

**Request for Proposal  
for  
Selection of Service Provider  
For  
Designing, Development/ Customization, Implementation,  
Training, Hand Holding and Operation & Maintenance  
Support  
For  
Integrated Workflow and Document Management System  
(IWDMS 2.0)  
for  
**Department of Science & Technology (DST)**  
(Government of Gujarat)**

**(Tender no: SW 24072018164)**

**Bid Processing fees: Rs. 17,700/-**



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**Demonstration of the Existing IWDMS: 3<sup>rd</sup> August, 2018 at 1100 hrs  
Last date of submission of pre-bid queries: 30<sup>th</sup> July, 2018 up to 1200 hrs  
Date of pre-bid meeting: 3<sup>rd</sup> August, 2018 at 1500 hrs  
Last date for submission of Online Bids: 21<sup>st</sup> August, 2018 up to 1500 hrs  
Date of opening of bids: 21<sup>st</sup> August, 2018 at 1600 hrs**

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## Abbreviations

- **DST:** Department of Science and Technology
- **DPR:** Detailed Project Report
- **GIL:** Gujarat Informatics Limited
- **GoG:** Government of Gujarat
- **GPR:** Government Process Re-engineering
- **GoI:** Government of India
- **G2B:** Government to Business
- **G2C:** Government to Citizens
- **G2G:** Government to Government
- **GSWAN:** Gujarat State Wide Area Network
- **HRMS:** Human Resource Management System
- **ICT:** Information & Communication Technology
- **IFMS:** Integrated Financial Management System
- **IT:** Information Technology
- **ITB:** Instruction to Bidders
- **IWDMS 2.0:** Integrated Workflow and Document Management System Ver 2.0
- **MMP:** Mission Mode Project
- **QCBS:** Quality & Cost Based Selection
- **RFP:** Request for Proposal
- **RTI:** Right to Information
- **SDC:** State Data Centre
- **SP:** Service Provider
- **COTS:** Commercially Off-The-Shelf

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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 Designing, Development/Customization, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Workflow and Document Management System**” for Department of Science and Technology (DST), Government of Gujarat.

Department of Science and Technology intends to automate day-to-day functions at all levels of the administrative hierarchy of all Departments, HoDs, Boards, Corporations and other Government offices of Government of Gujarat and to have a solution with integrated components like Correspondence Management, File Movement, Document Management System, Workflow Automation, Document Archival & Record Management, Meeting Management, Messaging, Appointment scheduler, Alert Management System, Visitor Pass Management System (Vidhansabha), Sachivalaya Entry Pass Management System etc. for Government of Gujarat.

The bidder shall be responsible for “Design, Customization/Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Workflow and Document Management System 2.0”. The bidder shall be responsible for providing all types of services and updates 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:

- Pre-Bid Conference
- Technical & Financial Bid Submission
- Opening of Technical Bid
- Evaluation of Technical bid
- Presentation & Proof of Concept (PoC)/Solution Demo on proposed Solution, Approach & Methodology
- Opening of Financial bids of all qualified bidders

Bidder may either quote for bespoke Development or COTS Solution.

Incomplete/conditional bids will be treated as non-responsive and will be rejected.

Eligible bidders may download the RFP document from the website <http://gil.gujarat.gov.in> & <https://gil.nprocure.com>.

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

DST 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 50%. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened.

**1.2. Important Information**

<b>Sr. No.</b>	<b>Information</b>	<b>Details</b>
1.	RFP No. and date of Publishing	<b>Tender no: SW 24072018164</b> <b>Date: 24.07.2018</b>
2.	Last date for submission of written queries for clarifications to: <a href="mailto:smitag@gujarat.gov.in">smitag@gujarat.gov.in</a>	30 <sup>th</sup> July, 2018 up to 1200 hrs
3.	Demonstration of the Existing IWDMS	3 <sup>rd</sup> August, 2018 at 1100 hrs at Conference Room, GIL
4.	Pre bid Conference	3 <sup>rd</sup> August, 2018 at 1500 hrs Conference Room, Block No 1, 8 <sup>th</sup> Floor, Udhyog Bhavan, Gandhinagar - 382010
5.	Date and time for submission of the bids	21 <sup>st</sup> August, 2018 up to 1500 hrs
6.	Date and time for opening of Bids	21 <sup>st</sup> August, 2018 at 1600 hrs
7.	Place for Opening of Bids	Conference Room, Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar
8.	Place, Date and Time for Technical Presentation	The Place, Date and Time for Technical Presentation will be informed to the eligible bidders later on.
9.	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 <a href="mailto:smitag@gujarat.gov.in">smitag@gujarat.gov.in</a>
10.	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.
11.	Bid validity	180 days from the Financial Bid Opening

The bidder shall submit the **DD of Rs. 17,700/- 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, Customization/Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Workflow and Document Management System for Department of Science and Technology (DST)".

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 Department of Science and Technology for selection of Service Provider.
- 2.1.3. "Competent Authority" means the Department of Science and Technology.
- 2.1.4. "Committee" means committee formed by the Department of Science and Technology (DST) in consultation with GAD 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 Department of Science and Technology 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. "DST" means Department of Science and Technology, Gujarat.
- 2.1.12. "IWDMS 2.0" means Integrated Workflow and Document Management System needs to be developed by selected Service Provider
- 2.1.13. "Product" means a final solution after Development of IWDMS 2.0 as per requirement of the DST.
- 2.1.14. "Rules" means the applicable rules under different statutes, Acts, Rules, Government Resolutions, Circulars in relation to personal management of employees in Gujarat Government.
- 2.1.15. "Personnel" means professional and support staff provided by the SP and assigned to perform services to execute an assignment and any part thereof.
- 2.1.16. "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.
- 2.1.17. "Services" means the work to be performed by the SP pursuant to the selection by DST and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by DST.
- 2.1.18. Partial Go-Live means UAT of eFile Tracking and Citizen Grievance Redressal Module and Security Audit. After partial Go-live this modules shall be implemented as Phase I, Phase II and Phase III as mentioned in Geographical Scope.
- 2.1.19. Go live means Successful execution of entire solution across the state after FAT subject to satisfaction of DST and GAD.

2.1.20. After partial Go-live bidder has to provide the configuration management and handholding support for the developed functionalities and deploy manpower as per instruction of Department of Science and Technology, General Administration Department and other associated departments. The configuration management and handholding support rate will be as per the rate quoted by bidder in the financial bid part 3.

## 2.2. SOURCES OF FUNDS

Department of Science and Technology is inviting Service Provider for **“Design, Customization/Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Workflow and Document Management System”** for Government of Gujarat Employees across the state.

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

## 2.3. Introduction

2.3.1. Department of Science and Technology is one of the key departments of State Government to promote and implement IT and e-Governance in the state.

An electronic workplace and automated processes are today essential for efficient and transparent governance. It reduces process delays, helps to access and utilize information quickly and expedite work. Department of Science and Technology intends to automate day-to-day functions at all levels of the administrative hierarchy of all Departments, HoDs, Boards, Corporations and other Government offices of Government of Gujarat.

Department of Science and Technology and its HoDs started the process of automation the administrative process of Secretariat in the year 2006-07. Under this process a system named “IWDMS (Integrated Workflow and Document Management System)”

The department now wishes to sunset the existing IWDMS application and develops a whole new application with enhanced features requested in this RFP. The new system shall be called “IWDMS 2.0” and shall completely 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 an IT company registered/ incorporated under Indian company ACT and must have 5 years of existence in India.	Valid copy of the Certificate

Sr. No.	Eligibility Criteria	Attachments
2.	The bidder must have average annual turnover of at least Rs. 200 Crores for last three financial years or cumulative Rs 600 crore for last three financial years from the development/customization of solution only. (completed financial year period completed on 31 <sup>st</sup> March, 2018).	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years/CA certificate mentioning turnover
3.	The bidder should have experience in customization/development and implementation, support services of at least 2 eOffice/workflow and document management system solution in India which include workflow and DMS in state/central government or PSU or any board or corporation set up by government having each of value at least 5 crores. Projects should be functional at multiple location.	Work Order / Project Contract Document / Agreement / Satisfactory Completion Certificate / FAT Sign off Certificate by the client with details of project value, sites and no. of users / Letter Signed by Authorized Signatory or Company Secretary with details of project value, sites and no. of users" which projects are under Non-Disclosure / Confidentiality Agreement and cannot be shared.
4.	The Bidder should be a Total Solution Provider (TSP) having a valid CMMi level 3 or above certification.	Valid copy of the Certificates
5.	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 1000 users or resources any time in last five years.	Work Order / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value, sites and no. of users / Letter Signed by Authorized Signatory or Company Secretary with details of project value, sites and no. of users" which projects are under Non-Disclosure / Confidentiality Agreement and cannot be shared.
6.	The bidder should have at least 500 technically trained employees on its payroll as on last date of submission of bids.	Authorization certificate from HR manager
7.	The Bidder should not be under the effect of blacklisting by any Ministry/Department of Government of India or by any State Government department/agency in India or by Government of Gujarat or any of the Government PSUs at the time of bidding.	Self-Declaration Form must be submitted
8.	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or	Affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other

Sr. No.	Eligibility Criteria	Attachments
	other intellectual property rights any time anywhere in India.	intellectual property rights must be submitted by the bidder as per Attached format.
9.	The bidder should have an office in Gujarat, preferably, at Ahmedabad or Gandhinagar OR Bidder should provide undertaking to open the same within 45 days from the award of Work Order.	Copy of any two of the followings: Property Tax Bill/ Electricity Bill/ Telephone Bill/ VAT/CST/GST/Registration/ Lease agreement.
10.	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 Department of Science and Technology offices/ places specified by DST.	Relevant undertaking TSP

**Notes:**

1. No consortium will be allowed.
2. **COTS means commercially Off-The-Shelf:** The software application should be readily deployable with or without configuration to suit the customer's specific process requirements and does not involve developing the application from scratch. COTS software shall be implementable or deployable and maintainable by any other competent agency other than the manufacturer or agency which has developed the COTS software. Proposed COTS software solution shall also be available with complete transparency including operation manuals, help documents, APIs and customization source code. The OEM of the COTS product should have 35 or more registered partners to sell their product commercially.
3. Technically trained means "who is at least a technology graduate and should have knowledge to develop/support such type of IT solution"
4. The bidder must give undertaking on its letter head 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 as directed by Department of Science and Technology offices/ places specified by DST.
5. In case the bidder is offering COTS Product:
  - a. The Bidder will have to furnish acceptance on providing future versions and applicable upgrades and ensure the compatibility with existing application and database without any additional cost whenever required on its letter head. The bidder shall also be required to provide assurance letter that with each upgrade or feature enhancement, any integration requirements shall always be served seamlessly by the product.
  - b. Initially, the bidder has to give the unlimited user licenses.
  - c. Besides the cost of COTS licenses, if there are other items in the bid document which also attract costs based on quantity of user licenses then all such licenses shall attract discounts as mentioned above in their lump

sum onetime cost or in their annual licensing costs. The TSP shall give this undertaking in respect of such quantities which are chargeable by him. The discount shall be computed against the price quoted in the Financial Bid of this RFP. Further the quantity indicated above includes such licenses bought by other Government organizations, inside Gujarat. The discount shall apply on incremental quantity and not on the cumulative quantity. Such undertaking will have to be taken from the OEM and to be submitted by the TSP along with the Bid.

- d. The bidder will have to submit an authorization from its OEM for the product quoted in the bid. Mentioning back-to-back warranty and support agreement/arrangement for services of the offered product and support for the entire project period. (Form VII)

## **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 DST/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. Demonstration of Existing IWDMS

DST/GIL will make arrangement on brief presentation of existing IWDMS System on the date specified section 1. The purpose of this meeting is that the bidder understands the existing system and give the suggestions on the RFP within stipulated time limit. After receiving the suggestions, DST/GIL may accept the suitable suggestions.

## 2.10. Pre-Bid Conference

A prospective Bidder requiring any clarification of the bidding documents may seek clarifications of his/her queries submitted on or before 3 days of pre-bid conference. DST/GIL will discuss the queries received from the interested bidders in the pre-bid meeting and respond the clarifications by uploading on the website. No further clarification what so ever will be entertained after the pre- bid meeting date.

The interested bidder should send the queries as per the following format:

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

## 2.11. Amendment to RFP

2.11.1. At any time prior to the deadline for submission of bids, DST/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.

2.11.2. 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.

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

## 2.12. 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 DST/GIL shall be in English language only.

## 2.13. Documents Comprising the Bid

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

#### 2.13.1.1. EMD & Bid Processing Fees

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

2.13.2.1. 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/DST.

2.13.2.2. The bid processing fee of **Rs. 17,700/- (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 Designing, Development/Customization, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Workflow and Document Management System" at GIL on the address mentioned in Section-1.

### 2.14. Bid Security / Earnest Money Deposit (EMD)

2.14.1. The Bidder shall furnish, as part of the Bid, a Bid security for the amount of Rs. 1,00,00,000/- (**Rupees One Crore Only**) which shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) G.R. no. EMD/10/2016/328/DMO dated 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time, in the name of "Gujarat Informatics Ltd" payable at Gandhinagar (as per prescribed format) and must be submitted along with the covering letter. The un-priced bid will be opened subject to the confirmation of valid Bid security.

2.14.2. Unsuccessful Bidder's Bid security will be refunded within thirty (30) days from the award of work to the successful bidder.

2.14.3. The successful Bidder's Bid security will be discharged upon the Bidder signing the contract/Agreement, and furnishing the Performance Bank Guarantee.

2.14.4. The Bid security may be forfeited at the discretion of TENDERER/GIL, on account of one or more of the following reasons if:

- a. The Bidder withdraws their Bid during the period of Bid validity.
- b. Bidder does not respond to requests for clarification of their Bid.
- c. Bidder fails to co-operate in the Bid evaluation process,
- d. Bidder is found to be involved in fraudulent and corrupt practices and
- e. In case of a successful Bidder, the said Bidder fails:
  - i. To sign the Agreement in time
  - ii. To furnish Performance Bank Guarantee
  - iii. is found to be involved in fraudulent and corrupt practices

### 2.15. Bid Form

2.15.1. 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>.

**2.16. Bid Prices**

- 2.16.1. The Bidder shall indicate the prices in the format mentioned in the e-Tendering website <https://gil.nprocure.com>.
- 2.16.2. Following points need to be considered while indicating prices:
- 2.16.2.1.** 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/DST
  - 2.16.2.2.** The rates of any applicable Indian duties & taxes like GST 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,
- 2.16.3. The Bidder's separation of the price components will be solely for the purpose of facilitating the comparison of bids by DST/GIL and will not in any way limit the Client's right to contract on any of the terms offered.
- 2.16.4. Sharing of responsibility (between DST and the bidder) of procurement of various types of software shall be as under:
- 2.16.4.1.** **The prices quoted shall be inclusive of license software required for actual running of applications developed (i.e. Operating System, databases, any COTS product and any other software required till the tenure of contract).**
  - 2.16.4.2.** **The Bidder has to provide the required software solution at central level and Department will provide the required software infrastructure at user level for running of products like Operating System, system software, etc.**
  - 2.16.4.3.** **The bidder will provide IWDMS 2.0 environment at the central side for Database management.**
  - 2.16.4.4.** The price quoted shall be inclusive of "Designing, Development/Customization, Implementation, Training, Hand Holding and Operation & Maintenance, Support for Integrated Workflow and Document Management System" for the period of contract. This shall also include the cost of integration with applicable modules of integrated solutions like IFMS, SAATHI, SWAGAT, Digital Gujarat, e-Vidhan (proposed), Seva Setu, Pragati Setu, Government Email & any other upcoming and/or upgraded Portal and/or applications of Govt. of Gujarat during the tenure of the contract.
  - 2.16.4.5.** Bidder is expected to fill the rates/amount for all items in Financial Bid format. Bidders quoting incredibly low or unrealistic high cost of items with a view to subverting the tender process shall be rejected straight away by DST. GIL and EMD of such Bidder(s) will be forfeited. 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.
  - 2.16.4.6.** The bidder agrees to that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no additional cost to client. State Government may choose to carry out the development/customization of the software, after the expiry of the post implementation support, by any way they want.



