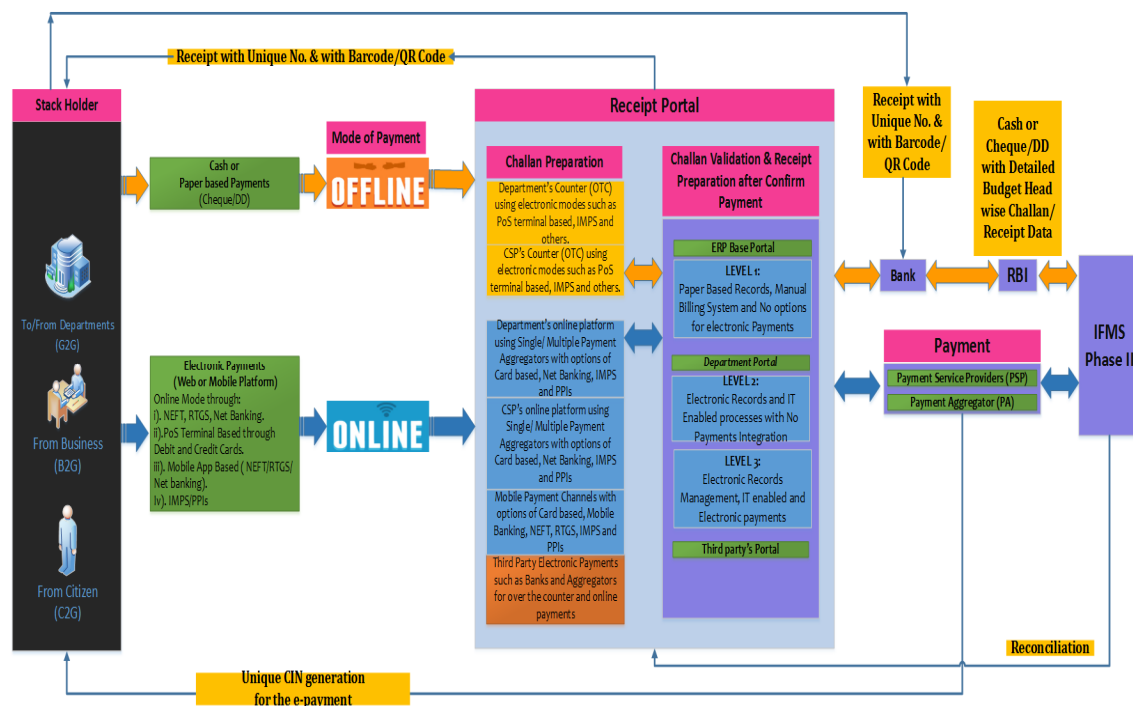
Interface with IWDMS**Interface with Works Management System of Road & Building Department****Interface with HRMS for pay roll****Interface with e-Kuber Portal of RBI**

- RBI has launched e-Kuber for Receipt of Govt. Receipt and makes payment. The proposed system has to integrate with e-kuber
- System have the facility for reconciliation of all type of receipt and collected and all payment made

Interface with GoG Department (Integration with various departments like Health Department, Home Department)

6. Receipt Management Functionalities

- Allow users (individuals/corporate/other government/departments/agents etc.) to register in the Receipt Management System (Cyber Treasury Portal) for making online payments.
- Allow the Challan Preparation, Collections, deposit, recording, reconciling and analyzing the receipts through eTreasury/mTreasury, Non-tax revenue receipts, Deposits (refundable/non-refundable), Generation of Barcoded/QR coded e-Challan.
- Receipt Collection through NEFT, RTGS, Credit/Debit Card etc.
- Allows the departments in collections, deposit, recording, reconciling and analyzing the receipts collected and refund of receipts.
- Receipts collection includes collection of tax revenue, non-tax revenue, deposits, etc. the module shall allow the departments to collect & record the major sources of tax revenue receipts which include-
 - VAT,
 - Stamps & Registration Fees,
 - Vehicle Tax, excise, and others.
- Non-tax revenue receipts like interest receipts, dividend, sale of land, license fee, and department revenues (Fees for various services provided by departments, fines etc.) shall also be collected and recorded though the system.
- Deposits comprises of refundable/ non-refundable deposits including court deposits, public deposits, EMDs, etc.
- Online collection of Receipts through the Receipt Management System
- Development of Mobile App for Receipt Collection
- To record each transaction by generating unique transaction ID number
- Allow payment at the banks, field offices/counters.
- Allow an authorized user to generate a challan in receipt of payment received
- Tracking of the challans generated, challans to be deposited with payments at the bank and the challans & payments deposited at bank
- Automatically reconcile the payment made at the bank (cash/cheque/DD/any other mode) based on the challan information
- Interface with the general ledger of the IFMS module to update the status of payment in the treasury accounts
- Interface with respective IT systems of the tax collecting agencies/ departments to update their systems of the payment received.
- eRefund of EMD bill.
- Deposit Transfer facility.
- Facility of the EMD withdrawn by DDO.
- Transfer EMD Balance between TO/STO.



- ePayment, eReceipt, eRefund
- Integration with External Agencies (e.g RBI, Banks, AG, HRMS, PFMS, WMS)

7. Contract Management Functionalities

- Generation of Utilization Certificate for projects
- UTC, State & GoI projects General details such as Name, Milestone, Progress, Payment)
- Monitoring system of Externally Aided project

8. EMD (Earnest Money Deposit) Functionalities

- Facilitated for online Collection of EMD.
- Facility for laps EMD.
- Detailed posting of Challan.
- Facility for management of un posted Challan.
- Allow the e-Refund of EMD bill.
- Deposit Transfer facility.
- Facility of EMD withdraws by DDO.
- Facility of transfer EMD Balance transfer between TO/STO.
- Facility to transfer EMD balance between one District to another Districts
- Facility to Split challan

9. Pay Fixation & Pay Verification Functionalities

- Pay fixation on new recruitment
- Pay fixation on promotion
- Pay fixation on reversion pursuant to penalty – to be tied with Discipline and Vigilance module
- Facility for pay fixation on Higher Pay Grade, Deemed date, Stepping up,
- All type of Pay Fixation & Verification,

- Capability for Pay fixation and pay verification as per recommendation of Pay Commission
- Online release of increment orders
- Inward/outward Pay fixation case /Higher Graded pay /Deemed date received in physical mode
- Tracking of all Type of case
- Preparation of checklist and certification and online submission of the case
- Provide dash board
- Generation of various type of report i.e Department wise report, HOD wise report, District wise reports etc.

10.EDP Functionalities

- Allotment of DDO Code and mapping of cardex no.
- Facility to provide rights to the user
- Right transfer and post transfer facility
- Creation/ abeyance /abolishment of new office /Post/users etc.

3.3.3. Directorate of Pension & Provident Fund

Pension Functionalities

1. Registry branch

- 1.1. The General registry Branch of Director of pension and provident fund accepts all kind of the pension cases like superannuation cases, voluntary retirement's cases, family cases etc. with service book and other documents.
- 1.2. The branch makes necessary inward entries of each case.
- 1.3. The Branch sends each received pension case with documents service book to concern pension reporting branch 1 to 8.
- 1.4. The branch generates different report of inward pension cases.
- 1.5. The branch outwards each scrutinized and passed cases and objected cases to its respective address.
- 1.6. The branch generates different reports of outward pension cases.
- 1.7. The old cases which have been authorized by Account General which cannot be entered in the IFMS which can be rectified in New IFMS and manual entries can entered in this matter is required.
- 1.8. Due date cases, family cases, court cases etc cases should be found in different inward and outward reports in red colour fonts.
- 1.9. The branch should make the outward for one or more case at a time.

2. Voluntary retirements and Service certificates

- 2.1. The inward clerk forward cases of service certificate of Voluntary retirement with documents and Service book to respective Deputy Accountant.
- 2.2. The Deputy Accountant scrutinized the cases and documents with service book manually.
- 2.3. Service details are entered by the Deputy Accountant. Leave without pay, service break, suspension are deducted from this. If the service is above 20 years than service certificate is given.
- 2.4. Three months' notice period is required for Voluntary retirement so if it is not fulfilled than the certificates of waving of notice period must be given by department head.
- 2.5. If any disqualification of above 3 and 4 the system should give message to the Deputy Accountant and denies going for next entries.
- 2.6. The Deputy Accountant forwards the cases to the Accountant.

- 2.7. The Accountant forwards the cases to the Accounts officer class 1 and he approves or rejects the case.
- 2.8. The approved cases are forwarded to the PA computer Branch.
- 2.9. The rejected cases are forwarded to the registry branch.

3. Pension Reporting (PR) Branches (1 to 8)

Acceptance of Pension cases

1. The inward clerk of the PR Branch sort all the received cases and allocate each case to its auditor according month wise , , district wise or randomly as per the system of the branch.
2. If the case is not of its PR than it can be send to respective PR directly.
3. The report of due date cases, family cases, court cases etc should be found first in red colour in Menu inward clerk.

Pension Cases distribution

1. The inward clerk receives the cases with documents and Service books manually and in his log in ID.
2. The cases are forwarded to the sub auditors of the branch according to month wise, district wise or priority wise as the system set by the branch.

Pension Cases scrutiny

1. The sub auditor verifies the cases, pension papers, service book and documents manually.
2. The sub auditor opens his login ID and opens the inward details of saved cases in the work list Manu.
3. The information of employee name, designation, type of retirement, birth date, joining date, retirement date, address of the employee, the office name and address and the department of the employee, the sub Treasury and the district Treasury name where he/ she wants take pension are entered by the respective sub auditor.
4. The details related Commuted Value of pension like the employee wish to opt it or not and the date of option of that are entered.
5. The family details and nomination details and percentage of nomination, relationships are entered after scrutinisation.
6. If the employee have any mentally/ physically children than the details of it are entered after scrutinisation.
7. The service breaks, any leave without pay more than 36 months are entered then the length of service is calculated automatically.
8. The pay details like last pay, pay grade, grade pay, NPA, DA rate, promotion, higher grade and the details of increments after 1/1/06 till the retirement date are entered. The type of ROP is selected also.
9. The amount of Pension, Gratuity, CVP, Fp1,Fp2 and net pension are calculated automatically.
10. The print of Scrutiny report is generated and it is put the office superintendent for further detailed scrutinisation.
11. The office superintendent puts Scrutiny report with pension paper, documents and Service book to the Accounts officer class 1 for further security.
12. The officer approves or gives objection if it founds at that stage.
13. The approved cases are sent to the PA computer branch.
14. The rejected cases, objected cases are sent to the registry branch with objected points dully signed letter.

15. The cases which require the approval of the Deputy Director (pension) than above procedures of 13 to 15 are follow to the Deputy director (pension).
16. If the service of employee founds less than required service of Pension than system should not allow to go further at Sub auditor level.
17. The joining date of the employee is after 1/04/2005 then system should not allow to go further at Sub auditor level for PR 1to 5, 7 and 8. But for exceptional cases like court cases, other special cases etc. special provision should be given to allow to go further even if the joining date is after 01-04-05.
18. The joining date of the employee is after 17/10/1988 then the system should not allow to go further at Sub auditor level for PR 6. But for exceptional cases like court cases, other special cases etc. special provision should be given to allow to go further even if the joining date is after 17/10/1988.
19. The increments should be generated automatically after all required entries.
20. The list of District Treasuries and sub Treasuries should be latest. If we choose the relevant Treasury then the sub Treasuries of it only should be seen not all sub Treasuries of the state.
21. The upper and lower limit of Pension, CVP, DGRG should be taken into consideration.
22. The automatic data should be generated in columns 23 and 24.

4. Revision of pension cases

1. All the procedures from inward to outward of Pension cases showed above is done in revision of pension cases.
2. Brief details of authorized pension, DCRG, CVP, FP1, FP2 should be shown in separate table before scrutinisation of Revision pension cases.

COMPUTER BRANCH

- Print of S.R. (Scrutiny Report)
- To generate PPO NO of authorized pension cases. Such facility for old pension cases which were authorized by A.G. Ahmadabad.
- To generate different form of pension authorization in printed stationary.
- Facility to send case back to PR Branches or Forward to Internal Audit Branch.

INTERNAL AUDIT BRANCH

- Facility to forward cases to PA Branch or back to PA Computer Branch. (Option must be given with branch name and Employee name)
- Facility to object and return to PR Branch.

PENSION AUTHORIZATION BRANCH (PA I - II)

- Facility to outward cases to Registry Branch in case of any query
- Facility to reject case and send back to PR Branch.

LEGAL MATTER BRANCH

- To generate Pension cases reports for different period.
- To amend and update T.I. Rate online for state, central and other state pensioners.

VIGILANCE BRANCH

- To generate reports regarding pensioners whose pension is not finalize (District wise, Department wise, Year wise, Class wise etc.)
- To generate information reports as and when required by Finance Department

- Update details of employees/Officers, retiring in coming years.
- To submit RTI Cell information to Finance Department.

Special Note:-

Facility to amend through front end by DPPF. In case of online PPO returned by District Treasury to DPPF for change of Pension start Date.

- 1.) To give facility generating PPO Number in character and manually both where original Pension case authorized by AG Ahmadabad.
- 2.) To issue online PPO in case of Pensioner wants to get his/her Pension from other state.
- 3.) To forward cases to one employee login to another employee login.

Facility to display the notes written by Treasury and Office in Scrutiny of Pension case.

NPS Functionalities

At present IFMS provides facilities to create PPAN, mapping it with PRAN, creation of schedules for deduction of NPS contribution, linking it with pay bill, voucher entry at various levels, top schedule generation, account generation, ledger creation, data fetching and transferring it to NSDL, withdrawals, monthly slip generation, annual slip generation, interest calculation and various types of MIS reports.

All the above mentioned facilities should be available in NEW IFMS. In addition to it some points should be taken care of in NEW IFMS.

