

BID SUBMISSION

1 Instructions to the Bidders

1.1 Instructions for Online Bid Submission

- This RFP has been published on the portals of the General insurance Council, The Life Insurance Council and the Indian Banks Association. The Bidders are required to submit soft copies of their bids electronically on the link provided, using valid Digital Signature Certificates.

1.2 Preparation of Bids

- Bidder should take into account any corrigendum published on the RFP before submitting their bids
- Please go through the RFP document carefully to understand the documents required to be submitted as part of the bid. Please note the number of parts in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
 - Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF/XLS/RAR formats.
 - All bid documents to be password protected.

1.3 Pre-Bid Meeting

- A pre-bid meeting will be held and the queries responded to as mentioned in the RFP.

1.4 Submission of Bids

- Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder shall be responsible for any delay due to other issues.
- Bidder has to digitally sign and upload the required bid documents one by one as indicated in the RFP
- Bidder has to select the payment option as “offline” to pay the Tender Cost / EMD as applicable and enter details of the instrument
- Standard formats have been provided in the RFP to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their bids in the format provided and no other format is acceptable.
- The Commercial Bid Template/s has been provided in the RFP to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their commercial bids in the format provided and no other format is acceptable.
- All documents to be password protected.
- Password is NOT to be divulged until specifically asked for.
- This will be initiated on the date of opening of bids. The passwords from all the bidders would be received and only then will the documents be accessible to the evaluation committee.

1.5 Assistance to Bidders

- Any queries relating to the RFP and the terms and conditions contained therein should be addressed to the GICouncil.

1.6 Cost to Bid

- The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid. The UDI panel shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

1.7 Contents of the RFP

- The Bidder is expected to examine all Sections and Annexures in the RFP and furnish all information as stipulated therein

1.8 Clarification on RFP

- A prospective Bidder requiring any clarification on the RFP may submit his queries as per the timeline specified. A pre -bid meeting to clarify any questions would be organized.
- The Purchaser shall not respond to any queries not adhering as per the format mentioned in Annexure IV - Forms.

***Note:** The purchaser shall prepare a record of the Pre-Bid Meeting, and circulate to the Bidders and upload the same on the website.*

1.9 Amendment of the RFP

- At any time prior to the last date and time for bid submission, the purchaser, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP by an amendment. The amendment shall be notified on the portal and to each bidder and should be taken into consideration by the prospective agencies while preparing their bids.
- In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Purchaser may, at its discretion, extend the last date for the receipt of Bids
- Bidders are advised to visit this website regularly to keep themselves updated.

1.10 Language of Bids

- The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Purchaser, shall be written in **English language**

1.11 Documents Comprising the Bids

The bid prepared by the Bidder shall comprise of the following components:

- **Eligibility Criteria** - The Eligibility Criteria shall comprise of the following:
 - a. Cost of Tender Document in the form of **Demand Draft**
 - b. EMD in the form of **Refundable & Irrevocable Bank Guarantee**
 - c. Eligibility Criteria Cover Letter
 - d. Eligibility Compliance Checklist
 - e. Turnover and Net worth Certificate
 - f. Conflict of Interest, if any
 - g. Power of Attorney executed in favour of the Authorized Signatory, if applicable
- **Technical Bid** - The Technical Bid shall comprise of the following:
 - a. Technical Bid Cover Letter (Company Letter head)
 - b. Technical Bid Compliance Checklist
 - c. Approach, Methodology and Solution Proposed with Work Plan and Staffing Schedule
 - d. Project Citation / Case Studies
 - e. CV for proposed Project Team (Design, Development & Implementation and Operations & Maintenance Phase)
 - f. Manpower Details (Design, Development & Implementation and Operations & Maintenance Phase)
 - g. Manufacturer's Authorization Format (MAF) from OEM
 - h. Detailed Technical Specifications of all the hardware and software quoted by bidder
 - i. Detailed project plan with timelines and resource planning
- **Commercial Bid** - The Commercial Bid shall comprise of the following:
 - a. Commercial Bid Letter (Company Letter head)
 - b. Commercial Bid with the sections as specified

1.12 Procedure for Submission of bids

The bid prepared by the Bidder shall comprise of the following

- Eligibility Criteria
- Technical Bids
- Commercial Bid

Note: Prices should not be indicated/mentioned in the Eligibility Criteria and Technical Bid but should only be mentioned in the Commercial Bid.