**2.16.4.7. 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. DST/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 the Bidder(s) for detailed presentations /Demo of the solution. All such presentations and PoC/Demo 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 DST/GIL**

2.20.1. DST/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 DST/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. DST/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 have deemed to be material deviations. DST/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 DST/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, Financial and Final evaluation**

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

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, DST/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 60% of technical evaluation out of 100. At any point of time, if DST/GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, DST/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)**

• Document Capture & Document Management System
• File Life Cycle Management
• Letter Management & Tracking
• Workflow Automation
• Record Management
• Document Editing features
• Citizen Grievance redressal module
• Mobile Application and interface with Tablet

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

<b>Sr. No.</b>	<b>Particulars</b>	<b>Points System</b>	<b>Max. Marks</b>
	<b>Technical Capabilities</b>		
	<b>POC/Demo of the Proposed Solution</b>		

1.	Technical Evaluation cum Demonstration of proposed/offered solution.	Efficient & User Friendly Graphical User Interface , User friendliness and acceptance	10	80
		Ease of Customization	10	
		Methods of Report generation including method of exporting the same	05	
		Modular approach making it convenient to add modules later and feature integration like Digital Signature, Bio-metrics, Bar Code, Smart Card, dictation module, writing notes with the help of stillet or screen	05	
		Document Capture & Document Management System and tracking	05	
		File Life Cycle Management and workflow automation and tracking	05	
		Letter Management & Tracking	05	
		Record Management & Archival Management	05	
		Document Editing Features	05	
		Mobile Application and interface with Tablet	05	
		Committee and meeting management	05	
		Citizen Grievance redressal module with RCPS	05	
		Experience of using simultaneously in Taluka, District, HoDs and Secretariat	10	
		<b>Presentation</b>		
2.	Presentation on Implementation Plan, Capabilities & Approach and Architectural Capabilities	Adoption of Open Source technologies	10	20
		Implementation Strategy (Approach & Methodology), Data management and migration strategy, Scalability of Software, Risk and mitigation Plan, Training & Plan to manage multiple stakeholders	5	
		Development and deployment architecture Tools/Technologies used for design and development etc.), security, conformance to industries standard, database, Business Intelligence (Modularity, Scalability, Suitability of Tools & Technologies proposed including capacity to handle large volumes of documents as envisaged by IWDMS 2.0), Approach to develop the API based system, Managing the API eco system, Approach for interfacing with other systems	5	
<b>Technical Marks (TM)</b>				<b>100</b>
<b>Minimum Qualifying Scores</b>				<b>60</b>

**Note: Bidder has to score minimum 60 marks out of 100 marks of technical bid evaluation to qualify in the technical bids.**

#### **2.23.7 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. DST'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 60% of technical evaluation out of 100 will qualify for the evaluation of the commercial bids.

The total technical scores achieved by the bidders shall be shared with the bidders & under any circumstances the breakup of the technical score shall not be shared with the bidders.

Tb: Absolute Technical Score

Tmax: Maximum Technical Score

Tn: Normalized technical score of the bidder under Consideration

Normalized technical score (Tn) =  $Tb/Tmax * 100$

#### **Financial Bid evaluation:**

The financial bids of only those bidders, who have scored at least 60% 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. The Bidder's representatives who are present shall sign a register evidencing their attendance. The name of bidder & bid prices will be announced at the meeting. The financial score of a bidder 'Fb' will be assigned to the bidder. 'Fb' will be the total financial quote made by the bidder (excluding the Optional Services quotes sought in the financial bid)

F<sub>n</sub> = normalized financial score for the bidder under consideration

F<sub>b</sub> = commercial quote for the bidder under consideration

F<sub>min</sub> = commercial quote of the lowest evaluated financial proposal

The lowest evaluated Financial Proposal (F<sub>min</sub>) will be given the maximum financial score (F<sub>n</sub>) of 100 points. The financial scores (F<sub>n</sub>) of the other Financial Proposals will be calculated as per the formula for determining the financial scores given below:

Normalized Financial Score (F<sub>n</sub>) =  $100 \times F_{min} / F_b$

#### **Final Evaluation of Bid**

Proposals will be ranked according to their combined technical (T<sub>b</sub>) and financial (F<sub>n</sub>) scores using the weights (T = 0.30 the weight given to the Technical Proposal; P = 0.70 the weight given to the Financial Proposal; T + P = 1). The final evaluation will be based on Final Score which shall be calculated as shown below:

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

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

#### **2.24. Award of Contract**

On acceptance of Proposal for awarding the contract, DST/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. DST/GIL's Right to Accept Any Bid and to reject any or All Bids**

DST/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 DST/GIL action.

**2.26. Notification of Awards**

2.26.1. Prior to the expiration of the period of the bid validity, DST/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 DST/GIL will promptly notify each unsuccessful Bidder.

**2.27. Signing of Contract**

2.27.1. At the same time as concerned DST/GIL notifies the successful Bidder that its bid has been accepted, DST 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 DST 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 Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of receipt of award. The PBG shall be 10% of the value of contract value valid up to 180 days beyond the expiry of contract.

2.28.3. The PBG shall be denominated in Indian Rupees and shall be in the form of a Bank Guarantee 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/10/2018/18/DMO dated:16/04/2018 issued by Finance Department or further instruction issued by Finance Department time to time. (The draft of Performance Bank Guarantee is attached herewith).

2.28.4. 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.

2.28.5. 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. DST may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

**2.29. 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 DST, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

**2.30. Disqualification**

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

- 2.30.1. Submitted the Proposal documents after the response deadline.
- 2.30.2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 2.30.3. Submitted a proposal that is not accompanied by required documentation or is non-responsive.
- 2.30.4. Failed to provide clarifications related thereto, when sought.
- 2.30.5. 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.
- 2.30.6. Submitted a proposal with price adjustment / variation provision.

**2.31. Binding Clause**

All decisions taken by DST 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. Background**

An electronic workplace and automated processes are today essential for efficient and transparent governance. It reduces process delays, helps to access and utilize information quickly and expedite work. The system will automate day-to-day functions at all levels of the administrative hierarchy. It combines Business Process Management and Document Management Solutions to deliver a unified platform for Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G) processes.

IWDMS 2.0 is aimed at significantly improving the operational efficiency of State Government Departments through improvement in the workflow mechanisms.

IWDMS 2.0, as an e-Governance initiative, would be crucial in shaping Government Process Re-engineering (GPR), which eventually enhances the quality of services delivered to the citizens.

Any Government office is a hub of a variety of communications which require To-be processing and thereafter communicating in some form. Inputs and outputs of all government activity need to be invariably communicated within and outside the office. The efficiency of an office is significantly determined by the efficiency of its systems of communication and internal processing.

Government offices are most amenable to workflow automation since all operations are governed by high levels of process definition and the presence of high stakeholder commitment to follow set rules.

#### **Objectives**

The need for efficiency in government processes and service delivery mechanism is a long-felt one. The IWDMS 2.0 is being designed to serve as the means to achieve the following objectives:

- File/Tappal/Citizen Grievance tracking and monitoring
- Platform for citizen grievance redressal with RCPS Act
- To improve efficiency, consistency and effectiveness of government responses
- To reduce turnaround time and to meet the demands of the citizens' charter
- To provide for effective resource management to improve the quality of administration
- To enhance transparency and accountability
- To prepare bilingual IWDMS manual

#### **Services Offered**

The most critical pre-requisite for the success of IWDMS 2.0 would be an exercise to simplify the government processes and procedures, which includes, streamlining decision making, level jumping, standardization and automation of repetitive processes, eliminating unproductive / non-value-add work and reducing paperwork.

#### **Expected Outcomes**

- File/Tappal/Citizen Grievance tracking and monitoring
- Citizen grievance redressal with RCPS Act



- Workflow automation including Standardization & automation of repetitive processes / work flows
- Knowledge Management, including creation of institutional memories
- Record Management
- Efficient Communications Management
  - Registration & routing of communications digitally (through email, e-file, SMS, Mobile App)
- Quality Assurance
- Productivity Management
  - Dashboard view
  - Performance Manag
  - File tracking
- User-friendliness
- Accountability, including audit trails
- Cost-effectiveness
- Responsiveness to citizens, i.e. to track their representation/letters
- Integration
  - Horizontal - within the same office & with other departments, with other portals and outlook e-mail like IFMS, HRMS etc.
  - Vertical - with superior & subordinate offices
- RTI compliance
- Transparency
  - Decisions accessible to government officials at different levels
  - Stakeholders can know status of their cases
- Effective monitoring and tracking of letters/tappal/file/citizen grievance redressal linked with RCPS Act.

### **Impact**

- Provide government functionaries with knowledge, information and communication tools to perform their daily operations and support in the various stages of the complex, knowledge-intensive tasks which they perform
- Establish a system of efficient document & e-file management to facilitate information retrieval,
- Provide efficient support for handling of incoming correspondence / mails and management of meetings
- Earlier office procedure, BPR, Streamlined processes, accessibility to all concerned
- Introduce a new aspect of operational performance measurement
- Taluka, District, HoDs, Secretariats, offices to be linked and rolled out (end to end file training system)

### **3.2. Scope of Work**

The successful bidder would be responsible for submission of technical and financial bids in detailed RFP and the bidder who's selected in RFP will be responsible for designing/customizing, developing, implementing, training and O&M of the solution for a period of eight years. The scope of work for this purpose could be broadly divided as follows: -

**Component wise Scope of Work**

<b>Sr. No.</b>	<b>Component</b>	<b>Scope of Work</b>
1.	Application	Design, customization/development, test, deploy and maintain Application for proposed system.
2.	Central Application Development (O&M) Team	Establishment of a Central Application Development (O&M) Team for Government of Gujarat to provide additional customization/development of new modules, feature enhancements, defect fixing, etc. at no extra cost during the period of contract. No Change request will be entertained during O & M period. Any development/change during the O & M will be developed through continuous development team mentioned in this RFP. At the end of the contract period, in case of open source software, the source code should be successfully handed over to department/its selected agency and in case of COTS the customized part of coding shall be handed over to the department/its selected agency along with all applicable feature upgrades/product enhancements of the deployed solution ensuring the deployed solution is up to the mark bearing the latest version in case of bespoke development as well as COTS.
3.	Central Helpdesk	a) Establishment of a Centralized Helpdesk at DST to provide technical, training and Informational support to all the users (Internal users) through email / phone. b) Management of Helpdesk Operations by deployment of Helpdesk operators during the period of contract.
4.	Training	a) Sensitization of Departmental staff on the project, training on use of application.
5.	Data Migration	SP has to migrate data from the existing IWDMS. Cost for data migration from existing application should be included in the price bid. <ol style="list-style-type: none"> <li>1. During the 8 years of O &amp; 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.</li> <li>2. The bidder has to migrate all the current data out of which only last one-year data to be kept in the new system. Other data are to be kept in the archival system. As and when required by the respective department, the bidder shall have to support to retrieve the same by deputing one dedicated person. The last year data is: 0.15TB Total database size is: 1.76 TB</li> </ol>

**Application**

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

proposed Bill of Material for IWDMS 2.0 with details required minimum number of Cores, Memory, etc. as a part of technical bids.

Bidder is also required to deliver workflow engine comprising of form builder, process designer and rule engine for catering needs of different department table/MIS report generator and govt. offices. The form builder and process designer will be used for everyday data capturing needs of Government organization. Government Department/Organization can build forms and process as per their requirement by its own.

Mentioned below is 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.

- **Requirement Study and Analysis of Requirements**

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

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. Any functionality which has been missed during requirement analysis has to be included or shall be enhanced as and when required.

- **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 contract:**

- As Is and To-be
- Detailed Business Requirement Document (BRD), User Requirement Specification, System Requirement Specifications (SRS), System Design document (SDD), User Manual detailing processes, various applicable Acts and business rules based on functional and Quality-of-Service requirements.
- Detailed Design document detailing Technical architecture (application, workflow, 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

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

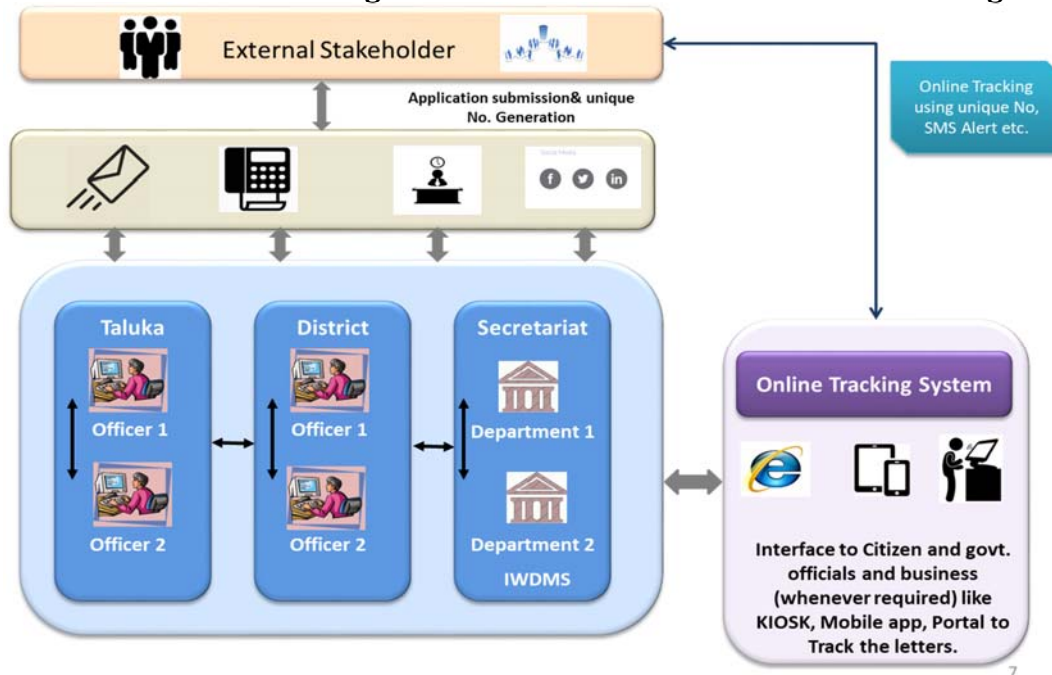
- Application Development
- Application Testing with testing of QR Code/Bar Code
- Implementation and Support
- eMail Gateway and SMS Gateway (Department will provide Email, SMS gateway)

- Digital Certificates both DSC/eSign
- Interfaces with External Systems
- Aadhaar enable eSign authentication
- Mobile Application
- Ability to type notes with the help of voice dictation module and using stillet to write on screen as in smart phone

### 3.3. Geographical Scope (Offices/Location to be covered for the Project): -

- The project will be implemented centrally initially in Gujarat State Data Center (& any other envisioned future location by GoG) and rolled out in all Departments and its HoDs, Boards, Corporation, PSU, District, Taluka level offices across the state. The approx. department wise users with implementation of following phase is attached at Annexure A.
- Phase -1: Implementation in 5 Departments and its HoDs, District offices of that departments and all Talukas Offices covered under that district
- Phase - 2 : Implementation in 10 Departments and its HoDs, all Districts and all Talukas Offices including remaining district and taluka offices of phase I
- Phase 3 : Implementation in remaining Departments and its HoDs, all Districts and all Talukas Offices
- The bidder has to give the solution of unlimited users for Government of Gujarat.

### 3.4. Basic Understanding of the Grievance Redressal and File Tracking



### 3.5. Technical Scope of Work

Government of Gujarat has envisaged the requirement of a new version (2.0) of Integrated Workflow and Document Management System (IWDMS) as a centralized web cum mobile based application which can be accessed by departmental officials of various departments/ agencies of Government of Gujarat across the State either on secured intranet and internet using several devices like Laptop, PC and Mobile Tablets/iPad. Govt. of Gujarat intend to implement State-of-the-art technology solutions that would support

all the current and future automation needs of the State Govt. departments and agencies in order to optimize the internal efficiency of the department, as follows:

- 1 The solution should be accessible by government officials of various departments/agencies/district offices and below offices of Government of Gujarat across the State either on secured intranet and internet using several devices like Laptop, PC and Tablets/iPad. Management functionalities and report functionalities and features requested by individual departments for their applications should be available on mobile platform as well.
- 2 Provide centralized application for office automation built using Enterprise Content Management and Business Process Management for covering File Movement and Tracking, Letter movement and Tracking and Committee and Meeting Management including various operational reports, etc. (the unlimited licenses pertaining to the required modules)
- 3 Procure the necessary system software for the implementation of the solution including Operating System, Database and all other applicable third party components.
- 4 Procurement/Supply, installation, integration, implementation and maintenance of necessary application software in Data Centre.
- 5 Deployment of Central Application Development Team to configure/ customize and develop other processes/ workflows and modules for Govt. of Gujarat
- 6 Training and Handholding services shall include planning and organizing trainings at various user levels in the state, providing field level support to the users, etc.
- 7 Implement and maintain (including all applicable feature Updates and Upgrades/Enhancements of the application software post Go Live till end of contract term
- 8 Setting up of helpdesk operations for assisting the internal and external users in resolution of functional, technical and administrative issues for the period of 8 Years.
- 9 Central Application Development Team to develop New Modules for the application software as and when required.
- 10 Planning & monitoring the data migration activity of the existing data.
- 11 Development of bilingual IWDMS 2.0 manual for users to be approved by GAD and to be upgraded with each update/upgrade as well as any developments introduced through Continuous Application Development Team.