- Preparation of category wise pension cases including Municipalities as well as non govt. teaching staff of primary
- Auto fetching of data from DDO registration no i.e. Department name, HOD details, District details etc.
- Facility to modify the DDO registration details, if entered wrong.
- One subscriber one PPAN. Duplicate PPAN should be automatically reported and rejected by system.
- Freezing of PPAN at the time of creation of PPAN, up to mapping of PRAN.
- Mapping of one PRAN with one PPAN to avoid duplicate PPAN.
- Unfreezing of account facility on front end.
- Linking of schedules with HRMS and with IFMS.
- Automated account generation from Head level entry, DDO level entry, voucher level entry and subscriber level account generation.
- Frontend facilities to transfer balances, entries from one PPAN to another PPAN.
- Frontend facilities to transfer wrong head entry to NPS head and vice versa.
- Facility to differentiate subscribers between employees of State Government, Grant in Aid Institutes and Panchayats
- Facilities to see the subscriber accounts as and when pay bills cleared by treasury offices
- NPS is controlled and monitored by PFRDA and NSDL. Facility to make necessary changes in system as and when some changes made by PFRDA and or NSDL.
- Automated withdrawal letter to subscriber from IFMS to DDO & subscriber at the time of resignation, superannuation or on request.
- Real time process of Unposted data clearance with authorization levels
- Maintenance of GSFS data in IFMS with balance reporting, maturity reports, interest calculation and withdrawal reports
- Cash book and MIS types of reports i.e. subscription not made by subscriber, nonpayment of contribution by subscriber etc

- Integration with NSDL, if possible. Circulars should be directly forwarded to subscriber.
- Balance reduction facility on withdrawal of NPS contribution by subscriber
- During term withdrawal facility in IFMS
- Linking of payment authorities with voucher at Treasury offices and AG to reconcile and to monitor the pending authorities
- Processing of the withdrawal cases through IFMS. DDO can submit the cases and documents online and remaining process to follow hierarchy.
- Reporting of claim ids, IRA-Non IRA status, withdrawal, deductions, upcoming events i. e. retirement dates, NAVs etc.
- Detailed subscriber profile maintenance in IFMS i.e. PPAN generation, account generation, deduction details, withdrawals, UP clearance, repayments, nomination details, change in nominations, sector change, DDO change etc.
- Reporting of daily activities
- Automated MPR generation
- Generation of all reports as and when required, based on data available in IFMS

HBA-MCA Functionalities

1. Inward Module
 - Top Schedule
 - Other
 - Request for Account Generation
 - Demand for Interest
 - AG TE Clearance Entry (sent by AG)
 - AG CA Figure
2. Number Allotment & Change in Name -Surname
3. Cash Book
4. Interest T.E. (Every end of the Year From M.H.7610 to M.H. 0049)
5. HBA-MCA Slip issuing online through IFMS
6. HBA-MCA Ledger
7. Broadsheet
8. HBA-MCA monthly deducted Amount treasury should receive online schedule just like New Pension Scheme and necessary Report should be Prepared.
9. Preparing a module for posting of un posted amount the concern drawing officer, treasury officer should send a schedule.
10. Posting of Accounts
 - Top Schedule Entry
 - Voucher Entry
 - Account wise Entry
 - Unposted Amount
 - Account Transfer
11. No Due Certificate Issue through system with workflow
12. Interest Confirmation Issue through system with workflow
13. Cash book for IAS/IPS/IFS & other employees for which Demand Draft received
14. User wise Data entry report
15. Preparing a path module i.e Concerned Employee > Superintendent > Account officer > Deputy Director
16. Refund Authority Issue through system with workflow
17. Outward

18. Generation of All reports as and when required based on data available on IFMS information.

GPF Functionalities

1. Inward Module
 - Top Schedule
 - Other
 - Request for Account Generation
 - Demand for Interest
 - AG TE Clearance Entry (sent by AG)
 - AG CA Figure
2. Number Allotment & Change in Name –Surname
3. Cash Book
4. Interest T.E.
5. GPF Slip issuing online through IFMS
6. GPF Ledger
7. GPF Broadsheet
8. GPF monthly deducted Amount treasury should receive online schedule just like New Pension Scheme and necessary Report should be Prepared.
9. Preparing a module for posting of unposted amount the concern drawing officer, treasury officer should send a schedule.
10. Posting of Accounts
 - Top Schedule Entry
 - Voucher Entry
 - Account wise Entry
 - Unposted Amount
 - Account Transfer
11. Final Payment module system with workflow
12. Generation of M-Form issue through system with workflow
13. Supplementary M-Form issue through system
14. User wise Data entry report
15. Preparing a path module i.e Concerned Employee > Superintendent > Account officer > Deputy Director
16. ACR Register Report
17. Outward
18. Generation of All reports as end when required based on data available on IFMS information.

3.3.4. Examiner Local Fund Functionalities

1. Audit Master

- Master data of Audit institutes.
 - E.g Audit Year Mandays, Name of the institute(With unique number)
- Existing establishment and available mandays for audit(Cadre Wise).
- Pending audit work.

2. Audit Planning

- Monthly Quarterly and yearly audit planning as per existing staff(institute wise and circle wise)
- Village Nagar/ Taluka / District Panchayat / Corporation University/ Board and other audit

3. Distribution (assignment) of Work

- Daily, Monthly Quarterly and yearly Progress Report
- Online diary Submission
- Audit status for all institutes for the beginning of the audit till it is completed and till the report is issued(Stage & Path wise)
- Yearly completed units(Village/ Taluka/ Nagarpalika)
- Utilization of mandays for District Panchayat
- Sanctioned and issued audit reports
- Utilization of the mandays for other than audit work.
- Monthly and Progressive institute wise audit status
- Year wise pending para of each institute at the end of the month(opening balance+ New+ total- settled = Pending)

4. Audit Report and Para

- Status of the old Pending paras (year wise) of each institutes
- Pathwise audit report of completed audit
- Proposed L.R para (with para) from issued audit report
- Check for non-settlement of selected L.R para by HQ
- Seprate email ID for Village panchayat for ending audit reports
- Pending Recovery – Actual recovery(Para wise)
- Annexure to be enclosed with audit reports (Institute wise) recovery effected in particular year for all previous year.

5. Legislative Report

- Proposed paras for LR selected by district office to be sent to head office
- Draft para for LR by HQ
- Annexure with audit reports (Institute wise)

6. GPF/ Link Insurance

- GPF cases/ Link insurance pre audit

7. Others requirements:

- Registry/Court cases software (Inward/ outward with maintenance of individual work sheet)
- Pension Cases
- Status of Monthly / quarterly / Yearly RTI & MPR/QPR
- Link with accounts of taluka panchayat/district Panchayat / corporation/ nagarpalika / others
- Research Module
- Department wise important GR/Circular/ Notification
- Model para of each category ULB/ institute wise category of PRI
- Monitoring of store verification activity of H.Q Gandhinagar.
- Village Panchayat Progress Report/ Administrative report.
- Upload link for village panchayat Audit Reports to taluka panchayat & Collector Office.

3.3.5. Directorate of Insurance (DoI) Direct Business

1. Proposal form/letter of intent for obtaining insurance policy is received by DOI from the field level officer at District.
2. DOI scrutinizes such documents and calculate premium and applicable service tax amount and intimates proposer.
3. Proposer remits premium amount with DOI and DOI issues receipt.
4. DOI underwrites such proposals in its Premium Register and prepares insurance policy and submits to respective insured.
5. Before 30 days of expiry of insurance duration, DOI sends renewal notices to insured intimating renewal premium.
6. If any loss/damages occur to the insured property/asset, insured reports such losses to DOI and DOI registers such claim in its claim register.
7. DOI scrutinizes such loss intimation and decides to appoint any IRSA licensed loss surveyor in case of major loss estimates and/or arranges self-assessment if the loss settlement amount is below Rs. 20,000/-
8. In case of major losses, appointed surveyor surveys such losses and submits his/her assessment report showing DOI's loss liability to be payable to insured along-with his professional survey fee bill.
9. DOI process such claim and sanctions such claim amount and also settles surveyor's fee bill amount in the specified Memorandum format.
10. Bills are sent to PAO and PAO issues claim payment cheques which DOI submits to insured and surveyors and DOI makes necessary entries in its claim register as paid claim.
11. DOI, being a member of India Terrorism Pool, transfers terrorism risk portion premium to such Terrorism Pool when granted such risk as an add-on cover.

Co-insurance Business

1. When DOI acts as a co-insurer, leader insurer issues policy to insured and remits co-insurance premium share amount to DOI either with a Statement of co-insurance balance or with respective policy/endorsement copies.
2. DOI deposits such co-insurance premium share amount with Government account and issues receipt to a leader insurer.
3. DOI underwrites such co-insurance business in its books of account i.e. in a premium register and makes necessary entries in it.
4. If any major and hazardous risk with high sum insured is involved, DOI manages/reduces such risks by way re-insurance.
5. Having re-insurance support, DOI remits reinsurance premium to respective insurance company and makes necessary entry in its premium register.
6. After remitting co-insurance premium share amount, leader insurer asks DOI for refund of premium in some cases in cases of reduction/change of risk, cancellation of insurance policy by insured etc. which DOI scrutinizes and remits refund of premium to leader insurer and makes necessary entries in its books i.e. premium register.
7. Losses are reported to leader insurer and leader insurer informs DOI, being co-insurer, for such losses and DOI makes such claim provision in its books at the end of financial year if such losses are not settled by leader.
8. Leader, having settled and remitted such claims, raises co-insurance claim recovery from DOI which DOI settles and remits and makes necessary entries in its books i.e. claim paid register.
9. If said risk/policy under which claim preferred got reinsured and settled by DOI being co-insurer, DOI raises reinsurance claim recovery from reinsurer and

makes necessary entries in its books i.e. claim paid register when such reinsurance claim recovery amount is received from reinsurer.

10. DOI, being a member of India Terrorism Pool, transfers terrorism risk portion premium to such Terrorism Pool when granted such risk as an add-on cover.

Legal Section:

1. When any claim becomes a legal case, the status of such claim must reflect in all claim related reports as "Legal".
2. When any appeal is preferred before State Consumer Redressal Commission, DOI has to deposit 50% of award amount of Dist. Forum with CDRC and same deposit amount is refunded with applicable interest by CDRC on disposal of such appeals. Provision is required to be made for such entries.
3. Provision of Payment to advocates/investigators during currency of case is required.
4. Age-wise report for pending court cases is required.
5. All types of payments Memorandums are to be generated from system.

Following reports risk wise, company wise, section wise (HBA, Direct, Co-insurance etc.) will be required for Direct & Co-insurance basis

- Premium Register
- Premium Subsidiary Register
- Claim Intimation/Paid Register
- Claims Subsidiary Register
- Terrorism Statement (Patrak)
- Service Tax Register
- Chalan Register
- Liability Register
- Re-insurance/Co-insurance Claim Recovery Register
- Premium & Claims abstract
- Claim payment memorandum
- Investigator/Surveyor fee payment memorandum
- Query letter
- Investigator/Surveyor appointment letter
- When claim case becomes legal case, case status must show legal
- Edit facility to rectify entry mistake is required.
- Hierarchy in data entry system, means entered date must be approved at one stage higher

HBA

1. Premium ready reckoner may be put up on IFMS so anyone can see the premium amount.
2. Proposal form may be kept on IFMS & anyone can fill up the proposal online and on that basis policy may be generated.
3. All Live data of HBA live policy may be migrated from present 3I infotech system to New IFMS.
4. Premium & claim register may be generated to IFMS as per other Direct Co-insurance module.
5. On the same line claim may be processed.
6. Receipts are received from various district places also through treasury challans. That amount should be accepted for accounts.

7. Claim payment and claim register, claim entry, old policy record can be searched on the basis of name of insured, policy no, policy period, claim no & date.
8. In HBA claim, claim note ,claim payment memorandum , survey fee payment memorandum & Query letter to be generated in system
9. Edit facility for making changes in the name of insured, Address etc.
10. If policy is cancelled, refund of premium should be given effect in system.
11. Form of HBA Policy available on websight. That can be filled –up by concern person and send to Directorate of Insurance. That form should be uploaded in our system. If any missing data is there, that can be corrected at our level.
12. If physical form is received that entry can be done by Directorate of Insurance.
13. After completing data, entry policy can made on premia software.
14. Intimation of policy and receipt and query intimation also communicated to beneficiary on their mobile no.
15. Various type of report should be generated as per requirement.

Schemes of JPA Module:

Sr. No	Name of Scheme	Claim Amount	Nodal
1	Registered Farmer	100000	District Agriculture Officer
2	First alive child of registered farmer	100000	District Agriculture Officer
3	Unorganized labour	100000	Government Labour Officer
4	“Vidhyadeep” - primary students, Secondary Students	50000	Primary & Secondary Education Officer
5	“Shahid Veer Kinarivala” - College Students	100000	Principal of College
6	I.T.I Students	100000	Principal of ITI
7	Police Personnel	400000,500000 or 2500000(as per cadre)	District Police Officer
8	Safai Kamdar	100000	Social Security Officer
9	Handicapped persons	100000	Social Security Officer
10	Diamond workers	100000	Udyog Commissioner
11	Sports Persons	100000	Sports Officer
12	Orphan Widow	100000	
13	Amarnath pilgrims	100000	Pavitra Yatradham Vikas Board
14	Kailash man - sarovar pilgrims	100000	Pavitra Yatradham Vikas Board
15	Participants of Adventurous Activities	100000	State Youth Board
16	Jail guards	100000	Superintendent of Additional Police

JPA Claim Process (Beneficiary may download form/apply for the claim from web portal needs to be develop as part of this project and fill the form details and submit online to respective nodal officer and nodal will send to Directorate of Insurance.

1. Claim Files Inward Number & Date

2. Register in System and Generate Claim Number (Please Provide Import Facility):

Below details need to be entered

- a. Is deceased person died or permanent disabled?
- b. Deceased Name
- c. Deceased Address
 - i. Village
 - ii. Taluka
 - iii. District
 - iv. Pincode
- d. Deceased Aadhar No. If available
- e. Deceased Election Identity No.
- f. Accident Date
- g. Date of Loss
- h. Cause of Loss
- i. Inward Number
- j. Intimation Date
- k. Policy Number (it should be auto populated as per Loss Date)
- l. Scheme Name
- m. Claim Amount
- n. Nodal Village, Taluka & District
- o. Place of Accident
- p. Nodal Officer Designation
- q. Unit
- r. Beneficiary Name
- s. Beneficiary Address
- t. Mobile No.
- u. E-mail ID
- v. Beneficiary Bank Details
 - i. Bank Name
 - ii. Branch Name
 - iii. Bank Address
 - iv. Account No.
- v. IFSC / MICR Code

Scrutinize:

After scrutiny, below are the possibilities (In all cases need to get approval of authority)

- a) If Claim is Payable: after getting approval from authority, Status of Claim is "Settled But Not Paid"
 - System will generate Claim Note & Memorandum & Signed by authority.
 - After Payment of Claim, Need to Enter Cheque Number and Date. (When there are claims in bulk then there should be an import facility)
 - And status should display as "Paid" with cheque number & date.
 - If cheque returns to office (Claimant does not get cheque). Need to enter reason for cheque return.
 - And returned cheque's validity is expired. Then there should be facility to enter new cheque number & date.
- b) If Claim is Not Payable: After getting approval from authority, Status of Claim is "No Claim (Not Payable)"
 - System will ask for reason of No Claim.
 - System will generate No Claim Note & Signed by authority.

- No Claim Letter should be generated from System in Gujarati (Format will be given, edit functionality should be there).
- c) If Claim file presents with insufficient papers: Person who initially scrutinized file will enter Queries in system. Then forward to his/her authority. Authority will re-scrutinize the file and approve or add/remove queries (edit functionality should be there).
- System generates Query Letter in Gujarati.
 - And status should display as “Query” with details of queries.
 - After compliance required papers, there should be a field for inward number and date.
- d) If File is given for third party investigation: After getting approval from authority. Necessary Details which are required to enter in system are below:
- Investigator’s Name/Firm Name
 - Reason for investigation
 - Date of given for investigation
 - Investigation Report Given Date
 - System generate Allocation Letter and status should display as “Investigation”
 - After investigation, System will ask for Investigation Report Given Date.
 - Now, if claim is payable follow steps mentioned in Possibility “a”
 - if claim is not payable follow steps mentioned in Possibility “b”
 - if claim is still required papers follow steps mentioned in Possibility “c”
 - Payment Procedure of Third Party Investigator: System should generate Memorandum for investigation payment. Need to Enter Cheque Number and Date. Appropriate Status should be taken.
- e) If applicant goes to consumer forum: After getting approval from authority, Status of Claim is “Legal”

Reports:

Below indicative reports should be generated in excel and pdf format

1. Detailed Reports (Claims entered Into system in particular time frame)
2. District wise Report
3. Taluka wise Report
4. Policy Number wise Report
5. Cause of Death wise Report
6. Cheque Paid Report
7. Investigator’s Name wise Report
8. Investigation Report
9. No Claim Report with Reason of No Claim
10. Query Report with queries
11. Legal Report
12. Scheme wise Report
13. Claim Inward Register
14. Other Required Report

Warning:

1. **Duplicate Claim:** system must show duplicate warning and must deny for further process if below fields are same while registering the claim. Deceased

Name, Aadhar Number, Beneficiary Name, Election Identity No, Death Date, Village, Taluka, District.

2. **Claim Amount:** It must warn if claim amount is not entered as per GR & policy conditions.

SMS alerts should be sent on beneficiary’s mobile number, whenever the status of claim changed.

11. Non Treasury Transaction

Capturing of Out of Treasury Transactions:

There are certain financial transactions, which are done outside the ambit of the treasury. These transactions are basically to do with GoI transactions and other inter-state transactions. The GoI transactions are basically to do with grants, loans, subsidies etc. issued by GoI to state Governments.