Bid submission will be online mode only. An expression of interest via email to be sent to the contracting party. An userID and password for a folder exclusively accessed by the bidder will be provided. All documents in pdf format and password protected to be uploaded on this folder before the deadline.

Password for technical bids and commercial bids to be DIFFERENT.

1.13 Bid Prices

- The Bidder shall indicate in the proforma prescribed, the unit rates and total Bid Prices of the equipment/services, it proposes to provide under the Contract. Prices should be shown separately

for each item as detailed in RFP.

- In absence of information requested in above Clause, a bid may be considered incomplete and be summarily rejected
- The Bidder shall prepare the bid based on details provided in the RFP. **It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the Purchaser. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP.**

1.14 Firm Prices

- Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. However, the Purchaser reserves the right to negotiate the prices quoted by the successful Bidder to effect downward modification. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- The Commercial bid should clearly indicate the price to be charged and Taxes shall be applicable as per actuals. It is mandatory that such charges wherever applicable/payable should be indicated separately. However, should there be a change in the applicable taxes, the same may apply.

1.15 Discount

- The Bidders are advised not to indicate any separate discount in the Commercial Bid. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, shall not be taken into account for evaluation purpose. However, in the event of such an offer is found to be the lowest without taking into account the discount, the Purchaser shall avail such discount at the time of award of Contract.

1.16 Earnest Money Deposit (EMD)

- The Bidder shall furnish, as part of its bid, an **Earnest Money Deposit (EMD)** of the amount of Rs. 1 lakh.
- The EMD is required to protect the Purchaser against the risk of Bidder's conduct which would warrant the security's forfeiture
- The EMD must be submitted as Bank Guarantee of any Scheduled Commercial Bank / Nationalized Bank drawn in favour of General Insurance Council, payable at Mumbai
- Unsuccessful Bidder's EMD shall be discharged/returned on or before the 30th day after award of Contract to the successful Bidder
- The successful Bidder's EMD shall be discharged upon the bidder executing the Contract, pursuant to Award of Contract and furnishing the Bank Guarantee,
- No interest shall be paid by the Purchaser on the EMD

The EMD may be forfeited:

- a. if a Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid;
or
- b. in the case of a successful Bidder, if the Bidder fails;
 - I. to sign the Contract in accordance with Award of Contract; or
 - II. to furnish Performance Bank Guarantee for Contract Performance

1.17 Performance Bank Guarantee

- Performance Bank Guarantee has to be made in the form of Bank Guarantee from any Scheduled Commercial Bank / Nationalized Bank drawn in favour of CERSAI, payable at New Delhi equivalent to ten percent (10%) of the Contract Value before signing of the Contract
- Validity: Valid for the entire Project term. The BG shall be released after 5 years from the effective date of the Go-Live of the Central Registry Solution or execution of all pending WorkOrders, whichever is later.
- Instrument: One single deposit in the form of Bank Guarantee
- In the event of termination, Purchaser may Invoke the Performance Bank Guarantee, recoversuch other direct costs and other amounts towards direct damages from the Agency that may have resulted from such default and pursue such other rights and/or remedies that may be available to the Purchaser under law

