

# **Request for Bid (“RFB”)**

**By**

**Urban Improvement Trust, Ajmer**

**For**

**“Annual Support, Facility Management, Hosting Services and Operational Services for Scheme Management, Project Management and Single Window Software Project For Two Years”**

## **Part-I**

### **1. DEFINITIONS AND ABBREVIATIONS:**

Following expression used herein and elsewhere in these documents shall have the meaning indicated against each unless repugnant to the subject or context or are changed with mutual consent.

“**Contract**”, “SLA” or “AT” means the totality of the AT (Acceptance of tender) to be issued by the department to the Bidder whose offer has been accepted as derived from the contract documents which shall include the NIT, discussions if any, & all communications exchanged between the department & the Bidder till the date of department’s communication of acceptance of Tender to the successful bidder.

“**Total Service Provider**” means the party with whom department shall enter into Service Level Agreement (SLA) including its successors & permitted assigns.

“**Completion**” means the completion of the entire “Scope of Supply” herein specified in the required standards and to the complete satisfaction of the department.

“**Execution Period**” means the period of time specified in the contract within or at which, the Service Provider is required to make the solution functional in the manner specified in the contract.

“**Headings**” all headings or the clause herein contained and/or in any contract documents are intended solely for the purpose of giving a broad indication of the contents of the clause and not a summary of the contents thereof and are not intended as an aid to interpret the clauses.

“**RFB**” means all documents forming part of this “Request for BID”.

“**UIT**” means Urban Improvement Trust, Ajmer; Rajasthan including its successors and assigns.

“**AFHOP**” means Annual Support, Facility Management, Hosting Services and Operational Services for Scheme Management, Project Management and Single Window Software Project

“**TSP**” means Total Solution Provider

“**Specifications**” means and shall include the details, designs, statements of technical data equipment characteristics physical properties and all such particulars and documents mentioned in the contract.

“**Singular**” & “**Plural**” unless repugnant to the subject or context, the singular shall include the plural and vice versa.

“**Bid**” means collectively the offer submitted in response to and in accordance with RFB, subsequent discussions and negotiations held by the Bidder in confirmation thereto.

## 2. Introduction

**2.1** The Urban Improvement Trust (UIT, Ajmer) of Rajasthan State has a reputation for being among the best-organized UIT in the country & is functioning effectively in accordance with the Urban Improvement Trust Act, 1959. The main objectives are as under-

**2.2 Objectives:** The key objectives of the UIT are as follows:-

- To allot Plots, build residential houses for weaker economic section of the society

- .To build new roads in different colonies & expansion of roads under different residential plans for better connectivity of the city, Footpath making, construction of Zebra crossing, yellow lines etc for traffic management.
- To electrify the different colonies of the city. Development of poles, street lights & ensuring constant power supply are the key areas where UIT has focused for electrification of the city.
- To develop circles at different key points in the city for the safety of the public at large.
- To construct recreational parks for amusement of the public & boost the tourism infrastructure & any other facility if & when required.
- Formulation of rules/ regulations/ provisions/ amendments/ revisions for urban assessment of ground rent

**2.3 Primary functions of the Trust:** The Urban Improvement Trust has the following Primary roles & responsibilities:-

- Disposal of land by calling open bid or on fix rate
- Allot land in a scheme area, on such terms and conditions as it may deem fit to any organization under a planned scheme
- Allotment and sale of non-residential land
- Allotment or Regularization of Certain Lands.
- Allotment of Residential plots at concessional rates Procedure, categories, priority, plot size, price, recoveries etc
- Recovery of urban Assessment (ground rent)
- Allotment of land to the Personnel of Armed Force and Para Military forces for Group housing purposes
- Allotment of land to Public and Charitable Institutions
- Allotment of undeveloped land to public, charitable and other institution:
- Allotment of land to low income group people, widows of govt. servants, persons belonging to scheduled castes & scheduled tribes, accredited journalists & handicapped and any other reservations as and when required.
- Issue of licenses for allotment of plots
- To Plan & develop various housing projects
- To provide legal information to the customer
- To build community hall for conferences, marriage parties & other social events.
- To build parks for urban beautification, recreation tourism development and use of city

people.

- To develop various circles of the city for safety of general public & developing zebra, yellow lines etc. for traffic control & management.
- Development of Community facility plot for welfare of different communities.
- Construction & Development of new roads in different colonies of the city in co-Ordination with municipalities.
- To control drainage system of the city by building & maintaining drains & sewers.
- Maintenance of street lights.
- Any other work assigned by the trust or government.

## **2.4** UIT Ajmer has developed a Software for following modules related to it's business processes

- a. Central Web portal
- b. Scheme Management including Single Window Management
- c. Project Monitoring System.
- d. Accounting System Module.

The detail specs of these applications are listed in Annexure 1.

## **2.5** It is being proposed to out-source the Annual maintenance support services for above software modules including Server Infrastructure maintenance services , Hosting services, Facility Management Services and Operational Services to a Total Solution Provider for a period of 2 years.

## **2.6** The proposed work will include:

- 2.6.1** Maintenance, Management and operation of the above Software Application.
- 2.6.2** Co-Location of the Server Infrastructure dedicated for above application ,Hosting the UIT applications on same , at Data Center, & operating, maintaining of the same for the period of 2 years
- 2.6.3** To maintain the Local Area Network available at UIT Ajmer.
- 2.6.4** To provide, upgrade a VPN/MPLS link of 1Mbps between UIT and data Centre
- 2.6.5** Training Requirement as and when required.

- 2.6.6 Maintenance of Mailing and workflow Solution. Maintenance of employees unique email id. Various Alerts and tasks would be allotted by the Software system to him through the implementation of work flow.
- 2.6.7 Operational Manpower as required by the UIT
- 2.6.8 Project Management for a period of 2 years
- 2.6.9 To maintain accounts and stores books, ledgers, cashbook and any other subsidiary books salary and all bills and receipt.
- 2.6.10 To prepare salary bills, deduction, GA55A, Income tax returns and other all relevant works.
- 2.6.11 To provide total scanning of files of UIT and put on that files on net as directed by competent authority.
- 2.6.12 To maintain Backup of all data & S/W as per backup policy.
- 2.6.13 At the end of this AMC handover all the system in proper working conditions with S/W codes & backups.
- 2.6.14 System should be up at least (99%) and not down more then 24 hours.

**The Total Solution Provider would work as a Service provider and would be responsible for the maintenance, hosting, and providing Facility Management and Operational Services for a period of 2 years. All software already developed and working will be transferred to the successful bidder as firm with their codes by M/S E-Connect Solutions Pvt. Ltd. Udaipur (The Existing service providing firm)**

### **3. Detailed Scope of Supply and Work**

The Scope of Work of the AFHOP project is to provide the UIT , Ajmer a comprehensive solution for the maintenance of the Software Development Project and to provide composite IT services for a period of 2 years. The contract with the selected party, or the Total Service Provider (TSP) would be for

#### **3.1 Application Software Maintenance**

- 3.1.1 UIT Ajmer needs to maintain its existing application software consisting of Web portal , Scheme management, Project Management and Single Window modules that are currently successfully running.

- 3.1.2** The bidder will be required to provide maintenance services including Facility Management Services, Operational Services, and Hosting of Application at Data Centre for a period of 2 Years.
- 3.1.3** Brief list of specifications of the above modules is described in Annexure 1.
- 3.1.4** The bidder is expected to study each of the above modules and processes in detail and provide maintenance and operational services for the application software as per the requirement
- 3.1.5** The TSP would be responsible for removal of all bug reported in the above software module on time to time basis.
- 3.1.6** All Critical bugs have to be removed on the same day of reporting. Non-Critical bugs have to be removed as early as possible but not more than 2 hours.
- 3.1.7** Application Administration would include :
- configuration of the Application
  - Installation of updates and patches required for the application
  - Administration of users, roles and security systems for application.
  - Database Backup as per Backup policy.
  - Application Backup as per Backup policy.
  - Administering the Bug/Feedback Management software.
  - Administration of the Operating Systems of the Application.
- 3.1.8** Application Maintenance would include :
- Ensuring 100 % uptime of the Application
  - Managing all the Bugs reported in the Application Software through a Bug Management Software to be deployed by the TSP for reporting of all Application Bugs.
  - Ensuring incorporation of changes required in the application Software during the contract period subject to :
    - Changes would be related to the modules covered in the application software.
    - Changes would include change of Software Architecture and major changes of Database after permission of UIT.
    - Changes would also include requirement of additional reports as and when required subject to availability of Data in the System.