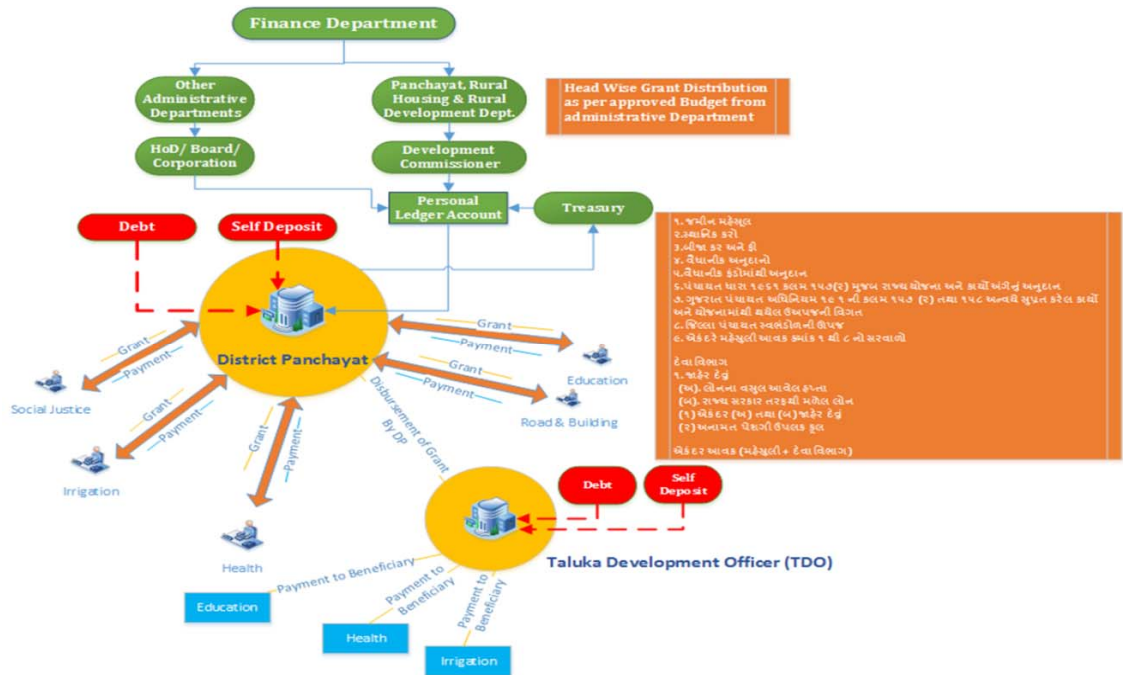
It is envisioned in the proposed system to capture this information in one place and consolidate it into a single report, with a view to reducing the latency in the generation of consolidated Monthly civil accounts from the system.

Hence the Proposed System should have the capability to capture the following Out of Treasury Transactions:

1. Payment done Based on direct debit mode (e.g. Court orders)
2. Inter-Government transactions and payments reported by RBI, Nagpur
3. Inter and intra-Government adjustments (carried out by AG based on specific GOs or standing instructions)
4. Interest warrants paid directly at agency banks.

3.3.6. Panchayati Raj Finance Management System

Gujarat state has 33 District Panchayats, 249 Taluka Panchayats and 14030 Gram panchayats works as rural local bodies for governing the services to rural citizens.



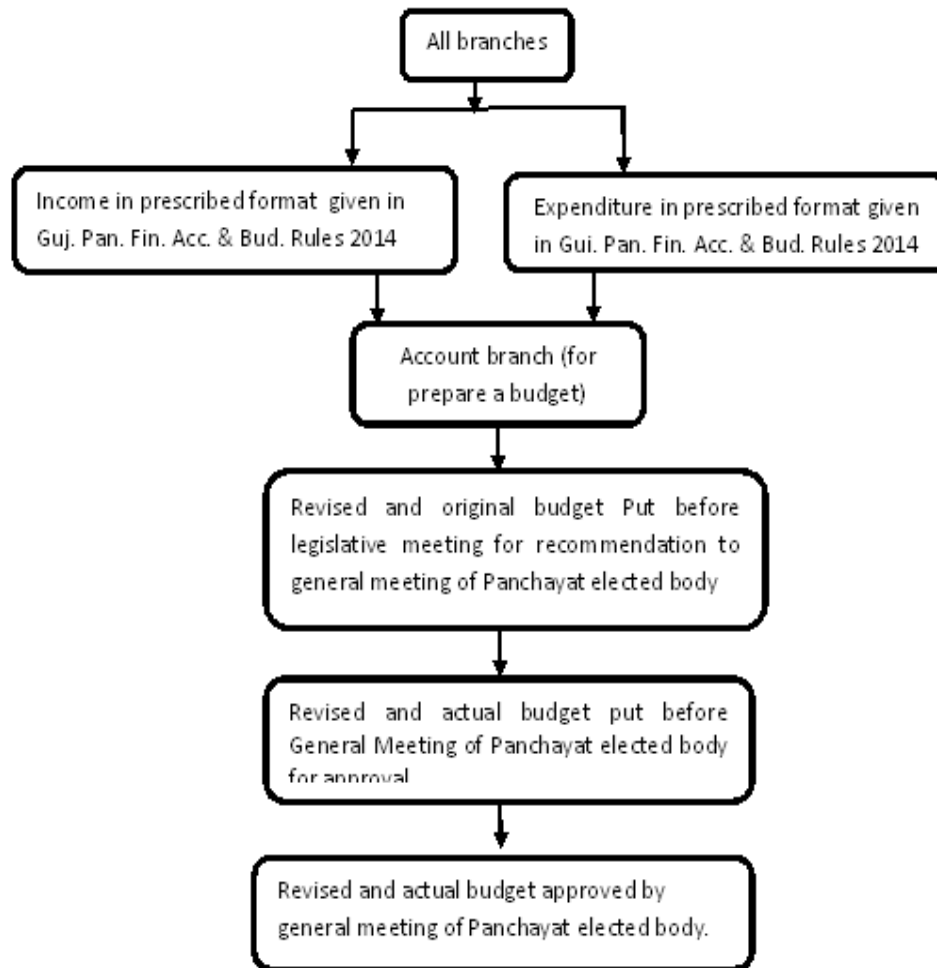
PRI Budget:

District Panchayat and Taluka Panchayat have three part of budget:

1. Own Fund 2. Government Fund 3. Debt Fund
- Hierarchy based Income and Expenditure estimation processing for all types of fund.
 - Facility for head wise receipts/expenditure estimation
 - Hierarchy based revised estimation processing.
 - Income/ Expenditure estimation processing in prescribed format given in Gujarat Panchayat Finance Accounting and Budget Rules 2014.
 - GPF balance for estimating interest on balance GPF balance
 - Facility for auto update of requisite available data. E.g Actual expenditure of previous three year, CNF, actual expenditure of current year till date.
 - Alert & escalation matrix for non-submission of budget.
 - System should have facility to process the following budget estimation.
 - Standing Charge
 - Continuous Non Plan
 - Revised estimate
 - Continuous Plan
 - New Item Plan/ Non Plan
 - New Work/ Works in Progress
 - Generation of budget publications book as per the budget approval
 - Tracking & incorporation of Additional authorization of grant while preparation of SD/RE in Budget.

Generally eight parts in Budget and revised Budget:

1. Serial Number
2. Account Code
3. Head of the Income/ Expenditure
4. Actual income of the previous year
5. Current year estimate
6. Current year revised estimate
7. Next year estimate
8. Remarks

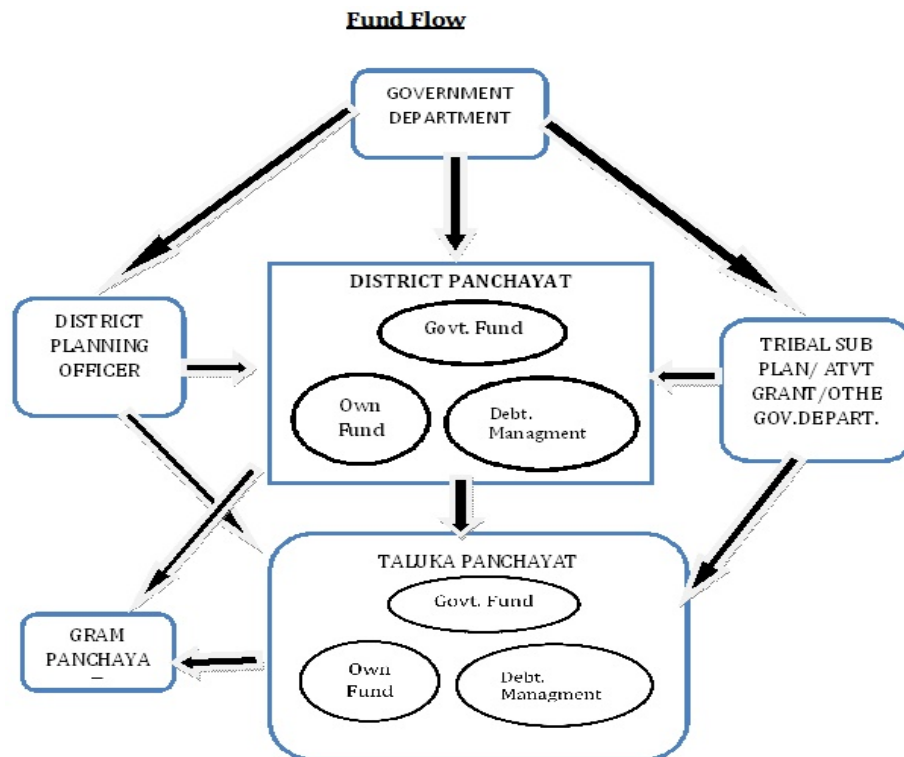


PRI Grant Distribution:

Various Administrative Department of GoG, allot the funds to District Panchayat and Taluka Panchayat under the various scheme, CSS and SCP etc. District Planning officer and other agencies also funding agency for DP and TP

District Panchayat and Taluka Panchayat have three types of funds.

1. Own Fund 2. Government Fund 3. Debt Fund
- System should have facility to fund wise distribution of Grants DP to TP/GP
 - System should have Facility for District Planning officer and other district/regional officer to release the Grant to DP/TP/GP.
 - System should have facility to Hierarchy based Grant Distribution. (Creator, Verifier, Approver)
 - System should have provision for transfer of fund from one DP to other DPs and within DP, One TP to other TPs
 - System should have facility for the surrender of the Grants.
 - System should have facility for the pull back the Grants.
 - Development commissioner should have real time information on Grand release to DP/TP.
 - System should have facility of speel over grant.
 - Various Branch of District panchayat utilized grant of transfer to taluka panchayat



Following are some example of own fund,
Government fund & debt. Fund, district panchayat

Own fund:-

Income:-

- i. Local taxes and fees.
- ii. Other Taxes and fees .
- iii. Statutory funding.
- iv. Interest on own funds investment in bank.
- v. Miscellaneous income of District Panchayat on different works like education, irrigation and public works.
- vi. Other casual income.
- vii. Seed farms income.

Expenditure:-

- i. Establishment Expenditure (pay, D.A., H.R.A. ,Other allowances etc.)
- ii. Honorarium pay, house rent allowances, other allowances and travelling allowances of chairperson of various committees and president & vice president of dist.panchayat.
- iii. Various functions of own fund social activities, development activities and schemes expdt.
- iv. Other contingent expd.

Government fund:-

Sr.	Branch Name	Controlling	Various schemes or activities(common as grant for transfer fuction & activities includes plan & non-plan grant)	Implement office	Remarks
1	Panchayat	Development commissioner	Salary grant	District Panchayat or taluka Panchayat	
2	Education	Director of Primary Education	Maintenance and salary grant	District Panchayat or taluka Panchayat	
3	R&B division	SE, Surat Panchayat(R &B) Circle, Surat	Salary grant and road repairing or for new schemes	R&B division District Panchayat	
4	Irrigation	SE, Vadodara Panchayat Irrigation Circle (VPIC) – NWD	Salary grants or various schemes	Irrigation branch District panchayat	
5	Agriculture	Director of Agriculture, Krishi Bhavan, Gandhinagar	Salary grants or various schemes	District Panchayat or taluka Panchayat	
6	Health	Additional Director Health Deputy dire.	Salary grant or various schemes of health	Health branch district Panchayat	

Sr.	Branch Name	Controlling	Various schemes or activities(common as grant for transfer fuction & activities includes plan & non-plan grant)	Implement office	Remarks
		Of HFW			
7	Maleriya	Additional Director Health	Schemes of maleriya	Health branch district Panchayat	
8	Animal husbandry	Director of Animal Husbandry	Salary or various schemes of animal husbandry.	District Panchayat or taluka Panchayat	
9	GAD	Collector	Help in Natural calamities & other activities .	District Panchayat or taluka Panchayat	
10	Development	Chief Accounts Officer, Office Of The Development	Accommodation schemes	District Panchayat or taluka Panchayat	
11	Account	Chief Accounts Officer, Office Of The Development Commissionner	Employee link yojana,H.B.A./M.C.A.	Account branch District Panchayat	
12	I.C.D.S.	Director (ICDS), Commissionner	Salary grant or various schemes of child development	District Panchayat or taluka	

Sr.	Branch Name	Controlling	Various schemes or activities(common as grant for transfer fuction & activities includes plan & non-plan grant)	Implement office	Remarks
		r Women & Child Development Department		Panchayat	
13	Revenue	<ol style="list-style-type: none"> 1. Revenue Department. 2. Supri. of stamps gandhi nagar 3. Accounts officer comm. Geology & mining 	Salary and allowances, local cess and land revenue , stamp duty and royalty	District Panchayat or taluka Panchayat	
14	Family welfare	Additional Director Family Welfare	Schemes of family welfare	Health branch District Panchayat	

Sr.	Branch Name	Controlling	Various schemes or activities(common as grant for transfer fuction & activities includes plan & non-plan grant)	Implement office	Remarks
15	Social welfare	Director Of Scheduled Caste Welfare	Scholarship or various schemes of social welfare Salary	District Panchayat or taluka Panchayat	
16	statistic	Director Of economics & statistics	Salary & Schemes grant	District Panchayat or taluka Panchayat	
17	Co-operative	Register Of Co-operative society	Salary & Schemes grant	District Panchayat or taluka Panchayat	
18		Director Of cottage & rural industry	Salary & Schemes grant	District Panchayat or taluka Panchayat	

Debt Fund**Income:**

- 1) Loan/ Advance:-
 - Recovery of a Festival/Food advance advance.
 - Repayment of Advance recovery from various branch.

- 2) Deposit:-
 - Security deposit from various branch.
 - Tender agreement from government activity.
 - Prize deposit

- grant from project administrator T.S.P.
- 3) Nidhi Income
- Jilla Vikas Nidhi
 - Jilla Gram Uttejak Nidhi
 - Rajy samkari Nidhi
 - Jilla samkari Nidhi
 - Flood Niyantran Nidhi

Expenditure:-

1. Payment of Food and Festival Advance
2. Temporary and permanent imprest to Various Branch Officer.
3. Payment of Security Deposit,
4. Public Work Deposit/
5. Prize work Deposit
6. Other Deposit Refund and Expenditure.
7. Investment of Nidhi Balance Amount and Payment of As per guideline of Nidhi.
 - Jilla Samkari nidhi District Panchayat allots funds for reduce social and economical miss balance to Panchayat.
 - Jilla Gram uttejak Nidhi utilize for motivate to Panchayat for collecting more & more fees, tax and new tax.
 - District Panchayat Sanction Grant for Gram Panchayat / Nagar Panchayat from Jilla Vikas nidhi for scarcity or uncertain & certain cause and work.