1.18 Mode of Evaluation

- Bidders to submit their bids in the assigned folders, accessible only through a username and password protected secure link before the end of the final data of submission.
- All bids will be stored in the respective folders assigned to each bidder.
- All files are in pdf format and password protected, The Technical bid password and the commercial bid password are different.
- The password is NOT to be disclosed until specifically asked for.
- On the day of opening of bids, the password for the technical section will be asked for. The opening of the bid would happen in the presence of the evaluation committee.
- The technical bids will be evaluated in detail. In case any further inputs are sought, the bidder would be called upon to submit additional documents, clarifications and/or asked to make a presentation of their solution and inputs.
- Once the technical bids have been evaluated, the passwords for the commercial bids will be called for.
- The commercial evaluation will be carried out by the team.
- Prices for each phase of work to be quoted separately as per the format.
- The final decision is dependent also on the pricing provided across each phase, and will be subject to a percentage across each phase. These will be uniformly applied to all vendors.
- Note that a component of AMC, support engineer charges quoted and change requests charges quoted would also form a part of the final pricing arrived at for comparison.
- Successful bidder(s) will be called upon for discussion/negotiation on the terms of the project and the pricing.
- Award of contract.
- The contract would be a signed by the contracting party (GICouncil, LICouncil and IBA) and the vendor authorized signatory.

- Within 21 days of the receipt of notification of award from the Purchaser, the successful bidder shall furnish the performance security in the form of Performance Bank Guarantee valid for a period of 69 months in accordance with the Conditions of Contract
- Failure of the successful Bidder to comply with the requirement of above Clause shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD

1.19 Period of Validity of Bids

- Bids shall remain valid for period of 90 months after the date of opening of Eligibility Criteria. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.
- In exceptional circumstances, the Purchaser may request the Bidder for an extension of the period of validity up to 180 days. The request and the responses thereto shall be made in writing (or through e-mail). The validity of EMD provided under above Clause may also be extended if required.

1.20 Format and Signing of Bid

- The original documents of the bid shall be typed or written in indelible ink. The **original** shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- The response to the bid should be submitted along with legible, appropriately indexed, duly filled Information sheets and sufficient documentary evidence as per RFP. Responses with illegible, incomplete Information sheets or insufficient documentary evidence shall be rejected.
- The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person(s) signing the bid

1.21 Revelation of Prices

- Prices in any form or by any reason before opening the Commercial Bid should not be revealed, failing which the offer shall be liable to be rejected

1.22 Terms and Conditions of Bidders

- Any terms and conditions of the Bidders shall not be considered as forming part of their Bids

1.23 Consortium

- Consortium is not allowed

1.24 Last Date for Receipt of Bids

- Bids shall be submitted by the bidder no later than the timelines specified in the timelines section in the RFP.
- Purchaser may, at its discretion, extend the last date for submission of bids by amending the RFP, in which case all rights and obligations of the Purchaser and Bidders previously subject to the last date shall thereafter be subject to the last date as extended.

1.25 Modification and Withdrawal of Bids

- No bid may be altered/modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders shall not be considered.
- No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD and shall be declared a "defaulting bidder". In such situation the tendering process shall be continued with the remaining bidders as per their ranking.
- If the bidder relents after being declared as selected bidder, it shall be declared as defaulting bidder and EMD of such defaulting bidder shall be forfeited. In such situation, the tendering process shall be continued with the remaining bidders as per their ranking.
- No Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded
- Any effort by a Bidder to influence the Purchaser's bid evaluation, bid comparison or Contract award decisions may result in the rejection of the Bidder's bid.

1.26 Opening of Technical Bids by Purchaser

- The Purchaser shall convene a bid opening session as per time schedule where one representative from the Bidder, who has successfully submitted the bid, can participate. Subsequent to this, Purchaser shall further evaluate the Bid of only those agencies whose EMD is found to be in order.
- The Purchaser may at any time, by a written order given to the Bidder, with mutual consensus with the selected bidder, make changes to the Scope of the Contract as specified
- If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, as decided by the committee and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Purchaser's changed order.
- The Purchaser reserves the right to accept any or all bid, and to annul the Tendering process or 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 the Purchaser's action.