- Any bugs reported by the users during the period of contract have to be removed promptly .
- Every Application user would have access to the bug/ change management software.
- Any Bug or changes required by the UIT with respect to the Web site would be reported by the User on the Bug Management Software and TSP would be responsible to update the status of same.
- Changes required by the users would be actually undertaken after the same are approved by the Project Co-ordinator of the UIT .

**3.1.9** The TSP would also be responsible for Database Administration of the Database which would include

- Installation and configuration of Oracle Database
- Fine Tuning of Database
- Performance monitoring of Database
- Database Backup as per backup policy.

**3.1.10** TSP is expected to deploy dedicated services of a qualified Oracle Database Administrator for the period of the contract.

**3.1.11** TSP would be responsible for development of additional reports non involving any design change or input of new data in the above module as and when required .

## **3.2 Maintenance of a Centralised Messaging/ Mailing used by all the users of the UIT having following features:**

- Maintenance of Domain registration for UIT as per free available domain acceptable to UIT and management of the Domain for 2 years would be done .
- All users of the department to be having a common e-mail id of xyz@UIT - Ajmer.org or similar available domain name as approved by UIT.
- Centralised address book.
- Users should be able to send/receive mails to each other as well as to the external world.
- Web mail access from anywhere.
- Facility to change password
- Unlimited Users/mailboxes

- Unlimited Storage space per user.
- The above Messaging Solution could be deployed at a shared server hosted at the data Centre using one of the popular Mail Server.

The Mail server should be equipped with a Anti Spamming and Anti Virus software.

### **3.3 Maintain, operate, and administer the IT Infrastructure at UIT Data centre for a period of 2 years in Rajasthan.**

**3.3.1** The IT Infrastructure for hosting the above Application and the messaging solution would be provided by UIT. The List of the IT Infrastructure is enclosed.

**3.3.2** The TSP would be responsible for total maintenance of the IT Infrastructure include replacement of all spares and to ensure 99% uptime of the infrastructure.

**3.3.3** The IT Infrastructure is required to be set up at Data centre at UIT Ajmer.

**3.3.4** The Data Centre should be a secured & clean

**3.3.5** The TSP would be responsible for following activities related to the Data Centres for the period of contract:

- Administration and Maintenance of the above infrastructure.
- Uptime commitment of all the Servers of minimum 99% monitored on a 24X7 basis .
- Ensure that all the Servers are Virus Free and that virus definitions are always updated.
- Daily Backup of System Software, Database, Mailbox Storage.

#### **3.3.5.1 Backup has to be taken on daily basis for all the above.**

- Tape rotation policy of 1 tape per day has to be followed. There have to be 5 tapes per week each of them labelled for the day.
- Monthly Backup has to be taken on separate tapes.
- Each monthly backup tape has to be provided to UIT.
- Backup has to be taken using reliable Backup software and installed on one of the servers.

**3.3.5.2** Creation, Edition and administration of users and their mailboxes

**3.3.5.3** Administration of the Mail Server software and ensure uptime of the mailing/ messaging system.

**3.3.5.4** The data centre has to be manned by a dedicated Network Administrator for UIT 9 hours a day /5 days a week for the entire period of the contract for the above scope related to administration and maintenance of the data centre.

**3.3.5.5** The Network Administrator should also be available on call in case of any breakdown/disaster/issue at any time for 365 days a year.

**3.3.5.6** The Data centre has to be operated for 24 hours a day 7 days a week 365 days a year.

**3.3.5.7** UIT reserves the right to inspect the Data Centre for availability of above services/infrastructure at any point of time during the contract period.

**3.3.5.8** The Data centre should have a Internet connectivity with at least 2 ISP's of minimum 2 MBPS each, on 1;1 basis

### **3.4 Hosting, administering and maintaining of the Application software, web portal and the Mailing Solution described in 3.1 and 3.2 at the Data centre described in 3.3.**

**3.4.1** The above existing Application Software, web portal and Mailing Solution have to be hosted at the Data Centre of UIT.

**3.4.2** For the Hosting purpose the Data Centre has to be equipped with a minimum of TWO 2mbps bandwidths with 2 different ISP's which has to be Provided By TSP.

**3.4.3** The TSP is required to provide necessary firewall cum Anti Virus Cum Anti Spamming device for the purpose of data security. The management and maintenance of the firewall would be. in scope of TSP.

**3.4.4** The TSP would be responsible for administration and maintenance of the Application, website and the Mailing solution for a **period as per contract**.

**3.4.5** TSP would be responsible for the security of Application and Database.

**3.4.6** TSP would be responsible for Anti Spam /Anti Virus and Intrusion prevention system.

**3.4.7** TSP has to ensure 99% uptime of the application and database.

### **3.5 Maintenance of local IT Infrastructure as required by UIT**

**3.5.1** TSP would be responsible for maintenance of Local IT Infrastructure as per attached Annexure to the UIT.

**3.5.2** The specifications of local IT infrastructure are as per the specification sheet.

**3.5.3** TSP would be responsible for maintenance of the equipment for a period of as per contract.

**3.5.4** During the maintenance period the TSP would be responsible for :

- Support related to Hardware as well as the operating system during the contract period
- Periodic updating of Anti-virus definitions
- Patch management of the operating system.
- Ensure proper working of Internet explorer /Application Software at each machine
- Free replacement of all spares of the equipment supplied except consumables like print cartridges, toners, plastic breakables, Printer heads and UPS Battery.
- All consumables like the Print heads, cartridges, Batteries and toners would be paid by UIT.

**3.5.5** It would be responsibility of UIT to provide suitable working space along with required furniture, stationery, electricity, Power backup etc.

**3.5.6** TSP would also be responsible for maintaining a Local Area Network consisting of approximately 25-40 Network Points at the UIT, Ajmer. The TSP may study the premises and location of these network points.

**3.5.7** The TSP would also be responsible for complete IT Facility Management of the Local IT Infrastructure and it's connectivity with the data centre. The Scope of Facility Management would include :

- Desktop Management
- Virus Management and monitoring
- Local Area network management
- WAN connectivity management
- Patch Management
- Desktop Windows management
- Asset Management
- Maintenance Management
- Security Management

**3.5.8** The TSP is expected to deploy the required manpower at UIT , Ajmer to provide the Facility management services.

## 3.6 Provide Project Management and Operational Manpower for implementing the UIT application.

**3.6.1** The TSP would be providing a dedicated **Project coordinator** to be deployed at Aimer for the entire contractual period with scope defined as under:

- He would be managing the project from the view of Application administration, Data Administration and Manpower administration and Implementation
- He would be the central technical point of contact for all UIT personnel.
- He would be **preparing the implementation plans on monthly basis** and distribute the same to various offices and monitor and report the progress of implementation plans.
- He would be monitoring the application on daily basis.
- He would co-ordinate between the various users of UIT and the manpower deployed.
- He would ensure that the various check lists, registers are being generated from the system.
- Manage Application Users and their Passwords.
- Ensure the uptime of Application and Equipment.
- Maintain an IT Asset list.
- Administer the operational manpower deployed by TSP.
- He will be responsible for all it related activity.
- He would be submitting daily/weekly/monthly reports related to
  - Implementation Plan and progress
  - Processes/data not being operated out of System from various offices and the reasons for same
  - Generation of check lists etc.
  - Discrepancy in reports.
  - Activity reports of users.
  - Uptime/ Downtime reports.
  - He would be working dedicated to UIT
- UIT would provide sitting space with a computer System and Internal Telephone connection.

**3.6.2** TSP would also provide **15 (Fifteen)** nos of **Software Operational Manpower** at Ajmer for the contractual period with following responsibility

- To help users feed Data related to the various Application modules into the System.
- To help generate the various process documents.
- To generate various reports required by the UIT Managers/Staff.
- To generate various checklists required for checking the data.
- To generate daily registers.
- Operational Manpower would be working for UIT 9½ hours a day/5 days a week as per timings of UIT & if and when required on any holidays also.
- The work load of this manpower would be mutually decided between the personnel of UIT and the project manager.
- The Deployed operational Manpower would be responsible only for work related to Computer System and the Software.