Other departments:-**Tribal sub plan**

s.no	Branch name	Controlling Officer / Department	Various schemes or activities	Implement office	Remarks
1	Health	Accounts Officer,PROJECT ADMINISTRATOR, INTEGRATED TRIBAL DEVELOPMENT PROJECT.	1.Gujarat pattern 2. Nucleolus budget 3. C.S.S 4. S.C.P	District Panchayat or taluka Panchayat	
2	I.C.D.S			District Panchayat or taluka Panchayat	
3	R&B			District Panchayat or taluka Panchayat	
4	Irrigation			District Panchayat or taluka Panchayat	
5	Agriculture			District Panchayat	
6	Animal husbandary			District Panchayat	

District planning office

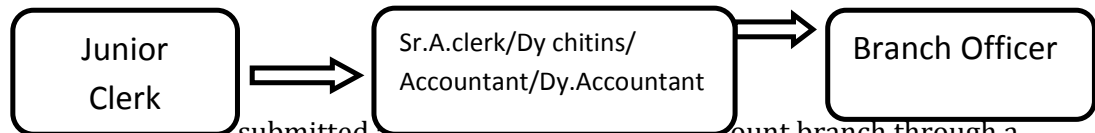
s.no	Branch name	Controlling Officer / Department	Various schemes or activities	Implement office	Remarks
1	Concern branch of D.P.	DISTRICT PLANNING OFFICER	1.Statutory provision 2.Special component plan 3. M.L.A. Fund 4.M.P. Fund 5.National festival grant 6.Ukai effected 7.Devolaping taluka grant	1.District Panchayat 2.taluka Panchayat	

Viewing Rights

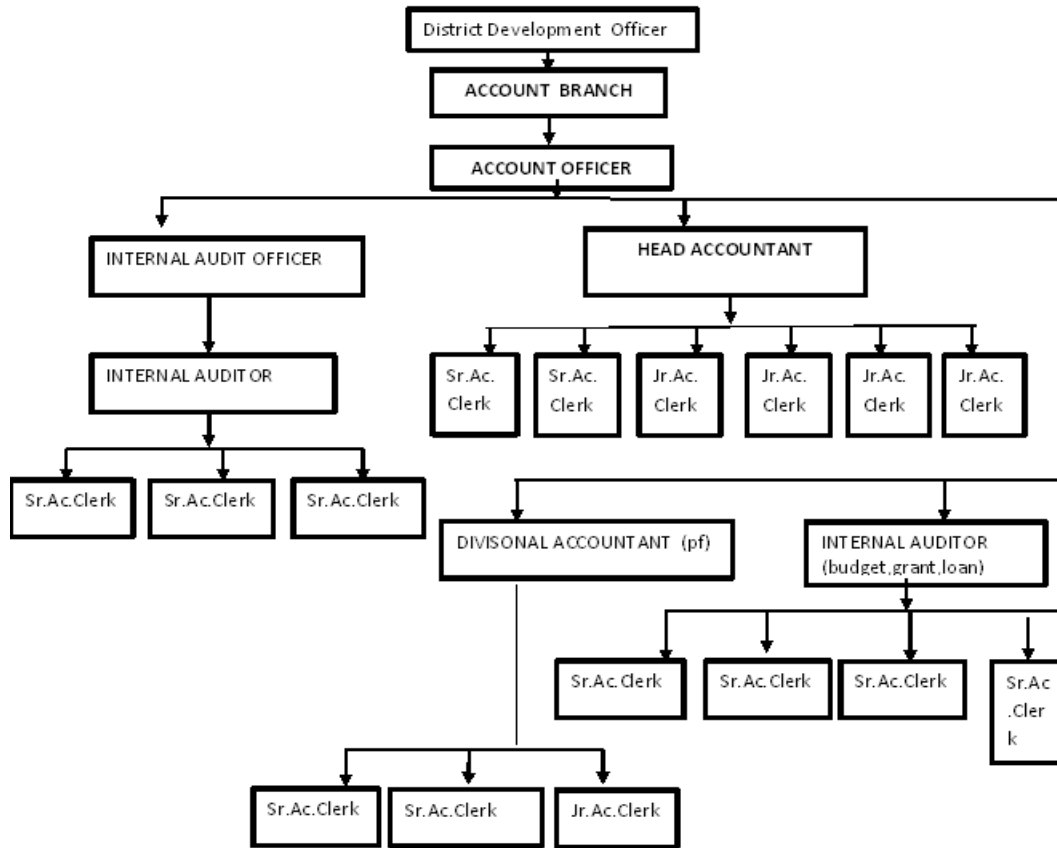
District Panchayat

- A district Panchayat various branch create a G.T.R Bill for a grant which is given by Govt., T.S.P., District planning office.
- Branches submitting a G.T.R bill to account branch and then bill are submitted online and physically to treasury officer by Account branch.
- A G.T.R bill passed by treasury officer and a copy of chalan given to account branch for posting.

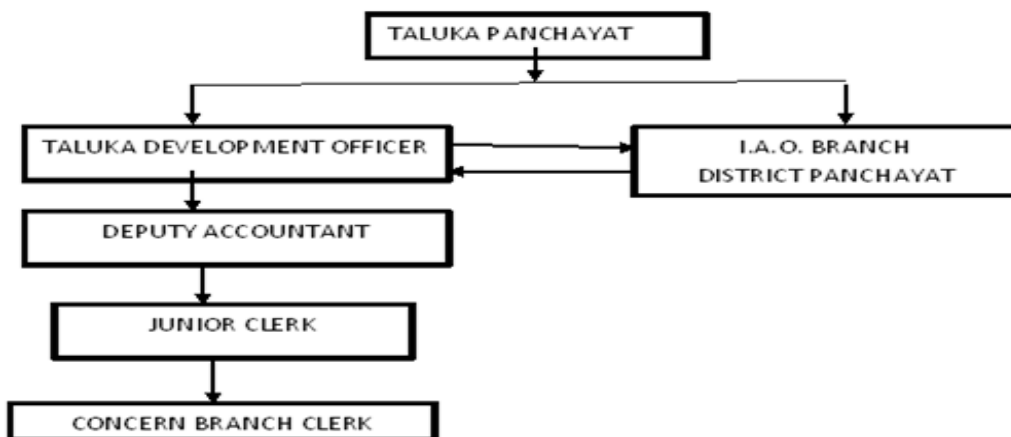
Various branch:-



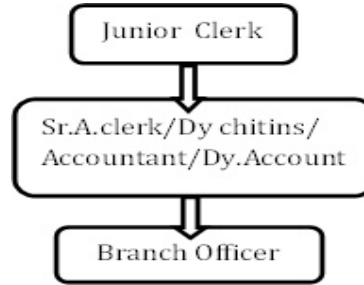
All branches submitted a bill for expenditure to account branch through a proper channel.

❖ Account branch:-

- As per rules more than 40000/- amount bill submitting in I.A.O. section (excepted pay and allowances, electricity and telephone bill or grant transfer bill etc.).
- Other bills like pay and contingent and grant transfer bill etc. are submitted at Account branch for expenditure or grant transfer.
- I.A.O. branch pri-auditing a bill and if a bill is payable its transfer to Account branch for payment otherwise return it to concern branch.

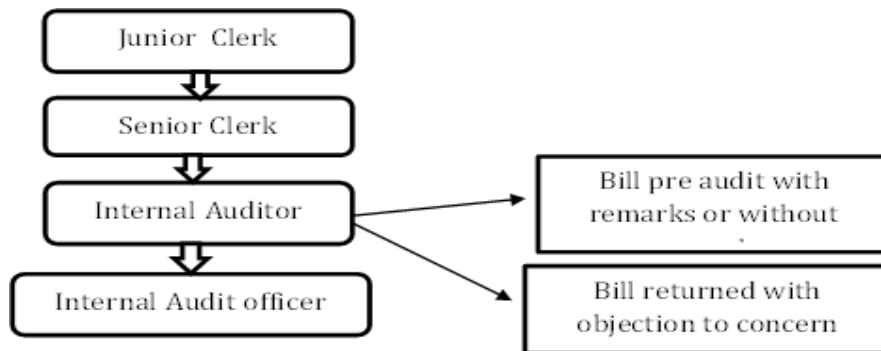
**Pre-Audit**

District Panchayat various branches:-



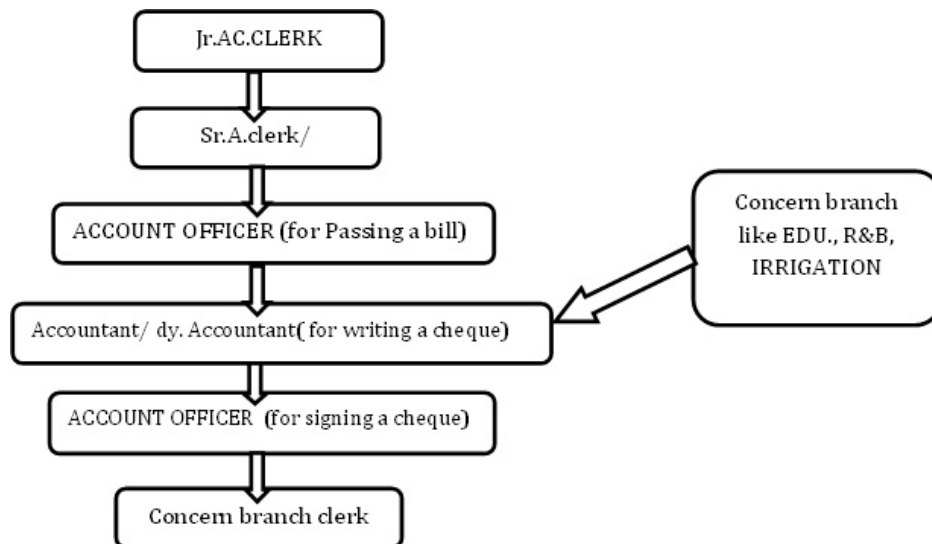
- More than 40000/- (except pay and Allowances, electricity bill and telephone bill or Grant transfer bill etc.) branch submit a bill through online and Manual to pre-Audit branch.

Pre-Audit branch

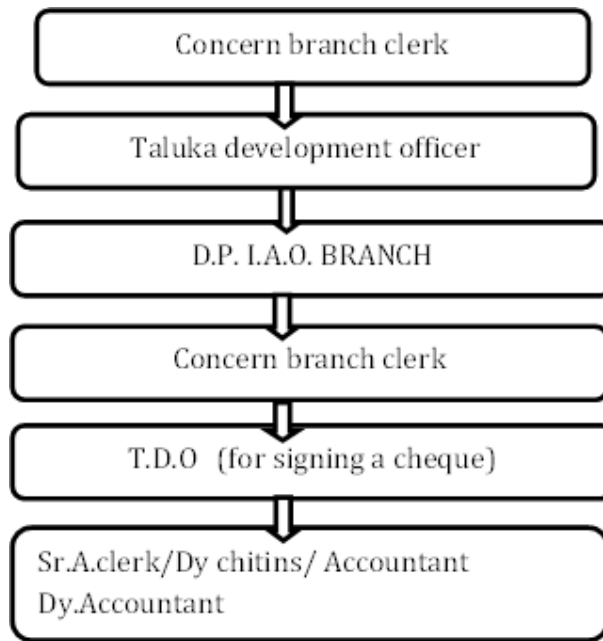


- After Pre-Audited the bill concern branch submit it to Account branch for cheque.
- Other bill like Pay and Allowances etc, telephone bill, grant transfer bill directly submitted to account branch.

Account Branch



TALUKA PANCHAYAT



Taluka Panchayat

- Taluka Panchayat received grant by district Panchayat, T.S.P. Or District planning officer.
- For expenditure concern branch clerk create a bill and submitting for pri-audit to I.A.O. section dist. Panchayat.
- After receiving bill from I.A.O. branch concern clerk forward a bill to Account branch Taluka Panchayat.
- At Account branch Sr. Ac. clerk check a bill and transfer to Deputy Accountant for writing a cheque.
- A cheque signed by T.D.O. and account branch paid it to concern clerk or person.

Important Points

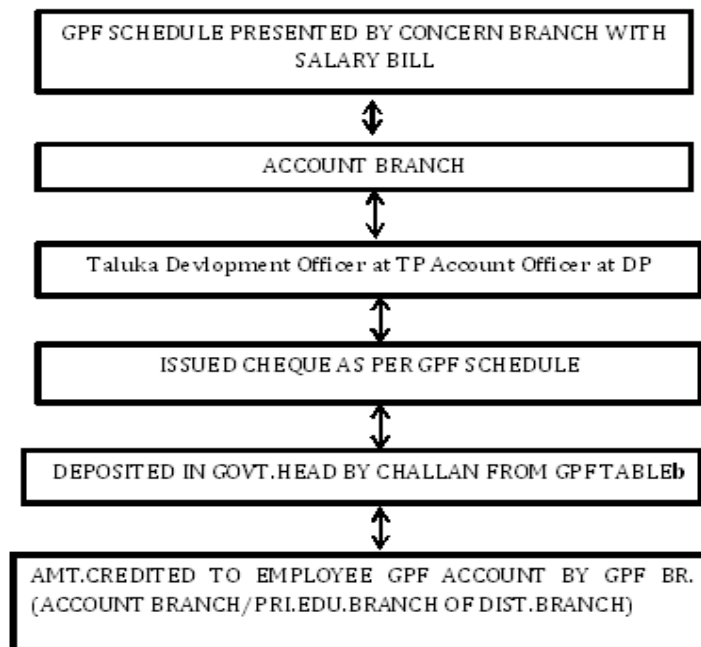
- A combines of all districts panchayats of grant released by other departments must be generated
- Grant register, classified register, must be generated
- Cash book and cheque register likned up with account module
- MIS of grant distribution of taluka wise and head wise of own fund and government grant
- MIS of own fund, government grant and debt fund grant distribution branch wise and head wise
- Same as per above at taluka level
- This module linked with budget module accounting module and internal audit module

PRI GPF

- System Should have facility for District & Taluka Panchayat to process the GPF online
- System should have facility for Hierarchy based GPF Process/Withdrawal/ Final withdrawal.

- System should have facility for Link insurance.
- System should have facility to generate the Taluka wise Challan report.
- System should have facility to reconciliation with Treasury.
- System should have facility for auto calculation of Interest on GPF.
- System should have facility for loan management taken from GPF.
- System should have facility for the recoupment of Advances.
- System should have facility to generate following records:
 1. Broadsheet
 2. Ledger
 3. Cashbook
 4. Cheque register
 5. A/c sleep

GPF process at DP/TP:



PRI HBA/MCA

- System should have facility for District and Taluka Panchayat employees for online request of HBA/MCA in prescribed form.
- System should have facility for Hierarchy based HBA/MCA Processing.
- System should have auto calculation of the HBA /MCA Advance amount as per Basic Pay.
- System should have facility for the online submission of the require document.
- System should have facility for the online generation of Recovery letter for Loan amount, Interest, Penalty Interest.
- System should have facility for Auto Generation of Different types of HBA/MCA Register.
- System should have facility to generate the NOC against the Complete Payment of the Loan amount.

