

Government of Rajasthan

Department of Information Technology & Communication

Draft Request for Proposal for IT Enablement of Registrar Operations under Rajasthan UID project

[Reference No. F5(446)/DoIT/Tech/10/ML-626

Dated 06/04/2011]

Place of submission of the bid proposal	DoIT&C, Yojna Bhawan, C-Scheme, Jaipur (Raj.)
Date & Time of Pre-bid meeting	15/04/2011 at 15:00 hrs
Last Date & Time of Submission of Bid	02/05/2011 up to 15:00 hrs
Date & Time of Opening of Technical Bids	02/05/2011 at 15:30 hrs

Cost of Tender Document: Rs. 1000/- (Rs. One Thousand Only)

Name of the Company/ Firm:			
Address for the Correspondence:			
Telephone No.:		Fax No.:	
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CHAPTER-1**ABBREVIATIONS & DEFINITIONS**

AADHAAR	Brand name associated with UID
AADHAAR Application	Application developed by UIDAI for AADHAAR enrolment. The term "AADHAAR Software" and "AADHAAR Enrolment client application" are used for the same
Authentication	The process of verifying the UID number of a resident with reference to his biometrics
Bidder	"Bidder" means any agency/ company/ firm which is participating in the Bid
Biometric Data	Refers to the facial image, iris scan and fingerprints collected by the Enrolment Agency from the enrollees based on the standards prescribed by the UIDAI
CIDR	"Central Identity Repository" owned and maintained by UIDAI which receives all enrolment data for de-duplication and generation of unique identity numbers.
Contract	"The Contract" means the agreement entered into between Secretary & Commissioner, DoIT&C, Government of Rajasthan and the selected bidder, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.
Contract/ Project Period	The Contract/ Project Period shall commence from the date of issue of work order till Two Years of Operations & Maintenance Services after commissioning of the project.
Day	"Day" means a working day as per GoR/ Gol.
Demographic Data	Refers to the personal information collected or verified by the Enrolment Agency based on the data fields prescribed by the UIDAI
DoIT&C	Department of Information Technology and Communication (Government of Rajasthan)
EID	"Enrolment ID" generated by AADHAAR application on completion of enrolment
Enrolling Agency/ Enrolment Agency (EA)	The Agency appointed by the Registrar for collection of the Demographic and Biometric data in the area assigned by the Registrar. The terms Enrolling Agency and Enrolment Agency used interchangeably and mean the same.
Enrolment	Refers to the exercise of collection of demographic data after verification, collection of biometrics, and the allocation of the UID number after de-duplication.
Enrolment Center (EC)	Refers to the premises located in the area where the enrolment is being carried out. One Enrolment Center can host multiple Enrolment Stations.
Enrolment Station (ES)	Refers to an individual enrolment booth/enclosure inside the Enrolment Center. The capture of Demographic and Biometric data is done in this Station.

GF&AR	General Finance & Accounting Rules, Govt. of Rajasthan
GoI	Govt. of India
Goods	"The Goods" means which the bidder is required to supply to GoR under the Contract.
GoR	Govt. of Rajasthan
KYR	Know Your Resident
KYR+	Details for Verification beyond identification (KYR)
NIC	National Informatics Centre
PoA	Proof of Address
Pol	Proof of Identity
Project	The "Project" means the Implementation of the Rajasthan UID Project as per the scope & terms & conditions of this RFP document.
Project Site	"The Project Site", wherever applicable, means the designated place or places.
Purchaser	Entity purchasing the services from bidder i.e Department of Information Technology and Communication, GoR
Registrar	The Agency of State Government with whom the UIDAI has entered into a Memorandum of Understanding for covering issues related to the implementation of the UID Project. DoIT & C, GoR is the Registrars for UID Project in Rajasthan.
RSDC	Rajasthan State Data Centre situated in IT Building, Yojana Bhavan, C-Scheme, Jaipur
RUID	Rajasthan UID (Project)
Services	"Services" means the services which are required to run the project successfully under the Contract.
Tendering Authority	"Tendering Authority" means Secretary & Commissioner, DoIT&C, GoR.
UID	Unique Identification
UIDAI	Unique Identification Authority of India
Unit	"Unit" means one single office where the entire set up has to be provided/ Installed/ Commissioned.
EMD	Earnest Money Deposit

CHAPTER-2

INVITATION FOR BIDS

- 2.1 Department of Information Technology & Communication (DoIT&C), GoR, invites sealed & separate Technical & Financial Bids from the eligible bidders for IT Enablement of Registrar Operations under Rajasthan UID project
- 2.2 Before bidding, bidders are advised to visit the <http://www.uidai.gov.in> website so as to have a clear understanding of the functioning/ requirement of the overall UID project.
- 2.3 “RUID” project will be based upon open standards & state-of-art technologies with the flexibility to expand/ upgrade/ integrate with other systems as per the requirement of GoR.
- 2.4 As per the bidding process, described in the ensuing chapters of this bid document, a bidder will be selected for: -
- a) Supply, Installation, Integration, Testing, Training, Commissioning and Maintenance of required Hardware & allied accessories at RSDC.
 - b) Study, Development, Installation, Integration, Testing, Commissioning and Maintenance of required Client-side Application, Web based Server-side data management Application Software and RUID Web Portal with Project monitoring functionality at RSDC.
 - c) Content/ Change Management of the above Application Software
 - d) Provide requisite Manpower for day to day operations, Data Management & maintenance at RSDC.
 - e) Provide consumables like stationery, toner cartridge, back-up media etc. at RSDC for this project.
 - f) Operations and Maintenance of the entire system for the period of 2 Years from go-Live at RSDC.
- 2.5 The complete bid document has been published on the GoR websites <http://www.rajasthan.gov.in>, <http://www.dipronline.org>, <http://www.uidai.gov.in> and <http://doitc.rajasthan.gov.in> for the purpose of downloading. The downloaded bid document shall be considered valid for participation in the bid process subject to submission of required Bid document fee of Rs 1000/- in cash or in form of demand draft in favour of “Secretary & Commissioner, DoIT&C” payable at “Jaipur”
- 2.6 Please note that a Pre-Bid meeting of prospective bidders is scheduled as per schedule

in NIT below. The objective of this meeting is to address queries of the prospective bidders related to the Project/ Bid document.

- 2.7 All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed and stamped on each page by the designated authorized representative of the bidder.
- 2.8 The Bids can be submitted up to date and time given in NIT below.
- 2.9 Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed format will be summarily rejected.
- 2.10 The Technical Bid will be opened as per schedule in NIT and in the presence of designated representatives of the bidder. The qualifying bids of the Technical evaluation process shall only be considered for further evaluation i.e. the qualifying bids of the Technical evaluation process shall only be considered finally for financial bid opening. The Financial bid will be opened in the presence of the technically qualified bidders/ designated representatives on separate date and time which will be notified later to all the technically qualified bidders.
- 2.11 The complete bidding process is defined in ensuing chapters of this bid document.
- 2.12 Tendering Authority reserves the complete right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the purchaser/ tendering authority.
- 2.13 Interested bidders may obtain further information from the office of the Secretary & Commissioner, IT&C on any working day between 10:00 AM to 6:00 PM from 08/04/2011 and up to 13:00hrs on 02/05/2011.

NOTICE INVITING TENDER-NIT**Ref. No.** F5(446)/DoIT/Tech/10/ML-626**Dated:** 06/04/2011

Department of Information Technology & Communication (DoIT&C), GoR, invites sealed & separate Technical & Financial Bids from the eligible bidders for IT Enablement of Registrar Operations under Rajasthan UID Project.

Cost of Tender Document	Rs. 1000/- (Rupees One thousand only)
Estimated Project Cost	Rs. 3.0 Crore (Rupees Three Crore Only)
Earnest Money Deposit (EMD)	Rs. 6 Lacs (Rupees Six Lacs only)
Period of sale of RFP Document	From 08/04/2011 and up to 13:00hrs on 02/05/2011
Date, Time & Place of Pre-Bid Meeting	15/04/2011 at 15:00hrs Conference Hall, GF, DoIT&C, IT Building, Tilak Marg, C-Scheme, Jaipur (Raj.)
Last Date & time of submission of bids	02/05/2011 up to 15:00hrs
Date, Time and Place for Opening of Technical Bids	02/05/2011 at 15:30hrs, Conference Hall, GF, DoIT&C, IT Building, Tilak Marg, C-Scheme, Jaipur (Raj.)
Date & Time of Opening of Financial Bids	Will be intimated later to the technically qualified bidders
Websites for downloading Tender Document, corrigendum's, addendums etc.	http://www.rajasthan.gov.in , http://doitc.rajasthan.gov.in http://www.dipronline.org , http://www.uidai.gov.in

Date: 06/04/2011

Secretary & Commissioner
Department of IT&C
Govt. of Rajasthan

CHAPTER-3

ELIGIBILITY CRITERIA

- 3.1 The Bidder must be a Company/ Firm registered under Indian Company Act, 1956/ The Partnership Act 1932. A bidding firm should be an individual firm/ company/ corporation. Consortium of firms is not allowed.
- 3.2 A bidding firm cannot submit multiple bids but only one bid. In case, multiple bids are submitted by the same bidding firm then all of his bids shall be disqualified/ rejected and the EMD submitted along with the bids shall be forfeited.
- 3.3 The Bidder should have been in operation for a period of at least 5 years as on 31st March 2011 (Work order dated on or before 31-march-2006 will be required).
- 3.4 The Bidder must possess and submit along with technical bid the following documents valid as on date of submission of bids: -
- a) Company registration certificate
 - b) VAT/ Sales Tax Registration Certificate
 - c) Service Tax Registration Certificate
 - d) Income Tax Return & audited statements of accounts for financial year 2009-10.
- Bidder should provide an attested & valid copy of all the above-mentioned certificates along with the Technical bid.
- 3.5 The Bidder must possess the following required certifications: -
- a) SEI-CMMi Level-3 (S/w Development-Defined)
 - b) ISO 9001:2008 (Quality Management System)
- The valid copy of above certifications should be submitted along with the Technical bid.
- 3.6 The Bidder should have an annual turnover from IT related services (System Integration/ Software Development/ Software Customization & Implementation and FMS of large IT based infrastructure, information processing, management of software and IT hardware systems) of at least Rs. 15 Crores (Rupees Fifteen Crores) during each of the financial years (2007-2010). Copies of audited balance sheets/ profit & loss accounts/ annual reports of last three financial years (up to 31-Mar-2010) should be enclosed.
- 3.7 Bidder should have a positive net worth during the last three financial years (up till 31/03/2010).
- 3.8 The Bidder should have good understanding of Government Domain. The Bidder should

have successfully completed on turn-key basis either at least one assignment of value at least Rs. 3 Crores (Rupees three Crore) or two assignments each of value at least Rs. 1.5 crore (Rupees one crore fifty lacs) of providing similar services (IT Infrastructure Deployment, Application Development, Electronic Data Processing (EDP) and FMS) to any Government organization/ PSU's in India. The bidder should attach copies of the customer purchase orders/ contracts which should indicate the deliverables, the scope of relevant assignments and completion certificates issued by client.

- 3.9 The Bidder should have successfully completed at least one assignment involving the design, development, deployment, processing & performance tuning of Very Large Databases (VLDB) wherein the bidder must have handled/ processed at least 4 million database records in a year. The bidder should attach copy of the customer purchase order/ contract and client certificate to substantiate the same.
- 3.10 The Bidder should deposit Earnest money along with the Technical bid. The bid received without required Earnest money will be rejected.
- 3.11 The Bidder should have a local support office in Jaipur. If the bidder, at the time of bidding, does not have a local support office at Jaipur then he should submit an undertaking on his letter-head regarding the timely establishment of same (if awarded the contract).
- 3.12 The Bidder should not have been Black listed by any State/Central Government department/PSU in India during last three years as on bid submission date. Duly notarized undertaking to this effect shall be submitted by the bidder on Rs. 100 stamp paper (format as per annexure 12).
- 3.13 The Bidder should be authorized by the respective OEM of the products to quote for the bid. The bidder must attach authorization certificate for selling, installation, support, maintenance, updation services from the OEM who meets the criteria under the "Eligible goods and services" of the equipment. Bidder should obtain the certificate from all respective OEMs, as per Annexure-09 of this bid document, that bidder would deliver the scope of services as mentioned in this bid document for the required project duration and submit the same along with the Technical bid.
- 3.14 The Bidder must submit documentary evidence in support of his/her claim for fulfilling the eligibility criteria and is required to submit an undertaking on the letterhead to the fairness of these documents in support of the claim while submitting the Bid.

- 3.15 Sub-contracting of project in whole or part is not allowed. Contract may be liable for termination, if, at any stage of project, it is found that bidder has subcontracted whole or part of project.