1.27 Award of Contract

- There shall be only one Successful Bidder
- At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the Purchaser shall send the Bidder the pro forma for Contract, incorporating all agreements between the parties
- Within 7 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the Purchaser
- Keeping in view the Project commitment, the contracting party reserves the right to ask the vendor to add new features/process or modify the existing solution to take care the service delivery for matching the Project requirements as and when required
- Bidder has to agree for honouring all RFP conditions and adherence to all aspects of fair trade practices in executing the work orders placed by the contracting party
- In the case of Bidder whose bids are accepted, Bidder shall be required to give Performance Bank

Guarantee

- If at any time, during the period of Contract including the extended period, the bidder offers identical services/products to any other Govt. Department/Organization at prices lower than those chargeable under this Contract he shall notify the same to the purchaser and extend such reduced prices to the purchaser with immediate effect. In the event of lowering of government levies subsequent to the finalization of the Contract, the Bidder shall automatically pass on the benefits to the contracting party, and in the event of increasing of government levies subsequent to the finalization of the panel; the contracting party shall automatically pass the benefits to the Bidder, if the same have been explicitly given in this RFP.
- If at any point during the Contract, if the Bidder fails to, deliver as per the RFP terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause shall be invoked
- For procurement of Hardware/software/solution/system/service, Work Order shall be placed on the successful bidder
- If the successful Bidder is not able to supply/deploy/operationalize the ordered hardware/software/solution/system/service/process completely within the specified period, the penalty clause shall be invoked
- The decision of the contracting party shall be final and binding on all the bidders to this RFP. They reserves the right to accept or reject an offer without assigning any reason whatsoever.

- The Bidder should confirm unconditional acceptance of full responsibility of completion of job and for executing the 'Scope of Work' of this RFP. This confirmation should be submitted as part of the Technical Bid. The Bidder shall also be the sole point of contact for all purposes of the Contract.
- The Bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of goods and services as required under this Contract. If at any stage of Tendering process or during the currency of the Contract, any suppression/falsification of such information is brought to the knowledge of the Purchaser, the Purchaser shall have the right to reject the bid or terminate the Contract, as the case maybe, without any compensation to the Bidder.
- Besides other conditions and terms highlighted in the RFP, bids may be rejected under following circumstances:
 - a. Eligibility Rejection Criteria
 - i. Bids submitted without or improper EMD
 - ii. Eligibility Criteria containing commercial details
 - iii. Bids received through Telex/Telegraphic/Fax/E-Mail/post etc. except, wherever required, shall not be considered for evaluation
 - iv. Bids which do not confirm unconditional validity of the bid as prescribed in the RFP
 - v. If the information provided by the Bidder is found to be incorrect/misleading at any stage/time during the Tendering Process
 - vi. Any effort on the part of a Bidder to influence the Purchaser's bid evaluation, bid comparison or Contract award decisions
 - vii. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder
 - b. Technical Rejection Criteria
 - i. Technical Bid containing commercial details
 - ii. Revelation of Prices in any form or by any reason before opening the Commercial Bid
 - iii. Failure to furnish all information required by the RFP or submission of a bid not

- substantially responsive to the RFP in every respect
- iv. Bidder not quoting for the complete Scope of Work as indicated in the RFP, addendum (if any) and any subsequent information given to the Bidder
- v. Bidders not complying with the functionality, specifications and other Terms and Conditions as stated in the RFP
- vi. The Bidder not conforming unconditional acceptance of full responsibility of providing Goods and Services in accordance with the **scope of work.**
- vii. If the Bid does not conform to the timelines indicated in the Bid
- viii. Bidder not scoring minimum marks as mentioned in the RFP
- c. Commercial Rejection Criteria
 - i. Incomplete Commercial Bid
 - ii. Commercial Bids that do not conform to the RFP's Commercial Bid format
 - iii. Total price quoted by the Bidder does not include all statutory taxes and levies applicable
 - iv. If there is an arithmetic discrepancy in the commercial bid calculations, the Purchaser shall rectify the same. If the Bidder does not accept the correction of the errors, bid may be rejected.
 - v. If bidder quotes NIL charges/consideration, the bid shall be treated as unresponsive and shall not be considered