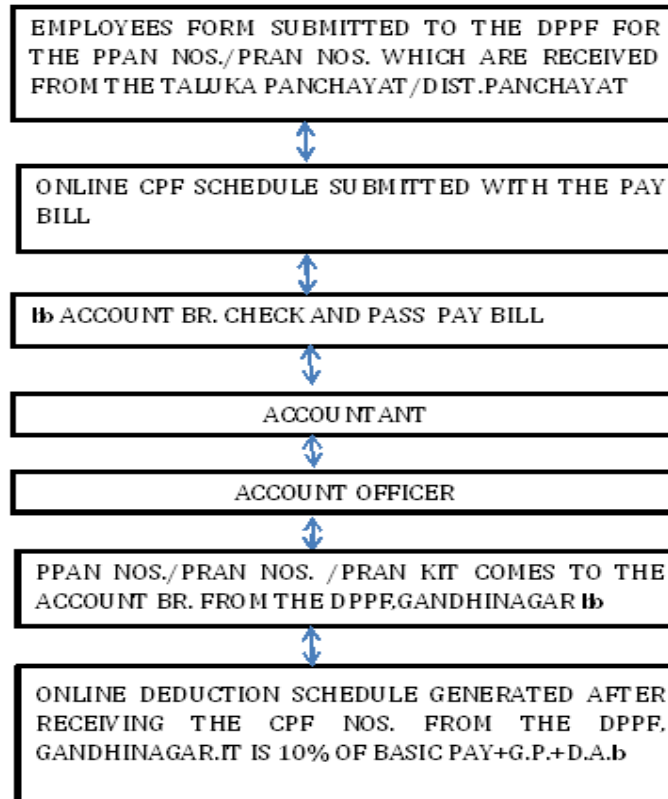
System should have facility to generate following records:

1. Broadsheet
2. Ledger
3. Cheque register

4. A/c sleep

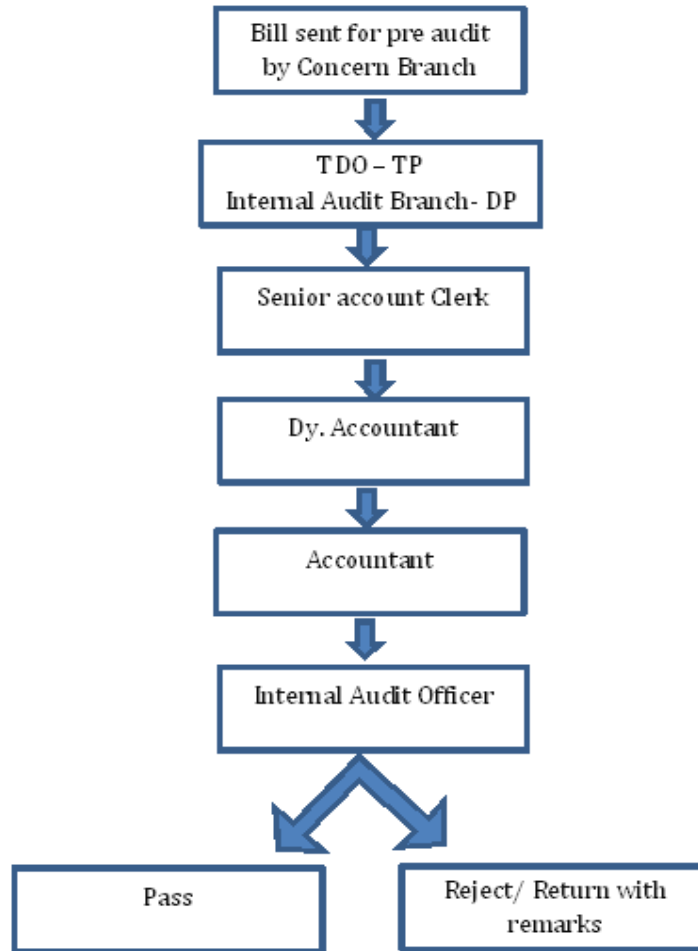
PRI New Pension Scheme:

- System should have facility for District and Taluka Panchayat for online request of PPAN No/PRAN No to DPPF.
- System should have facility for online CPF Schedule submission.
- New pension scheme of employees appointed on or after date: 01.04.2005

**PRI Internal Audit Branch:**

- System should have facility for the District and Taluka Panchayat for the Pre audit work and Audit Para.
 1. Pre Audit Work:
 - a. Pre audit of District Panchayat work
 - System should have facility for the Pre Audit of the Bills above Rs. 40,000/- (excepts Pay allowances/ Grans allocation, employees personals claims etc.)
 - System should have facility for the Hierarchy based Pre Audit Work.
 - System should have facility for approval / rejection of bill with Remarks.
 - b. Pre audit of Taluka Panchayat work
 - System should have facility for the Pre audit of the Works above Rs. 15000/- before work order given by taluka panchayat
 - System should have facility for the Hierarchy based Pre Audit Work.
 - System should have facility for approval / rejection of bill with Remarks.

Pre audit of DP/TP work

**2. Audit Para:**

There are three types of para in District pachayat/Taluka Panchayat.

1. A.G. Para
2. L.F.PARA
3. P.R.C Para

- a. Para processing at District / Taluka Level.
 - System should have facility to initiate the Para by concern branch.
 - Hierarchy based Para processing.
 - System should have facility for Para approval/ rejection
 - System should have facility to return the Para with rejection remarks for further clarification/ Document which is require
 - System should have facility for the disposal of Para.
 - System should have interface with Local fund for online para submission.

PRI Accounting Module:

- District panchayat received most of the funds from state govt under transfer activities to panchayat as per provision Gujarat panchayat act 1993. DP also get its own fund income in form of statutory grant from state govt. DP earn own fund income by way rents and other misc. Income. DP transfer State Govt grant to TP

and carried out some of activity and incurred expense DP directly transfer some Govt grant to GP.

- Most of the fund at DP level kept in PLA OF DDO account kept with respective district treasury. Same at TP level PLA OF TDO operated with respective sub treasury. Expect for specific scheme in which bank account had been maintained (Hon. C M relief fund &, E-gram)
- At present DP is using IFMS for drawing of grant released from state govt. HOD & Other controlling officer . On release of grant and receiving ink sign copy of grant order Branch head of DP prepared on line bill in form no.62 A and submitted to AO. After due verification AO send same online as well as physical bill with 4 copies of challan to respective district treasury office. District treasury office receive on line as well as hard copy of the same , after due process at district treasury passed bill by Transfer credit(TC) Debiting respective govt head of account in which grant released and credit PLA OF DDO.
- PRI income & expenditure broadly classified in three category (i.e. fund type) OWNFUND, GOVERNMENT GRANT and DEBT /DEPOSIT.

System should have facility for Monitoring Income/ Expenditure of all three types of fund.

- System should also capture non treasury transaction which are carried out through bank account like MP Fund etc
- System should have facility for the Accounting of investment, deposit, advances.
- System should have facility for online Bills preparation for expenditure by Respective branch at DP/TP level and after due process of internal audit send to account branch for making payment/e Payment.
- Processing of voucher and challans by DP and TP
- System must check balance in particular head chargeable of account at the time of preparation bill of expense or grant transfer to TPs.
- Monthly account of DP and TP must be prepared in exiting format used at DP by Allow correction at the time of finalization.
- Annual closer of accounts and preparation final accounts and end of year process.
- System provides preparation and submission online Utilization certificate by TP to DP and DP to respective HOD and other controlling officer.
- System should have facility for e-payment use of digital signature.
- Accounting loan to DP & TP
- Reconciliation of Accounts with Treasury
- System should have provision to open link with gram panchayat accounting.
- System should have facility to generate bill (salary bill, contingency bill, TADA bill, works bill, & other bills) for payment & misc receipt prepared as per format of FAB rules-2014
- System should also capture non treasury transactions which are carried out through bank account like MP Fund etc.
- System should have provision of capturing transaction govt. grant misc receipt which to be refunded to Govt receipt head.
- Accounting of investment , deposit, advances
- Codification mapping with state budget classification, own fund and MAS classification. Specific configuration like bypass budget validation, type of project and activities

- Bills for expenditure prepared by respective branch at DP/TP level and after due process of internal audit send to account branch for making payment.
- Processing of voucher and challans by DP and TP
- System must check balance in particular head of account at the time of preparation bill of expense or grant transfer to TPs.
- Monthly account of DP and TP must be prepared in exiting format used at DP by allow correction at the time of finalization.
- Annual closure of accounts and preparation final accounts and end of year process.
- System provides preparation and submission online Utilization certificate by TP to DP and DP to respective HOD and other controlling officer.
- System will have facility for e-payment as presently carried out in IFMS in treasury with use of digital signature.
- System should have provision for transfer of fund from one DP to other DPs and within DP One TP to other TPs
- Accounting loan to DP & TP
- write back of unspent fund in DP/TP
- system should have facility to compile annual account/monthly account at each level
- system should have facility to UTC/UC at each level
- system should have facility to expenditure report
- System should have facility for Accounting of Nidhi:
- Report Generation
- During rest of the year the expense and revenue across the DP/TP (provision of extended to GP) will be consolidated at a centralised database at HQ . The consolidation will be both for proposed PRI System and also for the existing PRI system. The report from the consolidated database will help to provide a single, integrate and consistent and view of expenditure and revenue of PRI. These inputs will assist improving Financial management and administrative control of PRI over revenue and expenditure. All reports must be fund type wise and consolidated. MIS report for TDO/DDO/ other HOD/DC /prin. secretary (panchayat department)
- All reports (with modification as required) as per Finance Accounting Budget rules-2014 which is used by PRI must be generated including general cashbook,classified register,grant register,monthly & Annual accounts etc.
- System will have provision of generation of report of double entry accounting system reports and also provision for linking with PRIYA SOFT of MOPR GOI and putting up voucher data for public domain.
- System will have provision for generation of 8 formats of MAS report.

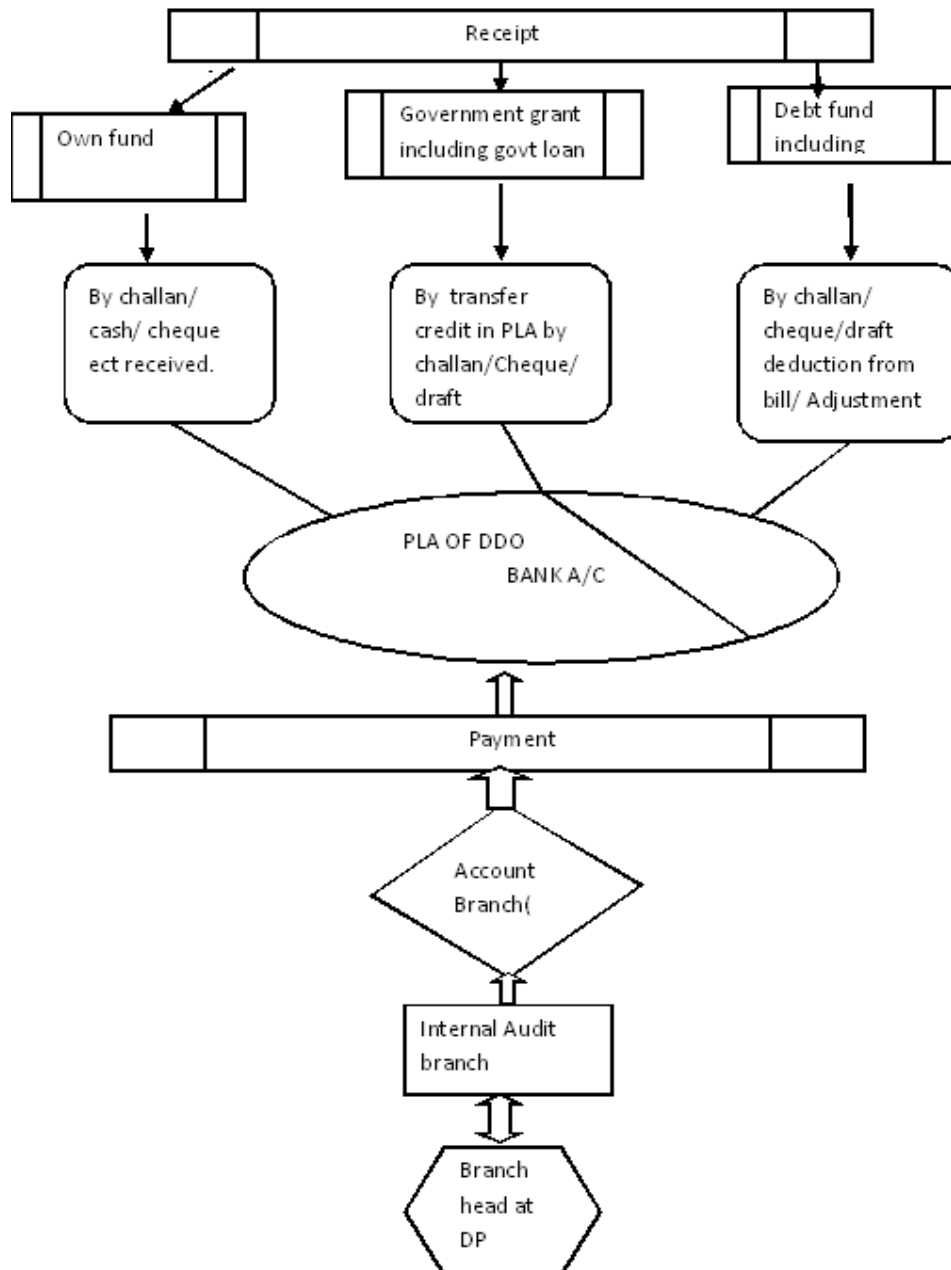
District panchyat maintain following type of Nidhi

1. Pur niyataran Nidhi
2. Samjik niyay Nidhi (As per panchayat depts. resolution dtd.12/02/1982)
3. Rajya samkari Nidhi (state equalization fund) (section 220 of panchayat act 1993)
4. Jilla samkari Nidhi (District equalization fund) (section 221)
5. Jilla Gram utejak Nidhi (District village Encouragement Fund) (section 222)
6. Jilla vikas Nidhi (District development fund) (section 223)

- Accounting of above nidhis includes receipt & payment, cash book, grant register
- Investment register, classified register.
- Gram panchayat wise ledger , interest allocation & preparation of yearly slip for Jilla vikas nidhi
- Reconciliation of PLA OF DDO and PLA OF TDO and other bank account maintain by
- Respective DP and TP.
- Monitoring of reconciliation at DP for TP and at DC for DP.

Receipt & payment process flow:

For all three (own fund, government grant and debt fund) type of fund



IMPOTANT POINTS:

- 1 District level expenditure disbursing at taluka level, it must be consider as deposit.
- 2 Inter PLA taluka and district must be facilitate.
- 3 Calculation of income tax of employee must be generated
- 4 At the time of grant disbursement by controlling officer spillover or expired option must be given.
- 5 There are three types of vouchers (1) ordinary (2) TPS (taluka panchayat surrender (3) transfer to one to other branch (4) surrender to Govt
- 6 All the register must be maintain as per format of Gujarat Panchayat financial accounts and budget rules, 2014
- 7 Grant register , cheque register, cash book, classified register, advise making must be generated automatically at district and taluka level
- 8 Accounts officer of dist. Panchayat treated as a controlling officer or treasury officer and all branch head and TDOs treated as a DDO or Controlling Officer.
- 9 Monthly accounting report , date wise balance statement, annual accounting report, must be generated automatically at district and taluka level
- 10 Detail head wise income/ expenditure report must be generated with details of TC no. Or voucher no.
- 11 All module must be interlinked

5. Non Treasury Transaction**Capturing of Out of Treasury Transactions:**

There are certain financial transactions, which are done outside the ambit of the treasury. These transactions are basically to do with GoI transactions and other inter-state transactions. The GoI transactions are basically to do with grants, loans, subsidies etc. issued by GoI to state Governments.

It is envisioned in the proposed system to capture this information in one place and consolidate it into a single report, with a view to reducing the latency in the generation of consolidated Monthly civil accounts from the system.

Hence the Proposed System should have the capability to capture the following Out of Treasury Transactions:

1. Payment done Based on direct debit mode (e.g. Court orders)
2. Inter-Government transactions and payments reported by RBI, Nagpur
3. Inter and intra-Government adjustments (carried out by AG based on specific GOs or standing instructions)
4. Interest warrants paid directly at agency banks.

3.4. Operation & Maintenance Support

- The SP has to provide the operation & maintenance for the period of 8 years Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc. changes.
- Ongoing technical support for application
- Fine Tuning updates/patches reporting
- Fixing logical/run-time errors in the applications
- Development, Testing and Implementation for Bug-Fixes
- Generate reports on changes made in applications
- Generate reports on change requests given to support team

- System administration and database management support
- Development of new application release
- Deployment of new application on production servers
- Synchronize the application release in all application servers of FD, and Far DR
- Maintaining checklist for the status of deployment on all servers
- Monitoring & Reporting Server/ System performance

During Operation and Maintenance Period bidders are expected to carry out any no. of Change Request that is required due to change in functionalities, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period. No additional payment will be made during O & M period. During the period of O & M, bidder has to deploy minimum 5 resources (application developer, system analyst, DBA or any other suitable persons) onsite having more than 5 years of experience to carry out such necessary change request. The cost of the same should be included in the Financial Bid Part 3. During the course of O & M, bidder may suitably deploy more resources, if required to perform any changes in the developed application.

SP bidder shall set up centralized helpdesk at FD (Gandhinagar) to log complaints of the users and issue the log ticket number and communicate the corrective measure. The service management/support request module/tool shall be provided by the SP. SP shall provide Customer support interface with online, telephone and on-site support, and other deliverables as described below. The space for helpdesk facility would be provided by Govt. of Gujarat.