CHAPTER-4

PROJECT PROFILE

- 4.1 **ABOUT THE UID PROJECT:** The Government of India (GoI) has embarked upon an ambitious initiative to provide a Unique Identification (UID) to every resident of India and has constituted the Unique Identification Authority of India (UIDAI) for this purpose. The timing of this initiative coincides with the increased focus of the GoI on social inclusion and development through massive investments in various social sector programs, and transformation in public services delivery through e-Governance programs. The UID has been envisioned as a means for residents to easily and effectively establish their identity, to any agency, anywhere in the country, without having to repeatedly produce identity documentation to agencies.
- 4.2 **ENROLLMENTS OF RESIDENTS IN RAJASTHAN**
- 4.2.1 Government of Rajasthan is committed towards the success of the Unique Identification (UID) project, and envisages the enrolment of residents during each phase to be completed in eighteen months to the maximum extent possible. Department of IT&C have been designated as one of the Registrars for the UID project. The administrative head of the revenue districts (District Collectors/ Magistrates) of Rajasthan have been identified as the Sub-registrars of the UID project who will be in charge of the enrolment process in their respective revenue districts.
- 4.2.2 Enrolment process involves carrying out various functions and activities related to UID enrolment including but not limited to setting up of enrolment centres, undertaking collection of demographic and biometric data for UID enrolment and any other data required by the Registrar.
- 4.3 **HANDLING DATA COLLECTED UNDER RUID PROJECT**
- 4.3.1 Registrar needs to manage resident's electronic enrolment data by creating necessary infrastructure in terms of hardware and software. Data collected via enrolment process needs to be stored at single point to make seeding of AADHAR possible in different databases of state. Such data repository (RRDH) will act as single source of information about resident's demographic details and services availed by him.

4.4 **RAJASTHAN UID PROJECT-CURRENT STATUS:** RFQ for selecting enrolment agencies for carrying out enrolment process has been released by government of Rajasthan on 27 January, 2011. Enrolment will be carried out in two phases i.e. Phase-I and Phase-II. Phase-I with 7 districts is likely to commence in May 2011 while Phase-II with remaining 26 districts will commence within 2-3 months after the commencement of Phase-1.

4.5 **SPECIAL NATURE OF PROJECT**

4.5.1 UID project is a unique initiative of Government of India due to its scale of implementation, novelty of concept and methodology. Requirements from application to handle the Registrar operations end-to-end are being provided in this RFP. However understanding of Registrar/ Purchaser about such application requirements at this stage of UID Project is limited in nature and largely derived from experiences of other states and UIDAI. The requirements may change subsequently during execution of project as more and more learning is gained by Purchaser.

4.5.2 The effort to develop required application by Purchaser must be seen as a cordial exercise by bidder and purchaser and bidder should be prompt in incorporating changes/ modifications in the application at any point of project execution.

4.6 More details on the UIDAI and the strategy overview can be found on the website: <http://www.uidai.gov.in>.

CHAPTER-5

SCOPE OF WORK

- 5.1 The Rajasthan UID project requires the selected bidder to provide quality & timely services with speed and certainty to the Govt. of Rajasthan. All the activities performed by the selected bidder during different phases of the project shall be closely monitored by DoIT&C/ GoR/ designated authority. The bidder is strongly advised to carefully read the Scope of Work and quote accordingly.
- 5.2 DoIT&C invite the bids for the supply/development, installation, integrations, testing, commissioning of requisite hardware and full-fledged software application so as to handle the Registrar/ Sub-Registrar operations end-to-end under the Rajasthan UID Project.
- 5.3 The hardware and end-to-end web based application software, as envisaged, will automate the Registrar/ Sub-Registrar operations and thereby enable DoIT&C/ GoR to expedite AADHAAR enrolment roll-out process across the State.
- 5.4 The selected bidder will be required to: -
- a) Study, Development, Installation, Integration, Testing, Commissioning, Training and Maintenance of required Client-side application; Web based Data Management Application Software and RUID web portal application with Project monitoring functionality at RSDC.
 - b) Supply, Installation, Integration with RSDC, Testing, Commissioning and management/Maintenance of required Hardware, System software & allied accessories at RSDC.
 - c) To provide Data Management and Facility Management Services for the UID data to be received from EAs engaged for enrolments across the State and Management/maintenance of IT Infrastructure supplied and installed under this RFP at RSDC for Two years.
- 5.5 Bidder must adhere to all the applicable RSDC policies and shall study the same during the system study/requirement gathering phase.
- 5.6 Bidder will be responsible for developing the required application software and will also arrange at its own for any hardware, software, etc. required for same (ex. AADHAR enrolment client application and biometric hardware).
- 5.7 The bidder shall provide all the required hardware, software, allied accessories and will commission the whole system to work as a unit at full capacity at RSDC.
- 5.8 **Development of Client-side application software, Web Based Data Management Application and RUID web portal with project monitoring functionality required to handle AADHAAR Registrar/ Sub-Registrar operations to capture KYR+ fields.**
- 5.8.1 The agency shall at first get acquainted with the recent UID enrolment process (<http://www.uidai.gov.in>) and Registrar's effort in implementing Rajasthan UID Project. It should get deep understanding of the latest version of AADHAR enrolment client application software and requirements of Registrar for capturing KYR+ fields.

- 5.8.2 The indicative Functional requirements study (of selected modules only) is mentioned in this RFP document so as to provide bidder a macro view of project. It is expected from the bidder to thoroughly study the purchaser's requirement and expectations envisaged from the above assignment during system study phase of the project and then submit a detailed FRS document for approval by the purchaser.
- 5.8.3 On the basis of approved FRS document, bidder will prepare and submit a detailed SRS document for approval by the purchaser.
- 5.8.4 On the basis of approved SRS document, bidder will then develop the required Client-side and Server-side application software. The application software developed so will be deployed at RSDC by the selected bidder. Bidder may be required to deploy application initially on existing RSDC infrastructure and later-on on new hardware supplied through this tender.
- 5.8.5 The various functional components of software to be developed to automate and streamline registrar operations are briefly explained below.

5.8.6 Client-side Application

- 5.8.6.1 KYR data, Biometric data and KYR+ data is required to be captured by Enrolment Agency (EA) from residents during enrolment process. UIDAI has provided Client-side enrolment application software (AADHAAR Application software available at download page of <http://www.uidai.gov.in>) to capture KYR data and biometric data. This AADHAAR application stores keyed-in demography and bio-metric information of residents in two data packets/ files as explained below:
- a) AADHAAR information (i.e. demography and bio-metric information) encrypted using the public key of AADHAAR/ CIDR (referred to as CIDR enrolment data packet/ file)
 - b) The same AADHAAR information (i.e. demography and bio-metric information) encrypted using the public key of Registrar (referred to as Registrar enrolment data packet/ file)
- 5.8.6.2 The bidder is required to develop a Client-side application (KYR+ application) to capture the KYR+ fields. This application should be well integrated with the latest available version of AADHAAR enrolment client application to capture EID, KYR demographic details and photo of current enrollee.
- 5.8.6.3 AADHAAR Enrolment Client software provides a loosely coupled way to integrate KYR data and Photo of enrollee into KYR+ application.
- 5.8.6.4 At the end of every enrolment, AADHAAR Enrolment Client software writes minimal demographics as a name-value pair file (KYRPLUS.dat) and photograph (KYRPLUS.jpeg) into a pre-configured directory (as per software manual which can be downloaded from UIDAI portal) which the bidder's KYR+ client-side application software should load and continue to collect additional KYR+ fields.

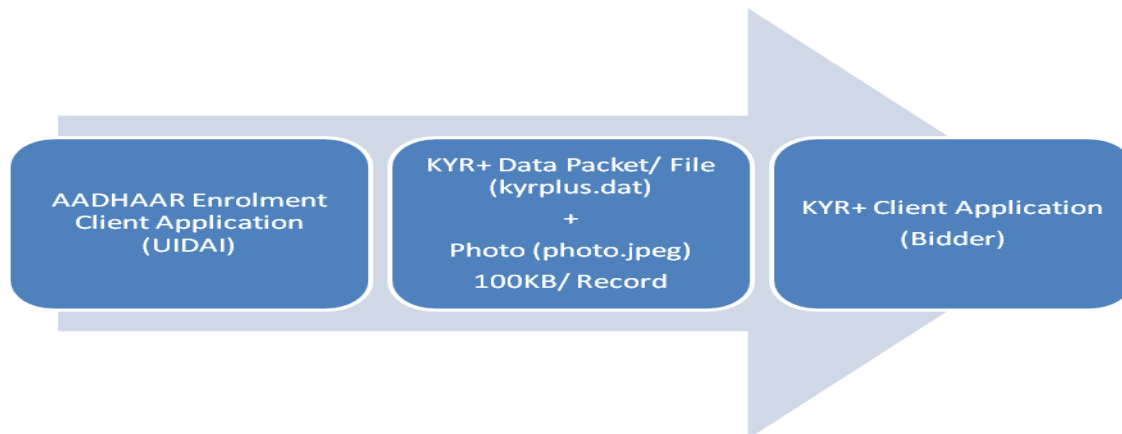


Figure 1 : Integration of AADHAR client with Registrar's KYR+ client application

- 5.8.6.5 The Bidder is expected to download the latest version of the AADHAR Registrar Integration Manual from <http://www.uidai.gov.in> in order to gain deep insight about integration process, data types and data lengths for various KYR fields, which will help him in analyzing the required efforts/ cost estimates.
- 5.8.6.6 Tentative KYR+ fields to be captured by application are identified as ration card number, ration card type, MGNREGA job card number, pension ID, BPL medical card number, TIN Bank account details and Father/Husband Name. However, Registrar will issue a separate KYR+ manual to the successful bidder, which will provide him with final data types, data lengths and other details about KYR and KYR+ fields.
- 5.8.6.7 KYR+ application data for each enrollee should be saved in a local database (presently MS-SQL 2008 R2 Express Edition) installed on the client machine. However, it may be replaced with some other database format and it will be the responsibility of the selected bidder to update/ change the application's database and to save data in new database) as a record.
- 5.8.6.8 Application should automatically reduce size of photo (which is normally around 75 KB in size) to 10-20 KB while ensuring completeness of photo before storing the same to database.
- 5.8.6.9 A provision has to be made within the application to automatically export the KYR+ application data packet/ file from the client machines onto external disk drives (for offline enrolment clients) or upload the data packet/file directly to RSDC server using online data upload facility (if internet connectivity is available) while ensuring data security, validation and avoidance of duplicate data. Export/upload functionality should automatically encrypt database file with public key (corresponding to digital signature) of the Registrar/ Sub-Registrar. Data upload functionality should have capability to upload single file/folder or multiple file/folder. Data Upload functionality should further sync with RSDC server to update status of files uploaded on RSDC server.
- 5.8.6.10 The exported data (if not uploaded directly from enrolment client) then would be consolidated at district level by the EA in a hard disk or a large portable storage medium and then transported to the RSDC either Offline or preferably using online data upload facility (HTTP/ FTP).
- 5.8.6.11 Thus three key functional components in this client side application are:
- KYR+ enrolment data capture functionality:** Required to capture KYR+ data and integrating the same with latest version of AADHAR enrolment client application.

- b) **Data export functionality:** Required to export KYR+ enrolment data (required by Registrar) from enrolment clients onto disk drives/removable media.
- c) **Data upload functionality:** Required to upload KYR+ enrolment data files (required by Registrar) from enrolment clients onto RSDC Server through available connectivity (internet/nicnet).

5.8.7 Server-side data management application at RSDC

- 5.8.7.1 Registrar seeks to collect, consolidate and manage enrolment data (KYR, KYR+ and photo) of state residents at RSDC. However, it should be noted that as per UIDAI guidelines, CIDR enrolment packet will be sent directly to CIDR for AADHAR generation by the EA and in no way should be sent to Registrar.
- 5.8.7.2 There are two key ways in which enrolment data could reach the RSDC: -
 - a) The concerned EA consolidates all the enrolment data from multiple enrolment stations in the respective district (under his jurisdiction) and in external portable disk drives and delivers the consolidated data to RSDC.
 - b) EA representative uploads enrolment data directly to the RSDC from district NIC centre using NICNET or through Internet.
- 5.8.7.3 The data reaching RSDC contains personal information of residents of Rajasthan; hence, it has to be handled with care. Firstly, resident's data shall be kept in a very secured manner and secondly, file management activities (e.g. back-up, restoration and deletion) shall be done only after ascertaining the prescribed course of action. Data management activities i.e. receiving data from EA and up till its population in RRDH, it should be fully direct & automatic and at no point, during the whole data management cycle, manual handling of data will be allowed.
- 5.8.7.4 The indicative application modules that shall form part of the application are as follows :
 - a) **Rajasthan Resident Data Hub (RRDH) Module:** Registrar aims at designing and developing a scalable database (RRDH) to store resident's enrolment information. RRDH needs to be designed and developed to store KYR+ enrolment data (which include KYR and KYR+ demographic data along with photo) of residents of Rajasthan. KYR+ enrolment data of a resident will be accommodated in a single record, wherein a record is uniquely identified using EID or UID. RRDH needs to be designed effectively so that time required to fetch a record is minimal. The records in RRDH shall be accessible over the Internet/ Intranet post two factor authentication; password & digital signature certificate. Same database schema should be used at every place where the KYR+ enrolment data is being generated/ stored/ restored/ populated. Schema versioning techniques should be used to maintain data compatibility at all time.
 - b) **User Administration Module:** Application needs to be developed for handling users involved in UID data processing at RSDC. A centralized role and rule based access control mechanism is to be developed specifically to enable creation of various categories of users i.e. Users to upload data submitted by EA, Users to restore enrolment information in RRDH etc.
 - c) **File De-duplication Module:** When enrolment data is hand-delivered/ uploaded online at the RSDC, system shall check for file duplicates and data duplicity and then should copy only unique enrolment data/ files and onto the staging servers at RSDC. It should

also store & maintain information (logs & reports) about files uploaded online/ copied manually/ deleted etc. in RSDC.