1. Commercial Bid Format

1.27.1 Table A: Summary of Cost Component – Overall*

S. No.	Item Description	Schedule	Total Price (INR) (including Taxes)	Total Price (INR) – in Words (including Taxes)
1.	Summary of CAPEX	Table B		
2.	Summary of OPEX	Table C		
Total (CAPEX + OPEX)				

*The total cost would be considered for commercial evaluation of the bids, UDI team reserves the right at the time of award of Contract to increase or decrease the quantity of goods and/or services from what was originally specified while floating the RFP without any change in unit price or any other terms and conditions.

Note: CAPEX & OPEX ratio shall be reasonable and realistic, a bid shall not be considered for Final Evaluation if the total CAPEX value happens to be more than 50% of the overall bid value

1.27.2 Table B: Summary of Cost Component – CAPEX# (Phase 1)

S. No.	Item Description	Schedule	Total Price (INR) (including Taxes)	Total Price (INR) – in Words (including Taxes)
1.	IT Infrastructure for DC/DR	Table B.1		
2.	System Software	Table B.2		
3.	Application Maintenance	Table B.3		
4.	Application Development	Table B.4		
5.	IT Infrastructure for Helpdesk (For operations and maintenance)	Table B.5		
6.	Training & Capacity Building	Table B.9		
Total CAPEX				

The total cost (CAPEX + OPEX) would be considered for commercial evaluation of the bids

1.27.3 Table C: Summary of Cost Component – OPEX# (Phase 1)

S. No.	Item Description	Schedule	Total Price (INR) (including Taxes)	Total Price (INR) – in Words (including Taxes)
1.	Application Design, Development & Implementation (Phase 1)	Table B.6		
2.	Application Design, Development & Implementation (Phase 2)	Table B.7		

3.	Application Design, Development & Implementation (Phase 3)	Table B.8		
3.	IT Infrastructure for DC & Hosting (For operations and maintenance)	Table C.1		
4.	IT Infrastructure for DR & Hosting (For operations and maintenance)	Table C.2		
5.	Running costs of Helpdesk	Table C.3		
6.	System Software	Table C.4		

S. No.	Item Description	Schedule	Total Price (INR) (including Taxes)	Total Price (INR) – in Words (including Taxes)
4.	System Software (For operations and maintenance after Go-Live)	Table C.4		
5.	Software Phase 1			
6.	Software Phase 2			
7.	Software Phase 3			
8.	Software Phase 4			
Total OPEX				

The total cost (CAPEX + OPEX) would be considered for commercial evaluation of the bids

** Two personnel to be considered as full-time resources for the project. Costs for the same to be factored into the solution pricing under point 7.*

1.27.4 Table B.1: IT Infrastructure for DC/DR

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	$T=A*B$	IR (%)	$I=T*IR$	$TG=T+I$
1.	Item 1							
2.	Item 2							
3.	Item n							
4.	Total							

1.27.1 Table B.2: System Software (Licenses and components)

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	$T=A*B$	IR (%)	$I=T*IR$	$TG=T+I$
1.	Item 1							
2.	Item 2							
3.	Item n							
4.	Total							

1.27.1 Table B.3: Application Maintenance and Enhancements (Phase 1)

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	T=A*B	IR (%)	I=T*IR	TG=T+I
1.	Application Maintenance, & bug fixes							
2.	Phase 1 deliverables							
3.	Any other, if any							
4.	Total							

1.27.2 Table B.4: Application Development and design (Phase 1)

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	T=A*B	IR (%)	I=T*IR	TG=T+I
1.	Application Design, Development and Deployment							
2.	Any other, if any							
3.	Total							

1.27.3 Table B.5: IT Infrastructure for Helpdesk

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	$T=A*B$	IR (%)	$I=T*IR$	$TG=T+I$
1.	Item 1							
2.	Item 2							
3.	Item n							
4.	Total							