### **3.5.1. System Requirement**

To meet and provide the activities mentioned under Scope of Work, the bidder shall be required to comply with the following requirements:

- 1 Undertake requirement / GAP Analysis, customization/development and installation of new customized/developed integrated product as per the transactional needs of the State of Gujarat for a minimum support of concurrent (transacting) user base of 5,000. This installation shall be upward scalable for increase in value of concurrent user base gradually. Concurrency of users here means not just the users who are logged in to the system at a point of time but those who are actually transacting with the servers at that specific instant of time.
- 2 Suggesting necessary business process re-engineering of the Departmental/Government processes to enable adoption of the solution proposed. Must document this and submit a copy to GIL, DST, and GAD also. Also, update user manual accordingly.
- 3 Supply of Installation Manual, Administration Manual and User Reference/Training Manual in English and Gujarati language
- 4 Define overall training requirements and preparation of the training plan

- 5 Having back to back support arrangements with OEM to provide technical support to the COTS product, in case of bidder is offering COTS Product. The OEM must submit an affidavit for supporting the COTS product for the entire duration of the contract.

#### **3.5.1.1 General Compliance**

- 1 The proposed solution should be platform independent and should support all Operating systems for with or without virtualization.
- 2 Support open, scalable, Multi – tenancy and Multi-tier architecture with each tier fully independent with support for clustering.
- 3 The workflow management system shall support Inbuilt Graphical workflow designer for modeling complex Business Processes using drag and drop facilities.
- 4 Should have a Rule Engine for designing complex rules and conditions for workflow routing  
Work flow should be flexible as below;
  - Backward and forward within hierarchy
  - Horizontal and vertical Level jumping
- 5 Should support various flexible omni-directional routing mechanisms like sequential routing, parallel routing, rule based routing , ad-hoc routing .
- 6 Compliance to workflow standards: Business Process Model and Notation (BPMN), Business Process Execution Language (BPEL) and Workflow Management Coalition (WFMC).
- 7 The system shall support dedicated Document/Image server for better management of documents, Proper naming conventions, quick retrieval of document, and store only metadata information in database. Drop down menu of subjects, forms, MIS reports, hierarchy post designation.
- 8 Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications and shall support interface with other open-standard systems.
- 9 The system shall support multiple databases for reducing database engine level dependency.
- 10 DMS, Workflow/BPM, Letter/File Management and Scanning component should be from a single OEM or should be design and develop/customized with integrated approach under Bespoke development in order to have the homogeneous and integrated solution.
- 11 The status tracking, appointment scheduler, Committee of Secretaries, e-Cabinet, Visitor Pass Management System etc. Customized appointment Scheduler for CMO, meeting/ program follow up of meeting/program held by Hon'ble CM and other facilities as decided by individual Departments.
- 12 and report viewing facility shall be available on Mobile App also. Mobile App shall have facilities bi lingual UI and Unicode Compliant. Bidder has to provide the 3-4 theme option from which department will select the UI for application.
- 13 Noting and Draft Preparations in IWDMS can be done using Digital Writing Pad to handle the file in the same way of handling the physical file. Senior officials will be able to put noting in a file using digital writing pad.
- 14 User shall be able to configure Homepage such as Dashboards, Quick links, Key Performance Indicators, etc. The system should have functionality allowing the user to personalize the look and feel, usability and features as per their wish.
- 15 Through personalization, the users can configure the attributes of applications specific to their needs.

- 16 The system shall have feature of Tag Cloud which will display the most widely used application names in homepage for ease of access.
- 17 The system should have features like ever note i.e. to share notes, to take and attach pictures to a note, attach voice memos and audio to a note, attach files to any note, to scan text in a photo using Optical Character Recognition technology, to set reminders for various tasks, goals, and projects, to create checkboxes that serve as virtual to-dos, to sync automatically between all devices.
- 18 The bidder shall provide unlimited user and unlimited instance. So that, each office may create local instance based on their requirement and integrate with base product through API or API Management Tool. i.e. IWDMS 2.0
- 19 The system shall be compatible with Digital Signature Certificate and Aadhar enabled e-Sign.
- 20 The system shall allow users to define entry-level settings like increase of priority or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property, etc.
- 21 The workflow management system shall support the definition of roles and allow many-to-many relationships between users and roles to be defined.
- 22 Support for creating ad hoc tasks at runtime and assigning to users. Support for creating temporary ad hoc users too on need basis however, once the active period lapses, this ad hoc user should be maintained in the system in inactive mode rather than permanently deleting so that the activity log can be traced at any point of time in the future on need basis.

#### **3.5.1.2 Integrated Document Capturing (Scanning) Module**

- 1 Should provide an integrated individual & bulk scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution.
- 2 The scanning solution should have the capability to capture the document through mobile devices.
- 3 Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.
- 4 Should be able to support the capture of digital records of at least the following formats:
  - a. Emails and attachments.
  - b. OCR documents.
  - c. Images - .tiff, jpeg, gif, PDF etc.
- 5 The proposed solution should provide for automatic correction of parameters like improper format/ compression, skew, wrong orientation, error in automatic cropping, punch hole marks, etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.
- 6 Support all the special image enhancement functionality offered by the scanner through the driver interface.
- 7 Solution shall support Bulk Import of image and electronic documents.

- 8 Should have capability of automatic segregation of documents/records based on Barcode, Blank page, Fixed page and auto Form recognition.
- 9 Should have the capability of scanning on multiple platforms like Windows, Linux, etc.
- 10 Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning, etc. and other imaging features like compression and extraction, etc.
- 11 The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.
- 12 The mobile capture should support image compression, B/W conversion from color images, G4 compression for B&W, JPEG for color and gray scale, multiple page document capture, auto cropping, auto orientation, perspective correction, noise removal and geo capture.

### **3.5.1.3 Electronic File System (e-File) Creation, Tracking & Correspondence/Letter Management System**

- 13 IWDMS 2.0 completely automates file & correspondence management from creation to archival of files and correspondence. All decisions can be captured in the file itself and remain intact throughout the lifetime of the file. Effective transformation to paperless office environment by providing functionalities like electronic correspondence/file creation, management, movement and performance of related tasks like diary entry, indexing, noting, cross referencing, search/ retrieval, Digital Signature Integration, etc. File tracking system (efficient and easier to use) should be provided.
- 14 File & Letter Management system should build using robust Enterprise Document Management and Business Process Management as a platform or equivalent functionality under bespoke development and should comply with the Manual of Office Procedure (MOP), published by the General Administrative Department (GAD), Government of Gujarat (GoG).
- 15 Inbuilt Inbox for receiving of Correspondence/Letter.
- 16 Maintenance of e-Registers – personal, division & department wise.
- 17 Provides provision for interdivisional sharing of files, papers, etc.
- 18 SMS, E-mail based notifications on workflow movement of file/letter across the defined route.
- 19 The system shall have a repository or predefined folder / area where all new Letters are received after scanning. The system should be secure and should be tested for Open Web Application Security Project (OWASP).
- 20 The system should be capable & configurable enough for complete File & Letter Life Cycle Management.
- 21 The system shall have a facility to save the file in the desired folder in the system.
- 22 The system shall have a facility to create both main, linked as well as part file.
- 23 File creation shall contain or create at least File Number, Letter No., and File Subject as an input when a command is given.
- 24 The system shall also generate a Barcode number on successful creation of a file. This barcode can be pasted on a physical file for tracking, in case physical file is also used. Barcode no. and file no. slip shall be generated from system.
- 25 The system shall have facility to print barcode number of file at any point of time.
- 26 The system shall have facility to create customizable notes.
- 27 Solution should have the Green Note sheet. Therefore, the system shall support collation of all related documents into a virtual file. The system shall replicate the Present file handling in the same manner as followed, i.e., Electronic files shall give



- the same look and feel of Physical file with documents/letters on the right-hand side and green note sheet on the left hand side. The MIS report should have features graphical representation of statistics of no. of files, in process, pending etc.
- 28 The system shall have facility to add documents in the File as correspondence side. Each file should have Noting side and correspondence side with pages number. page no. with subject of page index to be automatically generated in the beginning of the file. Note should be on left side of user and correspondence side on right side of user.
  - 29 System should have the facility to maintain version history of notes, documents & letters.
  - 30 The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, font size, color, highlighting, etc.
  - 31 The system shall provide facility to view all correspondence the right-hand side (RHS) of the folder with note-sheet on left hand side.
  - 32 The system shall provide facility to users to e-Sign their notes, which shall be automatically stamped with user name, date and time.
  - 33 The system shall provide facility to secure notes in File View.
  - 34 The system shall provide facility to maintain version history of notes, documents & letters.
  - 35 The system should be capable enough to manage file differentiation, for an instance, differentiation between Administrative general files (Subject Files) and Administrative specific files (Special Files).
  - 36 The system shall have a facility to create/open a new electronic subject file.
  - 37 Subject File creation shall take at least File Number and File Subject as inputs.
  - 38 The system shall have facility to add multiple documents in the File in a single go.
  - 39 The system should have a facility to search a file on File number and/or file subject.
  - 40 The system should have a provision to define searching attributes for each type of special file.
  - 41 The system should have an index table of all created files.
  - 42 The system should support creation of any types of special files such as employee files, property return file etc.
  - 43 The system should have a separate searching interface for each type of file. i.e different sub types of files.
  - 44 The system shall provide facility to users to link the notes to any document, file and previous notes, so that corresponding objects can be directly opened from the note view.
  - 45 The system shall provide facility to users to append notes in the same paragraph.
  - 46 The system shall provide security on notes so that Noting/comments once written, signed and forwarded shall not be amendable by any user including originator, however, if a new note has not been written, the user shall be able to modify the latest note, which he is writing provided that the note has not moved forward to next level in the heirarchy.
  - 47 The system shall provide facility to take print out of the noting/ correspondence side for filing in paper folder as record.
  - 48 The system shall provide a facility to add new documents in the file by calling native applications from MS – Office Suite, Open Office Suite, etc. from the same interface.
  - 49 The system shall provide facility to open multiple documents simultaneously.
  - 50 The system shall have a facility to create a paper profile of a document in the file, in case document is not available in electronic form.
  - 51 Using workflow feature of a system, user shall be able to route the file. Workflow should be flexible, both forward, backward & level Jumping.

- 52 The system shall provide a role-based configurable feature to recall a File from other user.
- 53 The system shall provide an interface to search the status of a file in a workflow.
- 54 The system shall provide a facility to track a department where a File is pending.
- 55 The system shall support the case file management.
- 56 File view shall provide facility to view all documents inside file, Noting / commenting, edit file properties.
- 57 The system shall have facility to mark a file as complete/closed and thereby un-editable except with special approvals.
- 58 The system shall have a facility to add or upload a document or letter in electronic format from local computer/network drive/scanner/external storage drive.
- 59 The system shall provide a facility to view Letter on RHS and indexing fields on LHS.
- 60 The system shall have a facility to add a Note with a Letter. Using the Tablets/iPad and mobiles, users should be able to access the Files and Letter.
- 61 Note View & Letter View should be simultaneous, i.e., Note should be on LHS & corresponding Letter(s) should be on RHS.
- 62 The system shall have a facility to save the Letter in an existing file and tag it to multiple notes.
- 63 The system shall have a facility to route the Letter using workflow feature of a system in a flexible manner forward, backward and level jumping.
- 64 The system shall support ad-hoc routing of a document.
- 65 The system shall have a facility to prepare response and attach with the Letter workflow.
- 66 The system shall provide an interface to track & search the status of a Letter in a workflow.
- 67 The system shall have a facility to send the reminders.
- 68 The system shall have a facility to generate various customizable reports w.r.t. Letter workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc.
- 69 The system shall have a facility to track a department/organizational unit where letter is pending.
- 70 The system shall provide an advanced search interface for tracing & searching a letter based on title, dates, subject, pending with, completed by, pending since, etc. along with a configuration provision for these search parameters in the system.
- 71 The system shall have a feature to recall a letter from other user.
- 72 The system should have facility to put the completed Letter in a new or an existing file.

#### **3.5.1.4 Workflow Management**

- 1 The workflow management should have following in-built functionalities
  - Organization Management
  - Role Management
  - Role based Access
  - Structured Workflow
  - Unstructured Workflow
  - Each Department for its different applications should be able to customize the workflow if it so wishes.
- 2 The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow management engine to support different types of document routing mechanism including:

- **Sequential routing:** - Tasks are to be performed one after the other in a sequence.
- **Parallel routing:** - Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite work item. The system shall support conditional merging of multiple parallel activities, i.e., response from mandatory parallel work stages before it can be forwarded to next stage.
- **Rule-based routing:** - One or another task is to be performed, depending on predefined rules. (System shall have in-built configuration provision to define routing rules).
- **Custom routing:** - Tasks can be routed on the fly based on requirements or priorities.
- **Ad-hoc routing:** - Changing the routing sequence by authorized personnel.
- Compliance to workflow standards, viz., BPMN, BPEL and WFMC.
- Support for registering and configuring third party applications in portlet like view. i.e. user can see most frequent used function on screen. User shall be able to customize their dashboard according to their requirement also.

#### 3.5.1.5 The system should provide process designing features as follows:

- The system shall allow users to define entry-level settings like increase of priority (urgent, immediate, very urgent, routine) or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property, etc.
- The workflow management system shall support the definition of roles and allow many-to-many relationships between users and roles to be defined by drop down menu of administrative hierarchy.  
Support for creating ad hoc tasks at runtime and assigning to users.

#### **In-built Form Designer**

- The system shall provide inbuilt facility to design customized forms that can be attached at one or more stages of workflow.
- The Form designer interface shall support facility to define various types of text boxes, Combo boxes, radio buttons, drop downs, etc. (Just like corresponding features of table designing, indexing signs etc in MS- Office, Safari etc)
- The system shall provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the form for efficient data entry.
- The system shall provide facility to define zones at forms and images, so that relevant part of the image is highlighted for Image assisted data entry.
- The system shall support field level calculations at form level.
- Facility to use scripts for defining field level validations.

#### **In-built Exceptions**

- The system should have Rule Engine for defining rules.
- Facility to raise triggers on the basis of exceptions.
- Facility to raise automatic exceptions on the basis of pre-defined conditions.
- The system shall track all the exceptions raised in the course of process and shall maintain history of that with user name, date, time and comments.
- The system shall clearly differentiate process instances with and without exception.

**Triggers**

- The system shall provide facility to define custom triggers like Emails, new files in inbox, Word template or launching executable, etc. on predefined conditions.
- Sent status, pending status, reports for monitoring deadlines etc.
- The system shall provide facility to define custom templates for the triggers with static and dynamic data.
- The system shall provide facility to generate event based triggers for automatically sending mails/fax, generating responses, invoking data form for data entry, communicating from external systems.

The workflow management system shall have email notification to user when the user is not logged on to the workflow management system. Upon receiving the email, the user shall be able to click on the URL in the email to automatically launch the Workflow management system and present the user with the task to act on.

**3.5.1.6 Document View**

- 1 The System shall support integrated in - built viewer for viewing Image documents.
- 2 Even for multi-page document. The download and view should be page by page. The mobile app should support accessing documents
- 3 The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom Lens to zoom in on a part of image and other image operations like Invert, rotate, etc.
- 4 Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents).
- 5 Document view shall have the provision to draw a line, insert arrows, etc. over image document.
- 6 The system should support viewing and rendering of PDF/A documents in inbuilt viewer.
- 7 Document view shall have the provision to hide or highlight certain text by drawing line and shapes.
- 8 The System shall support for viewing documents in native application.
- 9 The system shall provide facility of putting text, graphic and image annotations on scanned document pages.
- 3 The mobile application should have support for retrieval and archiving of documents.

**3.5.1.7 Annotations**

- 1 The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps, etc.
- 2 The system shall support automatic stamping of annotations with user name, date and time of putting annotations.
- 3 The system shall provide facility for securing annotations for selective users.
- 4 The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations

**3.5.1.8 Indexing**

- 1 The System shall automatically index folders, files and documents on user-defined indexes like department, ministry, file number, year, page no. on Correspondence side and noting side, subject.
- 2 The system shall facilitate editing of automatic indexing using OCR functionality or from other applications.

3 The System shall support Automatic full text indexing for Text search.

#### **3.5.1.9 Search & Retrieval**

- 1 The system shall provide extensive search facility to retrieve documents or Folders/Files.
- 2 The system shall support local saving of search queries and search results.
- 3 The system shall support search for documents or folders on document or folder or archives on profile information such as name, created, modified or accessed times, keywords, owner, etc.