- d) **Data Storage and Restoration Module:** The KYR+ enrolment data file would be unzipped and decrypted using the private key corresponding to the public key used for encrypting the data in client software. As per Registrar policy, KYR+ enrolment data would be restored in database. Successful bidder will have to ensure that data from decrypted database files (.mdf & .ldf as of now) is stored in supplied database after converting the fields into suitable format as required by the supplied database.
- e) **EID-UID Sync and RRDH Population Module:** This functionality will poll outbox of CIDR at regular intervals and obtain AADHAAR issuance status for the records that are pending for the issuance of AADHAAR. If UID/ AADHAAR are found being generated corresponding to an EID, the AADHAAR will be populated in the resident's record in staging DB/ RRDH. Module should also Capture UID allotment and Rejection Intimation from UIDAI (EID-UID Matching) and Generate Rejection Database.
- f) **Backup and Restore Module:** The system shall be designed to automate file management activities directly using the application and not manually by accessing the Operating System (OS). Since, the number of files dealt with is very large, full-fledged automation of file management activities is critical for successful implementation of the project. For example, the file containing KYR+ enrolment data will be marked for back-up after the contents have been restored in Staging DB/ RRDH. The system shall be tightly integrated with professional back-up utility software to back-up and restore the files. The user shall have the capability to specify the list of files to be restored, in which case the system pass on the data retrieval requirement to the back-up software, which in turn will specify the tapes (bar coded) to be loaded onto the tape drive. Only the specific files from the concerned tape drives will be retrieved onto the staging area as and when required.
- g) **One to One Reconciliation Module:** This functional component would verify the following and individually identify the packets lost in transit/ transport/ upload.
- i. Total No. of ***KYR+ enrolment data*** records consolidated from client = Total No. of ***KYR+ enrolment data*** records in RSDC
 - ii. District-wise total No. of ***KYR+ enrolment data*** records consolidated from client = District-wise total No. of ***KYR+ enrolment data*** records in RSDC
- Mismatch in any of the 2 conditions specified above implies loss of data during transit. The packets lost in transit shall be retrieved so the reconciliation is in order and investigation has to be carried out to learn why and where the packets got lost in transport, so remedial actions could be taken.
- h) **Payment Information Module:** Payment to enrolment agencies needs to be released in two installments. First installment is released when UID is generated for an enrolment done by an enrolment agency. Second installment is released when EA has successfully transferred the data to Registrar and has submitted the residents POI, POA and other

documents with sub-Registrar. Payment release information regarding each enrolment needs to be build and maintained in the web based system using workflow from the users of the system.

Individuals in BPL category need to be paid for each successful enrolment. Bank account details as present in KYR+ record of BPL individual needs to be picked and provided to different banks. Payment information for each BPL individual needs to be captured and maintained to ensure accountability.

Payment details under various heads such as IEC expenditure, Verifier payments etc. should be captured, updated and maintained by the module.

- i) **EA SLA Monitoring Module:** This Module will monitor the SLA's for measuring Enrolment agencies performance. It should be well integrated with web based project monitoring application to exchange required information. Some of the major functionalities are listed as under:
 - i. Provide details of enrolment stations live on a day
 - ii. Capture Registrar data transfer details from data submitted at RSDC
 - iii. Monitor enrolment rejection causes as per rejection database generated by EID-UID sync facility and generate report on such rejections.
 - iv. Capture KYR+ rejection details as provided by auditing agency
 - v. Capture deployment details of EA's administrative manpower, deployment details of enrolment centre helpdesk operator and details of work plan adherence as provided via web based project monitoring module
 - vi. SLA reports generated and sanctioned through web based project monitoring application should be taken as input and application should be able to calculate penalties as per SLA matrix defined
- j) **Online Data Receiving Module:** Data uploaded via the client-side application (HTTP/FTP) at district level should be received by this module. It should be able to handle multiple data channels from multiple client-side applications. It should keep and track details of files received and should transfer the files to file server for further processing. It should further ensure that no malicious data is accepted by this module.

Note: The selected bidder is expected to study each of the above modules and their processes in detail, and then design & develop the Application Software as per the requirement of the DoIT&C/ GoR/ GoI.

5.8.7.5 Integrated on-line comprehensive MIS reporting system for all of the above modules must be made available through project monitoring functionality. The formats of such reports would be provided by DoIT&C/ GoR.

5.8.8 RUID web portal application with project monitoring functionality

5.8.8.1 Web portal for RUID project with web based project monitoring functionality needs to be developed and maintained by successful bidder.

- a) **RUID web portal:** Stakeholders and residents need to be informed regularly about RUID project. A web portal needs to be developed for this effect. The content and format needs

to be developed and maintained by successful bidder as per requirements of Purchaser. Web based project monitoring functionality should be accessible through this portal.

- b) **Web Based Project Monitoring Module:** The Registrar/ Sub-Registrar and its designated users wish to monitor progress of the Rajasthan UID Project on real time basis. Hence, It is required that daily enrolment status and other project details/ statistics are updated on a regular basis and from all the levels where transaction/ data is generated so as to track the progress of project.

File/database/application servers would be queried to generate MIS reports and populate self explanatory GUI and GIS based dashboard to update the higher authorities about the online status of the project activities and location of EA on the Geographical map of State / District / Blocks and Village. The dashboard should provide drill down functionality (from top to bottom i.e state level to enrolment station level) so as to enable users of the system to reach from high order summary level data to low order transaction level data. Data mining techniques should be used to efficiently generate MIS reports as data queried will be huge and reports need to be generated frequently.

A web based workflow for online project monitoring is envisaged by registrar in order to effectively monitor and implement the project. Broad functionality required from application can be summarized as follows:

- i. An Online web based workflow application which could be accessed through login and password
- ii. Role and rule based access to EA's, Registrars, Sub-Registrars and auditing agency
- iii. The module should be able to automatically read/capture daily enrolment statistics from Enrolment station reports (if format provided is consumable) which will be generated by KYR+ client application automatically and be able to populate project management database. In case required, the module should also have provision to feed the daily enrolment statistics in the project monitoring system on manual basis.
- iv. Complaints/ suggestions could be registered, recorded, escalated and tracked
- v. Notifications/ Circulars/ Requests could be issued and viewed by various parties
- vi. Gather the information from the appropriate users of system for reporting, verification and approvals. Information may be SLA monitoring statistics, enrolment statistics, payment statistics, payment requests, etc.
- vii. Integration with RSDC data management application for generating various MIS reports, SLA tracking, payment tracking etc.
- viii. Customized GUI and GIS based dashboards for Registrar, Sub-registrar, EA and auditing agencies as per requirement. The dashboard should provide drill down functionality (from top to bottom i.e. state level to enrolment station level) so as to enable users of the system to reach from high order summary level data to low order transaction level data.
- ix. Provision for Adequate security measures to ensure accuracy and privacy of the data that is being entered
- x. Facility to add/ delete/ modify accounts must be provided to an administrator

- 5.8.8.2 The bidder has to prepare and submit the detailed SRS report for Client Side application, Server Side data management application & RUID web portal with project monitoring application and get it approved from the purchaser.

5.9 Hardware requirements of the project

- 5.9.1.1 The selected bidder shall be responsible to supply, install, configure, test, train, commission and thereafter operate & maintain all the required hardware, allied accessories, software, etc. deployed under the project for the entire contract/ project duration i.e. 2 Years from go-Live.

Note: Please refer to Chapter-16 and 17 for minimum Bill of Material and Technical specifications for the Hardware/ Software Requirements of the Project.

- 5.9.1.2 Though the quantity of the Hardware and Networking equipments are mentioned in this document, DoIT&C/Government of Rajasthan reserves the right to increase or decrease the quantity of Hardware and Networking equipments as mentioned in the Bill of Material and the payment shall be made on actual basis.

- 5.9.2 **System Software for the project** The selected bidder shall be responsible to supply, install, configure, operate and maintain all the genuine licensed software with appropriate Server & Client access licenses (as applicable), media and manuals required for the entire contract/ project duration (2 Years) along with OEM support, updates, patches, and errata for the entire Contract/ Project Period and as per the minimum bill of material & technical specifications as specified in this bid document.

Note: Please refer to Chapter-16 and 17 for minimum Bill of Material and Technical specifications for the Hardware/ Software Requirements of the Project.

- 5.9.3 **Important Guidelines on the Development of the Application Software for the project:** The selected bidder shall be responsible for the Study, Design, Development, Deployment, Integration, Testing, Training and Operation & Maintenance of the required Application Software as per the details mentioned above in this bid document and for the entire contract/ project period.

- 5.9.4 The proposed application software should be developed using suitable Open standards and Open Source/ .NET Framework technology.

- 5.9.5 Server side Data management application and RUID web portal application with project monitoring functionality must be developed for 64- bit architecture.

- 5.9.6 Client side application should work on Windows XP SP3 OR Windows 7 and should support 32-bit editions and be capable of supporting 64-bit editions.

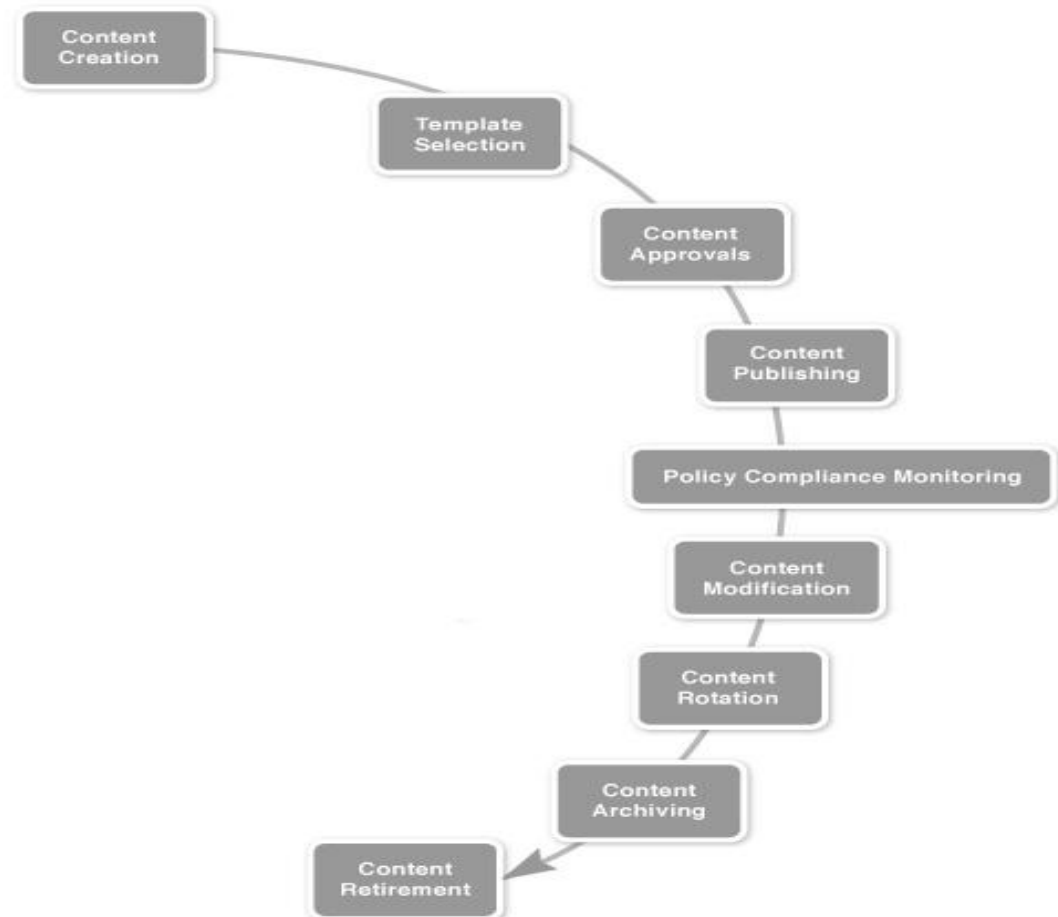
Note: Currently AADHAR application runs on windows platform with MSSQL R2 express edition as backend. However UIDAI is in process of deploying AADHAR application for open source OS platforms like linux which will use different database to store enrolment information. In such scenario bidder has to provide free of cost client application which will run on open source OS platform and will use some open source database. Hence

bidder is advised to develop OS platform independent client application based on open standards for easy portability in future.