1.27.4 Table B.6: Application Design, Development and Implementation (Phase 3)

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	$T=A*B$	IR (%)	$I=T*IR$	$TG=T+I$
1.	Application Design, Development and Deployment							
2.	Item 2							

3.	Item 3							
4.	Any other, if any							
5.	Total							

1.27.1 Table B.7: Application Design, Development and Implementation (Phase 3)

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	T=A*B	IR (%)	I=T*IR	TG=T+I
1.	Application Design, Development and Deployment							
2.	Item 2							
3.	Item 3							
4.	Any other, if any							
5.	Total							

1.27.2 Table B.8: Application Design, Development and Implementation (Phase 4)

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	T=A*B	IR (%)	I=T*IR	TG=T+I

1.	Application Design, Development and Deployment							
2.	Item 2							
3.	Item 3							
4.	Any other, if any							
5.	Total							

1.27.3 Table B.9: Training & Capacity Building

S. No.	Item Description	Unit	Quantity	Unit Cost (INR) (excluding Tax)	Total Cost (INR) (excluding Tax)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
			A	B	T=A*B	IR (%)	I=T*IR	TG=T+I
1.	Training & Capacity Building							
2.	Any other, if any							
3.	Total							

Similar Sheets may be filled in for Phases 2-4

1.27.7 Table C.4: System Software (For operations and maintenance after Go-Live)

S. No.	Item Description	Unit	Quantity	AMC/ Service cost for 1 st Year (INR) (excluding Taxes)	AMC/ Service cost for 2 nd Year (INR) (excluding Taxes)	AMC/ Service cost for 3 rd Year (INR) (excluding Taxes)	AMC/ Service cost for 4 th Year (INR) (excluding Taxes)	AMC/ Service cost for 5 th Year (INR) (excluding Taxes)	Total 5 Year cost for AMC (INR) (excluding Taxes)	Rate of Duty/ Tax/ Govt. Levy etc. (for AMC/ Service) as applicable at the time of bid submission	Total Tax (INR)	Total Cost (INR) (including Taxes)
				A	B	C	D	E	T=A+B+C+D+E	IR (%)	I=T*IR	TG=T+I
1.	Item 1											
2.	Item 2											
3.	Item n											
4.	Total											

1.27.8 Table C.7: Operations & Maintenance of UDI Solution (Project Team) (After Go-Live)

S. No.	Role	Qty. of personnel	Man- Day rate in the 1 st year (INR)	Man- day rate in the 2 nd year (INR)	Man- day rate in the 3 rd year (INR)	Man- day rate in the 4 th year (INR)	Man- day rate in the 5 th year (INR)	Total Man-day Cost (INR) (excluding Taxes)	Total Cost (INR) (excluding Taxes)	Rate of Duty/ Tax/ Govt. Levy etc. as applicable at the time of bid submission	Total Taxes (INR)	Total Cost (INR) (including Taxes)
			Q	A	B	C	D	E	F=Q*(A+B+C+D+E)	T=F*12	IR (%)	I=G*IR
1.	Support team											
2.	Any other											
3.	Total											

Any change management/ additional Scope of Work shall be paid on man-month rate and is not part of overall evaluation

Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes to the account of the Authority

Annexure II: Manpower Details

For all other categories of manpower resources, except the Project Manager, the names & date of birth of proposed resources may be furnished by the Bidder at the time of Contract finalization.

However, the Bidder should furnish the project team details such as the qualifications, experience, certification and other details as per format given below along with detailed CVs as per the format specified in Annexure IV - Forms

S. No.	Role	Name of the Resource	Date of Birth	Qualifications	Relevant Certifications	Overall IT Experience (Years)	Relevant experience in the respective role (Years)	Compliance – Yes/No
1.								

Note: It is mandatory that the resource proposed for the Project Manager position should not change till the Go-Live of the Central Registry Solution.