#### **3.5.1.10 Security & User Management**

- 1 The Document management system shall support definition of Users, Groups and Roles relation in the system.
- 2 The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database.
- 3 The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after a specified number of un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.
- 4 User can additionally reset password by OTP on mobile.
- 5 The system shall support role-based access permission management at various levels like Folders, documents and object level.
- 6 The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/Write Copy or Download) and external application based rights.
- 7 The system shall support system privileges like Create/Delete Users, Define indexes, Brute Force, etc.
- 8 The system shall provide LDAP support for integrating with directory services.
- 9 The system shall have support Single Sign On facility. The single sign on facility available in SATHI (HRMS) shall be used.
- 10 The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time.
- 11 The System shall support integration with database-based authentication.
- 12 The system shall support integration with eSign and PKI (public key infrastructure) for enhanced security.
- 13 The workflow management system shall support SSL, HTTPS and session timeouts.

#### **3.5.1.11 System Administration**

- 1 The system shall support web-based system administration module for the complete management of system.
- 2 The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiry policies.
- 3 The Admin module shall provide easy to use configuration interface for Index structure definition that can be used by different users.
- 4 The Admin module shall provide interface for purging old audit trail and do selective logging, i.e., select the system or application features for, which the audit trails have to be generated.
- 5 The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.

#### **3.5.1.12 Audit Trails**

- 1 The system shall support Extensive Audit-trails; at user, Folder, CoS (Committee of Secretaries) and Cabinet levels.
- 2 The system shall provide facility to generate Audit trails on separate actions, and between specific date/times.
- 3 The System shall have audit trail to maintain history of all activities performed on the system.
- 4 The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities.
- 5 The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance.

#### **3.5.1.13 Reminders and Alarms**

The system should have the capability to set automatic reminders and alarms to concerned users.

#### **3.5.1.14 Process Monitoring and Reporting**

- 1 System shall provide a facility to configure role-based dashboard for individuals, for e.g., dashboard for Secretary, dashboard for Director/Commissioner/HoD/Officers assigned to monitor.
- 2 User should be able to configure dashboard without any coding.
- 3 The workflow management system shall be able to keep track of the work item status, the date/time the jobs are started and ended, the creation and archival date of the documents.
- 4 The workflow management system shall provide graphical and tabular tools to view progress of each individual process. (Reports)
- 5 The system shall support extensive configurable reporting facility at document, folder and user level. Please specify all inbuilt reports available in the system in the proposed solution.
- 6 Report Creation should be configurable and there shouldn't be any limit on the number of reports that can be created.
- 7 User shall be able to drill down in a report for specific information analysis.
- 8 The workflow management system shall support the generation of statistical and management reports like:
  - ✓ Number of pending files, lying at individual user level
  - ✓ Time taken to complete each task
  - ✓ Process History Report
  - ✓ User Performance Report
  - ✓ Average Process Time Report
  - ✓ Participant Report
  - ✓ Participant Processing Time Report
  - ✓ Process Definition Summary Report
  - ✓ Exception Details Report
  - ✓ Expired Work-item Report
  - ✓ Diversion Report, etc
- 9 The workflow management system shall support the generation of performance comparison reports.
- 10 The workflow management system shall support users drill down from a higher level view of business processes to lower level details.
- 11 The workflow management system shall support configurable statistical reports like Total turnaround time and delay report for complete process or specific work stages.

- 12 The workflow management system shall support definition of new customized reports based on exposed data points from external applications.
- 13 The workflow management system shall also provide dashboard interface for online reporting of various processes. The interface shall give a flexibility to toggle between graphical and tabular view and tile different windows in the same interface.
- 14 The system should include administration module to configure the user, groups, queue related to a process. The system should allow user to set their display settings according to the individual preferences and company policies. Users can customize their themes, resize components, and configure single /multi-column views. It should have navigation container to display the list of all component instances associated with the view of a user.
- 15 System will publish or identify the 2 Champion Users on the basis of usage of IWDMS every month.

#### **3.5.1.15 Committee and Meeting Management including cabinet, CoS, CMO, Department and other meetings of Various groups and Committees.**

- 1 The system should have the capability to constitute the committee with its members and convener details.
- 2 The system should have the capability to define the role of each committee member.
- 3 The system should have the capability to capture various details of the committee such as term of reference, tenure, committee members, etc.
- 4 The system should have the capability to define the committee members from the internal departments as well as external users along with required details.
- 5 The system should have the configuration capability to define the message template for sending the notification to respective committee members. Also, it should have the capability to create and saving the templates for different type of notification messages.
- 6 The system should have the capability to define the approval process for committee constituted.
- 7 The system should provide User Inbox where committee members/approvers can view the pending request for approval.
- 8 The system should have the capability to attach the required documents with various committees constituted.
- 9 The system should have the capability to circulate the Office Memoranda with the respective committee members' /stake holders having details about the committee.
- 10 The system should have the capability to define the meeting details such as Agenda, date, time, venue, priority, etc. along with the required documents.
- 11 The system should have the configuration capability to link the members with meeting from the list of pre-approved committees.
- 12 The system should have the configuration capability to define the approval workflow for meeting scheduled.
- 13 The system should have the configuration capability to define the Meeting Invitation templates for sending the notifications to all the committee members.
- 14 The system should provide the calendar view having details about the meeting schedule on weekly/monthly basis.
- 15 The system should provide the capability to submit the response about their availability for the meeting scheduled. Also, system should have the capability wherein convener can define the deadline of submitting the response of member's availability.
- 16 The system should have the capability to capture the Minutes of Meeting.

- 17 The system should provide the configuration capability to designing the template for circulating the Minutes of Meeting (MoM).
- 18 The system should provide the capability to send the MoM notification through email.
- 19 The system should have the capability to assign the action items to the respective committee members.
- 20 The system should provide the capability to define the deadlines of submitting the response for defined action items. Also, the system should be capable enough to track the action items assigned to the respective committee members based on the deadlines been set.

#### **3.5.1.16 Appointment Scheduler**

- Automated Scheduling
  - o System should have facility to submit the appointment request to officials by internal user and general public.
  - o System Should have facility to confirm, Reject or postpone the appointment Request
  - o System should have facility to suggest the tentative time for the appointment System should have facility to create, edit, delete the appointment
  - o Alert to officials/requester on different event of the appointment
  - o Real time update on Mobile app
  - o System Should have facility to send the Appointment Reminders
- Calendar Management
  - o System should have facility to show the confirm appointment, pending request for appointment.
  - o System should have facility to auto generate the free time/ Not booked time slot.
- Group Scheduling
  - o System should have facility for the Scheduling the Group appointment.
- Multi-Location
  - o Should accessible on web based and mobile/ tablet/ i-Pad
  - o Should be accessible from anytime, anywhere.

#### **3.5.1.17 Dashboard and MIS reports facility to be provided.**

#### **3.5.1.18 Knowledge Repository**

The Knowledge Repository will enable the department to store and manage all type of documents, including HTML, image documents and multimedia.

#### **Key features required in the Knowledge Repository are:**

- 1 Online repository of Government of Gujarat - circulars, notifications, policies, schemes and guidelines arranged in a chronological, thematic fashion for easy access.
- 2 Provision to post online requests for policy clarification/ interpretation, new policy creation/amendment.
- 3 Online repository of clarifications/interpretation cases responded in the past.

#### **3.5.1.19 Archival of Electronic Documents**

1. The system should be capable enough to store billions of documents in repository.
2. The System shall support categorization of documents in folders-subfolders just like windows explorer interface. There should not be any limit on the number of folder and levels of sub folder.
3. The System shall provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent, etc.



4. The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked.
5. The system shall support versioning of documents with facility to write version-wise comments.
6. The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features.
7. Repository should be format agnostic.
8. System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different department and subjects. While processing a file, all the contents like data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review.

#### **3.5.1.20 Integration & Web Services**

1. Should be based on open standards and have API support for data import & export.
2. The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry.
3. The System shall support integration based on standards such as XML.
4. The System shall support message-based collaboration based on protocols such as HTTP, FTP and SMTP.
5. The System shall support integration with SMS Gateway.
6. The System shall support integration with Email Servers.
7. The System shall provide fully functional APIs for Integration.
8. The System shall support Web based interfaces.
9. System shall support the API integration with DMS and NAS Storage which may be procured by Government for storing historical data.

#### **3.5.1.21 Architecture & Scalability**

1. Solution should have been built using open-source server side technologies.
2. Solution should be multi-tenancy, multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering.
3. The system should store only index information in database while documents, images & other objects should be stored in separate file servers.
4. Solution should be compliant to ODMA, WebDAV, CMIS, etc.
5. Format agnostic repository to store content in multiple file formats.

### **3.5.2. Functional Requirement**

#### **3.5.2.1. Office Note Creation & Approval**

This application should facilitate the following features:

1. Create new office note document and saving it as draft for further approval
2. Capability for routing the office note for approval to different officials
3. Capability for Online editing
4. Support for writing & editing office note in English & Gujarati.
5. Capability of revision history tracking
6. Capability for current status monitoring & tracking
7. Capability for printing office note with or without track sheet
8. Should be based on Workflow and Document Management System.
9. Ability to type notes with the help of voice dictation module and using stillet to write on screen as in smart phone

**3.5.2.2. GOI Issue**

1. Initiate GOI issue
2. Update the GOI issues
3. Edit the GOI issue
4. Reply on GOI issue

**3.5.2.3. Record Management**

1. Solution should manage lifecycle of both, physical and electronic documents through record retention, storage, retrieval and destruction policies.
2. Solution should support managing and tracking of physical location of documents if required.
3. Solution should provide the configurable capability of record classification as per the record keeping structure (File Plan) of department.
4. Solution should have a facility to define disposition schedule/policies for record.
5. Solution should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories. The complete schedules would be as per the organizational policies.
6. Solution should have a provision to move & track a record among users within office/across locations.
7. When record is moved out of the facility, system should have a capability to capture the transport / courier detail.
8. As a part of reporting mechanism of the solution, the solution must provide configurable and customizable reports on the Records in the selected file plan component such as number of records present, number of record folder, Record creation date, Report on activities of the selected user, Report on the Request/Return activities, Report on overdue items, Report on items borrowed, Reports on records, whose retention period are getting over in specified time and so forth.
9. Solution should provide the configurable capability of record classification as per the record keeping structure (File Plan) of department/organizational unit.
10. The solution should be certified for compliance with proven Records Management Standards such as the DoD 5015.2-STD (U.S. Department of Defense Standard) or VERS (Victorian Electronic Records Strategy).

**3.5.2.4. Circular Management**

The circulars module is used for management of circulars issued by the head of departments for various government offices. In addition, one can create a new circular, edit an existing one or delete/archive circulars.

**3.5.2.5. e-Cabinet and few other important meeting and subjects.**

1. Appointment of Ministers, Ministers of States, Deputy Ministers and Parliamentary Secretaries.
2. Allotment of Subjects to Ministers, Ministers of State, Deputy Ministers and Parliamentary Secretaries.
3. Convening of Cabinet/Council of Ministers meeting.
4. The Gujarat Ministers' Salaries and Allowances Act and Amendments there under. Salaries and allowances of Ministers and Parliamentary Secretaries and other relating Work.
5. Rules/Order of Traveling and Daily allowances of Ministers/ Parliamentary Secretaries.
6. Rules for Minister's Medical treatment. Medical treatment bills of Ministers and Parliamentary Secretaries.

7. Gujarat Minister's (Medical Attendance and Treatment) Rules.
8. Governor's Address.
6. Governor's Conference.
9. Convening of Secretaries meeting. (Committee of Secretaries Meeting)
10. Matter relating to Western Zonal Council.
11. MLAs' standing consultative committee constituted under chairmanship of Hon'ble Chief Minister.
12. Reservation of Committee Rooms/Auditorium/Conference room & its relating matters.
13. Payment of Surcharge of Telephone bill and Mobile handset bill for Ministers/State Ministers/ Deputy Ministers and Parliamentary Secretaries.
14. Issue of Fax- Wireless Message of Programme of out of State tour of Ministers/ State Ministers/ Deputy Ministers.
15. Air traveling ticket booking and cancellation of Chief Minister, Ministers/State Ministers/ Deputy Ministers and Parliamentary Secretaries and officers and other govt. functionaries.
16. Matters relating to purchasing of books/magazines for Chief Minister, Ministers/ State Ministers/ Deputy Ministers and Parliamentary Secretaries.
17. All matters relating to sumptuary allowance places under disposal of Chief Minister.
18. Disposal of Audit paras raised with respect to the all type of Bills of Ex-Ministers.
19. Matters relating to (H.O.R.) High official reservation for Ministers.
20. Issue of forms for Railway travel H.O.R. & Exchange Order forms for Air Travel.
21. Legislative work relating matters mentioned above.
22. Matters mentioned above relating to Governor & his advisor during President's Rule.
23. Activities to be done by G.A.D. relating to council of Ministers over and above the matters mentioned above.
24. Payment of Sumptuary Bill received from Hon'ble Chief Minister's Office.
25. Activities with respect to personal matters of Ex-Chief Ministers as being under taken to with respect to members of council of Ministers.

#### **3.5.2.6. CMO Appointment Scheduler and Tracker**

**CMO receives various programmes / events requests on daily basis. These programmes/events may be broadly categorized in following categories:**

1. Meeting
2. Inauguration
3. Cultural Function
4. Public Rally
5. Road Show, etc.

**Such programme / event requests received in form of**

1. Letter
2. Email
3. Invitation in Person
4. SMS
5. Recommendation from Minister/ respective departments
6. Phone Call

**Further, based on the objective, these may also be tagged as**

1. Political
2. Administrative

**The system should have facilities to capture / Key-in**

1. Demographic details of the programme/event such as, Date, location, invitee (institute/organizations/Individuals, number of attendees, approx. crowd),
2. Stage arrangement (Seating Arrangement) for future reference (with photograph)
3. Feedback of the said programme/event with necessary comments/remarks (Initially by the CMO officials. In future, may be given to other officials)
4. MoM (Officials should be able to capture digital note during the meeting held by/ with Hon'ble CM with help of Tab/iPad/Android) and other documents as may be applicable for the respective programme/event for further follow-up.

For close monitoring & tracking, CMO desires to have a state of the art Information System equipped with various type of reports, such as, but not limited to,

1. Requests for appointment Approved / Rejected for a duration by Specific individual/ group
2. District wise Number of programmes / events in given duration (e.g., from 01<sup>st</sup> – 31<sup>st</sup> Jan, 2018)
  - a. Number of Administrative / Political programmes/events (with respective documents like MoM for follow-up)
3. District wise Type of programmes in given duration (Political / Administrative)
4. Feedback Analysis
5. Any other report as may be required by CMO from time to time.
6. This is just an indicative list. It has to be customised in mobile app as per CMO's requirement.

**3.5.2.7. LAQ Management**

5. Capability to capture the Questions from Assembly/Parliament/Audit agencies and allow the personnel to assign selected query to the respective officers simultaneously for response.
6. Capability to alert the department officials through email, dashboard alerts, automated SMS messages with reminders on deadlines for query response before the due time.
7. Capability for generating consolidated response letter compiling the responses from each officer in pre-defined format
8. Capability to record/update/close the status of LAQ.
9. Capability to reopen a LAQ which was inappropriately addressed and closed
10. Should be based on Workflow and Document Management System.

**3.5.2.8. MP/MLA References**

1. Capability to Initiate the MP/ MLA reference
2. Processing of MP/MLA references
3. Reply on MP/MLA Reference

**3.5.2.9. Entry Pass Management**

1. Requesting for Visitor pass to New Sachivalaya by mobile app, SMS, etc,
2. Approving/ rejecting of request.
3. Online verification of visitor

**3.5.2.10.Appointment Scheduler**

1. Appointment management of officials/ Ministers
2. Manage the schedule / appointments
3. PA/PS to maintain the schedule of senior officers
4. Helps to replace the existing physical scheduler

**3.5.2.11.Audit Paras**

1. Initiation of Audit Para with the ability to enter details and upload documents.
2. Drafting Reply of Audit Para
3. Workflow based review and approval of Audit Para reply

**3.5.2.12.Legal/Case Management**

Deal with tracking and management of court cases which are related to the department.

**Key features required in the Legal/Case Management system are:**

1. Capability to Create a Court Case file which will include various case details such as Case no, Case Type, Date of Filing, Case details, Court Order details, Hearing date, Order date etc.
2. Capability to add various documents in the Court Case file related to the case.
3. Capability to Track court dates, hearing dates etc. (MIS)
4. Capability to provide alerts for the upcoming hearings.
5. Capability to Cross-reference all dates for one case, one client, one attorney, a group, or the entire office.
6. Capability to generate the Case Diary having complete details and history of the cases.
7. Capability to provide a mechanism for analysis of work flow, case status, and types of cases opened and closed
8. Capability to maintain an audit trail of entries and changes.
9. Capability to capture note sheet with the court case files.
10. Real time report on lab-wise pending case details
11. Online repository of legal cases for faster retrieval.
12. Should be based on Workflow and Document Management System.
13. Should be in a state to fully integrate with the existing court management system of GoG.