- 5.10 The Approved FRS & SRS would be the basis of development of the required application software.
- 5.11 An On-line help module must be provided which should facilitate detailed help (textual & visual) for each process/ report of the Application.
- 5.12 All MIS reports at various levels should be provided with the drill-down option to the respective document at a specific level.
- 5.13 The Application should be compatible with all the common web browsers i.e. the Application so developed should be browser independent (at least MS-Internet Explorer v8.0 & Mozilla Firefox v3.0).
- 5.14 **Bi-lingual Support:** Both the Client-side application and the Server-side application should support at least Unicode 5.1/ 6.0 standard based Bi-lingual versions for user interface as well as database. It is expected to be in the Hindi and English (India) languages. The users should see the labels and captions on selected language and additionally be able to feed-in their data in the language of their own choice as per the requirement.
- a. The selected bidder must translate, at its own, the equivalent Hindi Captions for the English version (without altering the meaning) of the Attributes/ Entities and the same must be submitted to DoIT&C/ GoR for approval before its inclusion in the application or vice-versa.
 - b. The following components of the project, including the data storage and representation, should be at least Unicode 5.1/ 6.0 compliant: -
 - Server Operating System S/w
 - Database Server S/w
 - Application Server S/w
 - Web Server S/w
 - Web browser S/w
- 5.15 **SMS Gateway:** The Server-side Application must facilitate, from the day one, an integrated industry standard secure web-based SMS gateway for automatically sending daily/ weekly/ monthly/ quarterly enrolment transaction summary & other required details through SMS to the designated officers of the department/ GoR and EA representatives. The selected bidder shall provide the SMS gateway feature with no extra recurring cost to DoIT&C/ GoR for the entire project duration. Hence, the bidder is advised to quote accordingly.
- 5.16 **Security & Audit Control:** Adequate security levels and audit trails must be in place to protect the integrity of both the Client-side and the Server-side Application and other deployed Servers. User security helps control the Application contribution process by ensuring that only the authorized personnel have access to specific elements of the application. The audit trail should provide a facility to trace the path of changes to the Application/ Database.
- 5.17 **Integration with other Applications/ Databases:** It is envisaged to integrate all upcoming citizen-centric projects with the existing UID Applications/ Databases. The selected bidder would be required to assist & suggest to DoIT&C/ GoR the recommended integration methodology as per the best practices and would also provide appropriate Data/ Application Access rights for such integration. Also, changes required, if any, for the integration of the other application/ databases with the Rajasthan UID Server-side application, would be done by the selected bidder at no extra cost to GoR.

5.18 Content Creation, Development and Management

The selected bidder would be required to collect all the contents to be incorporated in the application from DoIT&C/ GoR, Digitize the contents in appropriate open standard format(s) and upload/ integrate/ incorporate the same in the application after approval by the DoIT&C/ GoR. The broad objective and methodology for content development and management is briefly defined as follows



- The underlying philosophy of an effective and efficient information creation & delivery cycle is that information must be citizen centric, conforming to localized terrain, up-to-date requirements, relevant and simple to understand. It is, therefore, important that all the key producers and consumers of information contents (Common man and Government Employees) must be brought together in a closed loop.
- The relevant and pertinent information would be collected from DoIT&C/ GoR.
- The Applications should have versioning feature.
- The entire exercise would be under the overall aegis of DoIT&C/ GoR.

5.19 Digitization of collected Information/ Development of Application Software: The information and forms collected from various sources would have to be converted into appropriate and desired open standard electronic formats (Interoperability Framework for E-Governance in India-Draft v0.6 issued by Department of Information Technology (DIT), Ministry of Communications & IT (MCIT), Govt. of India) as indicated below including the development of the Application Software for the project:

- Simple Hypertext Web context: HTML v4.01
- Complex, Strict Hypertext Web content: XHTML v1.1
- Style Sheets (Look & Feel of Web page): CSS v2.0
- Extensible Style Sheets (to transform format & addressing parts of documents): XSL v1.1
- Editable Documents (with formatting): ODF v1.0
- Presentation Documents: ODF v1.0
- Spreadsheet Documents: ODF v1.0
- Non-editable Documents: PDF v1.7
- Graphics – Raster Image (Lossy Compression): JPEG 2000, Part-1
- Graphics – Raster Image (Lossless Compression): PNG
- Audio Compression: Ogg Vorbis-I
- Video Compression: Ogg Theora-I
- Image Storage/ Archival: PNG
- Scanned Document Storage/ Archival: PDF/A
- E-Forms: XFORMS with XHTML
- Database: Supplied Database

5.20 **Uploading of information on servers:** The selected bidder would be required to get the information approved from DoIT&C/ GoR and thereafter upload the information onto designated applications/ servers with proper hyper links to provide full proof navigation to the users through web enabled platform. Each set of information content must be self-contained and must conform to pre-decided nomenclature in file naming scheme and standards as mentioned above.

5.21 **Testing & Go-Live:** The Application (client side application, server side data management application and RUID web portal application with project monitoring functionality), during the UAT/ FAT and/ or IT Service Audit, would be tested at RSDC and some Client locations. The client locations would be finalized by DoIT&C/ GoR later at a suitable point of time.

- a) The Test Cases would be prepared by the selected bidder and submitted to the DoIT&C/ GoR/ Third party agency for review and approval.
- b) The bugs and errors, if any, generated during the testing/ audit/ parallel run would be provided to the development team of the selected bidder and it would be the responsibility of the selected bidder to rectify them as per the DoIT&C/ GoR/ Third party agency's prescribed time schedule. Also, proper documentation of bugs/ errors being reported and rectified should be maintained by the selected bidder and submitted to DoIT&C/ GoR as and when required.
- c) The Application software would be launched only after successful UAT and/ or audit. DoIT&C/ GoR will provide the acceptance certificate for each phase of application software after successful UAT of respective phase. Final UAT/FAT for whole application will be undertaken, to ensure that whole application works as a unit, and the project then shall be declared as Commissioned/ Go-Live only after successful final UAT/FAT.
- d) Before the commencement of the Testing, it is mandatory that the bidder must have submitted all of the following documents to DoIT&C/ GoR:
 - Software design document (Before software development)
 - Functional Requirements Specification (FRS, before software development)
 - Software Requirements Specification (SRS, before software development)
 - Detailed functional compliance

- Test plan
- Test report
- Release notes
- Source code
- Other relevant documents about the software

5.22 Operations and data Management (FMS)

5.22.1 FMS for duration of two years is envisaged by Purchaser to effectively implement the Registrar application solution and UID enrolment process. Purchaser requires that bidder should deploy minimum manpower at RSDC to carry out various FMS activities as mentioned below. Also, FMS phase may be extended by an additional six months at a time to such number of times on same terms and conditions.

5.22.2 Project Management and Operational Manpower for Implementing and running the Rajasthan UID Project/ System.

The selected bidder shall provide the following minimum manpower for the entire Contract/ Project period. The selected bidder, if required, with prior permission from the tendering authority, will deploy additional manpower for smoother functioning of the project and at no extra cost.

1. One dedicated Project Manager/ Project Coordinator at Jaipur (DoIT&C)
2. One dedicated System Administrator at Jaipur (DoIT&C)
3. One dedicated Database Administrator at Jaipur (DoIT&C)
4. Two Software Engineers/ Application Developers at Jaipur (DoIT&C)
5. Two Helpdesk Operators/ Support Staff at Jaipur (DoIT&C)

Note: The minimum technical qualifications for the manpower are mentioned in Annexure-06. Also, it would be the responsibility of the selected bidder to retain the deployed manpower for the entire Contract/ Project duration or in the event of a resource leaving the employment with the selected bidder, the same shall be immediately replaced with another resource of equivalent minimum or higher qualifications and experience.

The above minimum resources shall report at DoIT&C on all calendar days. The office space and standard furniture required by the resources will be provided by the Purchaser. However, bidder will arrange for the required IT infrastructure (Laptop, Pen Drive etc.) for each resource at his own cost.

5.22.3 Administration and maintenance of the Application Software and the Database at the Rajasthan State Data Centre (RSDC), Jaipur.

- a) The selected bidder shall be responsible for administration and maintenance of the Application and the deployed Database for the entire Contract/ Project period for the smooth execution of the UID enrolment process.
- b) Administration & Maintenance would mainly include: -
 - ✓ Installation of updates and patches as and when required on all the Servers
 - ✓ Administration of users, roles and security
 - ✓ Application Backup as per Backup policy
 - ✓ Database Backup as per Backup policy

- ✓ Recovery/ Restoration from Backup
 - ✓ Monitoring all the servers on a regular basis
 - ✓ Ensuring uptime/ availability of the Application and Database
 - ✓ Managing all the Bugs reported in the Application Software through a Bug Management mechanism for reporting of all Application Bugs.
 - ✓ Ensuring timely incorporation of changes required in the Application Software during the contract period with the help of onsite and/or offsite development team.
 - ✓ Changes may also include minor or major changes related to Software Architecture or Database, additional reports as and when required.
 - ✓ Any bugs reported by the users during the period of contract have to be removed promptly by the selected bidder free of cost.
 - ✓ Changes required by the users would be actually undertaken after the same are approved by the representative of DoIT&C/ GoR.
 - ✓ Content collection, creation, conversion & upload
 - ✓ Maintaining RUID Web Portal on day to day basis
 - ✓ MIS generation
 - ✓ Reply of queries/ feedback/ suggestions/ complaints
 - ✓ All other tasks/functionalities which may be required to meet SLA's defined in this bid document
- c) All components should work in unison to give required uptime and functionality at RSDC and client locations.

5.22.4 Data Management Services at RSDC: The concerned enrolment agency will upload enrolment data from enrolments clients directly (if connectivity is available) OR consolidate enrolment data from multiple enrolment stations in its jurisdiction in external disk drives and upload the data from district centre OR hand deliver the consolidated data in RSDC. Bidder is required to handle all kind of modalities in this regard and provide competent resources for following tasks:

- a) To act as a single point of contact for enrolment agencies representatives for submitting enrolment data in external disk drives
- b) Copying the enrolment data from external disk drives on to staging area of RSDC through application.
- c) Checking copied enrolment data for its completeness
- d) Maintaining details of data received with contact details of EA representatives.
- e) Providing printed acknowledgement slips to EA representatives for enrolment data received
- f) Perform all activities as required by RSDC data management Application.
- g) Improving data management services as per requirement of Registrar
- h) Monthly (whole) backup of the Web Portal and the Application
- i) Daily (differential) and monthly (whole) backup of the enrolment files and Database on SAN/TAPES
- j) The Bidder shall provide the required Tapes and other required consumables at no extra cost to the Purchaser

5.22.5 Helpdesk Support: A suitable helpdesk system is required to be established with a well-defined escalation matrix so as to ensure that the client-side and server-side solutions are

functioning well as intended and that all problems associated with Rajasthan UID Project operations are resolved satisfactorily. Bidder is required to establish web enabled helpdesk management system with SMS and e-Mail based alert system for the Helpdesk Call management as per annexure 11. The bidder is supposed to resolve the operational and other technical problems faced by EAs and Sub-Registrar over telephone.

5.22.5.1 It will be duty of bidder to manage and maintain:

- a) Landline telephone number (at-least two) for help desk.
- b) All other infrastructure necessary for help desk establishment and operations.

5.22.5.2 All charges pertaining to help desk establishment and operation will be borne by bidder. However, space for same shall be provided by the Purchaser.

5.22.5.3 Helpdesk Services

- a) Technical support to EA/Sub-registrar with regard to application developed by bidder
- b) Handle the teething issues of the Rajasthan UID Project stakeholders and UID enrolment process related support (training will be provided by Purchaser)
- c) Creation of knowledge base on frequently asked questions to assist user Departments in resolving basic issues themselves
- d) Escalate the calls, to the appropriate levels, if necessary as per the Escalation Matrix agreed between the bidder and Purchaser. The Escalation Matrix shall be developed by the bidder in discussion with Purchaser.
- e) Helpdesk staff shall escalate the problem to the Project Manager and maintain the log/ status of the complaint in the online register.
- f) Analyze the incident / call statistics and provide monthly reports to the Purchaser, including but not limited to:
 - ✓ Type of incidents / calls logged
 - ✓ Incidents / calls resolved
 - ✓ Incidents / calls open
 - ✓ Time for Resolution
- g) Track each incident / call to resolution
- h) Provide feedback to callers.
- i) Analyze the call statistics
- j) Generate MIS reports such as call lodged, problem reported, time taken to resolve the issue, acceptance taken of user for the same, EA-wise/sub

5.22.5.4 Hours of Operation: Help desk services should be available on all calendar days of week from 8:00 am to 8:00 pm or more as per requirement.

5.22.5.5 Methods for delivering service

- a) Specific Phone Numbers
- b) Specific Email Account
- c) Through web based project monitoring module

5.22.6 **Maintenance of Hardware and Connectivity at Rajasthan State Data Centre (RSDC), Jaipur:** The selected bidder shall be responsible for following activities related to the RSDC for the entire period of contract:

- a) Administration and Maintenance of the above infrastructure
- b) Uptime commitment of minimum 99% monitored on a 24X7 basis
- c) The RSDC operates for 24 hours a day 7 days a week and 365 days a year.
- d) Ensure that all the Servers are Virus Free and that virus definitions are always up to date.