## **3.7 Training Services**

**3.7.1**TSP would conduct following minimum training Sessions

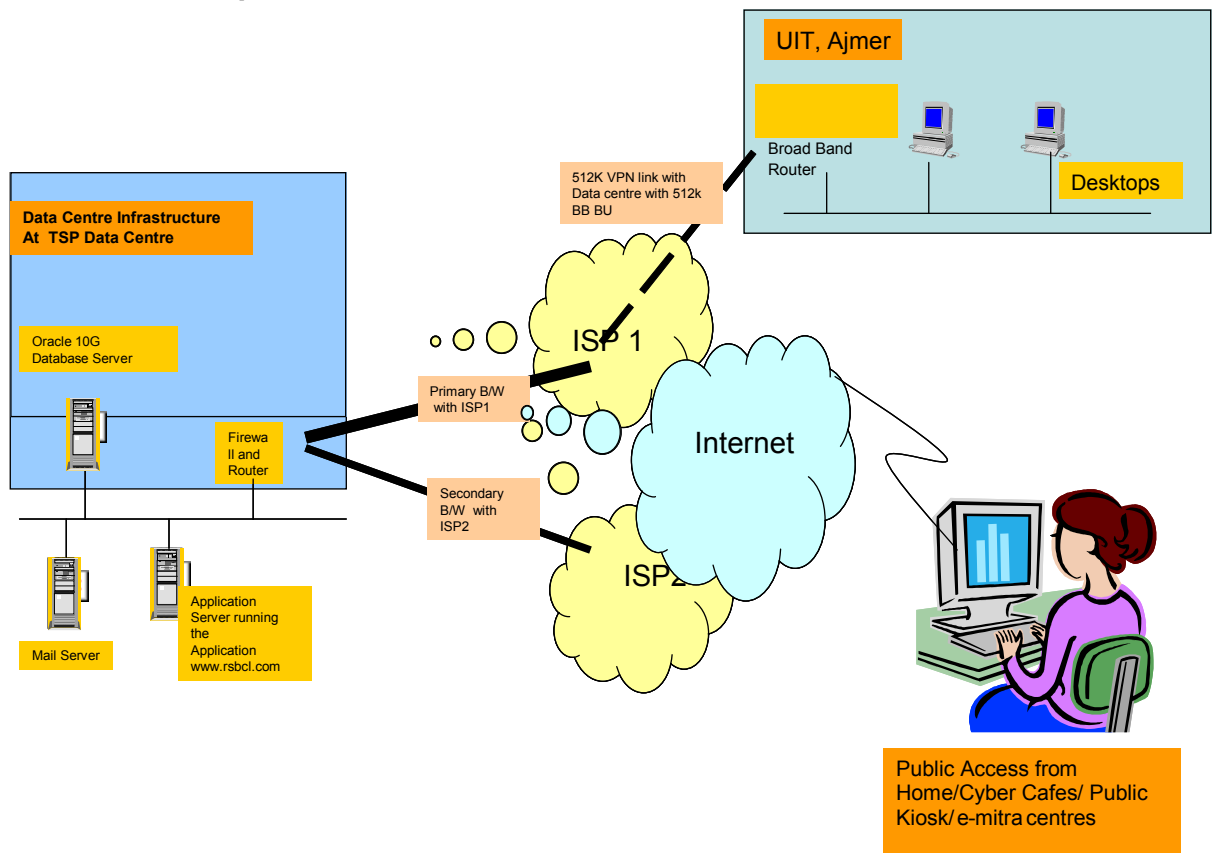
- 4 nos 2 day Training sessions at UIT Ajmer for the all UIT staff various Computer operators and users of the application every quarter.
- Two nos 2 day training session per quarter for the senior officers of UIT with specific focus on operating the Application Software and it's features with special focus on the various MIS reports available on the system.
- The Schedule of the above Training sessions would be mutually decided by the UIT.
- Both the type of training sessions would be conducted at the UIT office, Ajmer and all expenditure regarding training will be born by TSP.
- The basic Infrastructure like Training hall, Computers etc would be provided by the UIT for same.
- However TSP is expected to bring his projector/Screen and any other tools required for the training period.
- The TSP would also provide help and an On-line Interactive Training module which can be downloaded by the users

- All Travelling, Boarding and Lodging expenses of the training faculty would be on account of the TSP and UIT would not be responsible for same.

### 3.8 Provide a VPN/MLLN link between UIT Ajmer and data centre

- The TSP would be responsible for supply, installation, maintenance and uptime of a **2 mbps** MLLN/VPN link between the data centre and the UIT, Ajmer.
- All the Hardware equipment required for this purpose and their maintenance for 2 years would be under the scope .
- TSP would also be responsible for application/procurement of this circuit from concerned service provider.
- All recurring charges for this link would be under the scope of the TSP.

## 4. Present Project Setup (Data Centre Shifting At UIT Ajmer In Under Process)



## 5. Important Conditions

- 5.1** The TSP would be required to set-up and certify that its IT systems have adequate security measures in place and are tamper proof.
- 5.2** All data / systems /back-up /premises shall be accessible to the UIT or its Authorized representatives for complete inspection at any time. No notice would require to be given by the UIT to the TSP for the grant of such access.
- 5.3** The UIT or its authorized representatives will regularly audit the operations of the TSP for robustness, security, potential for revenue leakage, etc. The TSP would be required to cooperate and comply with all the requirements for such audits.
- 5.4** UIT reserves the right to conduct **surprise** checks, inspections of the TSP operations.
- 5.5** The UIT is in the process of implementing several initiatives in its operations.
- 5.6** Therefore, over the period of this contract, the UIT may require certain additional, modification in modules for the Application Software. In case any requirements for additions or modification arise, the UIT and TSP would provide acceptable solution.

## 6. Responsibilities of the UIT

- 6.1** The UIT is committed to this project and would extend complete support and cooperation to the TSP for the expeditious set-up and roll-out of the AFHOP project.
- 6.2** The UIT would provide all the information required for the Application Software development.

The UIT would create a core team which would be responsible for co-ordinating with the TSP with respect to freezing the System study report. The core team would be appointed immediately after the award of the contract

## 7. Bid Process

### 7.1 Invitation

The UIT hereby invites Bids from interested eligible parties for the providing Annual Support, facility Management Services, Hosting Services and Operational Services for Online Scheme management, Project Management and Single Window Software Project for a period of 2 years, further extendable once by a maximum period of 1 year, based upon satisfactory performance of

the TSP. In case any modifications are required by the UIT in the scope of this project, after the project's initiation, but within the 2-year period of the contract, the terms and conditions shall be appropriately negotiated by the UIT with the TSP as and when required.

Bidders are invited to study this RFB in detail and submit a Technical Bid and a Financial Bid, in separate two envelopes, as specified in this section of this RFB.

## **7.2 Eligibility Conditions**

**7.2.1** To be eligible to be considered for the award of the Application Software Maintenance Project, the Bidders would have to satisfy the following eligibility conditions:

**7.2.1.1** The bidder must have a minimum average turnover of Rs. 40 Lacs annually during any one year of the last three financial years consecutively and should be a profit making firm. Attested & audited copy of the firm annual report has to be attached along with the bid.

**7.2.1.2** The bidder should have experience of implementing IT project of similar nature providing Scheme Management or Project Management or Single Window modules etc have successfully implemented Enclose document with satisfaction certification.

**7.2.1.3** Bidder should be established, reputed and reliable in the field of setting up of IT infrastructure and providing Managed IT services which includes Management of data centre, Software Development, hosting the Application, maintenance of Data centre and Providing Handholding and implementation and capacity building (enclose knowledge, expertise & experience of development team)

**7.2.1.4** The bidder should also attach Implementation certificates from the customer indicating clearly that the work in the above contracts has been successfully implemented by the bidder.

**7.2.1.5** Joint ventures or Consortiums are NOT allowed to bid or meet the above eligibility criterion. Bidder should bid on it's own strength and meet all eligibility criterion.

### **7.3 Earnest Money**

The Bidder Company, should furnish a refundable Earnest Money Deposit (“EMD”) In favor of Secretary, UIT, Ajmer for Rs. 80,000/- via a a/c payee Banker’s Cheque, Bank Draft payable at Ajmer. This should be valid for at least 120 days from the last date of submission of bids.