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

- Provide warranty/on-site maintenance product, software that shall be supplied and installed under this procurement throughout the period of contract as per SLA and also provide warranty execution/onsite maintenance of the Database S/W.
- Undertake Performance Tuning and ensuring optimum performance of the equipment supplied.
- The support coverage shall be as per the service window mentioned in the Section – “Service Level”.
- Provide manpower for operations, maintenance and onsite warranty support of all the existing and supplied items.
- Bidder is required to propose the required compute power, storage and other requirement to host the New IFMS application at Primary Site and DR Site. The necessary compute infrastructure will be provided by Govt. of Gujarat.
- As a part of technical bid, the detail BoM required is to be proposed as below:

Sr. No.	Item	Minimum Specification required	Quantity	Remarks (If any)

In State Data Center and DR Site the required compute and storage will be provided. However bidder has required to quote, supply, install and maintain the required OS, Database and other s/w licenses provided by bidder.

Technical Details:

- Application type: Three tier mobile & web based application
- Technology Platform :- Any
- Back end Technology: Any
- Server OS Support: Non Unix Environment
- The application should be able to host on x86 platform.
- The application should be compatible with any open source database. Also, for future requirement Database should support all the functionality of the proposed solution.
- The mobile app should be developed for whole application with role base access and native in nature. It should develop for separately for Windows, iOS and Android.
- The system should work on online and offline both the modes. Whenever the connectivity is not available till the time should work in offline mode and as and when availability of connection the data should be synchronized with server.
- The application should run on all major browsers.
- Should have following features:
 - Support for distributed databases and storage
 - Support for database replication
 - Support for web enabled applications
 - Support for data warehousing
 - Network support for a wide range of protocols
 - Portability of data through import/export procedures
 - Should support all features of partitioning to improve performance and simplify management of very large database environments
 - Should be able to support Backup for hot backup and recovery at enterprise level and eliminate any risk of data loss.
- The application developer/software provider should ensure that the proposed application architecture & offered solution including hardware, software or any other tool should be latest and should not be end of support/end of sales during the 8 years of O & M period.
- The proposed solution should be on open standard and compatible with other technology. So that, there should not be any proprietary/OEM lock in situation during the 8 years of O & M period.

3.4.1. Handholding and support team] at Head Quarter and Distract Locations.

Depending on the size of the project, a handholding and support team of approximate 100 resources are envisaged for the project O & M Phase. Out of 100 resources approx. 30 to 35 resources may be placed at Head Quarter/Gandhinagar including helpdesk team. Other resources may be placed at District Locations.

The manpower for O & M support of the application should be at least graduate and having 1 year of experience in handholding/Operation & Maintenance support of IT software/application.

The bidder has to deploy at least 7 resources having at least 1 year of experience of IT Call Center onsite during project period for better execution and monitoring of the project.

In the part 4 of the Financial Bid, bidders have to provide the cost of handholding support. Finance Department, Govt. of Gujarat may increase or decrease the no. of resources required for handholding on time to time during the 8 years of O & M period.

- In case of absent of the manpower, bidder has to provide the alternate arrangement to carry out the activities.
- In case the resource has resigned then the bidder has to inform within one week of such resignation.
- SP shall promptly deploy a replacement to ensure that the role of any member of the Key Personnel is not vacant for any longer than 7 days, subject to reasonable extensions requested by SP Vendor
- Before assigning any replacement member of the Key Personnel to the provision of the Services, SP shall provide:
 - a resume, curriculum vitae and any other information about the candidate that is reasonably requested ; and
 - an opportunity to interview the candidate.
- The bidder has to ensure at least 4 weeks of overlap period in such replacements

3.5. Database Migration & Management

SP shall be responsible for management of the database during the contract period. While rolling out the project, it is envisaged that historical data of Existing IFMS will be migrated in New IFMS. The SP will be responsible for capturing that data. Currently the size of the database of existing IFMS is 1.8 TB and CTP is 73 GB.

The selected Service Provider is required to migrate all the existing data available with Department in the digitized format of the existing applications (IWDMS & IFMS, CTP, etc.) if required, in its current database to the new system to be hosted at State Data Centre at free of cost. Cost for data migration from existing application should not be included in the price bid.

During the 8 years of O & M period any migration activities required to carry out due to change in Infrastructure, Software etc should be done by bidder at no extra cost.

As part of data migration from the existing application, the selected Service Provider would perform the following activities:

- 1) Prepare the Data cleaning and migration plan and submit to Department for approval.
- 2) Ensure minimum business downtime at the time of data cleaning and migration.
- 3) On the Department's approval, prepare the requisite migration architecture and then clean and move the data to the new target environment.
- 4) Ensure the accuracy and completeness of the migrated data. Department reserves the right to verify the accuracy and completeness of the migrated data on its own or through its nominated agencies.
- 5) Ensure migration of all data for pilot location is completed by the time of part rollout and for the entire state is completed by the time of state-wide roll out.

3.6. Language of the Product

- The product modules to be developed by the SP must be support Gujarati and English languages.
- The application user interface will have to program in two different interface formats – 1. English Language and 2. Gujarati Language.

3.7. Envisaged Project Phases:**Stage I: Design Phase**

- Documentation of the existing processes of Financial Management & delivery across all employees.
- Document existing processes Levels of FD.
- Propose process Levels, based upon benchmarking / opportunities for improvement of processes.
- Identification of Business Process Reengineering requirement to achieve the proposed service levels, including legal changes required in processes.
- Documentation of To-Be Process maps in line with the BPR proposed of processes.
- Design the User Requirements Specification.
- Capacity Building / Training Plan
- SP shall integrate the Modules developed in HRMS & IWDMS application with the new application modules and the web portal
- Prepare System Requirement Specification (SRS) for application development
- Design the Change Management Plan
- Design and seek approval of the implementation Strategy from FD prior to the commencement of the implementation plan
- Design & documentation of Hardware, network architecture & other infrastructural requirements, based on applications to be developed and submit Bill of Material to the FD which will be procured by FD separately.

Stage II: Implementation Phase

- Procurement of specified hardware components
- Software development, integration, testing & Deployment
- Project monitoring and progress reporting to the FD on regular basis.
- Bidder has to enter the test database of 1 months and after deciding go-Live the existing software will be switched over to New IFMS.
- Complete entire solution wide roll out will be started within 12 months of award of contract and then completed in a years' timeframe once it is started. The SP will work with FD to develop project implementation schedule immediately after the award of work order and will complete the schedule within a month's time.
- Development of UAT procedures and test cases
- Provide database software or any other software needs to run the NEW IFMS Application.
- Bug fixing and incorporate feedback from Users.
- End User Training
- Rollout/Implementation of Application at least one locations mentioned in the geographical scope.
- Interface with front end delivery centers for application Go-Live
- Application Testing through EQDC and Security audit of the application through CERT-In empanelled agency.

Stage III: Post Implementation – Warranty and Support

- SP will be responsible for providing support, in terms of product support, during contract period from the date of Go-Live of the application software.

3.8. Details of the activities

3.8.1. Documentation

The SP shall prepare all necessary documentation for the project, and provide them to the FD for review, approval, record, reference etc as mentioned in this RFP. ***The following is the list of deliverables (but not limited to) in the form of documents to be submitted by the SP in the course of project implementation.***

- As-Is process Report for all the processes of services.
- Business Process Re-engineering report for the all the services of FD.
- To-Be process map based on the BPR report.
- User Requirement Specification documents for all the selected processes.
- System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, data flow, workflow based on the BPR report, interface specifications, application security requirements.
- High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc.
- Software Design Document
- Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan)
- User Acceptance Test Plan, Security Test Plan, Load Test Plan)
- Integration Plan with other applications
- Integration Test cases & results for applications developed
- Complete Source Code.
- Inspection and testing procedures manual including QA Policy as per EQDC/Cert-In Certified Company Test Plans and Test cases (Stress/Load testing, functional testing, Performance testing, Security testing, , Configuration testing, ,)
- Details study report for the requirement of central side IT Infrastructure based on the application developed.
- Security Level Design Document & implementation of Security policy
- Configuration and Access Management Policy
- Training Manuals
- Systems Administration Manuals
- User manuals
- Installation Manuals
- Periodic Status and Review Reports
- Escalation Mechanism
- Exit Management Plan
- FAQ for concerned stakeholders

3.8.2. Change Management – Training

Introducing any change needs to consider the impact that change will have on all stakeholders – both within and outside the department. It is therefore necessary, for the SI, to formulate a change management strategy that encompasses the requirements of the end user and the employees. The SP should ensure that change management starts from the project planning stage and continues throughout the life of the project. It is essential to understand that change management is not a onetime activity. It is a continuous activity propagating to

complete life of the project and touching all the stakeholders involved in the project

The Change Management Plan suggests the key strategies needed to address the aforementioned change implications having highest impact.

The developer team shall have to prepare a draft change plan which it will present to the project team in FD for approval. After incorporating changes proposed by the FD, the developer team shall operationalize the change management plan. The basic contours of the plan have:

- Training to trainers (one from each department)
- Training of software support professionals from GIL or FD
- One day training for each of the departments/HOD offices/District Offices/Taluka Offices during part roll out
- Ongoing training session in which employees can sit and gain training on operational aspects of the IFMS application. This will be an ongoing training program to be conducted at DAT and will begin after full roll out and will organize as one full day session every week for a total of 12 weeks. During this training program, trainers or Government employees will come and sit for hands on training. Government will provide needed Training Infrastructure for the training.

Envisaged Geographical Locations and nos. of users (for training purpose only): -

Offices	No. of Location	Approximate nos. of User
All Administrative Department at Secretariat	27	350
Controlling Officer	175	875
Drawing and Disbursement Officer	4000	16000
Pay and Accounts Office	2	200
Pension Payment Office	5	200
Treasury Offices	33	2500
Sub Treasury Offices	138	400
Directorate of Pension & Provident Funds	1	300
Directorate of Accounts & Treasury	1	50
Examiner, Local Funds	30	918
Directorate of Insurance	1	40 (other included in DDO offices)
All District Panchayat	33	2000
All Taluka Panchayat	249	5229
Accountant General (AG), Ahmedabad & Rajkot	2	10

Approximate users are 30000 users. However, it may be noted that the Govt. may increase the person time to time and recruit the new persons. So the no. of users may be increased.

As per Govt. norms the other users of Govt. of Gujarat may also use this system.

4. SECTION IV: SPECIFICATIONS

4.1. Acceptance Criteria

The primary goal of Testing and Acceptance would be to ensure that the project meets requirements, standards, specifications and performance prescribed in the RFP document, by ensuring that the following are associated with clear, quantifiable metrics for:

- accountability:
- Performance
- Availability
- Security
- Manageability
- Standards and Protocols

The project would be designed to meet all functional, non-functional and management requirements as mentioned in the RFP document.

For each of the project requirements, there are operational requirements, deliverables and a set of standards, wherever applicable as per the following:

Sr. No.	Component	Standard
1.	Process Flow design	WFMC & BPMN 2.0 or higher Standards
2.	Information Access/ Transfer protocols	SOAP, HTTP/HTTPS
3.	Interoperability	Web Services, Open Standards
4.	Portal Development	W3C Specifications
5.	Photograph	JPEG(minimum resolution 640 X 480 Pixels)
6.	Digital Signature	RSA Standards and as decided by govt. time to time
7.	Document encryption	PKCS specification
8.	Information Security	ISO 27001 certified System
9.	Operational Integrity & Security Management	ISO 17799 certified System
10.	Operation	ISO 9001 Certified
11.	Service Management	ISO 20000 specifications or latest
12.	Project Documentation	IEEE/ISO Specifications for documentation
13.	Data Standards	All important data entities should be in line with standards published by DIT. These can be accessed at http://egovstandards.gov.in .
14.	Localization Standards	Localization standards, like Font standards are notified, and available at the DIT website. All Applications should comply with these standards to ensure common look and feel.
15.	Application	Open Standard

4.1.1. Performance Criteria

Performance would be that aspect of service, which would be measured in terms of throughput and latency. Higher throughput and lower latency values would represent good performance of a service. Throughput would represent the number of service requests served per unit time. Latency would be the round-trip time between sending a request and receiving the response.

4.1.2. Availability Criteria

High Availability would be a key requirement. The applications must provide department officials with timely, continuous access to information 24X7. The log files of the applications must also be able to rebound or recover from any planned or unplanned system downtime, ensuring a minimal impact on the operations. Availability would be the quality aspect of whether the service is present or ready for immediate use. Availability represents the probability that a service is available. Larger values represent that the service would always be ready to use while smaller values indicate unpredictability of whether the service will be available at a particular time. Also associated with availability is time-to-repair (TTR). TTR would represent the time it takes to repair a service that has failed.

4.1.3. Security Criteria

Security would be the aspect of the service of providing confidentiality and non-repudiation by authenticating the parties involved, encrypting messages, and providing access control. The applications can have different approaches and levels of providing security, depending on the service requester. Security requirements such as single sign on, encryption of passwords, logs and digital signature/e-sign etc. is a must.

Finance Department's application security will be of utmost priority. The forms should be protected from improper data input, both in the user's browser and at the remote server. Databases should be secured via username/password protection and potentially sensitive information should be secured using industry-standard encryption algorithms.

4.1.4. Manageability

Manageability needs to be a crucial aspect of Finance Department's application. The Implementation Partner - SP has to ensure that the solution deployed has adequate monitoring and tracking features for measuring the utilization and availability of resources. This includes:

- Remote Monitoring of Status and Statistics of all high-level components
- Management capability to start/ stop/ restart services and systems
- Auto discovery of all components manageable
- Auto discovery of all other system components
- Ability to track changes in configuration of the system components to help track service
- System disruptions

4.1.5. Standards & Protocols

The project should be completed as per the standards and protocols applied for development, hosting and maintenance of an automated system.

The software developed 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.

4.2. Development Criteria

The deliverable components of this RFP include:

- A web-based system by which Government official can find comprehensive information about the initiative including budget allocation, grant distribution, receipt & expenditure supporting documentation, downloadable files, and ongoing management.
- Development of comprehensive New IFMS application through Development of Web Based application which accomplishes all the tasks as mentioned in the scope of work including the DSS and MIS reports
- The design, looks, and feels of the User Interface as approved by the FD.
- A relational database(s) to be used for application management, site maintenance, calendaring and activities, and related documents.
- A system to control user access privileges. Granted privileges are based on roles and responsibilities including site administration and content management, calendar, activities, and document maintenance.
- Monthly or on demand reports/queries showing statistics.
- Monthly/Quarterly report on product up-time hosted at the Data Centre

4.2.1. Development of Application

The Development of Application must be done as per global industry standard environment. The bidder must justify the choice of development environment. The software must be developed and hosted utilizing industry standard. The bidder must list all tools to be used to develop and maintain the software, as well as the hosting platform hardware and software.

4.2.2. Development Control

The bidder must use all reasonable care to protect the integrity of the product during development. Use of a version and library control tool is desired. The bidder must describe the development environment to be used.

4.2.3. Project Management & Project Plan

The bidder must provide an experienced Project Manager to oversee the development of the New IFMS software applications and should serve as primary point of contact for the Finance Department. The bidder must follow an established Project Management methodology conforming to the best practices of the Project Management. The bidder must describe the methodology to be used.

During the Technical Presentation, the bidder must provide the FD with a detailed Project Plan for the development of the FD application. This Project Plan must include at minimum the Project Charter, a work breakdown structure showing all proposed milestones and deliverables, and a listing of all project issues and risks.

4.2.4. Status Reports

The bidder must provide weekly status reports to the FD during the development effort. These reports must be submitted by close of business on each Monday and must reflect status against the Project Plan as of close of business on the previous Friday. Any falsification of these status reports or failure to inform the FD of issues impacting the deliverables or timeframe of the project may result in cancellation of the contract.

4.2.5. System Defects Correction

The bidder must respond to all reports of system defects for the duration of the contract. The bidder must correct all "Critical severity" problems (system not functioning, no workaround) within 6hours; all "Medium severity" problems (system not functioning, workaround available) within two business days; all "Low severity" problems (not impacting basic functionality) within five business days.

4.2.6. Version Control & Bug Fixing

The bidder must make any modifications necessary for the duration of the contract to ensure that the system is compatible with current and supported versions and releases of the relevant operating system and other system software.