- e) Regular backup of all the servers supplied under the project.
- f) The selected bidder shall provide the required stationery, toner cartridge, back-up Tapes and other required consumables at no extra cost to the tendering authority.

5.22.7 Training Services

- 5.22.7.1 It is required that the selected bidder will provide training to at least two representatives of EA per district ($33 \times 2 = 66$) for Client application. These representatives of EA will act as Master Trainer for providing further training to ES operator and technical manpower of EA in that district.
- 5.22.7.2 Training should further be provided in batch of not more than 35 people at a time and duration of training for a batch should be at least One day.
- 5.22.7.3 It is required that the selected bidder will also provide training/ re-training twice a year to at least five representatives of Purchaser on Server application, handling hardware and software deployed at RSDC for data management operations. Duration of training for a batch should be at least two days. Training would be conducted at DoIT&C, IT Building, Yojana Bhawan, C-scheme, Jaipur, Rajasthan.
- 5.22.7.4 Training should be provided in Hindi and English both.
- 5.22.7.5 The entire Infrastructure including the computers, projector with screen, Internet connectivity, etc. required for each Training Session would be provided by the selected bidder. The Training location would be provided by DoIT&C/ GoR.
- 5.22.7.6 The selected bidder should also provide training material in form of user guides for using client & server applications. At least one such guide should be provided to each training audience by Agency. Training material should be in Hindi and English both.
- 5.22.7.7 The bidder would also provide an On-line Help and an On-line Interactive Training module, Visual help kit which will be downloadable by the users of the Application Software.
- 5.22.7.8 The Schedule of the above Training sessions would be mutually decided by the DoIT&C/ GoR and the selected bidder.
- 5.22.7.9 All travelling, boarding and lodging expenses of the training faculty will be on account of the selected bidder, and DoIT&C/ GoR shall not be responsible for same.
- 5.22.7.10 If multiple training sessions are required to be conducted to train the department staff then the selected bidder should conduct the same.

5.23 General Scope

- 5.23.1 The selected bidder shall provide comprehensive on-site warranty/ on-site maintenance for the entire IT infrastructure that shall be supplied and installed under this project and thereafter facilities management services (FMS) during the entire period of contract as per the SLA.
- 5.23.2 Scope of points in this section is towards all items supplied, installed, tested, integrated and commissioned by the selected bidder as part of this project. The selected bidder has to ensure that all these equipments are strictly as per the requirements of DoIT&C/ GoR and SLAs set out in this bid document.
- 5.23.3 Performance Tuning and ensuring resilient performance of the equipments supplied.
- 5.23.4 Resolving issues with RSDC and at other project locations.
- 5.23.5 Co-ordination with all the project stakeholders.

- 5.24 **Preventive Maintenance Services:** This activity shall be carried out at least once in every quarter in addition to the normal maintenance required and sub activities are detailed as below.
- 5.24.1 Check for any loose contacts in the cables & connections.
 - 5.24.2 Extract the log reports, study, draw logical conclusions, do fixes and then submit the final report to DoIT&C.
 - 5.24.3 Conduct preventive maintenance (including inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment)
 - 5.24.4 Cleaning and removal of dust and dirt from the equipment.
- 5.25 **Corrective Maintenance Services**
- 5.25.1 Troubleshooting of hardware problem of all supplied equipments and rectification of the same.
 - 5.25.2 Troubleshooting of OS and databases etc and provide solutions for the same.
 - 5.25.3 Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.
- 5.26 **Asset Management Services**
- 5.26.1 The selected bidder shall be required to create database of all IT assets like hardware, software, peripherals, etc., by recording information like configuration details, serial numbers, licensing agreements, warranty and AMC details, etc.
 - 5.26.2 Record installation and removal of any equipment from the network and inform Department even if it is temporary.
 - 5.26.3 Create Software inventory with information such as Licenses, Version Numbers and Registration Details.
 - 5.26.4 Register all software procured under this bid/ project document with respective OEMs.
 - 5.26.5 Perform software license management and notify Department on licensing contract renewal. Renewal cost, if any, during the Project/ Contract period is to be borne by the selected bidder.
 - 5.26.6 The selected bidder shall provide and make use of an Asset Management Software for performing all these operations/ activities.
- 5.27 **Configuration Management Services**
- 5.27.1 The selected bidder shall maintain a record of hardware as well as software and all other items supplied in this tender including the details of policies implemented on the servers, network, databases, web servers, etc.
 - 5.27.2 The selected bidder shall keep soft copies of the configurations of each of the devices mentioned above.
 - 5.27.3 The selected bidder shall ensure define change management procedures to ensure that no unwarranted changes are carried out on the equipments. All the changes carried out by Bidder must be formally approved by DoIT&C and recorded.
 - 5.27.4 The selected bidder shall do proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations.
 - 5.27.5 These configurations shall not be accessible in general except to DoIT&C & must be kept confidential under the authority of project manager.

5.28 Vendor Management Services

- 5.28.1 The selected bidder shall coordinate with external vendors and FMS team of RSDC for upkeep of equipment deployed to meet the SLA and shall liaison with various vendors/OEMS for related works, equipment & Services.
- 5.28.2 The selected bidder would maintain database of the various vendors and service providers, including vendors for hardware under warranty, service providers etc. with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments etc.
- 5.28.3 The selected bidder shall, if required escalate and log calls with vendors/ OEM and other service providers and coordinate with them to get the problems resolved.

5.29 Server Management Services

- 5.29.1 The selected bidder shall manage the servers on end-to-end basis like server administration, performance tuning, hardware and software support and upkeep of the server etc.
- 5.29.2 Handling of OS related issues, installation of OS updates and patches, re-installing OS if required, periodic system performance tuning, monitoring server usage statistics, network OS support, and start up and shut down of servers. The selected bidder will also have to resolve all the issues between the Servers & software supplied under this project.
- 5.29.3 The selected bidder shall provide device/ peripherals management, user management, file system management, files management services for the servers.
- 5.29.4 The selected bidder shall implement operating system security/ hardening and application level security for the servers.

5.30 Backup & Recovery Management Services

- 5.30.1 The selected bidder shall ensure that a periodic backup of OS, configurations, etc is done and recovery of the same when needed for the servers.
- 5.30.2 Proper labeling and housing of the media for identification and retrieval.
- 5.30.3 Conduct restoration exercises at pre-defined periodic intervals to check availability of backed up data.
- 5.30.4 Regular maintenance of all the media and the backup device on monthly basis.
- 5.30.5 Ensure proper scheduling and taking of backups during non – peak hours.
- 5.30.6 To provide MIS reports such as weekly on backup and restoration logs (with reasons for failure), monthly report on planned backup & backups actually taken, quarterly report on number of restoration drill performed and percentage of success, health status of media and drive.
- 5.30.7 Managing and monitoring the backup of all servers deployed at RSDC under the project.

5.31 Roles and responsibilities of Purchaser

- a) Review and approve design and implementation approach detailed by the bidder
- b) Explain the functional requirements in detail to the software development team lead.
- c) Review test cases, test reports and release notes submitted by the bidder
- d) Conduct regular project review meetings to monitor timely implementation of the software
- e) Provide feedback on changes to be in the software to improve usability of the software

- f) User administration by assignment of roles
- g) Report bugs in software to the bidder for immediate action / rectification
- h) Provide access to Data Center facilities required for hosting the developed application
- i) Prioritize the change requests as per project objectives
- j) Liaison between the bidder and 3rd party agency and enable audit of the software developed
- k) Select 3rd party audit agency and also pay for services rendered by the 3rd party audit agency
- l) Provide training to helpdesk operator regarding Rajasthan UID Project implementation, processes and structure.

5.32 Roles of responsibilities of Bidder

- a) Evaluate the indicative solution and deployment architecture suggested in this RFP and prepare a detailed design document, FRS, SRS including technical architecture.
- b) Identify software required for implementation of the functional requirements.
- c) Design, develop, test and maintain the software as per scope of work.
- d) Supply, install, test, configure, deploy and maintain hardware, network and system software infrastructure (as per BOM).
- e) Deploy and operate Helpdesk as per scope of work.
- f) Develop software as per standard Software Development Life Cycle (SDLC).
- g) Explain in detail the implementation details to the UID project management team in DoIT&C and get their concurrence before start of development.
- h) Document the software implementation details accurately as per standard documentation methodology.
- i) Prepare test cases, especially to test functionality and reliability of the implementation
- j) Submit test reports to DoIT&C for review.
- k) Prepare detailed release notes for each release of the software.
- l) Ensure timely implementation of software as per prescribed implementation timelines
- m) Resolve bugs reported as per SLA's specified.
- n) Deploy and administer the developed software until the FMS phase is completed
- o) Implement changes to software as per the priority specified by Purchaser
- p) Provide effort estimate for the changes in software to be implemented and ensure implementation of the software as per estimates provided
- q) Provide the documentation and clarifications required by 3rd party audit agency
- r) Deploy required manpower resources and additional (if required) on-site until the project FMS phase is successfully completed
- s) Ensure that the resources deployed on-site during FMS phase report on all days as required by this RFP
- t) The bidder representatives shall travel on-site as required within the State to fix any bugs / errors found in the enrollment clients at bidders cost.
- u) Bidder shall provide detailed training of the full application
- v) In case data porting is required from one version of the Registrar software to another on account of some changes in database structure either during the development phase or during the FMS phase, the bidder shall enable porting of the data for no additional charge

- w) Ready the production environment vide deployment of server infrastructure (e.g. virtualization of servers and integrating the application with database software) and installation of application software in production environment
- x) Shall deploy the legal team as required to have the contract signed within 7 days from the issuance of the Letter of Intent (LoI) /work order
- y) All other works as per requirement of scope of work and this RFP

CHAPTER-6
DELIVERABLES

6.1 Deliverables will be as per defined in Chapter 15 (Time Schedule With Deliverables)

CHAPTER-7

SERVICE LEVEL STANDARDS

Performance Standards

This factor covers the maintenance standards, the up-gradation standards and service level standards as defined in subsequent paragraphs/ clauses in this bid document.

7.1 Service Level Standards

The selected bidder has to meet the service level norms failing which the contract is liable to be penalized or cancelled.

- a) Provide, install, integrate and commission requisite hardware and software at RSDC to ensure minimum downtime.
- b) Provide desired connectivity between all the servers deployed at RSDC to ensure minimum downtime.
- c) Provide quality consumables
- d) Deploy required Manpower & provide immediate backup resources (at RSDC) in case of their absence
- e) Maintaining uptime of at least 99% at RSDC. (As per SLA)
- f) Maintenance of the entire IT infrastructure (H/w and S/w)
- g) Changing the spares when they become faulty
- h) Locate, resolve and repair technical faults
- i) Housekeeping of all hardware
- j) Any other task to keep the system functional
- k) Development of Application Software & its maintenance along with the deployment of updates and patches as and when required.
- l) Identify software related problems such as run time error, viruses etc, and reload the machines with software.
- m) Data backup (Incremental) daily, monthly, and annually on Magnetic tapes, in encrypted form. The selected bidder shall ensure the backup to be recoverable and restorable as and when required
- n) The selected bidder has to maintain back up register on daily basis.
- o) The backup should be taken in encrypted form and the backup keys should also be in encrypted form.

7.2 Penalty for the delay in services delivery & non-performance

If the selected bidder fails to deliver the services during the O&M Phase and does not perform (non-performance) as per the service level standards/ provisions of this bid document then the penalty would be imposed on the selected bidder as mentioned below.

7.2.1 Penalty for Non-performance at RSDC (Hardware/ Software/ Application Non-Availability)

Definition	Availability refers to the total time when the Hardware, Software, Application, help desk etc. (service) at RSDC is available to the users for performing all the desired activities and tasks.	
Service Level Requirement	The average availability of the application should be at least 99% in a month.	
Measurement of Service Level Parameter	(In percentage) $\text{Availability} = [100 * (\text{Total Available time per month (24hrs * N days)} - \text{downtime of the application})] / [\text{Total Available time per month (24 hrs * N days)}]$ Where N = Number of calendar days in a month Any planned application downtime shall not be included in the above calculation. However, the Successful Bidder should take at least 15 days prior approval from Purchaser in writing for the planned downtime.	
Monthly Penalty for non-achievement of SLA Requirements	>=99%	Nil (No Penalty)
	>=97% and <99%	2% of the QGR
	>=95% and <97%	5% of QGR
	>=93% and <95%	10% of QGR
	>=90% and <93%	20% of QGR
	<90%	33.33% of QGR
	If availability is below 90% for 3 consecutive months, it may be considered breach of contract and appropriate action will be taken. SLA will be monitored with the help of EMS solution available in RSDC and for which required client and client licences are required from bidder as per annexure 11 .	

7.2.2 Penalty in case of absence of minimum specified resources at RSDC

S.No.	Resource Type	Penalty per day per absent resource
1.	Project Manager	Rs. 3000/- per day
2.	System Administrator	Rs. 2500/- per day
3.	Database Administrator	Rs. 2500/- per day
4.	Sr. Developer/ Programmer	Rs. 2500/- per day
5.	Helpdesk Operator	Rs. 1000/- per day

If penalty for absence of minimum specified resources is greater than Rs. one lakh for a month, it may be considered as breach of contract and appropriate action will be taken.