### **7.4 Bid Evaluation Process**

The Bid Evaluation process proposed to be adopted by the UIT is outlined below. The UIT reserves the right to modify the process proposed to be followed for the evaluation of the bids at any time during the bid process without assigning any reason whatsoever and without intimating the Bidders of any such change. The Bids shall be evaluated in two phases.

#### **Phase I:**

##### **7.4.1 Evaluation of Technical Bid**

In this phase, only the technical Bid will be opened and reviewed for:

- Determining the eligibility of the Bidder for the project. Bids not meeting the Eligibility Criteria would be rejected.
- Evaluation of the remaining Technical Bids along the parameters identified for evaluating the bids.

##### **7.4.2 Phase II: Evaluation of Financial Bid**

In this phase, the Financial Bids of the Qualified Technical Bids would be opened. The Total cost of the project indicated in figures & in words of Part-II Financial Bid would be considered as the quoted amount. The Project would than be awarded as per GF & AR .

## 7.5 Important Dates

The following table provides information regarding the important dates of the bid process for the Annual Maintenance Project:

<b>Activity</b>	<b>Date</b>
Last Date of sale of RFB	24-2-2012
Last date for submission of Bids ("Closing Date")	27-02-2012 Upto 1.00 PM
Opening of Technical Bid	27-02-2012 Upto 3.00 PM

These dates are indicative and may be changed and would be informed to the bidders.

## 8. General Terms and Conditions

### 8.1 Contact Person

The bidder shall be authorized to communicate only with the Contact Person(s) as authorized by the UIT. Unauthorized communication with other staff of the UIT may lead to disqualification of the Bid.

The Contact Person is: Secretary UIT Ajmer or his authorized person

The bidder shall nominate his contact person for the Bid at the time of submitting the Bid.

### 8.2 Clarification

The Last Date for submitting queries shall be as specified in Section 7.5 of this RFB.

Bidder shall seek any clarification in this regard from UIT Ajmer if required.

### 8.3 Preparation of Bid

**8.3.1** All Bids submitted by Bidder should be in the English language.

**8.3.2** In preparing the Bid, bidders are expected to examine the documents comprising this RFB in detail. Material deficiencies in providing all information requested for may also result in rejection of the Bid.

**8.3.3** While preparing the Technical Bid, bidders shall give particular attention to the following:

- (i) The Bidder should be having its own internal strength for all the Key technical requirements of the project and is not supposed to subcontract any of the services /infrastructure without the permission of the UIT
- (ii) The Technical Bid should provide all the information specified in the Section of this RFB. Lack of technical information in technical bid may lead to rejection of the bid.

**8.3.4** The Technical Bid shall not include any financial information.

**8.3.5** In preparing the Financial Bid, bidders are expected to take into account the Financial Terms and Conditions contained in this RFB.

**8.3.6** The Financial Bid should clearly indicate the price to be charged without any qualifications/conditions whatsoever.

**8.3.7** Bidders should express the price of their services in Indian currency only.

**8.3.8** Financial Bid should be submitted in the prescribed format only.

## **8.4 Statement of Conformity**

**8.4.1** The Bidder shall include with the Bid, a Statement of Conformity as follows:

- (a) If the Bid conforms with the Project Requirements in every respect then include a statement to that effect in the Bid;
- (b) If the Bid does not conform with the Project Requirements then include a statement that the Bid does not conform and state in what respect and the reason meeting the stipulated requirements;

## **8.5 Alterations, Erasures or Illegibility**

Bids containing alterations or erasures and in particular, portions of the Bids in which prices or any other information are not clearly and legibly stated may be excluded from consideration. Any alteration made to a Bid is to be initialed by the Bidder.

## **8.5 Cost of Preparation of Bids**

The Bidder shall be solely responsible for the cost of preparing and submitting the Bid and all other related costs.

## **8.6 Method of Submission of Bid**

### **8.6.1 Time of Lodgment**

Bids shall be submitted latest by the time and date specified in Section 7.5 of this RFB.

### **8.6.2 Validity Period**

The Bid submitted shall remain open for consideration for a period of One Hundred Twenty days (120) from the closing date for the submission of the Bid.

### **8.6.3 Late Bids**

Any Bid received by the UIT after the closing time prescribed in the Section 7.5 of this RFB shall be excluded from the evaluation process.

#### **8.6.4 Method of Lodgment**

The original copy of the Technical Bid shall be placed in a sealed envelope clearly marked "Technical Bid," and the original Financial Bid in a sealed envelope clearly marked "Financial Bid," and warning: "Do Not Open with the Technical Bid." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall be addressed to the UIT Ajmer, and clearly marked, "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE PURCHASE COMMITTEE.**" **BID FOR.....**

**8.6.5** All Bids and submissions shall become the property of the UIT once submitted. The UIT or their representative may make copies of the submission for any purpose related to the evaluation of this Bid.

### **8.7 Bid Evaluation**

#### **Evaluation of Technical Bids**

**8.7.1** Evaluators of Technical Bids shall have no access to the Financial Bids until completion of the technical evaluation of the bids.

**8.7.2** In case the UIT requires further information for accurately evaluating a bid, it may seek clarifications in writing from the bidders. The bidders would be required to respond within three days of the issue of the communication seeking a clarification.

**8.7.3** Bidders will be required to give a technical presentation of their Bid before the evaluation committee to help them in proper evaluation of the technical bid if required by UIT. Suitable date and venue for the same would be notified to bidders by UIT.

#### **Public Opening and Evaluation of FINANCIAL Bids**

**8.7.4** After the evaluation of Technical Bid is completed, the UIT shall notify those bidders whose Bids did not qualify for opening of the Financial bid or were considered non-responsive to the RFB, The UIT shall simultaneously notify the bidders that have qualified for Financial Bid opening, indicating the date and time set for opening their Financial Bids. The notification may be sent by registered letter, telex, facsimile, or

electronic mail.

- 8.7.5** The decision of the UIT in the above regard shall be final and the UIT is under no obligation to provide any reasons or explanation, whatsoever, for its decision.
- 8.7.6** The Financial Bids shall be opened in the presence of the bidders' representatives who choose to attend. The name of the bidder, and the Quoted Price shall be read aloud and recorded when the Financial Bids are opened.
- 8.7.7** The evaluation committee will determine whether the Financial Bids are complete, (i.e., whether they have quoted all heads sought in the Financial Bids) and correct and without any computational errors, if required. The successful bidder shall be called for service level agreement.

## **8.8 Memorandum and Service Level Agreement Formulation**

- 8.8.1** The successful Bidder would be called for final discussions of the Technical Bid and the Financial Bid. The discussions on the Technical Bid shall include proposed methodology (work plan), deployment plan, any suggestions made by the bidder to improve the Business Requirements if required by UIT.
- 8.8.2** Bidder shall be required to give name & Verification of the designated key professional with mark sheets.
- 8.8.3** The bidder will sign the formal Work Agreement and Service Level Agreement with S.D. within seven (7) days after issue of work order.
- 8.8.4** If bidder does not sign agreement or deposit S.D. the action as per GF & AR shall be taken against the bidder.

## **8.9 Probity and Publicity**

The UIT shall require all the bidders to:

- 8.9.1** Declare any actual or potential conflict of interest.
- 8.9.2** Not collude with any other bidder or any other contractor who is a potential bidder.
- 8.9.3** Comply with all laws in force in India applicable to the Bidding Procedure.
- 8.9.4** Not attempt to influence the outcome of the Bidding Procedure by offering any employment, payment or any other incentive to or in any way seek to improperly influence any person employed by the UIT or engaged by the UIT.

**8.9.5** Not make any news releases or responses to media enquiries and question pertaining to this process or the subsequent selection process without the UIT's written approval.

**8.9.6** If the bidders act contrary to these requirements, the UIT reserves the right to:

Terminate Agreement-

- Terminate consideration of the Bid; and
- Terminate any contract that may have been executed by the UIT with such bidder without any obligation on the UIT to make any payments to the bidder.