**3.5.2.13.RTI Management**

It is a process pertaining to providing information to people. A lot of times the same information is sought by different people. In such cases the automated process follows the entire information sharing life-cycle in a cost and time effective manner. Throughout the process information is collected and shared within the organization in a seamless manner and maintained in a knowledge repository for future reference.

**3.5.2.14.Asset Management, Condemnation and Dead Stock Management**

1. In awarding the assets of Department/Office
2. Managing the asset, the distributions
3. Keeping the record of payment history
4. Generation the Barcoded/QR coded dead stock no. sticker
5. Linkage with work order/ purchase order asset no. and register condemnation order, dead stock register.

### 3.5.2.15. Award Management: Managing the award received by the State Government

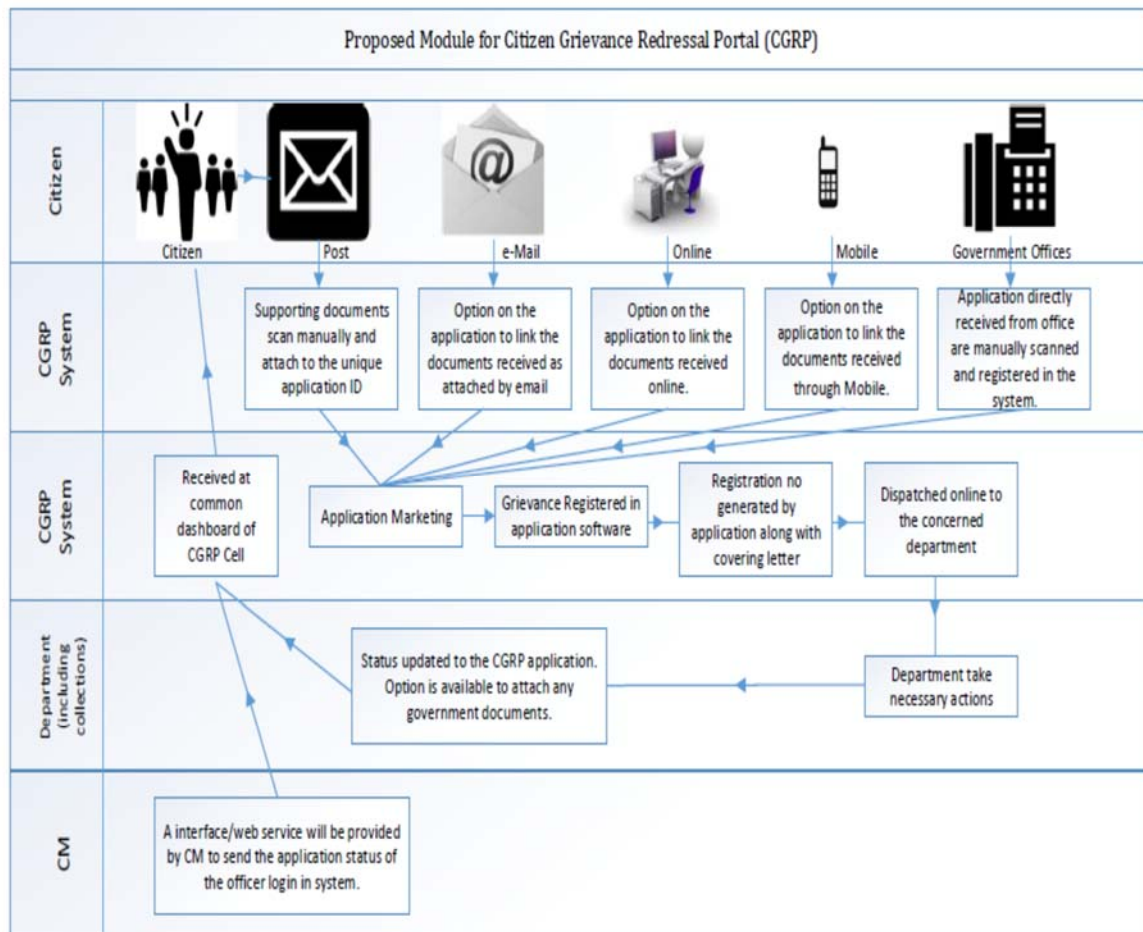
### 3.5.2.16. Following are the Legal Department Functionalities to be developed

1. Legal opinion on files of all departments
2. Appointment and allocation of the government pledger, to all concerned regarding the appointment of GP,
3. Payment of lawyers engaged by Government in High Court and Session Court
4. Integration with e-Court system.

### 3.5.2.17. Citizen Grievance Redressal Portal

1. Citizen can submit the application offline, online or by email. Any application received either offline or email is required to be inserted in application software manually by the back office executives.
2. Categorization of the applications to be done and marked to the concern department. Application generates a registration (Unique) number and covering letter/e-mail.
3. Any supporting documents enclosed with grievance application need to be scanned and attached to the unique application id. Any supporting documents which have no. of pages more than 25 would be dispatch manually as hardcopy.

Proposed Module for Citizen Grievance Redressal Portal (CGRP):



**3.5.2.18. Following are the departmental functionalities which were used in existing IWDMS.**

These may or may not be developed in IWDMS 2.0. The department's latest & upcoming requirements which needs to be collected after work order is given and accordingly eFile tracking and management system needs to be customized to individual department's need.

Sr.No	Department Name	Application List
1	Development Commissionerate	DDO Diary 1: No. of visits at Village and Taluka Village Inspection Receipt Verification : Revenue Receipt Verification : Panchayat Tax Pending Pension Cases Appeals
2	Development Commissionerate	DDO Diary 2: Audit Paras: Accountant General Audit Paras: Local Fund Paras For District Panchayat Audit Paras: Physical Verification Audit Paras: Dc Office Inspection Paras Government Dues : Land Revenue
3	Development Commissionerate	DDO Diary 3: Government Dues : Education Cess Government Dues : Others Tax & Fees Collection (for GP) : Light Tax Tax & Fees Collection (for GP) : House Tax Tax & Fees Collection (for GP) : Safai Tax Tax & Fees Collection (for GP) : Others Tax
4	Development Commissionerate	DDO Diary 4: Sardar Awas Yojana : Plot Allotment Sardar Awas Yojana : Current Year Progress (2005-06) Sardar Awas Yojana : Spillover Works of 2004-05 Sardar Awas Yojana : Spillover Works of 2003-04 Sardar Awas Yojana : Spillover Works of 2002-03
5	Development Commissionerate	DDO Diary 5: Panchayat Ghar-cum-TCS Qtrs scheme Encroachment, Details of Citizen charters Cases for employment to Dependent Cadre cases for inter district transfer
6	Development Commissionerate	DDO Diary 6:Details of important cases / papers (vigilance commission)Details of important cases / papers (Khatri Samiti)Details of important cases / papers (Jansampark Ref of CM)Details of important cases / papers (Honourable Minister Reference)Details of important cases / papers (MP/MLA Reference)Inquiry TDO
7	Development Commissionerate	DDO Diary 7: Details of Preliminary inquiries class I and II (other than TDO) Details of Preliminary inquiries class III and IV Court Cases

<b>Sr.No</b>	<b>Department Name</b>	<b>Application List</b>
		Gram Sabha (for the current financial year) Central Assistance according to 12th finance commission Statement showing the details of L.F.Audit Recovery
8	Development Commissionerate	DDO Diary 8: No of Vacant Posts of Class-I and II officers in Panchayat Suspension of President/Vice-President of Taluka Panchayat Under Section 73 Removal of President/Vice-President/Member of Taluka Panchayat Under Section 71 Removal of Sarpanch Upsarpanch Member of Village Panchayat Under Section 57 Suspension of Sarpanch Upsarpanch Member of Village Panchayat Under Section 59
9	Education Department	Class Statistics Detail
11	Education Department	Monitoring of Nirmal Gujarat Drive in Secondary and Higher Secondary Schools
12	Education Department	NOC - Reason Of Availability
13	Education Department	NOC - Standard and Subject Application
14	Education Department	NOC - Standard Wise Work Load Details Application
15	Education Department	NOC - Student and Class Details
16	Education Department	NOC - Teacher Details Application
17	Education Department	NOC - Teacher Workload Details
18	Education Department	NOC - Workload Entry A Application
19	Education Department	NOC - Workload Entry C Application
21	Education Department	School Statistics Detail
22	Education Department	Student Statistics Detail
23	Education Department	Teacher Statistics Details
24	Energy & Petrochemicals Department	Application for Analysis of the Electricity Supply Status in the State
25	Energy & Petrochemicals Department	Application for Monitoring of the Energy Supply Status in the State



<b>Sr.No</b>	<b>Department Name</b>	<b>Application List</b>
26	Energy & Petrochemicals Department	Generating various Graphical Reports for Monitoring of the Electricity Supply Status in the State
27	Home Department	Action suggested by GVC on Enquiry Reports (Department / Board / Corporation wise)
28	Home Department	Action taken by Department / Board / Corporation under IPC and PC Act for recommendation given by GVC
29	Home Department	Action taken by departments / Board / Corporations on recommendations of GVC
30	Home Department	Action taken by GVC on Complains Received (Department / Board / Corporation wise)
31	Home Department	Action taken/Suggested by GVC on Reference cases received (Department / Board / Corporation wise)
32	Home Department	Cases Received for officers and government servants during month of their Retirement (Department / Board / Corporation wise)
33	Home Department	Comparative statement of Complains received in last five years
34	Home Department	Details of Accused Officer / Staff Recommended by GVC
35	Home Department	Details of Action and Final Outcome of cases
36	Home Department	Details of action taken on Action recommended by GVC (Department / Board / Corporation wise)
37	Home Department	Details of delay of retirement cases
38	Home Department	Enquiry of Complains
40	Home Department	Establishment of GPS Officers - Posting Information
41	Home Department	Establishment of GPS Officers - Suspension Details
45	Home Department	Establishment of IPS Officers - Court Case Detail
46	Home Department	Establishment of IPS Officers - Deputation Details
48	Home Department	Establishment of IPS Officers - IPS Transfer
52	Home Department	Establishment of IPS Officers - Personal Information
53	Home Department	Establishment of IPS Officers - Posting Details
54	Home Department	Establishment of IPS Officers - Suspension Details
55	Home Department	Establishment of IPS Officers - Training Details
56	Home Department	Pending Preliminary Enquiry Cases (Department / Board / Corporation wise)
57	Home Department	Punishment ordered by Department / Board / Corporation wise against recommendation made by GVC
58	Home Department	Recommendation by GVC under IPC Act and PC Act (Department / Board / Corporation wise)
59	Home Department	Recommendation by GVC for Criminal Procedure under IPC and PC Act (Department / Board / Corporation wise)
60	Home Department	Recommendations by GVC
61	Home Department	Reference Cases

<b>Sr.No</b>	<b>Department Name</b>	<b>Application List</b>
62	Home Department	Reference cases pending with GVC for further Details (Department / Board / Corporation wise)
63	Home Department	Report showing 2nd stage Consultancy Detail (Department / Board / Corporation wise)
64	Home Department	Tracking of NHRC Cases - Complaints
65	Home Department	Tracking of NHRC Cases - Custodial Death
66	Home Department	VC - Accused Details
67	Home Department	VC - Applicant Details
68	Home Department	VC - Complain Application Received and Actions taken during the Current Year
69	Home Department	VC - Recommendation details by Vigilance Commissioner / Secretary / Chief Engineer / US
70	Home Department	VC - Report Received / Tracking details
71	Home Department	VC Complainer Report
72	Home Department	VC Report
73	Home Department	Vigilance Commission - Details of Correspondence/Decision
74	Narmada, Water Resources, Water Supply & Kalpasar Department	Fortnightly progress report for irrigation
75	Narmada, Water Resources, Water Supply & Kalpasar Department	Monitoring progress of Land Acquisition, Rehabilitation and Resettlement of the project
76	Narmada, Water Resources, Water Supply & Kalpasar Department	Working related to Appeals regarding land acquisition Court Cases (Hon. High court/supreme Court)
77	Revenue Department	Monitoring of State rainfall
78	Science & Technology Department	GSWAN Connection
79	Science & Technology Department	SICN Telephone Facility
80	Science & Technology Department	Video Conferencing Request

### **3.6. Integration Scope**

#### **Integration with Common Service Portal**

- Integration of the Common Service Portal for Citizen Centric Services
- Citizen can apply through Common Service Portal and the correspondence can be converted in file for further approval
- Citizen can track the status

#### **Integration with HRMS.**

- Personal Information system of HRMS
- Privilege of the user will be based on HRMS

**Integration with SWAGAT**

- Integration with SWAGAT to submit the grievances for Citizen.
- Assigning the Grievances to Department/HoD and other offices.
- Processing of the Grievances.
  - Reply on Grievances.
  - Linking grievances to applicable corresponding file, if any.

**Integration with eCourt**

- Integration with eVidhan
- Integration with any other existing/upcoming/futuristic departmental portal/applications of Govt. of Gujarat during the tenure of the contract.
- Integration with IFMS and n-Procurement
- Integration with Seva Setu & Pragati Setu

**3.7. 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 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 DST, and Far DR
- Maintaining checklist for the status of deployment on all servers
- Monitoring & Reporting Server/ System performance

Bidder shall set up centralized helpdesk at DST (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 IWDMS 2.0 application at Primary Site and DR Site Separately.

The payment for DR Site will be applicable only once DR Site will be ready and operational. The necessary compute infrastructure will be provided by Govt. of Gujarat.

- Recently, Govt. of Gujarat has done the process for Selection of Agency for Supply, Installation, Commissioning and Support of Cloud Enabled Infrastructure at GSDC, Gandhinagar on behalf of Department of Science & Technology, Government of Gujarat. The infrastructure and environment details is available in Section 4 of this RFP. The IWDMS 2.0 will be hosted on this cloud infrastructure. For storage, EMC VMA 200K storage will be provided.
- As part of technical bid, the detail BoM requires to be proposed as below:  
For Sizing Purpose only:  
\*Concurrent users (Transacting users during the same session): 5,000
  - a. Document viewer : 500 ms second
  - b. File link open: 1 second
  - c. Accepting, processing and rendering output of a multiple variable MIS & DSS system – 4 variable task: 3 seconds
  - d. 100 MS latency as part of network. Bandwidth: 1Mbps
    - Department will provide the virtualization/cloud environment. Bidder has to provide proposed bill of material in the following format in the technical bid.
- Bill of Material for Hardware

Sr. No.	*Description	vCPU	RAM	HDD Space	Quantity	Remarks, if any

\*Description: required DB servers, app servers, reporting servers or any other server (for production, testing development etc), equipment required for running the application at DC and DR  
1 physical core = 2 vCPU

- a. Bill of Material for Software

Sr. No.	*Product Description	Unit of Measurement	Licenses quantity for DC	Licenses quantity for DR	Remarks, if any

\*Description: Required all the readymade software including OS and Database, App, Web, BI etc. for DC and DR

Concurrent users mean “those users transacting during the same session.”

In State Data Centre and DR Site the required compute infrastructure 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. Considering the 8 years of growth if more compute infrastructure and storage will be required than it will be

provided by Department. However, the incremental licenses of the OS and Database is required to be supplied and maintained with required ATS/AMC by bidder during 8 years of O & M period as part of this bid. The bidder has to envisage incremental licenses and AMC/ATS cost and the quote for the same in financial bid.

The DR shall be 25% of DC in terms of resource capacity (sizing). It shall be active-passive and passive active setup. SP should propose a solution where the Recovery Point Object (RPO) should not be more than 5 minutes and Recovery Time Objective (RTO) should not be more than 120 minutes. The DC and DR Site should work as Active-passive and passive-active. The data loss should not be more than 5minutes. The DR location may be in Delhi or Hyderabad or some other place. The DR environment will also be cloud environment.