7.2.3 Data and Application Management

If the selected bidder shall not timely upload/ update the Data to databases as received from the EAs on removable media/online submission then following penalty shall be applicable:-

S.No.	Delay (in Days)	Penalty per day
1.	Upto 1 day	Rs. 5000/-
2.	Upto 2 days	Rs. 10,000/-
3.	Upto 3 days & onwards	Rs. 20,000/-

If penalty under this clause is greater than Rs. 2,00,000/- (Rupees Two Lacs only) for a month, it may be considered as breach of contract and appropriate action will be taken.

7.2.4 Change Request Management

If the selected bidder does not timely update/ fix the reported bugs in the application software in the specified time period and/or fails to add the required additional features in the application software (as specified by DoIT&C/ GoR) in the specified time period then the penalty would be imposed as follows.

S.No.	Delay (in Days)	Penalty per day
1.	1 – 3 days	Rs. 1000/-
2.	4- 7 days	Rs. 2000/-
3.	8 th day and onwards	Rs. 3000/-

If penalty under this clause is greater than Rs. 50,000/- (Rupees Fifty thousand only) for a month, it may be considered as breach of contract and appropriate action will be taken.

Data backup: If the selected bidder fails to take the backup as per the agreed backup policy then a penalty of Rs. 50,000 per such day will be imposed. If penalty under this clause is greater than Rs. 5,00,000/- (Rupees Five Lacs only) for a month, it may be considered as breach of contract and appropriate action will be taken.

7.2.5 Penalty in case of non-submission of specified/required deliverables

If the selected bidder fails to submit any of the specified/ required deliverables as per the details mentioned in this bid document and/ or as required by DoIT&C/ GoR then a penalty of Rs. 1000/- per day per deliverable will be imposed.

7.2.6 Apart from the penalty levied due to non-performance, if the selected bidder fails to meet the requisite service levels, DoIT&C/ GoR will treat the same as breach of contract and shall reserve the right to immediately terminate the contract of the selected bidder along with invoking other penal actions as per the contract and/ or GF&AR.

CHAPTER-8

BIDDING PROCESS

8.1 Pre-bid meeting

- 8.1.1 The bidder or its official representative (not more than two representatives per bidder) is invited to attend a pre-bid meeting, which will take place at date, time and address provided in NIT (Chapter 2).
- 8.1.2 Only those bidders who have deposited the prescribed tender document fee will be allowed to participate in pre-bid meeting.
- 8.1.3 The purpose of the meeting will be to clarify issues related to the bid document. For the same the bidder should email the queries at uid@rajasthan.gov.in in given format Annexure-07 on or before date and time specified in NIT (chapter 2).
- 8.1.4 Purchaser will endeavour to provide a complete, accurate, and timely response to all queries of all the bidders. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response, nor does Purchaser undertake to answer all the queries that have been posed by the bidders.
- 8.1.5 Any modifications in the bidding documents which may become necessary as a result of the pre-bid meeting shall be made by the Tendering Authority, exclusively through the issue of the Final RFP document (After Pre-bid) along with Corrigendum/ Addendum on the web sites as mentioned in NIT (chapter 2).
- 8.1.6 The Tendering Authority shall be free to amend the document as per requirements. The notice of change, if any, will be made available on the website as mentioned in NIT (chapter 2).
- 8.1.7 **Bid submission**
- 8.1.8 The bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the Contract/ Agreement. All pages of the bid, except for un-amended printed literature, shall be initialled by the person or persons signing the bid.
- 8.1.9 The "Bidder" as used in the RFP shall mean the one who has signed the Bid document forms. The Bidder may be the Principal Officer or the duly Authorized Representative of the Bidder, in which case Bidder shall submit a Certificate of Authority (CoA) and/ or Power of Attorney (PoA). The CoA/ PoA should be issued by the person duly authorized by board of directors. CoA/PoA should bear name, initials and signature of authorized person. All the documents pertaining to the bid and any subsequent clarifications/ correspondences received hereby, must be furnished and signed by the authorized representative of the bidder.
- 8.1.10 The last date and time for submission of bid is as per NIT (Chapter 2).

8.2 Purchaser and address for bid submission & correspondence

Purchaser: Secretary and Commissioner, DoIT&C, Government of Rajasthan

Address for Bid Submission and correspondence:

Secretary and Commissioner, DoIT&C

IT Building Tilak Marg, C-Scheme

Jaipur-302005 (Raj), INDIA

Phone: 91(141) 2222011, 5153225

Fax: 91(141) 2224855

Email: uid@rajasthan.gov.in

8.3 Language of Bids

- 8.3.1 The Bid prepared & submitted by the Bidder and all subsequent correspondence and documents related to the bid and as submitted by the bidder, shall be written only in English language. Also, any printed literature furnished by the Bidder written in other language (other than English/ Hindi) must be accompanied by an English/ Hindi translation in which case, for purposes of interpretation of the bid, the appropriate translation by the Purchaser shall govern.

8.4 Validity of Bids

- 8.4.1 Bids shall remain valid for 180 days from the date of bid submission as prescribed by Tendering Authority. A Bid valid for a shorter period shall be rejected and treated as non-responsive.
- 8.4.2 In exceptional circumstances, the Tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

8.5 Procedure for submission of Bids

- 8.5.1 The bidder has to submit an earnest money of Rs. 6,00,000/- (Rupees Six Lac Only) along with the Technical bid. The Technical bid (both Hardcopy (1+1 i.e. One Original + One Copy of Original) and Softcopy each) along with earnest money should be placed in one envelope and should be marked as "Technical Bid for IT Enablement of Registrar Operations under Rajasthan UID Project" and the Financial bid in another envelope marked as "Financial Bid for IT Enablement of Registrar Operations under Rajasthan UID Project". Both these envelopes should be sealed separately and should further be kept in a third envelope marked as "Bid for IT Enablement of Registrar Operations under Rajasthan UID Project" and sealed properly.

8.6 Contents of bids

The bid will be submitted in two parts. The first part will consist of Technical Bid (both Hardcopy (1+1 i.e. One Original + One Copy of Original) and Softcopy each) and the second part will consist of Financial Bid. The contents of each part are listed below.

Bidders are advised to study the Tender document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal and forfeiture of the Bid Security.

8.7 Technical Bid

- 8.7.1 The Technical Proposal should contain documents as listed in Chapter-01 to 17 & Annexure 1-12 of this bid document
- 8.7.2 Prices must not be indicated in the Technical Bid and must be quoted only in the Financial Bid.

8.8 Financial Bid

- 8.8.1 The Bidder shall indicate price only in the prescribed format it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Documents. The price components furnished by the Bidder in accordance with format provided in this bid document will be solely for the purpose of facilitating the comparison of bids by Purchaser and will not in any way limit the Purchaser's right to contract on any of the terms offered.
- 8.8.2 Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. However, Purchaser reserves the right to negotiate the prices quoted in the bid to effect downward modification.
- 8.8.3 The Contract price would be inclusive of all applicable taxes, duties, charges and levies, unless specified otherwise. If there would be any increase in the taxes (except service tax), levies, duties, fee and other charges during tenure of the contract, the financial burden of the same shall be borne by the bidder.
- 8.8.4 The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- 8.8.5 Prices in any form or by any reason before opening the Commercial Bid should not be revealed by the bidder or their representatives, failing which the offer shall be liable to be rejected.

8.9 Date & Time of opening of Technical bids

- 8.9.1 The Technical bids will be opened on date and time specified in NIT(Chapter 2) in the Office of the Secretary & Commissioner, IT&C, Govt. of Rajasthan.
- 8.9.2 The bids received late and declared late by the Tendering Authority after the Last date and time for receipt of bids prescribed in the Tender document in NIT (Chapter-2) shall be rejected and/ or returned unopened to the Bidder.

8.10 Cost of Preparation of Bids

- The bidder is responsible for all costs incurred in connection with the bid participation as a part of bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal & subsequent clarifications, in providing any additional information required by Purchaser to facilitate the evaluation process, and in negotiating a definitive Service Agreement/ Contract and all such activities related to the bid process.
- 8.11 A proposal may be construed as a non-conforming proposal and ineligible for consideration:
- 8.11.1 If it does not comply with the requirements of this bid document. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals non-conforming.
- 8.11.2 If a proposal does not follow the format requested in this bid document or does not appear to address the particular requirements of Purchaser, any such bids may also be disqualified.

CHAPTER-9

BID EVALUATION PROCESS

- 9.1 **Opening of Technical Bids:** The Tendering Authority will open the Technical bids in the presence of bidders' representatives (not more than two representatives per bidder) who choose to attend the same at date, time and address given in NIT (Chapter 2)

The bidder's representatives who are present shall sign in a register evidencing their attendance. Financial Bids will remain unopened and will be held in custody of the Tendering Authority until the time of opening of the Financial Bids. The time and date and location of the opening of the Financial Bids will be intimated in writing or by Fax/ E-mail by the Tendering Authority only to all the technically qualified bidders.

- 9.2 **Preliminary Examination of Technical Bids:** The Tendering Authority will examine the Technical bids to determine whether they are complete, the documents have been properly signed, the required EMD & Tender Fee is enclosed, and the bids are in order and complete in all the respects. Any bid found to be non-responsive for any reason or not meeting the minimum levels of performance or other criteria specified in the bid document will be rejected by the Tendering Authority and will not be included for further consideration i.e. Financial Bid Evaluation.

- 9.3 **Evaluation of Technical Bids:** The Tendering Authority will evaluate the Technical bids of the Bidders as per the evaluation criteria mentioned in this bid document. Also, the Bidder will have to give detailed description of solution followed by a presentation. The Tendering Authority will examine these solutions and will decide on the issue of equivalence or superiority as compared to the desirable requirements. If the bidder meets all the eligibility criteria and the tendering authority decides that the solution offered is equivalent or superior to desired requirements, then the technical bid shall be treated as qualified. In this matter the decision of the Tendering Authority will be the final and binding on all the bidders.

Note: Bid Presentations: Tendering Authority may invite each Bidder to make a presentation, at a date, time and location decided by the Tendering Authority. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the Tendering Authority and the key points in their Bids as per the criteria laid down in the Eligibility criteria/ Technical Bid.

- 9.4 Tendering Authority may undertake clarifications with the Bidders. The primary function of clarifications in the evaluation process is to clarify disputes arising out of the evaluation of the Bid documents. Clarifications provide the opportunity for the Tendering Authority to state its requirements clearly and for the Bidder to more clearly state its proposal. The Tendering Authority may seek inputs from their professional, technical faculties in the evaluation process.

- 9.5 **Clarification of Technical Bids and Contacting the Tendering Authority:**

- 9.5.1 The Tendering Authority may conduct clarification meetings with each or any Bidder to discuss any matter, technical or otherwise. The bidder may be required to make presentations on his methodology for carrying out the tasks. If considered necessary

the Tendering Authority may like to visit projects being handled by the bidder.

- 9.5.2 Any effort by the bidder to influence the Tendering Authority during the process of evaluation of technical bids, bid comparison or the Tendering Authority's decisions on acceptance or rejection of bids may result in rejection of the bidder's bid.
- 9.6 **Invitation to Attend Opening of Financial Bids:** The Financial Bid of the technically qualified bidders will be opened on a day; the time, date and location of which will be informed to the eligible bidders i.e. technically qualified bidders.
- 9.7 **Opening and Evaluation of Financial Bids:** The Tendering Authority will open the Financial Bids of only the technically qualified bidders. The bidder's representatives who are present shall sign a register evidencing their attendance.
- 9.8 **Lowest Commercial Cost:** The bid with lowest commercial (L1) i.e. lowest price quoted and mentioned in Financial Bid Table will be considered as the successful bid i.e. Lowest Bid (L1 Bid).

The bidder's names, the Bid Prices will be announced and recorded by the Tendering Authority at the time of opening of the financial bids. In case of same commercial/financial bid, DoIT&C/ GoR reserve the right to award the contract to any of the bidder in this category in the interest of State.

Please note that the payments will be made to the (L1) successful bidder, as per the rates quoted by the bidder in the financial bid table and as SLA.

- 9.9 **Correction of Errors:** Price Bids determined to be substantially responsive will be checked by the Tendering Authority for any calculation errors. If there is a discrepancy between the quoted rate in figures and the quoted rate in words, the rate in words will take precedence.

CHAPTER-10

PERFORMANCE SECURITY

- 10.1 The selected bidder shall carry out the services in conformity with general professionally and technically accepted norms relevant to such assignments that are required for the Rajasthan UID project and which are to the entire satisfaction of the Tendering Authority.
- 10.2 In the event of any deficiency in services, the selected bidder shall where possible, promptly re-provide the services at no additional fees to DoIT&C/ GoR.
- 10.3 Successful bidder will have to execute an agreement with Purchaser on a Non-Judicial Stamp of appropriate value within a period of one week from the date of issue of Work Order and deposit performance security prior to signing of agreement.
- 10.4 The selected bidder shall furnish to DoIT&C/ GoR performance security amounting to five percent (5%) of the total quoted/ agreed order value for the entire contract period (with a grace period of three months) in form of unconditional and irrevocable Performance Bank Guaranty issued by a Nationalized/Schedule Commercial Bank payable at Jaipur / NSC/ Demand Draft/ KVP/Cash/ Bankers Cheque or any other saving instruments under National Saving schemes for promotion of small saving issued by post office in Rajasthan. The Performance Bank Guaranty will be submitted in the format as per Annexure-08.
- 10.5 Failure of the selected bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.
- 10.6 No interest will be paid by DoIT&C/ GoR on the EMD & Performance security deposit.