4.3. Hosting Criteria

The bidder must work with the FD to provide a detailed implementation plan, including but not limited to, orderly process of inventory, version control, and load all application materials, assignment of user rights and security, and verification of correct functionality. The bidder must present an implementation plan to the FD for their approval by the beginning of the test period.

It is proposed that the product would be hosted in State Data Center, as per provisions provided by Department of Science & Technology, Gujarat; however the final decision regarding the primary site for hosting would rest entirely with the FD.

The product should also be hosted in DR Site, as per provisions provided by Department of Science & Technology, Gujarat; however the final decision regarding the DR Site for hosting would rest entirely with the FD.

The bidder shall be responsible to set up the Help Desk. The help desk will be set up at Gandhinagar as FD may decide.

4.3.1. Availability

The product must be available as per the Service levels defined. The bidder must state how that availability is to be provided, including all measures. The bidder must show the ability to report availability to FD on a quarterly basis, and must indicate how availability is to be verified.

4.3.2. Accessibility

The FD applications must meet the standards for software application. The bidder must test the applications with a commercially available accessibility monitor, and with a leading accessibility tool, if necessary.

4.3.3. Security

The bidder must take rigorous provisions to prevent unauthorized alteration or damage to the software and all related modules and databases. The bidder must describe in detail all measures to be taken, including the use of firewalls, monitoring for intrusion detection, etc. The bidder must also specify the dependencies, if any, in achieving the desired level of security.

(NOTE: This information will be kept confidential.)

4.3.4. Backup & Recovery

The bidder must provide and successfully test backup and recovery capabilities for the applications and related databases. The bidder must describe this functionality, and the frequency of backup.

4.3.5. Uptime & Performance

The bidder must provide sufficient provisions to ensure that product's all functionality, including data access, file downloads, and online transactions is performed within commercially acceptable response times. The bidder must state the capacity that will be available for the applications, and what tools and techniques will be used to continuously monitor application performance.

4.4. Access Control and User Authentication:

The bidder must prepare the access control & User Authentication policy and get it approved by FD. The bidder shall be responsible to provide access control & User Authentication management during the period of contract.

5. SECTION V: Timeline and PAYMENT TERMS

5.1. Proposed timelines for Implementation

Activity	Completion Timelines (in Months)
Development/Customization of IFMS	
Project Initiation & Team Mobilization	T
Submission of SRS, URS and SDD	T1 = T + 6
Development of Whole Application UAT and Training , Security Audit and EQDC Testing and Go-live of Phase 1	T2 = T + 9
Development of Whole Application UAT and Training , Security Audit and EQDC Testing and Go-live of Phase 2	T3 = T2 + 3
Go-Live of Whole Application	T6 = T + 12
Warranty and Operation & Maintenance Support of Application Software, Licenses software and COTS after Go-Live	T7= T6 + 8 Year
Change request (with technical and functional document)	Mutually Agreed Time

Note: T - Date of Award of Contract.

5.2. Payment Terms

#	Description	Payment Terms
1	Development/Customization of New IFMS including design, development, implementation, training & testing as per the scope of work defined in this RFP	<p>10% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Preparation and approval of URS, SRS and SDD of All modules.</p> <p>35% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Development, Testing and Go-Live, security audit and EQDC Testing including mobile app and web portal of at least 50% functionalities of the scope of work (i.e. Phase 1)</p> <p>45% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of Development, Testing and Go-Live, security audit and EQDC Testing including mobile app and web portal of remaining 50% functionalities of the scope of work (i.e. Phase 2)</p> <p>10% of the cost of Development of New IFMS (mentioned in financial bid – Line item 1) on completion of 3 months of Go-Live fixing bugs and errors</p>
2	In case of COTS Product (ERP Solution)	<p>50% of onetime payment will be released for completion of phase 1</p> <p>50% of onetime payment will be released after Go-Live (Line item 2)</p>

2A	ATS & AMC of COTS for 8 years Completion of Partial Roll Out	Annual Fees after six months from the beginning of the year and after submission of Invoice as mentioned in Financial bid - Line item 5
3	OS and Database licenses for running the application.	100% payment after installation and submission of paper licenses and invoice. – Line item 3
4	ATS and AMC of the OS and Database Licenses	Yearly payment of 100%after renewal of support and submission of paper for renewal and invoice. Line item 6
5	Operations and Maintenance of New IFMS Software Solution & Data Migration support for contract period including Technical support, Product Upgrades, Updates, patches, security updates, bug fixes etc.	quarterly in equal installments after completion of each quarter and submission of Invoice as mentioned in Financial bid – line item 4
6	Hand-Holding Support at District Panchayat and District Treasury Office	Payment will be released quarterly basis after completion of each quarter and after submission of Invoice as mentioned in Financial bid – line item 7
7	User Training Charges for training to a Trainer in a batch of 20 to total 100 trainer	Payment will be released batch wise on successful completion of training of the particular batch and after submission of Invoice as mentioned in Financial bid – line item 8

5.3. Payment Procedure

- 5.3.1. The FD/GIL shall certify actual implementation. The SP has to ensure proper hand-holding & support of the system.
- 5.3.2. SP shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule & submit the invoice to FD.
- 5.3.3. FD shall verify the Invoice raised against the milestone achieved & shall make the payment.
- 5.3.4. The SI's request(s) for payment shall be made to FD along with the 2 original copies of invoice and necessary documents. The invoice should be in English language and Gujarat based.
- 5.3.5. Payment shall be made in Indian Rupees. While making payment, necessary income tax and service tax deductions will be made.

6. SECTION VI: SERVICE LEVEL AGREEMENT & 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 FD for the duration of the contract for providing HRMS Applications, Training, Maintenance and Warranty support against the stated scope of work. FD shall regularly review the performance of the services being provided by the SP and the effectiveness of this SLA.

6.1. 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:

- “Incident” refers to any event / abnormalities in the functioning of FD specified services that may lead to disruption in normal operations of FD 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.

6.2. 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 FD 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.

6.2.1. Implementation related penalty of service levels

6.2.1.1. Implementation related penalty for Application software

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

Milestone	Target	Severity	Penalty
Submission of SRS, URS and SDD	As per delivery Schedule	Critical	A Penalty of 0.5% of contract value of Software Application per week delay subject to maximum 5%.
Completion of Development	As per delivery Schedule	Critical	
UAT	As per delivery Schedule	Critical	
Training and Go-Live	As per delivery Schedule	Critical	

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 FD. If delay exceeds maximum delay weeks at the particular milestone, FD 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 Central site as well as client site.

6.2.2. Operational Related Penalty for Application Software Uptime

SLA Measure	Severity 1	Severity 2	Severity 3	Severity 4	Flat Penalty Rs.
Month of March					
Response Time	15 Min	30 Min	45 Min	1 hr	
Resolution Time	< 30 Min	< 1 Hrs	<1 Hrs	<2 Hrs	NIL
	>0.5 hrs & < 1Hrs	>1Hrs & < 2 Hrs	>1 & <2 Hrs	>2 Hrs & < 3Hrs	10000 Per Hrs
	Above 1 Hrs or part thereof	Above 2 Hrs	Above 2 Hrs	Above 3 Hrs	20000 Per Hrs
(In Other Month)					
Response Time	30 Min	1 Hrs	1 Hrs	2 Hrs	
Resolution Time	< 1Hrs	< 1.5 Hrs	<2 Hrs	<4 Hrs	NIL
	>1Hrs & < 2 Hrs	>1.5 Hrs & < 3 Hrs	>2 & < 4 Hrs	>4 Hrs & < 8Hrs	5000 Per Hrs
	Above 2 Hrs or part thereof	Above 3 Hrs	Above 4 Hrs	Above 8 Hrs	10000 Per Hrs

Severity 1: Service is unavailable or a fatal error that makes the system unusable resulting in a direct business impact. The problem has resulted in the failure of business critical activities. Immediate action required.

Example: Application Software related problems affecting all or most of the users e.g. TO/ STOs are unable to log-in, Vendors are unable to register, Citizen are unable to access the Receipt Management portal, etc.

Severity 2: Service is adversely affected or an error that results in incorrect outputs leading to a major function being unusable resulting in indirect business impact but whose impact is localized and not system – wide. Immediate action is needed.

Example: CO/DDO are not able to release the Grant; TO/STO are not able to make the e payment, etc.

Severity 3: Service is adversely affected resulting in limited business impact or an error that makes a minor function unusable but which can be tolerated and is to be resolved as soon as possible.

Example: Some of the advance services such as detailed and complex reports are not available.

Severity 4: Service is not affected.

Example: Slow response of the system to user requests, minor suggestions and modifications in system functionality.

Penalty Calculations

- Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs.
- Total Time shall be measured on 24*7 basis.
- Any planned downtime for maintenance shall be with prior written permission from FD and must be intimated to all users.

6.2.3. Development of Change Request

SLA Measure	Target	Flat Penalty Rs.
Response Time	1 Day	-
Resolution Time	Upon Mutually agreed time	NIL
	> 1 Day < 7 Days	1000 Per day
	> 7 days	2000 per day

6.2.4. Operational Related Penalty for Change Request

Once the change request is developed and implemented, it will become the part of the Software application and the operation related penalty of the application software will be applicable on that, if any.

6.2.5. Operational Related Penalty for Handholding Support

SLA Measure	Target	Flat Penalty Rs.
Absence of Manpower and not made alternate arrangement	> 1 Day	1000 per day
Not recruited/deployed manpower	> 7 days to < 15 days	1000 per day
	> 15 days	2000 per day

7. SECTION VII: ROLES & RESPONSIBILITIES OF STAKEHOLDERS

It is suggested that this project would require a 2 tier structure to be followed, with FD at the top tier being assisted by various committees. The SP would be the 2nd tier providing a complete support system for successful execution of this project. However the final decision in this regard rests with the FD on level of engagements for SI.

7.1. Finance Department (FD)

- Receive and appraise proposals / suggestions from the SP and GIL for project implementation
- To form Project Management Group (PMG) for monitoring the implementation program across the State.
- Ensure that the SP conducts a detailed BPR exercise while developing and implementing the automated system.
- Assist in Organizational capacity building.
- Monitoring implementation, consolidation and approvals of AS-IS, BPR, Products, Case studies etc.
- Identify the departments/districts/offices and approve the project report for taking up the for project implementation.
- Define the services/modules for Pilot project implementation as prescribed in the selection criteria
- To enter into necessary MoUs/agreements with SP for defining service levels for identified services, ensuring service level adherence, implementation and sustainability of the pilot project and subsequent state wide rollout.
- Work as driver for policy, regulatory and other relevant changes.
- Providing Financial Support as per the project requirements.
- Assist in providing Infrastructure and other support to the SI
- To organize for data entry of service records of all the employees

7.2. SI/Bidder:

- Provide close tie-ups with all the stakeholders in the Project at all levels, including field level.
- Provide commitment and support to bring-in the process changes.
- Work closely with the different department officials, field agents, support agencies etc. to undertake the field work, comprehend the requirements, document the observations and redesign the processes by doing BPR of government administrative processes.
- Help build capacity for the staff and executive resources at all levels, by providing necessary training and undertaking awareness campaigns. Finance Department and GIL would also work closely with the Service Provider for developing the software and implementing the technical solutions.
- To provide services, IT resources, and capacity building for creation of ecosystem for high adaptability of backend computerization and e-Governance initiatives as per departments vision.
- Coordinate and facilitate interactions between the various stakeholders like Finance Department, Treasuries officials, Panchayat Officials, other instrument bidders and GIL, through its project coordinators and mobile teams.

- Preparation of Project Framework, including aspects like scalability, security, manageability and integration features.
- Submit suggestions on Business Process Reengineering (BPR).
- Carrying out the field study in order to understand the requirements of the citizens, existing delivery mechanism, levels of interfaces with the Governments, the impediments and difficulties in accessing the services and information.
- Designing an efficient and effective end to end service delivery process.
- Understanding the capacity building requirements and help create a facility for development of capacity.

For additional Details on the Roles and Responsibility of the SP please refer to Scope of work section III.

8. SECTION VIII: GENERAL TERMS & CONDITIONS**8.1. Application**

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

8.2. Relationship between parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'FD' and 'the SI. The SP subject to this contract for selection has complete charge of personnel and sub-SI, if any, performing the services under the Project executed by FD from time to time. The SP shall be fully responsible for the services performed by them or on their behalf hereunder. The FD will allocate work/assignment to the SI.

8.3. Standards of Performance

The SP shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The SP shall always act in respect of any matter relating to this contract as faithful advisor to FD. The SP shall abide by all the provisions/Acts/Rules etc of Information Technology prevalent in the country as on the date of the requirements and design submissions. The SP shall conform to the standards laid down in RFP in totality.

8.4. Delivery and Documents

As per the time schedule agreed between parties for specific projects given to the SP from time to time, the SP shall submit all the deliverables on due date as per the delivery schedule. No party shall, without the other party's prior written consent, disclose contract, drawings, specifications, plan, pattern, samples or other documents to any person other than an entity employed by the affected party for the performance of the contract. In case of the termination of the contact, all the documents prepared by the SP under this contract shall become the exclusive property of FD. The SP may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from FD. FD reserves right to grant or deny any such request.

8.5. SP Personnel

The SP shall employ and provide such qualified and experienced personnel as may be required to perform the services under the specified project as assigned by FD. This is a specialized domain of 'e Governance' and it is desirable from the SP to deploy the personnel, who have adequate knowledge and experience in the domain related with this project. It is desirable that the SP shall hire the services of domain Specialists, if required, to work on the Project effectively.

8.6. Applicable Law

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

8.7. Use of Contract Documents and Information

- 8.7.1. The SP shall not, without FD'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 SP in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend to only as far as may be necessary for purposes of such performance.
- 8.7.2. The SP shall not, without FD's prior written consent, make use of any document or information except for purposes of performing the Contract.
- 8.7.3. Any document, other than the Contract itself, shall remain the property of FD and shall be returned (in all copies) to FD on completion of the SI's performance under the Contract if so required by the FD.

8.8. Governing Language

The Contract shall be written in English Language. English version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language. All submissions/documentations/manuals/codes shall be in English only except the user manual.

8.9. Intellectual Property Rights

- 8.9.1. All the deliverables submitted by the SP under the contract. The IPR of pre-existing software shall be lie with bidder. The IPR of software developed for Government of Gujarat shall be exclusive property of government of Gujarat..
- 8.9.2. The SP shall indemnify FD 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.
- 8.9.3. While passing on the rights (license) of using any software/software tool, the SP shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.
- 8.9.4. The software licenses supplied by SP shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to FD for the entire period of contract. All the licenses and support should be in the name of FD from the date of procurement.
- 8.9.5. 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 India, the SP shall act expeditiously to extinguish such claim. If the SP fails to comply and FD is required to pay compensation to a third party resulting from such infringement, the SP shall be responsible for the compensation including all expenses, court costs and lawyer fees. FD will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.
- 8.9.6. For a bespoke development, the Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done), forms and the compilations that were developed or generated during the course of the Project to which the Department has sovereign rights and nothing herein shall or will be construed or deemed to grant to the Service Provider any right, title, license, sub-license,

proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights.

8.9.7. For COTS Product the full IPR of the customized/developed solution for this project shall rest with the FD. Pre-existing IPR with Service Provider is not claimed by Government of Gujarat. However, since SP will be paid for all value additions to Software, Govt. of Gujarat will not recognize IPR of Bidder. Incremental IPR will be created during the Development process which will be since paid for by Govt. of Gujarat, hence such IPR will rest in Government of Gujarat.

8.9.8. The Finance Department shall have the unrestricted right to deploy or use New IFMS application software and the documentation related thereto, in any Gujarat state government department, at no cost to client. State Government may choose to carry out the customization of the software, after the expiry of the post implementation support, by any way they want.

8.10. Inspection/Testing

8.10.1. Application :

- a) FD 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 FD.
- b) As per Govt. Of Gujarat circular dated 10th March 2006, the FD applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by FD at the cost of SI. 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:
 - Stress/Load testing
 - Performance testing
 - Security testing

8.10.2. Application Security Audit:

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.