**Technical Details:**

- Application type: Three tier mobile & web based application
- Technology Platform: - Open Standards (Open source/Commercial product)
- Back end Technology: - Open Standards (Open source/Commercial product)
- Database Technology: - Open source/Commercial product
- Server OS Support: Windows, Linux & Environment
- Presentation Layer: The front end remains the front face of any application; hence it must be designed considering the utmost preference to the end user and stakeholders using the different functionalities of the application. Thus, the proposed solution is expected to make use of latest frameworks / technologies to design the front face of the application.
- Business or Services Layer: While the Presentation Layer will take care of the front-end functionalities and UI, the business logic layer will contain the business logic and rules governing the application. It is important to note here that a key design principle for Gujarat IWDMS 2.0 application is to ensure that the architecture is modular, which in turn would require that all major business logic be essentially maintained in the Business Logic Layer, and not in any other layers.
- A key consideration while implementing the business logic will be that these should adaptable to frequent changes in the business process given the dynamic nature of the regulations governing entities and associated stakeholders' bodies. Hence, the development should be done in a way that changes may be implemented in the shortest possible time, and with minimal changes to the application code. The Workflows should be enterprise and flexible enough to allow upward flow and downward flow of processes and inclusion of new actors which can be done through changes in configuration. All these factors - dynamism of business requirements, need for multi-agent and complex workflows, high frequency of business processes getting executed, involvement of multiple stakeholders in a business process/ workflow, would require a Business Process Management in the overall architecture of the solution.
- Business Rule Engine may be leveraged to create parameterized and configurable business rules, eliminating need to do code level changes for every change. Irrespective, any logic developed for this application should adhere to the design principles, and should ideally be an aggregation of loosely coupled services.
- It should support easy workflow configuration, its maintenance, and need based modification, addition alteration of the steps and support process modelling based on BPMN2 notation standard.

- The proposed solution should provide business rule engine and a management platform. Users shall be able to modify the business rules online without any need of deployment.
- System should have complex data management capabilities.
- Integration Layer: Integration development must be able to support a business environment which requires fast response times. So, the Integration Layer should be developed on a proven Integration Bus /API Platform.
- It should Support is provided for built-in and user-defined patterns technology.
- Document Management System: In a government application like IWDMS 2.0, it must deal with lots of documents & contents across various section of the overall IWDMS 2.0 application. Hence it is not just the holding the content at one place, but it is also how effectively the complete management of enterprise content from its capture and disposition. Thus, delivering contextual information to business stakeholders for improved collaboration, smarter decision making and enhanced customer satisfaction is of prime importance.
- The application should be able to host on x86 platform. The required compute power and storage will be provided in SDC by Department.
- The application should be compatible with any open standard technology. The bidder has to quote and supply any OS and data base on open standard technology with 8 years of AMC/ATS support. The bidder has to envisage incremental licenses and AMC/ATS cost and the quote for the same in financial bid.
- In case of bidder is offering open source products, the support from a product vendor should be required and bidder has to give compliance on the same.
- Bidder should provide a mobile app which must provide all the requisite functionalities from web interface functionalities which are feasible to deliver from mobile app in all the 3 versions of mobile OS, viz., Android, iOS & Windows.
- The mobile app should be compatible with latest OS and 2 earlier versions of OS and all future versions on each platform i.e. Android, Window and iOS. Example: if currently Android version 8 is running. The mobile app should be compatible with android 6, 7 and 8 and all future versions. "
- N. nos. of reports which is generated by system should be available on Mobile/Tablet/i-Pad also. The system should work on 100% online mode.
- The application should run on all major browsers like Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, Safari, Opera and mobile browser and it should be compatible with latest and 2 earlier version of browser and all future versions.
- 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 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. Bidder has to provide the latest version of application, latest major

upgrade/alternate product with all relevant customization without any additional cost to GoG. The undertaking has to give for the same by bidder.

- The proposed solution should be on open standard and compatible/inter-operable with other technology so that, there should not be any proprietary lock in situation during the 8 years of O & M period.
- After completion of 8 years and at the time of handover-takeover, SP has to provide the application with latest technology version, update and upgrades.
- Every 6 months, Bidder has to submit the documentation including source code, code structure and architecture.

### **3.8. Development and O & M Team**

**All the resources mentioned in 3.8.1 and 3.8.2 are to be deployed onsite.**

#### **3.8.1. Bidder shall propose the development Team for project as follow (the cost of the same has to mention in part 1 of financial bid:**

- 1 Bidder shall propose development team with efficient resource to develop/customize IWDMS 2.0 in prescribed timeline. The developer team resources will be based onsite at location/premises to be provided by Government of Gujarat.
- 2 Bidder shall propose configuration management team of 5 resources onsite (at least 3 years of experience in development/configuration of similar solution) and handholding support team of 35 resources (at least BE/B.Tech/MCA/IT graduate and having 2 years of experience in handholding/Operation & Maintenance support of IT software/application) after UAT of eFile module.

#### **3.8.2. Bidder shall propose the Operation and Maintenance team for project as follow (cost of the same has to mention in financial bid part 5 and 6):**

After the rollout, the service provider shall keep various types of resource team at site indicated in this RFP or the place earmarked for development in para 3.7.1 during the entire duration of O & M as follow:

##### **a. Continuous Development and O & M Team 1 Project Manager + 5 Developer Team).**

1. One Project Manager (PM) who is a (ICT Graduate with (BE/B.Tech(CE/IT/EC)/MCA + MBA/PG in management/PMP with minimum 10 years of experience and domain knowledge). PM will head of the technical team and co-ordinate the developers, central O & M team, support and handholding team and Government departments and various offices.
  2. For a. Continuous development process of application, a team of 5 developers with minimum 5 years of experience in development of similar application or in same solution (in case of COTS solution), headed by Project Manager as described in point no. 1.
- b. To support the technical support for hardware/software, mobile app, web interface including applying patching, OS updation, antivirus updation, DB Management, take new requirement, a Central Site O & M Team of System Administrator, System/Business Analyst, DBA, Security Expert, Mobility Expert, BI Expert etc. with BE (CE/IT/EC) / B.Tech (CE/IT/EC) /MCA/M.Tech in IT having minimum 4 or more years s of experience in their respective field.

In the Operation and Maintenance Period, the bidder is expected to carry out change that is required due to change in functionalities or need, Act, Rule, GR etc.

during the 8 years of Operation and Maintenance period with the help of above mentioned team. No additional payment will be made during O & M period.

**c. Hand-holding Support Team**

1. The bidder has to deploy at least 3 resources having at least 2 year of experience of IT Call Centre onsite during project period for better execution and monitoring of the project. The resources should be well trained about this project, client problem resolution and guidance.

The helpdesk service should be available from 9:00 a.m to 7:00 p.m hrs and as and when any critical issue arises, on call/onsite support need to be available any time.

The call logs details need to be maintain in an online system. Periodic client helpdesk agent calls should be recorded to monitor the quality of grievance redressal (10 Calls per month per help agent. This value can change solely at the discretion of government without any clause or condition)

2. To provide the hand-holding support, the SP has to depute 35 technical resources initially for individual department for change management. The payment of additional resource shall be made as per the man-month rate finalized These resources will be helping hand to that location and that subordinate offices. They will resolve the issues of users and also provide the training on any new/existing functionality.

The manpower for handholding of the application should be at least BE/B.Tech/MCA graduate and having 2 years of experience in handholding/Operation & Maintenance support of IT software/application. They should be well trained.

If additional number of resources required as per need then SP will provide additional resources as per the above mentioned qualification and experience criteria at the man month rate quoted in the Financial Bid.

**The entire team has to be deployed 100% on client site by service provider. Bidder has to deploy same type of resources for development in O & M phase who have worked in development phase.** Department of Science and Technology, 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. The payment will be made as per actual no. of resources deployed by the bidder.

- In case of absence 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 at least 2 week prior to such resignation.
- 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 and select the right manpower for the job should be provided to GAD/DST/GIL at all times whenever manpower needs to be deployed.
- The bidder has to ensure at least 1 week of overlap period in such replacements



### **3.9. 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 yet to be closed files of Existing IWDMS will be migrated in IWDMS 2.0. The SP will be responsible for capturing that data. Currently the size of the database of existing IWDMS is 1.75+ TB.

The selected Service Provider is required to migrate all the existing data available with Department in the digitized format of the existing application if required, in its current database to the new system to be hosted at State Data Centre free of cost.

The current IWDMS 2.0 data should be load initially in Data ware house. The size of the database as mentioned above. Yet to be closed files shall be migrated in new system and other data shall be kept in Archival and will be fetched as and when required. The data should be retained life time. The data archival policy shall be as per GAD office procedure and classification.

During the 8 years of O & M period any migration activities required to be carried out due to change in Infrastructure, Software, etc. should be done by bidder at no extra cost. This will not be considered as any change request, as this will be continuous development process.

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.

### **3.10. 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.
- For the Gujarati typing Unicode standard (shruti font) shall be used. The number of system should automatically generate from English to Gujarati.

### **3.11. Envisaged Project Phases:**

#### **Stage 0: Discovery Phase**

- The entire solutions team will be given 1 week long crash course in understanding Government Administrative Processes that go in office administration. Such training will take place at Ahmedabad/Gandhinagar. Only infrastructure for the training will be given by GoG. The expenditure and facility of accommodation, travelling, food, etc. will be exclusively borne/managed by the bidder.

**Stage I: Design Phase**

- Documentation of the existing processes of Workflow Automation Management & delivery across all employees.
- Document existing processes Levels of Government Processes.
- 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/ Preparation of IWDMS Manuals along with BPR.
- SP shall ensure that IWDMS 2.0 must have complete capability to integrate in full as and when required with any of the modules of HRMS, IFMS, n-procure or any other departmental applications. This statement is equally valid for any of the associated GoG applications.
- Prepare System Requirement Specification (SRS) for application development
- Design the Change Management Plan
- Design and seek approval of the implementation Strategy from GAD and DST prior to the commencement of the implementation plan
- Design & documentation of Hardware sizing and other requirements, network architecture & other infrastructural requirements, based on applications to be developed and submit Bill of Material to the DST which will be procured by DST separately.

**Stage II: Implementation Phase**

- The Selected bidder shall recommend all necessary IT infrastructure required for this project including hardware, systems software having operating system, database server, application/web server and related networking infrastructure and third party applications. Procurement of requisite hardware components shall be done by DST.
- Software development/customization, integration, testing & deployment.
  - Software components required for successfully running the solution should be latest & should be Perpetual in nature. Open source software should be with enterprise support.
  - Application Software as per required specifications.
- Project monitoring and progress reporting to the GAD and DST on weekly basis.
- Bidder has to provide the test & development as well as UAT database and after deciding Go Live, the existing software will be switched over to IWDMS 2.0.
- Entire solution's state-wide roll out will be started within time limit mentioned as per contract and then completed in a years' timeframe once it is started. The SP will work with GAD and DST 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.

- Commissioning & Acceptance Testing shall involve the completion of the supply and installation of the required software and hosting the complete application in Gujarat State Data Centre for carrying out live Operations and getting the acceptance of the same from Govt. of Gujarat.
- Acceptance testing shall be carried out for all the sites before the commencement of Live Operations in the centralized location/department mutually decided between the Govt. of Gujarat and the bidder.
- Provide database software or any other software needs to run the IWDMS 2.0 Application.
- Bug fixing and incorporate feedback from Users.
- End User Training and giving a copy of GAD approved IWDMS-2 BPR manual to every user.
- Rollout/Implementation of Application of at-least one location 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 empaneled 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.

## **3.12. Details of the activities**

### **3.12.1. Documentation**

The SP shall prepare all necessary documentation for the project, and provide them to the GAD and DST for review, approval, record, reference, etc. as mentioned in this RFP. ***The following is the list of deliverables 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 DST.
- To-Be process map based on the BPR report.
- Business Requirement Documentation (BRD) stating all key business processes and their relevant integration.
- 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 & Performance Test Plan.
- Integration Plan with other applications
- Integration Test cases & results for applications developed
- Complete Source Code of Customization.

- 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
- IWDMs-2 Manual in English & Gujarati languages dully approved by GAD
- Systems Administration Manuals
- User manuals in English & Gujarati languages
- Installation Manuals
- BPR Part with roles, responsibilities. Timeline for implementation, usage of e-Sign, Security policy, Compulsion date.
- Periodic Status and Review Reports (MIS)
- Escalation Mechanism
- Exit Management Plan
- FAQ for concerned stakeholders
- Chatbot Facility for users to be created.
- Documentation including code structure and architecture on every six months.
- Complete phase wise project plan, giving out micro-level activities with milestones & deadlines.
- User & Administrative manuals, dully approved by GAD for application software: The bidder shall be responsible for providing the same to the department in two copies, both hard & soft copy.

### **3.12.2. 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 management plan which it will present to the project team in GAD and DST for approval. After incorporating changes proposed by the GAD and DST, the developer team shall operationalize the change management plan.

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

- Training to master trainers (Five from each department and Commissionerate and office)
- Training of software support professionals from GIL or DST
- Training team who should further provide compulsory training to each user for 3 days at regional/ District SPIPA Centre.

The Bidder is responsible to provide a minimum of 7 days Training to identified set of government officials and user groups on the usage of the proposed solution. Successful Bidder has to provide Training tools and material; space will be provided by Govt. of Gujarat.

**Nature of the Training and support required:**

- 1 The selected bidder shall have to provide all requisite resources for imparting training to a selected group of end users from each of the departments / agencies.
- 2 Training shall be conducted at Secretariat or any appropriate government location. However, it would be 'Train the Trainer' concept, where representatives from different departments, divisions and agencies would be trained who in turn would train individual users in the respective divisions and departments/agencies. However, in 'Train the Trainer' concept, there shall be one technical subject matter expert from OEM to resolve any on-the-fly queries of the training group.
- 3 The Govt. of Gujarat shall arrange all requisite training infrastructure computers, laptops, projectors with screen and internet connectivity during the various trainings being conducted at various levels.
- 4 Govt. of Gujarat shall be responsible for providing training space / computer labs for facilitating the conducting of trainings.
- 5 The selected agency shall provide training material, the language of training material shall be in Gujarati and English.
- 6 The training material shall be in form of user manuals approved by GAD(in English & Gujarati) hard copy & Softcopy and interactive video tutorials with voice overs.
- 7 The selected agency shall ensure that all the training documentation and videos are also available in Softcopy (user training, operation procedures, visual help-kit etc.) per user.

**3.12.3. Helpdesk Services**

The successful bidder will provide help desk service which will serve as a single point of contact for all IWDMS 2.0 related incidents and service requests. The service will provide a Single Point of Contact (SPOC) and resolution of incidents. The scope of work includes:

- 1 Provide Helpdesk facility during agreed service period window for reporting user department incidents / issues / problems with the proposed Application related issues.
- 2 Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
  - Online incident reporting from via web-login- Phone call
  - Specific E-Mail account
- 3 Implement a Service Call Logging System in line with the severity levels as per the SLAs. Helpdesk shall log user and assign a Ticket number. Severity shall be assigned to each call as per the SLAs.
- 4 Track each incident / call to resolution
- 5 Analyze the incident / call statistics and provide monthly reports including but not limited to:

- Type of incidents / calls logged
  - Incidents / calls resolved
  - Incidents / calls open
  - Root Cause Analysis for frequently occurring incidents
- 6 Get user feedback daily
  - 7 Analyze the call statistics/ quality of call.
  - 8 Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves/ chatbot facility
  - 9 Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the bidder and the Govt. of Gujarat. The escalation matrix shall be developed by the bidder in discussion with Govt. of Gujarat.
  - 10 The bidder shall provide Helpdesk facility during the working hours for reporting issues / problems with application related issues. The bidder shall provide a service desk facility and set up all necessary channels for reporting issues to help desk.

#### 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
- Accessibility
- User Friendliness

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.	Business Process Management/Workflow Engine	WFMC, BPEL & BPMN 2.0 or higher Standards
2.	Document Management System	ODMA, WebDAV, CMIS
3.	Record Management System	DoD 5105.02, ISO 15489, VERS
4.	Information Access/ Transfer Protocols	SOAP, HTTP/HTTPS
5.	Interoperability	Web Services, Open Standards
6.	Portal Development	W3C Specifications
7.	Photograph	JPEG(minimum resolution 640 X 480 Pixels)
8.	Digital Signature and e-Sign	RSA Standards and as decided by govt. time to time and Aadhaar enable OTP based eSign
9.	Document encryption	PKCS specification
10.	Information Security	ISO 27001 certified System
11.	Operational Integrity & Security Management	ISO 17799 certified System
12.	Operation	ISO 9001 Certified
13.	Service Management	ISO 20000 specifications or latest
14.	Project Documentation	IEEE/ISO Specifications for documentation
15.	Data Standards	All-important data entities should be in line with standards published by DIT. These can be accessed at <a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a> .

16.	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.
17.	Application	Open Standard

#### 4.2. 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.

#### 4.3. 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.

#### 4.4. 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 and e-sign etc. is a must.

Department of Science and Technology'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.

#### 4.5. Manageability

Manageability needs to be a crucial aspect of Department of Science and Technology'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



#### **4.6. Standards & Protocols**

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

The software developed under this Contract shall conform to the open standards and when no applicable standard is mentioned; to the authoritative open standard appropriate to the country of origin.