## **8.10 Reservation of Rights**

The UIT reserves the right to:

- Extend the Closing Date for submission of the Bids.
- Amend the Bid requirements at any time prior to the Closing Date, provided that the amendment is notified to prospective bidders.
- Seek information from or negotiate with one or more of the Bidders on any issue at any time and to continue to negotiate with one or more of the bidders.
- Discontinue negotiations at any time with any bidder.
- Terminate or abandon this Procedure or the entire project whether before or after the receipt of Bids.
- Seek the advice of external consultants to assist the UIT in the evaluation or review of Bids.
- Make enquiries of any person, company or organization to ascertain information regarding the bidder and its Bid.
- Reproduce for the purposes of this procedure the whole or any portion of the Bid despite any copyright or other intellectual property right that may subsist in the Bid.

## **8.11 Acceptance of Bid**

**8.11.1** The UIT would consider any Bid at its sole discretion and there is no obligation on the UIT to accept the lowest priced Bid.

**8.11.2** Neither acceptance of a Bid nor any invitation to discussion or make an offer will be effective to constitute a contract or to create any legitimate expectation on the part of the bidder unless the UIT and the bidder have executed a formal written contract.

**8.11.3** Notification to a bidder that it is the preferred/selected bidder will not constitute an acceptance of the Bid but only an invitation to finalization.

**8.11.4** Acceptance of the Bid would be communicated by a Letter of Intent (LOI) in writing addressed to the successful bidder at the address shown in its Bid.

## **8.12 Security Deposit**

**8.12.1** The successful bidder has to submit the acceptance of LOI along with Security Deposit in form of FDR or Performance Bank Guarantee for 5% of the contract value valid for the period of 2½ years. This security is required for the proper and faithful fulfillment of the obligations under the contract by the successful bidder. Bank Guarantee should be issued by a scheduled Bank in India.

**8.12.2** UIT shall be at liberty To en-cash and enforce payments of the security deposit for non-fulfillment and/or unsatisfactory performance of the contract after giving notice to this effect to the TSP.

**8.12.3** The bank guarantee shall remain binding not-with-standing such variation alterations or extension of completion time as may be made, given, conceded or agreed to between the contractor and UIT under these general conditions or otherwise.

**8.12.4** The bank guarantee shall be released on application by contractor after the expiry of the said guarantee after successful completion of the project period.

**8.12.5** The said bank guarantee shall not in any way be construed as the limitation of the contractor's responsibilities or liabilities pertaining to its obligations and/or guarantees under the contract and shall be without prejudice in addition to any other remedies available UIT in terms of the contract and/or the laws of the land.

**8.12.6** The EMD of the successful Bidder can be adjusted/converted into the above Security Deposit and/or would be released by the UIT after the acceptance of the project as per request of bidder.

## **8.13 Confidentiality**

Any information supplied by or on behalf of the UIT is confidential to the UIT and Bidders are obliged to maintain its confidentiality.

## 9. Project Execution Process flow

**9.1** The date of Contract Agreement and Formal SLA would be considered as the first date of the project. However the TSP is expected to start the preliminary work from the date of LOI.

### 9.2 UIT Co-coordinating committee

**9.2.1** UIT would be appointing a co-coordinating Project core committee (PCC) consisting of:

- Central Co-coordinator for the project.
- Personnel to provide all relevant information related to UIT required for preparation of web site and that of each software module.
- The committee would be chaired and headed by the concern authorities

**9.2.2** The PCC would be in operation for the entire project duration.

**9.2.3** The PCC would be responsible for

- Freezing the Information related to Website and all the content.
- Providing required IT infrastructure at data feeding location with network connectivity
- System requirement of the software modules
- Fixing time schedules
- Timely finalization of the System Study Report
- Monitoring the progress of project as per project plan
- Testing and certification of the entire Application based on Test Data.
- Provide Master Data Information related to the Software modules
- Addressing issues of the various users.
- Any other issue to be discussed mutually with the TSP during the progress of the Project.

### 9.3 Data Centre Verifications

**9.3.1** The technical team Authorized by UIT would be testing the Application software at any location outside the Data Centre on a Broadband/ISDN line/Lease line/PSTN line.

**9.3.2** The UITA would deploy it's technical team for inspection of IT Infrastructure at the Data Centre. The Technical team would inspect the Data Centre for:

- Installation of Servers .
- Hosting of Application
- The technical team would than issue a **Data Centre Test Certificate.**

## 10 Commercial Terms and Conditions

The UIT would be paying for:

**10.1** Maintenance of Application Software, and Web Portal for UIT.

**10.2** Maintenance of IT infrastructure and Local Area Network for 2 years.

**10.3** IT Services including

- Administration and Maintenance of the Server Infrastructure required for UIT application at Data centre with an assurance of 99%uptime for a period of 2 years.
- Network Administration services for the Servers at Data Centre including a dedicated Network Administrator at data centre.
- Web Site and Application administration and maintenance and Database administration for the period for 2 years including the services of a dedicated Database Administrator.
- Mailing Services
- Facility Management services for the entire Project.
- Project Management Services including deployment of Project-coordinator for the period of 2 years.
- Deployment of Operational Manpower for a period of 2 years
- Internet Connectivity of 2 MBPS with 2 different service providers & necessary Firewall with Management and maintenance of same.

**OR**

VPN link /MLLN of 2MBPS between UIT -HO and the data Centre.

**10.4** The Payment schedule would be made on quarterly basis for:

- Maintenance of Local Area Network
- Hosting at Data centre on monthly basis.
- Maintenance of IT managed services including Facility management, operational services, project management etc.
- IT Services
- Quarterly Bills for above services would be submitted by the after ending of every Quarter.

**10.5** The payment shall be made as per work done and performance of the firm..

**10.6** All prices should be inclusive of all Taxes, Packing forwarding FOR UIT sites.

**10.7** The format of the Financial bid is enclosed in 11.2 Part II below and should be submitted duly filled in the same format.

### **10.8 Extension of Contract for IT Services**

UIT may extend the contract for IT services beyond 2 years at the same state approved by UIT for one year on mutual consent of the contractor.

### **10.9 Breach of Statutes:**

The TSP shall indemnify UIT against all penalties and liabilities of every kind of breach of any Statutes, Ordinance, Rules and regulations or by-laws as may be applicable for and in the execution of the contract.

### **10.10 Waiver:**

Any waiver by UIT of any breach of the terms or conditions of the Contract shall not constitute waiver of any subsequent breach of the same.

### **10.11 Force Majeure:**

If at any time, during the continuance of the Contract, the performance in whole or in part by either party of any obligation under the contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, Civil Commotion, Sabotage, Fires, Floods, Explosion, Epidemics, Quarantine restriction and Acts of God (here in after referred to as 'Event') then provided a notice of the happening of any such event is given within twenty one days from the date of occurrence thereof neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damage against the other in respect of such non performance or delay in performance and the deliveries and/or performance of the work under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and decision of UIT as to whether the deliveries and/or performance of the work have been so resumed or not shall be final & conclusive provided further that if the performance in whole or in part is delayed by reason's of any such events for a period exceeding six days UITA may at its option terminate under this clause and UIT shall be at liberty to take over from the TSP at a price to be fixed by UIT which shall be final all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the Supplier at time of such termination or 'such portion thereof at UIT may deem fit except such materials bought out components and stores at the UIT may with the concurrence of UIT elect to retain.

**COMPENSATION Clause:**

a) If the TSP will not be executing the contract as per the terms of agreement then the UITA may invoke any or all of the following clauses.

- Impose a recovery of compensation for various services if services are not delivered as per the benchmark level due to the fault of TSP.

**Or**

- Forfeit the performance Guarantee Amount.

**OR**

- Terminate the contract with 3-month notice/3 month grace period . In such case entire infrastructure will be acquired by the department after calculating the then depreciated cost.

Compensation would be applicable for Downtime of core Services i.e Downtime of Data Centre or Software Application. Following would be considered as Downtime applicable for compensation :

A. Downtime of Datacenter Servers which include downtime of Hardware or operating system

Non Availability of Application Software to all the users of UITAjmer.