10.7 Forfeiture of Performance Security

Security Deposit amount in full or part may be forfeited in the following cases

- a) When the terms and conditions of contract are breached.
- b) When the bidder fails to perform work satisfactorily.
- c) Notice for 45 days will be given in case of forfeiture of security deposit however the time period can be extended by DoIT&C/ GoR and it will be sole discretion of the DoIT&C/ GoR in this regard.

Failure of the selected bidder to comply with the requirement of the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the DoIT&C/ GoR may make the award to the next lowest evaluated bidder or call for new bids.

10.8 Release of Performance Security

The security/ performance Security deposited at the time of signing of the contract will be returned back after successful completion of the contract/ project period.

CHAPTER-11

TERMS AND CONDITIONS OF BID

Note: Bidders must read these conditions carefully and comply strictly while sending/submitting their Bids.

General conditions:

- 11.1 **Sales Tax Registration & Clearance Certificate:** Bidder who is not registered under the Sales Tax Act prevalent in the State where his business is located shall not bid. The Sales Tax Registration Number should be quoted and a sales tax clearance certificate from the Commercial Taxes Officer of the Circle concerned shall be submitted without which the Bidder is liable to rejection.
- 11.2 Tender forms shall be filled in ink or typed. No Bid filled in pencil shall be considered. The bidder shall sign the Tender form at each page and at the end, in token of acceptance of all the terms and conditions of the Bid.
- 11.3 Rates shall be written both in words and figures. There should not be errors and/or over-writings. Corrections, if any, should be made clearly and initialled with dates.
- 11.4 Bidder shall quote prices in the specified format only. Prices shall be quoted without any condition. If price is quoted with condition then the bid would be summarily rejected.
- 11.5 The decision regarding acceptance of Bid by Tendering authority will be full and final.
- 11.6 Direct or indirect canvassing on the part of the bidder or his representative will be a disqualification.
- 11.7 All legal proceedings, if necessity arises to institute by any of the parties (Tendering Authority or selected bidder) shall have to be lodged in courts situated in Jaipur (Rajasthan) and not elsewhere.
- 11.8 **Loss of Revenue to the Tendering Authority:** The bidder shall be vicariously liable to indemnify the Tendering Authority in case of any misuse of data/ information by the bidder, deliberate or otherwise, which comes into the knowledge of the Tendering Authority during the performance or prevalence of the contract.
- 11.9 **Currency of Payment:** Payment shall be made in Indian Rupees only.
- 11.10 **Contract Amendments:** No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e. the Bidder and the Tendering Authority.
- 11.11 **Tendering Authority Right to accept any bid and to reject any or all bids:** The Tendering Authority reserves the right to accept any bid, and to annul the Tender process and reject all bids at any time, without assigning reasons & without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder.
- 11.12 **Notification of award:** Prior to the expiration of the period of the bid validity, the Tendering Authority will notify the successful bidder in writing that its bid has been accepted.
 - 11.12.1 The notification of award will constitute the formation of contract.
 - 11.12.2 Upon the successful bidder's furnishing of performance security, the Tendering Authority will notify each unsuccessful bidder and will discharge their EMD.
- 11.13 **Period of Validity:** Bids shall remain valid for 180 days after last date of bid submission prescribed by the Tendering Authority, which may be extended with mutual consent. A bid valid for a shorter period may be rejected by the Tendering Authority as non-responsive.

11.14 Period of Contract: The Contract/ Project Period shall commence from the date of issue of work order and up till Two Years of Operations & Maintenance Services after successful commissioning of the project (as per Time schedule With Deliverables - refer Chapter-15), and which is extendable on mutual accepted terms. However, this Extension will be sole discretion of DoIT&C/ GoR.

11.15 Force Majeure:

11.15.1 Notwithstanding the provisions of contract, the bidder shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure

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

11.15.3 If a Force Majeure situation arises, the selected bidder shall promptly notify DoIT&C/ GoR in writing of such conditions and the cause thereof. Unless otherwise directed by DoIT&C in writing, the selected bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not to be prevented by the Force Majeure.

11.16 Other condition :

11.16.1 The selected bidder shall not assign or sub-let his contract or any part thereof to any other agency.

11.16.2 The selected bidder shall bear all the expenses for the execution of agreement.

11.16.3 Conditional bids are liable to rejection.

11.16.4 The Tendering Authority reserves the right to accept or reject any Bid without assigning any reasons.

11.16.5 Any bid received by the Tendering Authority after the deadline for submission of bids will be rejected & not considered and may be returned unopened to the bidder.

11.17 Use of Contract Documents and information

11.17.1 The bidder shall not, without the Tendering Authority's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Tendering Authority in connection therewith, to any person other than a person employed by the bidder. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance of the contract.

11.17.2 The selected bidder shall permit tendering authority to inspect selected bidder's accounts and records relating to the performance of the bidder and to have them audited.

11.17.3 Any document, other than the contract itself, shall remain the property of the Tendering Authority and shall be returned (in all copies) to the Tendering Authority on completion of the selected bidder's performance under the contract, if so required by the bidder.

11.18 Patent Rights and copy rights:

- 11.18.1 The ownership of source code of all applications developed under this project shall be transferred to DoIT&C/GoR. The State Government shall have all rights on Software, Source Code and related documentation for its unlimited, unrestricted use within the State of Rajasthan at unlimited number of locations, machines, computers, gadgets etc. for the project. In case there is change in SI for project, DoIT&C /GoR will have the right to hand over this software for modification, upgradation etc. IPR clause will not be applicable for any third party tool / software, used in application software.
- 11.18.2 The selected bidder shall indemnify DoIT&C/ GoR against all third-party claims of infringement of patent, copy right, trademark or industrial design rights arising from use of the goods or any part thereof in India.
- 11.19 Inspections and Tests:**
- 11.19.1 Before Installation and commissioning, tendering authority or his representative shall have the right to inspect and/or to test the goods to confirm their conformity to the Contract specifications at no extra cost to DoIT&C/ GoR.
- 11.19.2 The inspections and tests may be conducted within the premises of the selected bidder, at the point of delivery and/or at the Goods final destination. If conducted within the premises of the selected bidder, all reasonable facilities and assistance, including access to drawings and production data shall be furnished to the inspectors at no extra charge to DoIT&C/ GoR.
- 11.19.3 If any inspected or tested goods fail to conform to the specifications, Tendering Authority may reject the goods and the selected bidder shall either replace the rejected goods or make alterations necessary to meet specification requirements free of costs to DoIT&C/ GoR.
- 11.19.4 Tendering Authority's right to inspect test and where necessary, reject the goods after the goods arrival at Project Site shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by the Tendering Authority or its representative prior to the goods shipment.
- 11.19.5 Tendering Authority and/or his representative reserve the right of inspection and testing of the goods prior to delivery and after delivery at the site.
- 11.19.6 Tendering Authority reserves the right to carry out inspections after the technical scrutiny & before installation and commissioning of the hardware and other required material, if necessary. The physical verification will be at the bidder's site or at the site of the Authorized manufacturer. Such visit will be at the cost of the bidder.
- 11.19.7 If site visit shows inconformity with documents submitted by the bidder then he will be deemed to be ineligible for participating in the bid.
- 11.20 Incidental Services:** The selected bidder is required to provide the following services including additional services if any, at his own cost.
- 11.20.1 Performance or supervision of the on-site assembly and/or start-up of the supplied Goods;
- 11.20.2 Furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods;
- 11.21 Support Manpower:**
- 11.21.1 The selected bidder will be bound to supply Support Manpower with good antecedents as specified in the Manpower deployment Plan.
- 11.21.2 All salaries and statutory benefits to the support manpower hired by the selected bidder will have to be borne by the selected bidder & no additional payments will be

made by DoIT&C/ GoR in this regard.

- 11.21.3 In case of absence of any of his employee, the selected bidder should provide alternative person immediately.
- 11.21.4 The selected bidder shall submit attendance sheet of deployed manpower on monthly basis to concern authority designated by DoIT&C.
- 11.21.5 The selected bidder should ensure that the behavior of manpower is decent. The selected bidder will be held responsible for indecent behavior of manpower and such employees should be immediately replaced when such matter is reported.
- 11.21.6 The selected bidder shall submit the affidavit stating that it would not ask for employment in Government in the performa, which will be provided by this office at the time of signing the contract.
- 11.21.7 DoIT&C/ GoR will not be liable to indemnify to the manpower of the selected bidder due to any miss happening occurred in project period.
- 11.22 **Binding Clause:** All decisions taken by Tendering Authority regarding the processing of this Bid and award of contract shall be final and binding on all parties concerned.
- 11.23 **Resolution of Disputes:** If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the Parties to the Principal Secretary, IT&C, Government of Rajasthan who will be the Sole Arbitrator and whose decision shall be final.

11.24 **Earnest Money Deposit (EMD):**

- 11.24.1 The bidder shall furnish, as part of the Technical Bid, an Earnest Money Deposit in the form of a DD of a Nationalized/Scheduled commercial Bank, drawn in favor of "Secretary & Commissioner, IT&C" payable at "Jaipur" amounting to Rs. 6,00,000/- (Rupees Six Lac Only). The EMD should be valid for a period of 180 days from the last date of submission of bids.
- 11.24.2 A Bank having at least one branch at Jaipur should issue the Demand Draft.
- 11.24.3 Earnest Money of unsuccessful bidders will be returned as promptly as possible (after the completion of bid evaluation process leading to the selection of L1 Bidder and placement of Letter of Intent/ Work Order).
- 11.24.4 The Earnest money/ Security deposit lying with the department/ office in respect of other bidder awaiting approval or rejection or on account of contracts being completed will not be adjusted towards earnest money/ security money for the fresh bidders. The earnest money may however, be taken into consideration in case bids are re-invited.
- 11.24.5 The Earnest Money will be forfeited on account of one or more of the following reasons:
 - a) The Bidder withdraws his bid during the period of bid validity specified by them on the bid letter form.
 - b) Bidder does not respond to requests for clarification of his bid
 - c) Bidder fails to co-operate during the bid evaluation process, and
 - d) In case of a successful Bidder, the said Bidder fails:
 - 1. To sign the Contract in stipulated time period; or
 - 2. To furnish Performance Security in stipulated time period
- 11.24.6 The successful bidder would be required to sign the agreement and furnish the performance security. The EMD of the successful bidder may be adjusted in the Performance Security by depositing the difference amount of Performance Security

or Alternatively EMD could be refunded back by taking fresh Performance Security.

- 11.24.7 No exemption for submitting the EMD will be given to any company/firm including SSI Units.
- 11.24.8 Any Bid submitted without the earnest money deposit will be summarily rejected.

11.25 **Disqualification Criteria**

- 11.25.1 Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any Tender from the bid process if the bidder has: -
1. Not submitted in accordance with this document.
 2. Firms not meeting eligibility criteria as mentioned in this bid document.
 3. During validity of the bid or its extended period, if any, the bidder increases his quoted prices.
 4. The conditional bids will not be accepted.
 5. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 6. Bid received after due date and time.
 7. If found to have a record of poor performance such as abandoning work, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
 8. Submitted bid which is not accompanied by required documentation and Earnest Money Deposit (EMD) would be rendered non-responsive and will be out rightly rejected.
 9. Failed to provide clarifications related thereto, when sought.
 10. Submitted more than one bid. This will cause disqualification of all bids submitted by such bidders including forfeiture of the EMD.
 11. Bidders who are found to canvass, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification shall be disqualified from the process at any stage.
- 11.25.2 Bidders may specifically note that while processing the tender documents, if it comes to our knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay/ holding up the processing of tender then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by any department, Govt. of Rajasthan. It is also clarified that if need arises then DoIT&C/ GoR would go in for appointment of outside party(s) to undertake the work under the captioned tender.
- 11.25.3 A Bid not valid for at least 180 days shall be considered as non-responsive and would be disqualified.