- a) The SP must submit the test results to FD.
- b) Should any inspected or tested software fail to conform to the specifications, the FD 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 FD.
- c) FD'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 FD for its representative prior to the software deployment.
- d) No clause in the RFP document releases the SP from any warranty or other obligations under this Contract.
- e) 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 FD, 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 FD is satisfied with the working of the software on the, the acceptance certificate of FD will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.

- f) Before the Application modules are taken over by FD, the SP shall supply operation manuals. These shall be in such details as will enable FD 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 FD.

8.11. Change Request Orders

8.11.1. During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of 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.

8.11.2. FD 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:

- a) Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for FD;
- b) The place of delivery; and/or the Services to be provided by the SI.
- c) The bidder should be responsible for changes in the New IFMS system user Interface and due to change of legal/statutory/GR/Any ACT etc. changes issued by govt. time to time during the contract period.

8.11.3. Once the change request is developed and implemented, it will become the part of the Software application.

8.11.4. Training of personnel of the FD in terms of hours/subjects will be without any additional cost.

8.11.5. Any change request during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy 5 developers having at least 5 years of experience for any changes in the application.

8.12. Suspension

FD may, by written notice to SI, suspend all payments to the SP hereunder if the SP fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension.

8.12.1. Shall specify the nature of failure.

8.12.2. Shall request the SP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of failure.

8.13. Termination

Under the Contract, FD may, by written notice terminate the SP in the following ways:

- 8.13.1. Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non-adherence to time schedule.
- 8.13.2. Termination for Convenience: FD by written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for FD's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.
- 8.13.3. The software that is complete and ready for rendering / deployment within 30 days after the SI's receipt of notice of termination shall be accepted by FD at the Contract terms and prices. For the remaining services, FD /GIL may elect:
- a) To have any portion completed and delivered at the Contract terms and prices; and/or
 - b) To cancel the remainder and pay to the SP an agreed amount for partially completed software and for software previously procured by the SI.
- 8.13.4. Termination for Insolvency: FD /GIL may at any time terminate the Contract by giving written notice to the SI, if the SP becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to FD/GIL.
- 8.13.5. In all the three cases termination shall be executed by giving written notice to the SI. Upon termination of the contract, payment shall be made to the SP for:
- a) Services satisfactorily performed and reimbursable expenditures prior to the effective date of termination
 - b) Any expenditure actually and reasonably incurred prior to the effective date of termination
- 8.13.6. No consequential damages shall be payable to the SP in the event of such termination.

8.14. Termination for Default

- 8.14.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:
- 8.14.2. if the bidder fails to deliver any or all of the product as per the delivery schedule including installation, Final acceptance test & commissioning mentioned in the bid, or within any extension thereof granted by the Purchaser or
- 8.14.3. if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order.
- 8.14.4. If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

8.15. Fraud & Corruption

FD requires that SP selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, FD:

- 8.15.1. Defines, for the purposes of this provision, the terms set forth as follows:

- a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of FD or any personnel of Department in contract executions.
- b) "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to FD, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive FD of the benefits of free and open competition.
- c) "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by the FD in Section 3.
- d) "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

8.15.2. Will reject a proposal for award, if it determines that the bidder recommended for award by FD to having been engaged in corrupt, fraudulent or, unfair trade practices and coercive practices.

8.15.3. Will declare a SP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.

8.16. Force Majeure

8.16.1. Notwithstanding anything contained in the RFP, the SP 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.

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

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

8.17. Payments in case of Force Majeure

During the period of their inability of services as a result of an event of Force Majeure, the SP shall be entitled to continue to be paid under the terms of this contract, as well as to be reimbursed for costs additional costs reasonably and necessarily incurred by them during such period purposes for the purpose of the services and in reactivating the service after the end of such period.

8.18. Termination for Insolvency

8.18.1. The Department may at any time terminate the contract by giving written notice to the bidder(s), if the bidder(s) becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the bidder(s), provided

that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Department.

8.19. Resolution of Disputes

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

8.19.1. Amicable Settlement

Performance of the contract is governed by the terms the conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the Schedule of Requirement, the clauses of payments etc. In such a situation disputes arising between parties are out of contract, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then clause 8.18 shall become applicable. Amicable settlement clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of security breach relating to PHI carried out by either bidder organization itself or its employees.

8.19.2. Resolution of Disputes

In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 2015. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 2015 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings.

Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. Arbitration clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of confidentiality/security breach relating to PHI carried out by either bidder organization itself or its employees. Both the parties agree the jurisdiction of Adjudicating Authority, Gujarat state and Cyber Appellate Tribunal, New Delhi under Information Technology Act, 2000 (including any amendments therein) in case of any contraventions, security and confidentiality breaches.

8.20. Arbitration

8.20.1. Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.

- 8.20.2. The decision of the majority of arbitrators shall be final and binding upon both the parties.
- 8.20.3. All arbitration awards shall be in writing and shall state the reasons for the award.
- 8.20.4. The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

8.21. Contract Period

The contract period will be Development + 8 years O & M after the Go-Live of Application. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 3 Years and 5 years. The SP agrees that in any case SP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.

8.22. Exit Management Procedure

- 8.22.1. This Schedule sets out the provisions, which will apply on expiry or termination of the Contract Period and/ or earlier termination of the SP and/ or the SLA for any reasons whatsoever.
- 8.22.2. In the case of termination of the Project implementation and/or SLA due to illegality, the parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- 8.22.3. The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- 8.22.4. The Exit Management Period starts, in case of expiry of Contract, 6 months before the Contract comes to an end or in case of earlier termination of Contract, on the date of service of termination orders to the Service Provider. The Exit Management Period ends on the date agreed upon by the Department or six months after the beginning of the Exit Management Period, whichever is earlier.
- 8.22.5. During the Exit Management Period, the Service Provider shall use its best efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.
- 8.22.6. The selected Service Provider will be required to provide necessary handholding and transition support to the Department's staff or its nominated agency or replacement Service Provider. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.
- 8.22.7. The Service Provider shall permit the Department and/or any replacement Service Provider to have reasonable access to its employees and facilities as reasonably required by the Department to understand the methods of delivery of the Services employed by the Service Provider and to assist appropriate knowledge transfer.

8.23. Agreement Amendments

No variation in or modification of the terms of the agreement shall be made except by written amendment signed by both the parties. However, Department shall, as the situation warrants, in consultation and agreement with bidder shall make major additions to the scope and agree for suitable payments.

8.24. Limitation of Liability

The entire liability of the bidder shall be limited to **Maximum (Limitation of liability) = Payment made to the bidder** and explicitly exclude all direct, indirect and consequential losses impact, etc. to the Department except as may be determined by courts of law under the applicable law and awarded after following the due process of law.

8.25. Severability:

If any term, clause or provision of the agreement shall be judged to be invalid for any reason whatsoever such invalidity shall not affect the validity or operation of any other term, clause or provision of the agreement and such invalid term clause or provision shall be deemed to have been deleted from the agreement and if the invalid portion is such that the remainder cannot be sustained without it, both parties shall enter into discussions to find a suitable replacement to the clause that shall be legally valid.

8.26. Maintenance service including Warranty Support:

Free maintenance services including Warranty support shall be provided by the Bidder during the contract period without altering the terms.

8.27. Taxes and Duties

The SP shall fully familiarize themselves about the applicable Domestic taxes (such as VAT, Sales Tax, Service Tax, Income Tax, duties, fees, levies, etc.) on amount payable by FD under the contract. The SI, sub SP and personnel shall pay such domestic tax, duties, fees and other impositions (wherever applicable) levied under the applicable law.

The billing should be done in Gujarat only.

8.28. Legal Jurisdiction

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

8.29. Notice

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

9. SECTION IX: Forms of Qualification and Technical Bid**9.1. FORM I: Bid Proposal Form**

Reference:

Date:

Tender No.: GIL/

To

Sir / Madam

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 **“Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for New Integrated Finance Management System for Finance Department (FD) 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 submitted online and made part of this bid.**

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 in a sum equivalent to fixed amount based on the estimation of the total project cost for the due performance of the Contract, in the form prescribed by Finance Department.

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 as mentioned under 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.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Amount: _____ Rupees: _____

Name: _____

Address: _____

Purpose of Commission or gratuity: _____

(if none, state “none”)

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

Dated this _____ day of _____ 20 ____

Signature (in the capacity of)

Duly authorized to sign Bid for and on behalf of _____

9.2. FORM II: Particulars of the Bidder's Organization

S. No.	Particulars	Details
Basic information of Organization		
1.	Name of firm	
2.	Address of the corporate headquarters with Name, Address, telephone no., contact person, mobile no., email ID	
3.	Date of incorporation	
4.	PAN/TAN/Service Tax Details	
5.	List of current directors	
6.	Other key management persons	
7.	Key contact person/s for this project along with designation and contact details (Mobile no., email ID etc)	

Note: Above details are mandatory, Bidder may use additional sheets for above submissions.

(Authorized Signatory)

Name: _____

Designation & Authority: _____

Place: _____

Date: _____

Stamp: _____

Company Name: _____

Business Address: _____

Note: - Kindly attach necessary supporting documents

9.3. Form: III – Format for Financial Capability

Financial Information			
	FY 2013-14	FY 2014-15	FY 2015-16
Total Turnover (in INR Crores)			
Turnover from IT related services (in INR Crores)			
Turnover from Software Consultancy, development and implementation (in INR Crores)			
Profit after tax (in INR Crores)			

Financial Information			
	FY 2013-14	FY 2014-15	FY 2015-16
Net worth (in INR Crores)			
Other relevant information			

Note: Please attach relevant sections of the documentary proofs

9.4. Form IV – Format for Relevant Experience

Assignment name:	Approx. value of the contract:
Country: Location within Country:	Duration of assignment (months):
Name of Client:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided under the contract (in Current INR):
Start Date (Month/Year): Completion Date (Month/Year):	Number of Man-Months of Professional Staff Provided by Associated Consultants:
Project Completion Certificates:	Licensing/User Base/Geographical Spread:
Acceptance from Concerned Officers:	Name of senior professional staff of your firm Project Manager:
Narrative Description of Project:	
Description of Actual Services Provided by SI/Vendor:	

Note: Please attach relevant documentary proofs

9.5. FORM V: Project Team

Using the format below, please provide the summary information on the profiles you propose to include for evaluation and the roles they are expected to play in the project:

Sl. No.	Proposed Role	Number of Resources	Area of Expertise	Key Responsibilities

CV for Professional Staff Proposed

Please provide detailed professional profiles of the staff proposed for evaluation. The profile for a single staff member must not exceed two pages.

Sr. No.	Description	Details
1	Name	
2	Designation	
3	Role proposed for	
4	Current responsibilities in the responding firm	
5	Total years of relevant experience	
6	Years of experience with the responding firm	
7	Educational qualifications:	
	Degree	
	Academic institution graduated from	
	Year of graduation	
	Specialization (if any)	
8	Professional certifications (if any)	
9	Professional Experience details (project-wise):	
	Project name	
	Client	
	Key project features in brief	
	Location of the project	
	Designation	
	Role	
	Responsibilities and activities	
Duration of the project		

9.6. FORM VI: 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 31stMarch, 2016 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 _____ 20__

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.

9.7. FORM VII: Original Equipment Manufacturer (OEM)/Developer Authorization Form in case of COTS Product and for OS and Database Support

No. _____ dated _____

To

Ref: Tender No. _____

Dear Sir,

We _____ who are established and reputed developers of _____ having development center at _____ (address of development center) do hereby authorize M/s. _____ (Name and address of Agent) to submit a bid, and sign the contract with you against the above IFB.

We hereby extend our full guarantee and warranty Clause of the General Conditions of Contract for the product and services offered by the above firm against this tender.

We are agree to provide back-end support for services of the offered product for the entire project period.

We are agrees to provide the unlimited licenses to Govt. of Gujarat.

Yours faithfully,
(Name)
(Name of manufacturers)

Note: This letter of authority should be on company letter head and should be signed by a person competent and having the power of attorney to bind the OEM of FD's as well as Bidder. The Bidder in its bid should include it.

9.8. Form VIII - Earnest Money Deposit/Bid Security in the form of Bank Guarantee Format

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 Tender No: - _____ RFP for "Design, Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 5 years for New Integrated Finance Management System",** 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 -----
-----2016.

THE CONDITIONS of this obligation are:

The E.M.D. may be forfeited:

If a Bidder withdraws its bid during the period of bid validity

Does not accept the correction of errors made in the tender document;

In case of a successful Bidder, if the Bidder fails:

- 1) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
- 2) To furnish performance bank guarantee as mentioned above or
- 3) If the bidder is found to be involved in fraudulent practices.
- 4) 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/PURCHASER 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 notwithstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 20__.

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/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time.

9.9. FORM IX - 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/PURCHAER 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 _____ 20__

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

10. Section X: Financial Bid

Bidder should quote firm rates for the entire Scope of Work and Technical Requirements mentioned in the Section III of Tender Document:

In the rate schedule, wherever the unit price is not asked, the bidder will have to quote the lump-sum price of indicated item. The per unit price for each item will be computed by dividing total bid price for each item by the number of units / quantities.

Financial Bid Format

Sr. No.	Description	Total Amount (Rs.)	Taxes
1.	Cost of Development/Customization of New IFMS including design, development, implementation, training & testing as per the scope of work defined in this RFP- Part 1		
2.	In case of COTS Product (ERP Solution) cost of product		
3.	Cost of OS, Database licenses etc required for running of application - Part 2		
4.	Cost of Operations and Maintenance of New IFMS Software Solution & Data Migration support including Technical support, Software Upgrades, Updates, patches, security updates, bug fixes etc. and change request - Part- 3		
5.	In case of COTS Product (ERP Solution), ATS & AMC of the COTS - Part 4		
6.	AMC/ATS of OS, Database licenses etc required for running of application - Part 5		
7.	Cost of Hand holding and support team at HO and District Locations - Part 6		
8.	Training Charges for training to a Trainer in a batch of 20 to total 100 trainer		
Grand Total (Rs.)			

Note:

1. The cost of the above parts should be matched with the breakup of each component mentioned in Part.
2. Taxes are extra as applicable
3. For financial evaluation, price of sr. no. 1 to 8 will be considered. The no. of manpower mentioned for hand holding support is for evaluation purpose only. The actual requirement of handholding support may varies time to time.

Signature

Name

Date

Seal

Place

Part 1: Cost of Development/Customization of New IFMS

Sr. no.	Item Description Original	Total Man month effort	Rate per Man-month	Total amount (Rs.)	Tax (Rs.)
1	Conceptualization, As-Is, BPR and To-be				
2	URS,SRS				
3	Development/ Customization & Coding				
4	Testing, UAT				
5	Training				
Total Amount(Rs.)					

Part 2: Cost of OS, Database licenses etc required for running of application

Sr. no.	Particular	Cost	Tax (Rs.)
	A	B	C
1.			
2.			
3.			
4.			
5.			
6.			
Total			

Part 3: Cost of Operations and Maintenance of New IFMS Software Solution & Data Migration support including Technical support, Software Upgrades, Updates, patches, security updates, bug fixes etc. and change request

Sr. no.	Particular	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Tax (Rs.)
	A	C	D	E	F	G	H	I	J	K
1.										
2.										
3.										
4.										
Total										

Part 4: In case of COTS Product (ERP Solution), ATS & AMC of the COTS for 8 years

Sr. no.									Total	Tax (Rs.)	
	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8			

Part 5: Cost of OS, Database licenses etc required for running of application

Sr. no.	Particular	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Tax (Rs.)
	A	C	D	E	F	G	H	I	J	K
1.										
2.										
3.										
4.										
5.										
6.										
Total										

Part 6: Cost of Hand holding and support team at HO and District Locations

Sr. no.	Particular	Envisaged No. of resources	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Tax (Rs.)
	A	B	C = B*12*Cost	D = B*12*Cost	E = B*12*Cost	F = B*12*Cost	G = B*12*Cost	H = B*12*Cost	I = B*12*Cost	J = B*12*Cost	
1.	Manpower cost at Head Quarter (Gandhinagar/Ahmedabad) including helpdesk support	28									
2.	Manpower Cost at District Locations	65									
3.	Manpower at Helpdesk	7									
Total		100									