Following **would not be considered** as Downtime of core services and would not be liable for compensation:

A. Downtime of PC's/Printers/local network nodes in the UIT Ajmer network.

B. If the entire network of UIT office at Ajmer is down.

C. Bugs/changes /modifications in the application software.

D. Nonworking of the application software on 1 or 2 machines of the network.

The penalty for downtime (acceptable limit is 1%) and delay (not completing the work within the specified time period) will be calculated as mentioned below: THE TSP WILL BE GIVEN THE RELIEF PERIOD OF SIX MONTHS OF IMPLEMENTATION DURING WHICH TIME THE PENALTY FOR DELAY WILL NOT BE IMPOSED BUT

PENALTY FOR DOWNTIME WILL BE APPLICABLE ONCE THE SERVICE IS COMMISSIONED. The penalty as calculated below will be

### 1. Calculation for downtime of Service:

**Working Hours:** 09:30 am to 6:00 p.m = 510 minutes

As only 1 % downtime i.e. 5 minutes (1% of 510 minutes) daily is allowed as acceptable downtime as per the Supplier's conditions for maintenance and service. In case the system of the service provider remains un-operational during the whole day, 8½ hrs straight will be considered as downtime. In case of partial closure of the system, the duration for which it remains un-operational will be considered as downtime. At the end of the month, all such un-operational time duration will be summed up to arrive at the total downtime. If the total downtime exceeds 1% of total working hours, the surplus downtime will be taken for penalty as per the laid conditions and will be applicable to the service provider. The downtime monthly can be calculated as follows

**Downtime (in %age) =**

$((\text{Summed up downtime in min}) / (\text{Working Days in month} * 510)) * 100$  **Calculation of Penalty**

**Let us consider the following example:**

TSP's Monthly IT Managed Service charges Bill is for Rs 250000/-**Downtime calculation:**

e.g. Assuming Total working days:= 24 days (24 \* 510 = 12240 minutes)

Acceptable downtime = 1 % (i.e. 12240\*0.01= 122 minutes)

Suppose the total downtime after one month (24 working days) is 500 minutes.

As the acceptable downtime is 1% (122 minutes), the total of 378 minutes (500- 122 minutes) is liable for imposing penalty.

Hence, the total downtime in % liable for imposing penalty will be:

$$= (378/12240)* 100 = 3.09\%$$

Hence, penalty applicable for the concerned month will be  $(3.09/100)*250000 = \text{Rs } 7725/-$

The downtime of Core Services would be recorded and monitored by the UIT personnel in a record book and acknowledged by the TSP.

**b) Calculation for time delay in providing the services:**

It has been considered that TSP is suppose to provide gamut of back office services at UITA. It is also considered that any delay in the processing cannot be linked with the system downtime as processing is only possible when the system is up and running and only during the office hours.

A monthly Service level assessment has to be done by Core Committee by physically testing the service delivery time for all services and computing the COMPENSATION for delay in service .

COMPENSATION should be the excess time taken to complete the process.

Any delay in the project deliverables with respect to timelines mentioned above will attract penalties @ 0.5 % of the contract value for the delay of each,week. The maximum COMPENSATION will be 10% of the contract value. However, if the delay is caused due to unavoidable circumstances or circumstances beyond the control of the TSP, then trust reserves the right to waive off the Compensation.

In case the TSP is not able to execute the project as per deliverables and SLA agreed upon the SUITA reserves the right to get the same completed from a third party at cost of the TSP.

**10.12 Disputes :**

In case of any design case may be referred to UDH Department Rajasthan and decision of UDH Department shall be applicable on UITA & TSP

**11 Contents of Bids**

The bid shall be submitted in two parts – Technical and Financial. The contents of each part are listed below:

**Part –I**

**11.1 The Technical Bid should contain:**

- a. Covering Letter

- b. Details of the authorized contact person of the bidder.
- c. Proof of Meeting the Eligibility Criterion
  - Certificate of Incorporation/ Articles of association, registration etc. as applicable.
  - Proof of one projects worth 40 Lacs, of similar scope of work executed. Project execution certificate, satisfaction certificate and copy of order should be enclosed.
  - Financial Statements of last 3 years for Proof of Paid up capital and turnover
  - Details of Service Support Location in Rajasthan
  - Details of Software Development Infrastructure.
  - Software Maintenance Manpower Deployment Plan.
- d. Technical Information listed in 7.4.2
  - Software Development strength
  - Details /configurations of **IT** Infrastructure of Data Center including brochures of Hardware products for DMR Site
  - Methodology and Project Plan
  - Team Structure
  - CV's of key management and technical personnel
  - References
- e. Statement of Conformity.
- f. Earnest Money Deposit
- g. Any general information that the Bidders wish to provide, but is not specifically requested, should be attached separately.
- h. Any other document

# ANNEXURE 1

The Software application is an on-line application covering following two major Modules:

- A. Scheme management and Plot management System
- B. Project Management System of UIT
- C. Accounting management System of UIT.

The brief Features of each of the Modules are briefly described as under:

## A. Scheme management and Plot Management System

- UIT has multiple Areas of Land divided under multiple Schemes. All the relevant data of all existing schemes would be digitized namely :
  - Details of Each Scheme including Auto Cad drawings of each
  - Scheme and division of Plots in each Scheme.
- Details of each Plot including the a) the current Lessee name address, contacts, amount receivables, site plan of the plot etc.
- Detailed MIS including Advanced Search facilities should be available for all the plots of all schemes. This MIS should be available on-line from anywhere in the world after proper authorization.
- All the Processes related to schemes, plot allotment, lease deed execution, transfer , mutation etc should be automated and should be linked to each other through a proper work flow management system.
- Some of the processes involved are highlighted below.
- **Allotment of Plots**
  - Data related to the proposed Scheme and the area concerned with the digital map of same and the details of Plots planned should be fed in the system.

- All the dates related to advertisement date , last date of receipt of Application , date of allotment through lottery , dates of lease dead execution etc should be fed in the system.
- Advertisement of the Scheme may be through print media but full details of the proposed scheme would be available on the UIT web site. These details should be available dynamically as per scheme data and dates fed in the system.
- The complete details of the scheme with all legal terms and conditions would be available on-line and UIT may do away with hard copy printing of same.
- The application form of the Scheme should be available on-line and should be downloadable from the UIT .
- The applicant may apply on-line or through the downloaded form in hard copy.
- All the designated banks would have access to the System and would be able to access the Application of the Applicant and deposit amount/fees and generate receipt to the applicant against the same. The Amount deposit form would be accordingly designed by the TSP.
- The date of Allotment/Lottery would be notified on the web site to the qualified applicant.
- List of Qualified Applicants should be available in various reporting formats to the UIT as well as to the public.
- Allotment through Pseudorandom number generation should happen from the system through a well designed Interface as the same would happen in an open public environment.
- Successful Applicants would be given a letter of Allotment which would also be available on the Internet and would be downloaded/printed by them along with the draft of the Lease dead with all filled details.

- Non successful Applicants would be given a date by which their deposited amount would be returned back by the bank.
- The bank would enter the details of the return of money on the system and the applicants can view the details of same.
- **Execution of Lease Deed**
  - The successful Applicant can download the lease deed with all details from the system by accessing his account on the internet.
  - He would submit the signed lease deed with all proof documents to UIT.
  - He would also deposit the full amount related to the lease and get a receipt of same online
  - All proof documents would be checked by the relevant UIT personnel and the lease deed execution would be cleared /not cleared by him on the system.
  - As soon as the Dues against the lease is cleared , lease deed is received and the proof documents are verified an e-mail would be sent to the concerned JEN for verification.
  - The concerned JEN would be able to see all the lease deeds which he needs to Verify.
  - He would submit a verification confirmation on the system.
  - As soon as the verification is done on the system all such lease deeds would be made available for final signing/stamping.
  - After the signing/stamping the entry of same would be made in the system and would be sent to the dispatch section.
  - The dispatch section would enter the date of dispatch of lease deed and dispatch details on the system.
  - At any point of time MIS reports would be available about the stage at which various lease deeds are lying and details of same.

- **Possession**
  - For possession the Applicant only need to apply on-line.
  - After the necessary verification a possession letter would be couriered/ dispatched to him.
  - In case the possession formalities are not verified and if there is a problem in issuing the possession letter the necessary information would be provided to the applicant and he can also view the same on the system.
  
- **Access to the Applicant/lease holder.**
  - The lease holder/applicant would have access to his account on the system.
  - At any point of time he can view the status of his application and the stage at which it is held up and the reason for same.
  - He can also escalate/e-mail any grievances through an on-line grievance form which would automatically send a mail to the concerned authority in the organization.
  - If the grievance is not replied to an e-mail would go to the next higher authority.
  