#### **4.7. Development Criteria**

The deliverable components of this RFP include:

- A web-based system by which Government official perform day-to-day routine activities with regards to File/Letter Management.
- Customization/Development of comprehensive IWDMS 2.0 application through Development of COTS/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 GAD and DST.
- 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

#### **4.8. Customization/Development of Application**

The Customization/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.

#### **4.9. 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.

#### **4.10. Project Management & Project Plan**

The bidder must provide an experienced Project Manager to oversee the development of the IWDMS 2.0 software applications and should serve as primary point of contact for the Department of Science and Technology. 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 GAD and DST with a detailed Project Plan for the development of the DST 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.

**4.11. Status Reports**

The bidder must provide weekly status reports to the DST 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 DST of issues impacting the deliverables or timeframe of the project may result in cancellation of the contract.

**4.12. 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.

**4.13. Hosting Criteria**

The bidder must work with the GAD and DST 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 GAD and DST for their approval by the beginning of the test period.

It is proposed that the product would be hosted in State Data Centre, 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 DST.

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 DST.

The bidder shall be responsible to set up the Help Desk. The help desk will be set up at Gandhinagar as DST may decide. Help desk will be for internal user. The external users will call at GoG call centre and if any technical query it will be transfer to Help Desk of IWDMS 2.0.

**4.14. 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 DST on a quarterly basis, and must indicate how availability is to be verified.

**4.15. Accessibility**

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

**4.16. 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.)

**4.17. 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.

**4.18. 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.

**4.19. Access Control and User Authentication:**

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

**4.20. The tools/software licenses available with Gujarat State Data Centre on shared basis and Compute power available under G-Cloud at Data Centre shall be given to the bidder after signing NDA with DST/GIL .**

**Below reports list is submitted by Cloud Implementation Team, DCO will provide the following reports for VM of Cloud**

- 1) Summary of changes undertaken in the respective Cloud infrastructure including major changes like configuration changes, patch updates, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.
- 2) Virtualization Layer patch update status of respective servers including the Virtual Machines running on it
- 3) Component wise server as well as Virtual machines availability and resource utilization
- 4) Consolidated respective SLA report.
- 5) Summary of component wise uptime.
- 6) Log of preventive / scheduled maintenance undertaken
- 7) Details of Patch, updates implementation status of same
- 8) Details of break-fix maintenance undertaken
- 9) Consolidated component-wise availability and resource utilization

**Following facilities shall be provided by selected bidder:**

- At time of installation of application- Application Security Audit is required from CERT-IN Empaneled Vendor. After installation, GSDC will audit 2 times in a year as a part of GSDC policy.
- Patch Management will be done by Selected Bidder with the help of current DCO
- Selected Bidder is responsible to compliance all VA/PT/ISO/ any other audit done by GSDC.
- Selected Bidder has to adhere to all GSDC & ISO policy.
- Regular patch management of components of the IWDMS 2.0, reporting security incidents and resolution of the same, proactively monitor, manage, maintain & administer all security features.
- Update the system as applicable, managing and monitoring of anti-virus, anti-malware, phishing and malware for managed resources.

- Maintaining secure domain policies, Resolution of calls for security notifications, system alerts, vulnerabilities in software and alerting IWDMS 2.0 as appropriate, providing root cause analysis for all defined problems including hacking attempts, maintaining documentation of security component details including architecture diagram, policies and configurations (for application and s/w related).
- Performing periodic review of security configurations for inconsistencies and redundancies against security policy, Reviewing logs daily of significance such as abnormal traffic, unauthorized penetration attempts, any sign of potential vulnerability. Security alerts and responses. Proactive measures in the event a problem is detected (for application and s/w related).

## 5. SECTION V: Timeline and PAYMENT TERMS

### 5.1. Proposed timelines for Implementation and payment terms

Activity	Completion Timelines (in Months)	Payment Terms	Penalty
Date of issue of Work order Signing Contract Signing	T	---	
Project Initiation & Team Mobilization	T1 = T + 10 Days	10% cost of CAPEX amount quoted in Financial Bid Penalties are additional.	A Penalty of 2% of respective milestone of Software Application per week delay subject to maximum 5% of milestone cost till 2 weeks delay.
Submission of SRS, URS and SDD and approval of UI	T2 = T + 10 Days		However, no payment for the manpower not deployed on time plus penalty will be there. 5% capping will change to 10% capping in next 3 weeks delay. After 5 weeks delay, penalties capping will increase to 15% for next 4weeks. Then contract can be terminated.
<b>Partial Go-Live</b> Procurement of COTS and OS, Database Licenses and other readymade software required to run the application, Implementation of eFile and Citizen Grievance Redressal Module and UAT and Security Audit	T3= T + 3 Months	20% cost of CAPEX amount quoted in Financial Bid	A Penalty of 2% of respective milestone of Software Application per week delay subject to maximum 10% of milestone cost.
Phase 1: GO-Live and implementation in 5 Departments and its HoDs, District offices of that departments and all Talukas Offices covered	T4 = T + 4 Months	10% Cost of CAPEX amount quoted in Financial Bid	A Penalty of 2% of respective milestone of Software Application per week delay subject

Activity	Completion Timelines (in Months)	Payment Terms	Penalty
under that district and deployment of Configuration management and handholding support team			to maximum 10% of milestone cost.
Phase II: Implementation in 10 Departments and its HoDs, all Districts and all Talukas Offices including remaining district and taluka offices of phase I	T5 = T + 6 Months	10% Cost of CAPEX amount quoted in Financial Bid	A Penalty of 2% of respective milestone of Software Application per week delay subject to maximum 10% of milestone cost
Phase III: Implementation in remaining Departments and its HoDs, all Districts and all Talukas Offices	T6 = T + 8 Months	10% Cost of CAPEX amount quoted in Financial Bid	A Penalty of 2% of respective milestone of Software Application per week delay subject to maximum 10% of milestone cost
<b>Go-Live</b> Implementation of remaining functionalities and UAT, Data Migration, Training, Security Audit and EQDC Testing and Go-live	T4 = T + 12 Months	30% cost of CAPEX amount quoted in Financial Bid on Development/Customization of IWDMS 2.0, installation of functionalities and UAT, Data Migration, Training, Security Audit and EQDC Testing and Go-live including development of tablet and mobile interface	A Penalty of 2% of respective milestone of Software Application per week delay subject to maximum 10% of milestone cost
After 3months of Go-live and bug fixing.	T5= T + 15	10% of of CAPEX amount quoted in Financial Bid	A Penalty of 2% of respective milestone of Software Application per week delay subject to maximum 10% of milestone cost

Activity	Completion Timelines (in Months)	Payment Terms	Penalty
Implementation in Board/Corporation/ Other Govt. Offices	As and when required and mutually decided timeline	---	---
Operations and Maintenance of IWDMS 2.0 & Data Migration support for contract period including Technical support, Product Upgrades, Updates, patches, security updates, bug fixes etc. and Continuous Development/Change in O & M Phase (with technical and functional document) without additional cost, helpdesk support	T7= T4 + 8 Year (Mutually Agreed Timelines between relevant Department, DST and bidder for Continuous Development/Change in O & M Phase (with technical and functional document) without additional cost)	Quarterly in equal installments after completion of each quarter and submission of Invoice as mentioned in Financial bid.	As per 6.2.2.1, 6.2.2.2, 6.2.2.3, 6.2.2.4, 6.2.2.5 of respective component
ATS & AMC of COTS for 8 Years and Cost of AMC/ATS of OS, Database Licenses and other readymade software required to run the application.	At the beginning of each year	Payment of ATS/AMC will be released yearly in advance. (100% payment after the submission of confirmation regarding the renewal of support/subscripti on.) The payment of ATS/AMC will be payable after Go live of the project.	A Penalty of 0.5% of ATS/AMC of that component per week delay subject to maximum 5% of milestone cost.

## 5.2. Payment Procedure

- 5.2.1. The DST/GIL shall certify actual implementation. The SP has to ensure proper hand-holding & support of the system.
- 5.2.2. SP shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule & submit the invoice to DST.
- 5.2.3. DST shall verify the Invoice raised against the milestone achieved & shall make the payment.
- 5.2.4. The SI's request(s) for payment shall be made to DST along with the 2 original copies of invoice and necessary documents. The invoice should be in English language and Gujarat based.

5.2.5. 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 DST for the duration of the contract for providing IWDMS 2.0 Applications, Training, Maintenance and Warranty support against the stated scope of work. DST shall regularly review the performance of the services being provided by the SP and the effectiveness of this SLA. Department of Science and Technology/GIL or TPA appointed by DST will check the application availability, severity level and SLA and calculate the penalty accordingly.

### 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 DST specified services that may lead to disruption in normal operations of DST 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 DST 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 – as mentioned in section 5.1.

**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 DST. If delay exceeds maximum delay weeks at the particular milestone, DST 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.

## 6.2.2. Operational Related Penalty

### 6.2.2.1. For Software Uptime

Sl. No	Measurement	Target	Penalty
1	<b>Application (IWDMS 2.0) Availability</b> Downtime required for maintenance, new initiatives undertaken by TSP or for Performance enhancement measures shall not be considered while calculating product availability. All major maintenance shall be carried out in a planned manner after announcing it across the platform.	>= 99.7%	INR 50,000 for every 10 hours of downtime at a stretch or in parts on a quarterly basis. And INR 25,000 for every subsequent hour of downtime at a stretch or in parts for total down time more than 10 hours on a quarterly basis.

### 6.2.2.2. Operation and Maintenance

SLA Measure	Severity 1	Penalty Rs.	Severity 2	Flat Penalty Rs.	Severity 3	Flat Penalty Rs.	Severity 4	Flat Penalty Rs.
<b>*Response Time*</b>	30 Min		60 Min		2 Hours		4 Hours	
<b>*Resolution Time</b>	< 1 Hrs	Nil	< 4 Hrs	Nil	< 3 Days	Nil	< 1 Days	Nil
	> 1 & < 2 Hrs	15,000	> 4 & < 8 Hrs	10000	> 3 & < 6 Days	5000	> 1 & < 5 Days	1000
	Above 2 to 3 Hrs or part thereof	30,000	Above 8 Hrs	20000	Above 6 Days	10000	Above 5 Days	5000

\* **Response Time**: A time in which the support team will contact the users via telephone/email and understand the problem & visit will be made to the user's desk, if required.

\* **Resolution Time**: A time in which the support team will contact the users via telephone/email and understand & resolved the problem.

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: IWDMS Application Software related problems affecting all or most of the users e.g. all users are unable to log-in / create any file or inward any Tappal (Correspondence)

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: Individual user unable to use some of the features / applications of IWDMS e.g. unable to create a file for a particular subject, unable to use leave application, etc.

Severity 3: Service is adversely affected resulting in limited business impact or an error that makes a minor function unusable.

Example: Individual user unable to use some of the advanced features / applications of IWDMS e.g. unable to pull a file or correspondence, incorrect data in the reports, etc.

Severity 4: Service is not affected, Changes and Enhancement to be resolved at a future date.

Example: Minor suggestions, Label changes, etc.

Severity indicate the priority to resolve the issue. Severity 1 means highest priority and severity 4 means least priority.

#### **Process to measure the SLA and Penalty:**

**Step 1:** All problems/issues faced by IWDMS 2.0 users need to be communicated to IWDMS Support helpdesk / Official Letter / E-Mail.

**Step 2:** Upon receipt of a complaint, to reproduce the problem Team would first contact the user via telephone/email and understand the problem. If required, visit will be made to the User's Desk.

**Step 3:** Upon confirmation of the problem, team resolved the Problem and Inform the User. If Problem is not under support team than support team contact to developer team and developer team would resolve the problem as per the SLA matrix provided above.

**Step 4:** Upon resolution of the problem, if Problem Resolved by developer team they will inform the support team and support team will inform the concerned user.

#### **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 DST and must be intimated to all users.

Any availability/uptime requirements under SLA shall be subject to standard downtime, the time lost due to any of the following reasons are taken into account while calculating the availability/ uptime requirement:

- Time lost due to power or environmental failures;
- Time taken to recover the system because of power or environmental failures;
- Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes;
- Time taken for reconfiguration or other planned downtime situations;
- Scheduled shutdowns as required by Department

The Overall penalty cap during the contract period shall be capped at 5% of quarterly invoice value. However, if such value of 5% is reached for any Two Quarters during the contract period, then the Department of Science and Technology will have the right to terminate the contract.

#### 6.2.2.3. Development/Change during O & M Period

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

#### 6.2.2.4. Operational Related Penalty for Development/Change during O & M Period

Once the change 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.

#### 6.2.2.5. Operational Related Penalty for Handholding Support

SLA Measure	Target	Flat Penalty Rs.
Absence of Manpower and not made alternate arrangement	> 1 Day	500 per day
Not recruited/deployed manpower	> 7 days to < 15 days	2000 per day
	> 15 days	3000 per day

**This penalty will be additional to nonpayment of man days cost for the said requirement.**

#### 6.2.2.6. User Interface (\*Response Time will be measure from SDC to SDC Client PC.)

Network Bandwidth: 1Mbps

Event	Maximum Acceptable Response Time	Penalty
1. Document viewer	500 milli seconds	Department of Science and Technology/GIL or TPA appointed by DST may randomly check the
2. File link	300 milli second	

3. Accepting, processing and rendering output of a multiple variable MIS & DSS system - 4 variable task	3 seconds	response time of the application for about 10 days/month. If in more than 10% cases response time is measured more than response time mentioned than penalty of 1% of quarterly payment made to bidder will be deducted and subsequent every 5% cases of such increase, penalty will increase by 0.5%. Maximum penalty cap will be as define in RFP.
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Bidder has to submit the quarterly report of System Uptime, Support request received and resolve red with required details and report on User Interface quarterly at the time of invoicing.

## 7. SECTION VII: ROLES & RESPONSIBILITIES OF STAKEHOLDERS

It is suggested that this project would require a 2 tier structure to be followed, with GAD and DST 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 DST on level of engagements for SI.

### 7.1. Department of Science and Technology (DST) and GAD

- 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. Department of Science and Technology 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 Department of Science and Technology, all government 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 DST 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 'DST' 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 DST from time to time. The SP shall be fully responsible for the services performed by them or on their behalf hereunder. The DST will allocate work/assignment to the SI.

**8.3. Sub contracts**

SP is not permitted to out-source or share contractual obligation with any other party of the work assigned to the SP. However, in case of any explicit requirement, Department of Science and Technology may permit SP to out-source services or part of services for execution of their contractual obligation. The payment, however, shall be made to the SP, which has a valid contract with the concerned Department of Science and Technology.

**8.4. 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 DST. 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.

**8.5. 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 contract, all the documents prepared by the SP under this contract shall become the exclusive property of DST. The SP may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from DST. DST reserves right to grant or deny any such request.

**8.6. 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 DST. 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.

#### **8.7. 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

#### **8.8. Use of Contract Documents and Information**

- 8.8.1. The SP shall not, without DST'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.
- 8.8.2. The SP shall not, without DST's prior written consent, make use of any document or information except for purposes of performing the Contract.
- 8.8.3. Any document, other than the Contract itself, shall remain the property of DST and shall be returned (in all copies) to DST on completion of the SI's performance under the Contract if so required by the DST.

#### **8.9. 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.

#### **8.10. Intellectual Property Rights**

- 8.10.1. For a bespoke development, the Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done). The service provider is advised not to bring any software as base layer for future development as a solution. Final solution IPR will be sole and exclusive property of department, except BI tools, OS and DB. Service Provider will have no claim to any base layer or any other component.
- 8.10.2. In bespoke development as well as COTS product the Department of Science and Technology shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations. /PSUs or other Gujarat's State Government Entity.
- 8.10.3. In case of bidder not offering the COTS (ERP Solution), than the bidder has also to transfer source code so developed for the IWDMS 2.0 project to Government of Gujarat from GO Live onwards 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 Department of Science and Technology. 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 IWDMS project.

- 8.10.4. For COTS Product the full IPR of the customized/developed solution for this project shall rest with the DST except the COTS, BI, OS and DB. 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.
- 8.10.5. In case of COTS Product the state Government has right to retain customization layer and should the agreement with service provider and to further develop. Therefore, Government of Gujarat will hold IPR of the customized COTS solution. The same would be applicable to copyrights. The TSP shall sign any/all the documents in this regard and will get necessary undertaking to this effect from the COTS OEM. The Gujarat Government further intends use customized COTS back to the COTS OEM to enable it to use in Government organizations in other States or in organizations in Government of India. At the time of awarding contract, authorized representative of COTS OEM will have to sign a separate contract agreement to such an extent with Govt. of Gujarat. The TSP has to get such an undertaking from the OEM at the time of filing this bid and hand over the source code, Meta data details etc. to the Department of Science and Technology at different stages of customization and before release of final payment on completion of training and roll out of software.
- 8.10.6. The Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 software and the documentation related thereto, in any Gujarat state government department, at no cost to client.
- 8.10.7. The SP shall indemnify DST 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.
- 8.10.8. 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.
- 8.10.9. The software licenses supplied by SP shall be genuine, perpetual and full use. It should provide patches, fixes, security updates directly from the OEM at no additional cost to DST for the entire period of contract. All the licenses and support should be in the name of Department of Science and Technology from the date of procurement.
- 8.10.10. 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 DST 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. DST will give notice to the SP of such claim, if it is made, without delay where upon SP shall reimburse.