1. Manpower/Resource Requirements for Implementation & Maintenance of Central Registry Solution

a. Project Manager

S. No.	Description	Complied (Yes/No)
1.	B.E. or B. Tech. with MBA or equivalent / M.E. or M.Tech / MCA or higher degree from a recognised university	
2.	Should have experience of working in Government domain preferably in the Financial/Banking/Registry services	
3.	Industry accredited certifications like MCSE, CCNA or certifications from OEM products like UNIX, Linux	
4.	Minimum 12 years of experience in IT system delivery support out of which at least 5 years as IT Manager for Application and Infrastructure delivery	
5.	Should have minimum of two years of experience within the organization	
6.	Should be PMP/Prince 2 certified	
7.	Responsible for the overall Contract performance and should not serve in any other capacity under this Contract	
8.	Knowledge of organizing, planning, directing and coordinating the overall responsibilities	
9.	Knowledge of the principles and methodologies associated with program management	

Note: It is presumed that Project Manager has considerable and reasonable executing powers to take informed decisions for smooth delivery of the Project

b. Functional Expert - Registry

S. No.	Description	Complied (Yes/No)
1.	Graduate with CA/CFA /MBA/PGDM or equivalent from a recognised university	
2.	Minimum 12 years of experience in registry/banking/financial services domain involving functional and business process study and re-engineering	
3.	Should have worked as registry expert for at least one assignment	
4.	Should have minimum of two years of experience within the organization	
5.	Should have knowledge of regulatory frameworks, SARFAESI legislation, credit risk and contracts	

c. Team Lead (Application Software Expert)

S. No.	Description	Complied (Yes/No)
1.	B.E./B. Tech./MCA or higher degree from a recognized university	
2.	Minimum 10 years of experience out of which 5 years in Application Software design, development and delivery	
3.	Should have experience of working in Government domain preferably in the Financial/Banking/Registry services	
4.	Industry accredited certification in languages such as Java, .Net etc.	
5.	Should have knowledge of Agile methodologies, SOA, Micro Services Architecture, Database etc.	
6.	Should have experience in full stack development	
7.	Should not serve in any other capacity under this Contract	

d. Team Lead (IT Expert)

S. No.	Description	Complied (Yes/No)
1.	B.E./B. Tech./MCA or higher degree from a recognized university	
2.	Industry accredited certifications like CCNP, MCSE or certifications on OEM products like UNIX, Linux	
3.	Minimum 10 years of experience out of which 5 years for IT Infrastructure delivery/support (Servers, Network, Storage, security, Backup etc.)	
4.	Should have experience of working in Government domain preferably in the Financial/Banking/Registry services	
5.	Should not serve in any other capacity under this Contract	
6.	Should have more than 3 years of experience in managing in Data Centre	

e. IT Security Expert

S. No.	Description	Complied (Yes/No)
1.	B.E./B. Tech./MCA or higher degree from a recognized university	
2.	Certified Security Professional with one of the certification, namely, a) ECSA b) CEH	

S. No.	Description	Complied (Yes/No)
	c) CISA d) CISSP e) OEM certification in security	
3.	Minimum 5 years of IT experience out of which at least 3 years as a Security Administrator in Government domain preferably in the Financial/Banking/Registry services	
4.	Knowledge of operating systems, network devices and security devices	
5.	Knowledge of Networking protocols	
6.	Knowledge of troubleshooting and management of network technologies	
7.	Knowledge of configuration, operations, troubleshooting and resolution of network security appliances such as firewall, IPS, DDoS, SIEM, Anti-Virus, Patch Management, Application firewall etc.	