- **Transfer Permission**
  - Applicant can apply for transfer permission on-line and can view the applicable Dues which would be calculated by the system on-line.
  - The system would give him X no of days to submit the applicable fees and necessary proof documents if required.
  - An e-mail would go to the concerned JEN for verification of the plot.
  - The verification entry would be made by the JEN on the system related to :
    - Plot/construction meets all norms
    - Construction not as per norms
    - Construction period over

- If the plot is verified to meet all norms the applicant would be asked to submit the required fees/amount by a particular date---this information would be viewed by him on the system.
  - If as per verification the plot is not applicable for transfer necessary information would be given to the applicant for the next process.
- **Mutation** (Transfer by Allottee)/(death of Allottee)
    - Applicant can apply for Mutation permission on-line and can view the applicable Dues which would be calculated by the system on-line.
    - The system would give him X no of days to submit the applicable fees and necessary proof documents if required.
    - An e-mail would go to the concerned JEN for verification of the plot
    - The verification entry would be made by the JEN on the system related to (only if constructed or Construction period is over and plot is cancelled) :
      - Construction meets all norms
      - Construction not as per norms
      - Construction period over
    - If as per verification the plot is not applicable for transfer necessary information would be given to the applicant for the next process.
- **Regularization of plot in case of non- construction**
    - Applicant can apply for Regularization of plot on-line and can view the applicable Dues which would be calculated by the system on-line.
    - The system would give him X no of days to submit the applicable fees and necessary proof documents if required.

- An e-mail would go to the concerned AAO for verification of required applicable Fee/Fee deposited.
- An e-mail would go to the concerned JEN for verification of the plot.
- The verification entry would be made by the JEN
- The approval entry would be made by Secretary/Chairman.
- If required amount is not deposited necessary information would be given to the applicant for the next process.
- If as per verification the plot is not applicable for Regularization necessary information would be given to the applicant for the next process.

- **Lease Free Certificate**

Applicant can apply for Lease Free Certificate of plot on-line and can view the applicable Dues which would be calculated by the system on-line.

- The system would give him X no of days to submit the applicable fees and necessary proof documents if required.
- An e-mail would go to the concerned JEN for verification of the plot (only if construction period is over & plot stand cancelled).
- If as per verification the plot is not applicable for Lease Free necessary information would be given to the applicant for the next process.

- **Bank NOC**

- Applicant can apply for Bank NOC of plot on-line.

- NOC will be issued if verified.
- If as per verification the plot is not cancelled because of non constructive regularization Bank NOC will not issued necessary information would be given to the applicant for the next process.

- **No Dues for construction permission**

- Applicant can apply for No Dues Certificate for construction permission of plot on-line and can view the applicable Dues which would be calculated by the system on-line.
- The system would give him X no of days to submit the applicable fees and necessary proof documents if required.
- An e-mail would go to the concerned AAO / DTP for verification of any dues or any formalities required by DTP.
- If as per verification by AAO/DTP the NO DUES for construction can not issued necessary information would be given to the applicant for the next process.

B. **Project Management System**

- **Project Proposal and cost estimation**

- Project proposal would be entered into the system with details of the project.
- The concerned engineers / personals study the Project assigned would define the major works involved in the project as per DSR
- The estimated cost of the project as per DSR would be calculated by the system.
- For non DSR items estimated cost would be entered by the concerned Engineer with basis of calculation

- **Project Approval**

- Project Approval authority would see all pending projects for approvals.
- He would have option to approve the project or hold the project with his remarks.

- **NIT Generation**

- Once the Project is approved/finalized by the committee the NIT would be generated after all the date and other parameters related to NIT are entered.
- This NIT would be displayed on the Internet automatically, for the interest of the bidders.

- **NIT management**

- The system would provide complete NIT management module.
- NIT's would be automatically be available to the public for bidding during the Applicability period before the last date of bidding and the same would expire as soon as the last date is passed.
- There would be an option to extend the dates.
- Bidders can download the Bid from the net or submit the same on-line.
- Various MIS reports related to NIT's would be available on-line

C. **Preparation of accounts, Ledger, cashbook and other relevant records through the module.**

D. **Preparation of salary bills, deductions, GA55A, and all related work including income tax, work.**

- **Receipt of the Bids.**

(1) **ONLINE**

- The System would have option to receive the Online bid through the Internet.
- There would be an option of submitting technical bid as well as commercial bid on-line

- Proof documents of technical bid can be attached as scanned copy but would also be required to send in hard copy.
- To maintain the security of the bid submitted online the bid would be stored in ENCRYPTED format only and would not be viewable to anybody till the date of opening.
- The details would be visible to the concerned bidder only till the date of opening of the bid.

## **(2) OFFLINE**

- The offline bid would be entered into the system after the opening of the Tender.

### **• Tender Opening**

- At the time of Tender opening the online bids of all parties would get displayed on the screen.
- Offline bids would be required to be entered manually in the system.
- Technical Bid are opened first and after evaluation.
- Technical bids and marking whether they are eligible for Financial opening or not.
- The date of financial bid opening would also be marked.
- Only the marked financial bids would be opened.
- Once the financial bids are opened they would be viewable by everybody concerned

- **Award of Work**
  - The lowest bid would be decided by the UIT.
  - The UIT would issue a work order .
  - The work order would be viewable by the concerned contractor.
  -
- **Progress of work**
  - Progress of work would be monitored by entering the progress by the concerned office incharge of computer.
  - Entries of Progress would be entered against each line item of the contract and the Percentage of work executed would be calculated.
- **Item wise bill of contractor**
  - The contractor would have to submit the Item wise Bill , in the specified time period.
  - The basis of this bill would be the based on progress which would be verified by the concerned OIC for passing the bill.
- **Bill Payments of Contractors**
  - UIT Ajmer pay the bill amount after deduction if any to the contractor by cheque .
  - **MIS**
    - The system would have option to generate multiple MIS on
      - multiple Projects and their Progress
      - Project Costs
      - Contractor wise payments/outstanding etc.

**The above is not a complete description of all processes. The TSP is expected to study all the processes involved in the all modules and submit a System Study report for covering all the processes required.**

## ANNEXURE 2

Specification of the Server Infrastructure to be maintained and deployed by at it's Data centre dedicated for UIT Ajmer

### 2.1 Database Server

**Servers Qty 1nos with following specifications**

S/N	Particulars	Deviation (Y/N)
Make	<b>HP/DELL/Compaq/IBM</b>	
1	Dual-Core Intel Xeon 5110 Processor (1.6 GHz, 1066 FSB)/4MB (1 x 4MB) Level 2 cache (5000 sequence)	
2	Intel 5000P Chipset	
3	4GB Ram expandable Up to 32 GB of memory, supported by (8) slots of PC2-5300 Fully Buffered DIMMs (DDR2-667); 4:1 interleaving; memory mirroring; and online spare	
4	Embedded Dual NC373i Multifunction Gigabit Network Adapters with TCP/IP Offload Engine, including support for Accelerated iSCSI through an optional ProLiant Essentials Licensing Kit	
5	Two PCI-Express expansion slots: (1) full-length, full-height slot; (1) low-profile slot	
6	Performance Models: Smart Array Controller with 256MB battery-backed write cache (RAID 0/1/5/6)	
7	Combo Drive	
8	4*146GB SAS Hot Plug Hard disk Drives	
9	Up to (6) small form factor (SFF) hot-plug drive bays	
10	Integrated Lights Out Standard nased Management through the following :	
	Virtual Text Remote Console	
	Virtual Power Button Control	
	Integrated Remote Console	
	Dedicated & full function shared network connectivity	
	OS independent hardware health status	
	Industry Standard 128-bit Secure Sockets Layer (SSL) and Secure Shell security (SSH)	
	Support for 12 user accounts with customizable access privilege	
11	Overall Server Management Software	

	Software for Setting up the OS	
	Redundant ROM	
	Remote Flash ROM	
	ROM-Based Setup Utility (RBSU)	
	Integrated Management Log	
	Automatic Server Recovery (ASR)	
	Dynamic Sector Repairing	
	Dynamic Sector Repairing	
12	Serial 1, 2 VGA ports, 2 RJ45 ports, 1 Remote Management Port, 4 USB etc	
13	Dedicated Graphics with 32MB Standard, 1024X1200 16M	
14	Max 2U Rack form factor (1.75"), less than 28 in (70.5 cm) deep	
15	Automatic Server Recovery (ASR), ROM Based Setup Utility (RBSU), HP System Insight Manager, Status LEDs including system health, UID, and SmartStart	
16	Multiple layers of fault tolerance through critical component redundancy (power supply and fan redundancy), mirrored memory, embedded RAID capability, and full-featured remote Lights-Out management	