## **8.11. Inspection/Testing**

### **8.11.1. Application :**

- a) DST, GAD or their 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 DST.

- b) As per Govt. Of Gujarat circular dated 10<sup>th</sup> March 2006, the DST applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by DST 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

#### **8.11.2. 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 DST.
- b) Should any inspected or tested software fail to conform to the specifications, the DST 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 DST.
- c) DST'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 DST 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 DST, the successful completion of the test specified. An average uptime efficiency of 99.7% for the duration of test period shall be considered as satisfactory. On successful completion of acceptability test and after DST is satisfied with the working of the software on the, the acceptance certificate of DST 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 DST, the SP shall supply IWDMS-2 manuals dully approved by GAD. These shall be in such details as will enable DST to use the software as stated in the specifications. The documentation shall be in the English/Hindi/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 is supplied to DST.

**8.12. Change Request Orders**

- 8.12.1. 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.
- 8.12.2. DST 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 DST;
  - 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 IWDMS 2.0 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.
- 8.12.3. Once the change request is developed and implemented, it will become the part of the Software application without any additional cost to GoG
- 8.12.4. Training of personnel of the DST in terms of hours/subjects will be without any additional cost.
- 8.12.5. Any change during the operation and maintenance period should not be considered as a change request. However, the bidder has to deploy Team mentioned in this RFP for any changes in the application.

**8.13. Suspension**

DST 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.

- 8.13.1. Shall specify the nature of failure.
- 8.13.2. 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.

**8.14. Termination**

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

- 8.14.1. 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.
- 8.14.2. Termination for Convenience: DST 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 DST's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.
- 8.14.3. 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 DST at the Contract terms and prices. For the remaining services, DST /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.
- 8.14.4. Termination for Insolvency: DST /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 DST/GIL.

8.14.5. 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

8.14.6. No consequential damages shall be payable to the SP in the event of such termination.

8.14.7. Department of Science and Technology will pay the Service Provider for the Services / Deliverables / Goods provided by service provider and accepted by Department of Science and Technology till effective date of termination.

### **8.15. Termination for Default**

8.15.1. 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:

8.15.2. 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

8.15.3. if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order.

8.15.4. If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

### **8.16. Fraud & Corruption**

DST 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, DST:

8.16.1. 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 DST 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 DST, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive DST 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 DST 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.

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

8.16.3. 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.

### **8.17. Force Majeure**

8.17.1. 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, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

8.17.2. 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 DST regarding Force Majeure shall be final and binding on the SI.

8.17.3. If a Force Majeure situation arises, the SP shall promptly notify to the DST in writing, of such conditions and the cause thereof. Unless otherwise directed by the DST 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.

### **8.18. 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 effective from resumption of services post Force Majeure, 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.

### **8.19. Termination for Insolvency**

8.19.1. 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.

### **8.20. Resolution of Disputes**

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

#### **8.20.1. 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.

#### **8.20.2. 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, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or 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.

#### **8.21. Arbitration**

8.21.1. 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.

8.21.2. The decision of the majority of arbitrators shall be final and binding upon both the parties.

8.21.3. All arbitration awards shall be in writing and shall state the reasons for the award.

8.21.4. 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.

#### **8.22. Contract Period**

The contract period will be Go-Live duration + 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.

#### **8.23. Exit Management Procedure**

8.23.1. 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.

- 8.23.2. 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.
- 8.23.3. The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- 8.23.4. 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.
- 8.23.5. 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.
- 8.23.6. 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.
- 8.23.7. 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.

#### **8.24. 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.

#### **8.25. 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.

#### **8.26. 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.



**8.27. Maintenance service including Warranty Support:**

Free maintenance services including Warranty support shall be provided by the Bidder during the contract period of 8 years without altering the terms.

**8.28. Taxes and Duties**

Price shall be inclusive of all freight, forwarding, transit insurance and installation charges. Prices shall be inclusive of Excise Duties, if any. The prices shall strictly be submitted in the given format. Quoted prices shall be without GST. The tax components as applicable shall be mentioned separately in the respective columns. Successful Bidder will have to supply/provide services with an Invoice from a place located within State of Gujarat.

Offered price should be exclusive of all applicable taxes such as GST.

The billing should be done in Gujarat only.

**8.29. Legal Jurisdiction**

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

**8.30. 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, Customization/Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Workflow and Document Management System for Department of Science and Technology (DST) 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 Department of Science and Technology.

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 &amp; 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 1	FY 2	FY 3
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)			

<b>Financial Information</b>			
	FY 1	FY 2	FY 3
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

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

**Note: Please attach relevant documentary proofs**

#### 9.5. FORM V: Project Team

The entire team of the project proposed by bidder should be 100% onsite.

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 3 years, ending on 31<sup>st</sup> March, 2017 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

**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. \_\_\_\_\_

Subject: \_\_\_\_\_

Dear Sir,

We, \_\_\_\_\_, with address \_\_\_\_\_, do hereby

confirm that we will be offering \_\_\_\_\_ as part of our solution for the above mentioned RFP.

We hereby confirm that the offered Product in the referenced RFP will be provided unconditionally with a back to back 24x7x365 warranty and support including subscription covering upgrades, updates, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, call resolution etc. available for the period of eight years for the entire scope of the project through M/s \_\_\_\_\_ (SI/Bidder) from the date of Go-Live and also till Go-live.

If we go for bespoke development or COTS product the DST shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations./PSUs or other Gujarat's State Government Entity.

If we go for COTS product, we agree to provide the unlimited licenses.

We agree to the fact that full IPR of the customized/developed solution for this project shall rest with the DST except the COTS, BI, OS and DB. 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.

We agree to the fact that State Government has right to retain customization layer and should the agreement with service provider and to further develop. Therefore, Government of Gujarat will hold IPR of the customized COTS solution. The same would be applicable to copyrights. The TSP shall sign any/all the documents in this regard and will get necessary undertaking to this effect from the COTS OEM. The Gujarat Government further intends use customized COTS back to the COTS OEM to enable it to use in Government organizations in other States or in organizations in Government of India. At the time of awarding contract, authorized representative of COTS OEM will have to sign a separate contract agreement to such an extent with Govt. of Gujarat. The TSP has to get such an undertaking from the OEM at the time of filing this bid and hand over the source code, Meta data details etc. to the DST at different stages of customization and before release of final payment on completion of training and roll out of software.

We abide that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no cost to client.

Yours faithfully,

(Name)

(Name of manufacturers)

**Note:** This letter of authority should be on the Rs. 100 stamp paper should be signed by a person competent and having the power of attorney to bind the OEM of COTS 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, Customization/Development, Implementation, Training, Hand Holding and Operation & Maintenance Support for 8 years for Integrated Workflow and Document 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 ----- 2018.

**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/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 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/10/2016/328/DMO dated 01.05.2017 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/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 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

### 9.10. Form X – Format of Affidavit

(To be submitted IN ORIGINAL on Non-Judicial Stamp Paper of Rs 100/- duly attested by First Class Magistrate/ Notary public)

I/We, \_\_\_\_\_, age \_\_\_\_\_ years residing at \_\_\_\_\_ in capacity of \_\_\_\_\_ M/s. \_\_\_\_\_ hereby solemnly affirm that

- 1) All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.
- 2) I / We have submitted following Certificates / Documents for T.E. as required as per General Terms & Conditions as well as Special Terms & Conditions of the tender

Sr. No.	Name of the Document
1	
2	

- 3) All the Certificates / Permissions / Documents / Permits / Affidavits are valid and current as on date and have not been withdrawn / cancelled by the issuing authority.
- 4) It is clearly and distinctly understood by me that the tender is liable to be rejected if on scrutiny at any time, any of the required Certificates / Permissions / Documents / Permits / Affidavits is / are found to be invalid / wrong / incorrect / misleading / fabricated / expired or having any defect.
- 5) I / We further undertake to produce on demand the original Certificate / Permission / Documents / Permits for verification at any stage during the processing of the tender as well as at any time asked to produce.
- 6) I / We also understand that failure to produce the documents in "Prescribed Proforma" (wherever applicable) as well as failure to give requisite information in the prescribed Proforma may result in to rejection of the tender.
- 7) My / Our firm has not been banned / debarred / black listed at least for three years (excluding the current financial year) by any Government Department / State

Government / Government of India / Board / Corporation / Government Financial Institution in context to purchase procedure through tender.

- 8) I / We confirm that I / We have meticulously filled in, checked and verified the enclosed documents / certificates / permissions / permits / affidavits / information etc. from every aspect and the same are enclosed in order (i.e. in chronology) in which they are supposed to be enclosed. Page numbers are given on each submitted document. Important information in each document is "highlighted" with the help of "marker pen" as required.
- 9) The above certificates / documents are enclosed separately and not on the Proforma printed from tender document.
- 10) I / We say and submit that the Permanent Account Number (PAN) given by the Income Tax Department is \_\_\_\_\_, which is issued on the name of \_\_\_\_\_ [Kindly mention here either name of the Proprietor (in case of Proprietor Firm) or name of the tendering firm;1, whichever is applicable].
- 11) I / We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof, In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/PBG/cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.
- 12) I / We have physically signed & stamped all the above documents along with copy of tender documents (page no. ---- to -- ).
- 13) I / We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliment with specification mentioned in the bid document.
- 14) My / Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company .
- 15) I / We hereby commit that we have paid all outstanding amounts of dues / taxes / cess / charges / fees with interest and penalty.
- 16) In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of Tender Committee for disqualification will be accepted by us.

Whatever stated above is true and correct to the best of my knowledge and belief.

Date: Stamp & Sign of the Tenderer

Place: (Signature and seal of the Notary)



**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:****Table 1: CAPEX**

Sr. No.	Description	Total Amount (Rs.)	Taxes
1.	One time cost of IWDMS 2.0 including design, customization/development, implementation, Migration of existing database & testing as per the scope of work defined in this RFP- <b>Part 1</b>		
2.	One time cost of required COTS licenses, OS, Database licenses and other readymade software required for running of application for Unlimited users (*except DR licenses) - <b>Part 2</b>		
<b>Grand Total (Rs.) - (A)</b>			

**Table 2: OPEX**

Sr. No.	Description	Total Amount (Rs.)	Taxes
1.	Cost of Operations and Maintenance of IWDMS 2.0 including continuous development team, help desk support, hand-holding support and central site O&M team for Technical support for Software Upgrades, Updates, patches, security updates, bug fixes etc. - <b>Part 3</b>		
2.	Cost of AMC/ATS of OS, Database licenses, COTS and other readymade software required for running of application for the period of 8 years (*except DR licenses) - <b>Part 4</b>		
3.	Cost of Training		
<b>Grand Total (Rs.) (B)</b>			
<b>Grand Total (Rs.) (C=A+B)</b>			

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. \* The licenses for DR will be counted 25% of the quantity and price quoted for DC. As and when DR made operational by Government of Gujarat, the DR licenses

maximum up to 25% may be separately ordered and successful bidder is required to deliver and install the same. The payment for the DR shall be made based on the actual licenses ordered and installed maximum up to 25%. Other than licenses payment no additional payment shall be made to bidder for O & M of DR Site. The responsibility of implementation of DR site as and when required shall be of TSP.

4. The Unlimited license cost of COTS Product asked in financial bid serial no. 2.

The Technical bid shall have a weighted at 30% in the overall evaluation of the bid and the Commercial bid shall have a weighted at 70% in the overall evaluation. Formula for Normalization of Technical bid for each bidder  $T_n = (T_b/T_{max}) \times 100$  Where  $T_b$  is the bidder's technical score and  $T_{max}$  is the Highest technical score. Formula for Normalization of Financial bid for each bidder  $F_n = (F_{min}/F_b) \times 100$  Where  $F_b$  is the bidder's financial bid value and  $F_{min}$  is the Lowest bid value. Individual bidder's  $T_n$  and  $F_n$  will be added to reach the final value. Further 30% of  $T_n$  and 70%  $F_n$  will be taken. The winner will be the highest of  $(T_n \times 30/100 + F_n \times 70/100)$ . L1 bidder will be called for further negotiations if required.

**Part 1: One-time cost of IWDMS 2.0 including design, customization/development, implementation, Migration of existing database & testing as per the scope of work defined in this RFP**

Sr. no.	Item Description Original	Total Man month effort	Rate per Man-month	Total amount (Rs.)
A	B	C	D	E = C*D
1	Conceptualization, As-Is, BPR and To-be			
2	BRD, URS,SRS			
3	Customization/ Development & Coding			
4	Testing, UAT			
5	Training			
6	Migration of Existing database			
<b>Total Amount(Rs.)</b>				

**Part 2: One time cost of required COTs licenses, OS, Database licenses and other readymade software required for running of application for unlimited users**

Sr. no.	Particular	No. of Licenses	Unit Cost	Total Cost
A	B	C	D	E=C*D
<b>COTS licenses</b>				
1.				
2.				
3.				
<b>Operating system</b>				
..				
..				

Database licenses				
Other readymade software required for running of application				
Total				

**Part 3: Cost of Operations and Maintenance of IWDMS 2.0 including continuous development team, help desk support, hand-holding support and central site O&M team for Technical support for Software Upgrades, Updates, patches, security updates, bug fixes etc.**

S r. n o.	Particular	No. of Reso urce	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		Year 7		Year 8		To tal
			Per month Rate Y1	Per month Rate Y2	Per month Rate Y3	Per month Rate Y4	Per month Rate Y5	Per month Rate Y6	Per month Rate Y7	Per month Rate Y8									
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1.	Project Manager	1																	
2.	Continuous development team	5																	
3.	Help desk support	3																	
4.	Hand-holding support	35																	
5.	System Administrator	1																	
6.	System/Business Analyst	1																	
7.	DBA	1																	
8.	Security Expert	1																	
9.	Mobility Expert	1																	
10.	BI Expert	1																	



<b>Total</b>																		
--------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Part 4: Cost of AMC/ATS of OS, Database licenses, COTS and other readymade software required for running of application for the period of 8 years**

S r. n o.	Particular	No · of Un it	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		Year 7		Year 8		Total	
			Per unit Rate	Y1	Per unit Rate	Y2	Per unit Rate	Y3	Per unit Rate	Y4	Per unit Rate	Y5	Per unit Rate	Y6	Per unit Rate	Y7	Per unit Rate	Y8		
			D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S		
A	B	C																		
1.																				
2.																				
3.																				
4.																				
5.																				
6.																				
7.																				
8.																				
9.																				
10.																				
<b>Total</b>																				

### 11. Annexure A: Approximate Department wise users and implementation Phase

Sr No	Name of Department	Total Users	Phase of Implementation
1	General Administration Department	2228	Phase 1
2	Panchayat,Rural Housing and Rural Development Department	355	Phase 1
3	Revenue Department	14456	Phase 1
4	Science and Technology Department	18	Phase 1
5	Urban Development and Urban Housing Department	1349	Phase 1
		<b>18406</b>	
6	Education Department	10129	Phase 2
7	Energy and Petrochemicals Department	407	Phase 2
8	Finance Department	5498	Phase 2
9	Forest and Environment Department	7859	Phase 2
10	Health and Family Welfare Department	30404	Phase 2
11	Home Department	67056	Phase 2
12	Industries and Mines Department	3765	Phase 2
13	Labour and Employment Department	12005	Phase 2
14	Social Justice and Empowerment Department	2843	Phase 2
		<b>139966</b>	
15	Agriculture and Cooperation Department	8739	Phase 3
16	Climate Change Department	22	Phase 3
17	Food, Civil Supplies and Consumer Affairs Department	1645	Phase 3
18	Gujarat Legislative Assembly (Sachivalaya)	134	Phase 3
19	Information and Broadcasting Department	891	Phase 3
20	Legal Department	14142	Phase 3
21	Legislative and Parliamentary Affairs Department	78	Phase 3
22	Narmada, Water Resources, Water Supply and Kalpasar Department	8691	Phase 3
23	Ports and Transport Department	1579	Phase 3
24	Roads And Buildings Department	6441	Phase 3
25	Sports, Youth and Cultural Activities Department	879	Phase 3
26	Tribal Development Department	1372	Phase 3
27	Women and Child Development Department	247	Phase 3
		<b>44860</b>	
	<b>Total</b>	<b>203232</b>	