f. Network Administrator

S. No.	Description	Complied (Yes/No)
1.	B.E./B. Tech./MCA or higher degree from a recognized university	
2.	Respective OEM Certified Professional or equivalent certifications	
3.	Minimum 5 years of IT experience out of which 3 years as Network Administrator in Government domain preferably in the Financial/Banking/Registry services	
4.	Must have sound knowledge of switching, routing, QoS, OSPF, BGP, NAT, Virtual Networks, Net Flow, etc.	
5.	Must have minimum 3 years of hands on experience with L3 Switches	
6.	Must have sound knowledge of system administration, shell scripting, python, ansible, puppet, Application load balancing, routing, IP tables, HTTP/HTTPS, SSL offloading, web-server, TCP multiplexing, etc.	

g. System Administrator

S. No.	Description	Complied (Yes/No)
1.	B.E./B. Tech./MCA or higher degree from a recognized university	
2.	Microsoft Certification (MCSE) / RHCE certifications in System Administration	
3.	Minimum 5 years of IT experience out of which 3 years as System Administrator in Government domain preferably in the Financial/Banking/Registry services	
4.	Experience of installation, configuration, Management and Monitoring of Windows/Linux based Servers with high availability solutions like clustering / load balancing of servers, Server Virtualization (using Hyper-V/VMware /Open Source)	
5.	Experience of administration and management of Windows/Linux based Servers	
6.	Extensive Knowledge of IIS Web Server for successful running & administering WWW, FTP, SMTP etc. services on production environment. Databases like MS SQL/MySQL/Maria DB/PostgreSQL/Oracle etc. connectivity for applications running on Web/App servers. Or	

S. No.	Description	Complied (Yes/No)
	<p>Extensive Knowledge of Apache Web Server, Tomcat & JBoss Application Server for successful running & administering WWW, FTP, SMTP etc. services on production environment. Databases like MySQL/Maria DB/PostgreSQL/Oracle etc. connectivity for applications running on Web/App servers.</p> <p style="text-align: center;">Or</p> <p>Extensive Knowledge of DAMP (Drupal + Apache + MySql + PHP) setup, Operations & Maintenance for Drupal related server administration covering administering WWW, FTP, SMTP etc. services on production environment. Databases like MySQL/Maria DB/PostgreSQL/Oracle etc. connectivity for applications running on Web/App servers.</p>	

h. Database Administrator

S. No.	Description	Complied (Yes/No)
1.	B.E./B. Tech./MCA or higher degree from a recognized university	
2.	Certification in Database Administration	
3.	Minimum 5 years of IT experience out of which 3 years as Database Administrator in Government domain preferably in the Financial/Banking/Registry services	
4.	<p>Experience of installation, configuration, Management and Monitoring of Windows based Database software i.e. MS SQL Database Server with high availability solutions like clustering/Mirroring of servers. Creation & Management of database accounts, Backups/log-shipping.</p> <p style="text-align: center;">Or</p> <p>Experience of installation & configuration of Linux based MySQL/PostgreSQL/Oracle Database/application Server software with high availability solutions like Clustering/load balancing/log-shipping of servers</p>	
5.	Extensive Knowledge of administration and management of Windows /Linux based Database Servers. Knowledge of related/dependent OS services.	
6.	Knowledge of IIS/Apache/Tomcat Web Server for http services etc. for integration with Web/Application Server	

i. Application Development Expert

S. No.	Description	Complied (Yes/No)
1.	B.E./B. Tech./MCA or higher degree from a recognized university	
2.	Minimum 5 years of experience out of which 3 years Application Software design, develop and delivery	
3.	Industry accredited certification in languages such as Java, .Net etc.	
4.	Should have knowledge of SOA, Database etc.	
5.	Should have knowledge of programming languages	
6.	Should not serve in any other capacity under this Contract	

j. Quality Assurance Lead

S. No.	Description	Complied (Yes/No)
1.	B.E./B. Tech./MCA or higher degree from a recognized university	
2.	Minimum 8 years of experience in Solution/system testing for any enterprise solution including infrastructure etc.	
3.	Should have experience in testing any application stack	
4.	Should have knowledge of any of the scripting languages such as Python, Perl, TCL etc.	
5.	Should not serve in any other capacity under this Contract	