## System Software for above

C Windows 2003 Standard Server with media Pack and 50 CA licenses **1nos**

## 2.2 Application Server

**Servers Qty1 nos with following specifications**

S/N	Particulars	Deviation (Y/N)
Make	<b>HP/DELL/Compaq/IBM</b>	
1	Dual-Core Intel Xeon 5110 Processor (1.6 GHz, 1066 FSB)/4MB (1 x 4MB) Level 2 cache (5000 sequence)	
2	Intel 5000P Chipset	
3	4Gb Ram expandable up to 32 GB of memory, supported by (8) slots of PC2-5300 Fully Buffered DIMMs (DDR2-667); 4:1 interleaving; memory mirroring; and online spare	
4	Embedded Dual NC373i Multifunction Gigabit Network Adapters with TCP/IP Offload Engine, including support for Accelerated iSCSI through an optional ProLiant Essentials Licensing Kit	
5	Two PCI-Express expansion slots: (1) full-length, full-height slot; (1) low-profile slot	
6	Performance Models: Smart Array P400i Controller with 256MB battery-backed write cache (RAID 0/1/5/6)	
7	Combo Drive	
8	Up to (6) small form factor (SFF) hot-plug drive bays	
9	2*146GB SAS HDD	
10	Integrated Lights Out Standard nased Management through the following :	
	Virtual Text Remote Console	
	Virtual Power Button Control	
	Integrated Remote Console	
	Dedicated & full function shared network connectivity	
	OS independent hardware health status	
	Industry Standard 128-bit Secure Sockets Layer (SSL) and Secure Shell security (SSH)	
	Support for 12 user accounts with customizable access privilege	
11	Overall Server Management Software	
	Software for Setting up the OS	
	Redundant ROM	
	Remote Flash ROM	
	ROM-Based Setup Utility (RBSU)	
	Integrated Management Log	
	Automatic Server Recovery (ASR)	
	Dynamic Sector Repairing	

	Dynamic Sector Repairing	
12	Serial 1, 2 VGA ports, 2 RJ45 ports, 1 Remote Management Port, 4 USB etc	
13	Dedicated Graphics with 32MB Standard, 1024X1200 16M	
14	1U Rack form factor (1.75"), less than 28 in (70.5 cm) deep	
15	Automatic Server Recovery (ASR), ROM Based Setup Utility (RBSU), HP System Insight Manager, Status LEDs including system health, UID, and SmartStart	
16	Multiple layers of fault tolerance through critical component redundancy (power supply and fan redundancy), mirrored memory, embedded RAID capability, and full-featured remote Lights-Out management	

### Software for above

2.2A Windows 2003 Standard Edition Server License with 50 CAL      **1nos**

### 2.3 Back-up Server- Quantity 1 nos

S/N	Particulars	Deviation (Y/N)
Make	<b>HP/DELL/Compaq/IBM</b>	
1	Dual-Core Intel Xeon 5110 Processor (1.6 GHz, 1066 FSB)/4MB (1 x 4MB) Level 2 cache (5000 sequence)	
2	Intel 5000P Chipset	
3	4GB Ram expandable Up to 32 GB of memory, supported by (8) slots of PC2-5300 Fully Buffered DIMMs (DDR2-667); 4:1 interleaving; memory mirroring; and online spare	
4	Embedded Dual NC373i Multifunction Gigabit Network Adapters with TCP/IP Offload Engine, including support for Accelerated iSCSI through an optional ProLiant Essentials Licensing Kit	
5	Two PCI-Express expansion slots: (1) full-length, full-height slot; (1) low-profile slot	
6	Performance Models: Smart Array P400i Controller with 256MB battery-backed write cache (RAID 0/1/5/6)	
7	Combo Drive	

8	Up to (6) small form factor (SFF) hot-plug drive bays	
9	3*146HB Hot pluggable SAS drives	
10	Integrated Lights Out Standard nased Management through the following :	
	Virtual Text Remote Console	
	Virtual Power Button Control	
	Integrated Remote Console	
	Dedicated & full function shared network connectivity	
	OS independent hardware health status	
	Industry Standard 128-bit Secure Sockets Layer (SSL) and Secure Shell security (SSH)	
	Support for 12 user accounts with customizable access privilege	
11	Overall Server Management Software	
	Software for Setting up the OS	
	Redundant ROM	
	Remote Flash ROM	
	ROM-Based Setup Utility (RBSU)	
	Integrated Management Log	
	Automatic Server Recovery (ASR)	
	Dynamic Sector Repairing	
	Dynamic Sector Repairing	
12	Serial 1, 2 VGA ports, 2 RJ45 ports, 1 Remote Management Port, 4 USB etc	
13	Dedicated Graphics with 32MB Standard, 1024X1200 16M	
14	1U Rack form factor (1.75"), less than 28 in (70.5 cm) deep	
15	Automatic Server Recovery (ASR), ROM Based Setup Utility (RBSU), HP System Insight Manager, Status LEDs including system health, UID, and SmartStart	
16	Multiple layers of fault tolerance through critical component redundancy (power supply and fan redundancy), mirrored memory, embedded RAID capability, and full-featured remote Lights-Out management	

## 2.4 UPS

General Specifications	
VA/Watts (.9 to .7 leading power factor loads)	5000/3500
Output power factor	0.7
Topology	Double conversion on-line
MTBF (Hrs)	107,235

Slew rate	1Hz/Sec
Switching frequency employed	20kHz
Duty class of the converter	Pulse width modulation
Power switching devices employed	
Rectifier	4 (IGBT)
Inverter	4 (IGBT)
Charger	2 (FET)
Bypass details	Automatic/Manual
<b>Electrical Characteristics</b>	
<b>Input</b>	
Input voltage range at full load	160 to 280VAC
Input voltage range at half load	100 to 280VAC
Input frequency range	45 to 65 Hz auto-selecting
No of input phases	1 phase
<b>Output</b>	
Output voltage selections	220, 230(default), 240V
Output voltage regulation range	+/-1% (typical)
<b>Battery System</b>	
Charger size (Watts)	400
Charging current (Amps)	~ 2
Maximum constant current charging time	
Recharge time for internal batteries from fully discharged stage	< 3 hrs
Battery & Charger details	

## 2.5 Network Switch

Make: Cisco/Nortel/3 Com

24 port Managed Switch 24\*10/100 ports with manageability features

### Model 2950-24

- 24 10/100 Mbps ports
- 1-RU standalone, fixed-configuration, managed 10/100 Mbps switch
- Standard Image (SI) Software

## 2.6 Server Rack with KVM Switch

42 U Server rack With dimension 600 X 2000(42U) X 900D with front glazed door with Lock , Rear sheet steel perforated door with 19" mounting angle front and rear doors with Castor wheels , Socket Strip of 5 amp having a minimum of 12 sockets , 2 Shelves .

15" TFT Monitor with Keyboard and mouse.

KVM Switch with required Cables to connect to 8 Servers and External Monitor/Keyboard

## Annexure 3

### Specification of Local IT Infrastructure

- 3.1 Desktop PC** - Reputed Make: HP / Lenovo / Dell  
Intel Celeron 2ghz or better/256mb RAM /40GB or higher  
HDD/17" CRT SVGA Color Monitor/Windows XPP/3 Yr warranty
- 3.2 UPS System** - 500KVA offline UPS with 15 minute battery backup / 3 yr warranty
- 3.3 Dot Matrix Printer** – No of pins -9, column : 136,CPS at 10 cpi : 300, Port : one parallel
- 3.4 Laser Printer-** hp LaserJet 1160, up to 20 ppm,16 MB RAM, 1200 dpi effective resolution, USB 2.0 – compliant port, IEEE 1284-B compliant port, 10,000 pages per month, 10 second first page out with hp instant –on fuser technology.
- 3.5 Network Setup-** All System are connected with Network (Intranet/Internet) .

Signature Of Tendrer

Secretary,  
UIT, Ajmer