11.26 **Terms of Payments**

11.26.1 The Payments to the selected bidder shall be made as per the table mentioned below.

S.No.	Milestone Description	Payment Details
A) Cost of Application Software i.e. Client side application, Server Side data management application, RUID Web Portal with project Monitoring functionality		
1	Approval of the SRS Document of all the Client-side, Server-side data management Application and RUID web portal application with project monitoring functionality	15% of the cost of the Application Software as quoted in financial bid.
2	UAT of the Client-side, Server-side data management Application and RUID web portal application with project monitoring functionality	45% of the cost of the Application Software as quoted in financial bid.
3	Successful commissioning of the Application Software & Go-Live	30% of the cost of the Application Software as quoted in financial bid.
4	On expiry of Contract i.e. Two years from date of Go live.	10% of the cost of application software as quoted in the Financial Bid
B) Cost of Hardware & System Software		
1	Supply, Delivery, Installation, Configuration and Inspection of the specified Hardware and System Software Infrastructure at RSDC	65% of the cost of Hardware and system software as quoted in the Financial Bid
3	After One Month of date of Go Live	25% of the cost of Hardware and system software as quoted in the Financial Bid
3	On expiry of Contract i.e. Two years from date of Go live.	10% of the cost of Hardware and system software as quoted in the Financial Bid
C) FMS , Data Management, Help Desk Management, Maintenance phase–		
1	Operations & Maintenance of Application Software, Hardware, help desk, Data Management Services for two years from the date of go live.	In eight Quarters in form of Quarterly Guaranteed Payment (QGR)

11.26.2 Any penalties/ liquidated damages imposed on the selected bidder for non-performance (SLA), as per the criterion mentioned in this bid document, will be deducted from the payments for the respective period/ phase/ item.

11.26.3 The selected bidder must obtain an NOC for all the kind of deliverables as mentioned in this bid document from the Department/ concerned authority/ designated authority before raising the bill for the respective period/ phase.

11.26.4 Service tax will be paid on actuals as per prevailing rate. If there is any change in the applicable law with respect to service tax, then it shall be increased or decreased accordingly.

11.26.5 All statutory taxes viz., income tax etc. will be deducted at source as per the prevalent rules & regulations at the time of making payments to the selected bidder during the billing cycles.

11.26.6 The payment will be made on submission of bill in triplicate as per the payment schedule. The officer(s) of DoIT&C will examine the bill thoroughly before payment

authority and as per the terms & conditions of RFP and then shall process the bill for actual payment to be made to selected bidder. The DD/ Banker Cheques will be made in the name of selected bidder as per the detail given in bill. All remittance charges will be borne by the selected bidder.

11.27 **Exit Management**

11.27.1 **Preamble:**

- The word 'parties' include the tendering authority (DoIT&C), Government of Rajasthan and the selected bidder.
- This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation, Operation and Management of SLA.
- In the case of termination of the Project Implementation and/or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

11.27.2 **Cooperation and Provision of Information**

(i) **During the exit management period:**

- a. The selected bidder will allow DoIT&C or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable DoIT&C or its nominated agencies to assess the existing services being delivered.
- b. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. DoIT&C or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit DoIT&C or its nominated agencies and/ or any Replacement Operator to have reasonable access to its employees and facilities as reasonably required by DoIT&C or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

11.27.3 **Confidential Information, Security and Data**

- (i) The selected bidder will promptly on the commencement of the exit management period supply to DoIT&C or its nominated agencies the following:
 - a. Documentation relating to Intellectual Property Rights;
 - b. Project related data and confidential information;
 - c. All current and updated data as is reasonably required for purposes of DoIT&C or its nominated agencies transitioning the services to its Replacement selected bidder in a readily available format nominated by DoIT&C or its nominated agencies; and
 - d. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable DoIT&C or its nominated agencies, or its Replacement Operator to carry out due diligence in order to transition the provision of the Services to DoIT&C or its nominated agencies, or its Replacement Operator (as the case may be).

- (ii) Before the expiry of the exit management period, the selected bidder shall deliver to DoIT&C or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.

11.27.4 Transfer of certain agreements

On request by Tendering Authority or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Tendering authority or its nominated agencies may require in favour of tendering authority or its nominated agencies, or its Replacement Operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party leasers, operators, or Operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by DoIT&C or its nominated agencies, or its Replacement Operator.

11.27.5 Right of Access to Premises

At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) DoIT&C or its nominated agencies, and/ or any Replacement Operator in order to inventory the assets.

11.27.6 General Obligations of the selected bidder

- (i) The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to DoIT&C or its nominated agencies or its replacement Operator and which the Operator has in its possession or control at any time during the exit management period.
- (ii) The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

11.27.7 Exit Management Plan

- (i) The selected bidder shall provide DoIT&C or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
- (ii) A detailed program of the transfer process that could be used in conjunction with a Replacement Operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
- (iii) Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on DoIT&C's operations as a result of undertaking the transfer; and
- (iv) If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to DoIT&C or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.

- (v) The Operator shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
- (vi) Each Exit Management Plan shall be presented by the selected bidder to and approved by DoIT&C or its nominated agencies.
- (vii) In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each Party shall comply with the Exit Management Plan.
- (viii) During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- (ix) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- (x) This Exit Management plan shall be furnished in writing to DoIT&C or its nominated agencies within 90 days from the Effective Date of SLA.
- (xi) It would be the responsibility of the selected bidder to Support new operator during the Transition Period.

11.28 Termination

11.32.1 Termination for Default

The Tendering Authority, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the selected bidder, may terminate the Contract fully or in part:

- If the selected bidder fails to deliver any or all Contracted services as per service standards specified in the Contract or
- If the selected bidder / fails to perform any other obligation(s) under the Contract, or
- If the selected bidder in the judgment of the Tendering Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

In such type of event Tendering Authority can terminate the Contract and would be free to fully take over the assets and operations without giving any compensation to the selected bidder.

11.32.2 Termination for Insolvency

Tendering Authority may at any time terminate the Contract by giving written notice to the selected bidder if the selected bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation or any type of to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Tendering authority.

11.33 Forfeiture of security

Failure of the successful bidder to comply with the requirement of the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the performance security, in which event the tendering authority may make the award to the next lowest evaluated bidder or call for new bids.

11.34 Liquidated Damages (LD) for delay in commissioning the project

11.34.1 LD will be applicable for the assignment specified under First phase release, second phase release, third phase release and hardware deployment phase as per deliverable schedule mentioned in Chapter 15 (Time schedule with deliverables).

11.34.2 In case of extension in the delivery period / completion with liquidated damages the recovery shall be made on the basis of following percentages of value of Stores /assignment, which the bidder has failed to supply/complete.

S.No.	Condition	LD %
a.	Delay up to one fourth period of the prescribed delivery period / completion of work as per the bid document	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period / completion of work as per the bid document	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period / completion of work as per the bid document	7.5 %
d.	Delay exceeding three fourth of the prescribed period / completion of work as per the bid document	10.0 %

- 11.34.3 If there is a delay beyond point (d) in table above, the tendering authority may terminate the contract.
- 11.34.4 The amount towards the LD, if any, shall be deducted from the first and subsequent (if applicable) payments to the selected bidder.
- 11.34.5 Fraction of a day in reckoning period in supplies shall be eliminated if it is less than half a day.
- 11.34.6 The maximum amount of liquidated damages shall be 10%.
- 11.34.7 If the bidder requires an extension of time in completion of contractual supply on account of occurrence of any hindrance, he shall apply in writing to the Purchaser, which has placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
- 11.34.8 Delivery period may be extended with or without liquidated damages if the delay in the supply of equipment/ software/ components is on account of hindrances beyond the control of the bidder.
- 11.34.9 The Liquidated Damages, if any & as applicable, would be deducted from the payment due for that milestone as mentioned in Section above (Payment terms).
- 11.34.10 Any delay on account of departmental official (not attributable to the selected bidder) shall not be taken into account while computing adherence to service levels but selected bidder will submit sufficient records/ documents that the delay is on part of DoIT&C/ GoR.

CHAPTER-12

TENDER FORM

TENDER FOR IT ENABLEMENT OF REGISTRAR OPERATIONS UNDER RAJASTHAN UID ROJECT

1) **Addressed to:** Secretary & Commissioner, IT&C, Govt. of Rajasthan, Jaipur (Raj.)

Name of the Issuing Authority	Secretary & Commissioner, Department of IT&C, Govt. of Raj.
Address	IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Raj.)
Telephone No.	(0141) 2224855
Fax No.	(0141) 2222011
E-Mail	uid@rajasthan.gov.in

2) **RFP Reference:** NIT No. F5(446)/DoIT/Tech/10/ML-626

Dated:06/04/2011

3) **Details of the Bidder:**

Name of Bidder			
Details of the authorized contact person of the Bidder (CoA/ PoA Owner)			
Registered Office Address			
Year of Establishment			
Type of Firm Put Tick(✓) mark	Public Limited/ Private Limited/ Proprietary/ Partnership/ Society/ Other		
Telephone Number(s)			
Email Address			
Fax No.			
Mobile no.			
Website			
Year-wise financial turnover (In Crores)	2007-08	2008-09	2009-10

4) **Experience in same or similar projects completed**

S.No.	Name of the Department with address, Name of contact person and telephone numbers	Description of project	Responsibility or Role of the bidder in the project	Order Value (Rs)	Completion Date
1.					
2.					
3.					
4.					

(Please attach completion certificates from the concern department/company)

5) Details of ongoing similar projects with status

S.No.	Name of the Department with address, Name of contact person and telephone numbers	Description of project	Responsibility or Role of the bidder in the project	Order Value (Rs)	Project Status
1.					
2.					
3.					
4.					

(Please attach client certificates)

6) Details of major projects only

S.No.	Name of Company/Firm	Brief Description of Projects	Order Value (in Rs)	Status
1				
2				

7) Support network:

Bidder to provide details of support offices in different cities with name of contact person, address, Telephone No., Fax No

Center(s)	Numbers	Location(s)
Head office		
Development Centers		
Support Centers		
Repair/Workshop Facility		

8) The Tender fee amounting to Rs. 1,000/- (Rupees One Thousand only) has been deposited vide cash receipt no. _____ dated _____.

9) The rates quoted are valid up to _____. (Subject to a minimum of 180 days from the last date of bid submission). The validity can be extended with mutual agreement.

10) Following documents are attached towards the proof of earnest money deposited.

S.No.	Earnest Money Deposit through	DD No.	Dated	Drawn on Bank

11) We agree to abide by all the conditions mentioned in this Tender Notice issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).

12) Reproduced/ re-word-processed formats or Bidder's own formats for the price quotations will disqualify the Bidder.

Bidder's Seal & Signature

13) Tax Clearance Certificates:

S.No.	Type of Tax	Whether tax clearance certificate enclosed (Yes/No)	CA Certificate Number
1	RST-TIN		
2	CST / VAT		

- 14) We accept payment modality as mentioned in the Terms of Payment/ Payment Terms in this bid document.

Note: Remittance charge on payment made shall be borne by the Bidder.

- 15) Technical Bid from Chapter-1 to 17 & Annexure-1 to 12 duly filled and signed is enclosed with this Tender form along with Terms & Conditions in token of acceptance.
- 16) Financial Bid Chapter-18 of this Tender Document is enclosed in a separate envelope duly signed and sealed.
- 17) PROPOSED DEPLOYMENT STRUCTURE: An organization chart indicating the project Team organization as envisaged by the bidder for execution of this assignment to be given in the technical bid.
- 18) DETAILED TIME SCHEDULE FOR VARIOUS ACTIVITIES: Time estimates required by the selected bidder to set up the facility at the project site, excluding the time required for approvals. Bidders are expected to be ready for a presentation at a short notice to this effect.

Tendering authority will further technically shortlist the bidders on the basis of the proposal documents and presentations and the decision of Tendering Authority will be final and will be binding to the bidders.

Date:

Name of the Bidder:

Place:

Seal:

Note: Please add separate pages as Annexure, if required.

CHAPTER-13**CHECKLIST FOR TECHNICAL BID**

S.No.	Documents	Enclosed (Yes/No)
1.	Company registration certificate	
2.	VAT/ Sales Tax Registration Certificate	
3.	Service Tax Registration Certificate	
4.	Income Tax Return for last financial year i.e. 2010-11.	
5.	Any work order dated on or before 31-march-2006 will be required	
6.	SEI-CMMi Level-3 (S/w Development-Defined) certificate	
7.	Copies of audited balance sheets, profit & loss accounts/ annual reports of last three financial years (up to 31-Mar-2010)	
8.	Proof of handling assignment of at least Rs. 3 Crores (Rupees three Crores) value on turn-key basis.	
9.	Proof of handling Very large databases with experience in handling at least 1 million database records per quarter	
10.	Required Earnest Money Deposit instrument	
11.	Proof/Undertaking for having office in Jaipur	
12.	Duly notarized undertaking for not being Black listed by any State/Central Government department/PSU in India during last three years as on bid submission date on Rs. 100 stamp paper.	
13.	Undertaking from the OEM as per annexure that bidder would deliver the scope of services as mentioned in this bid document	
14.	Undertaking on their letterheads to the fairness of documents submitted in support of their claims.	
15.	Other certificates as required by this RFP	

CHAPTER-14**LETTER OF UNDERTAKING/DECLARATION**

(ON THE LETTER HEAD OF THE BIDDER)

NIT No.:

Date:

LETTER OF UNDERTAKING/ DECLARATION

We, M/s hereinafter called as "Bidder" complete address

.....hereby declare in favor of the Secretary & Commissioner, IT&C, Government of Rajasthan, hereinafter called as the "Tendering Authority" and agree to abide by the following:

1. We are attaching Company/ Firm Constitution details.
2. Certificate of satisfactory such said services performance deployed has been enclosed.
3. We have manpower employed with the organization which has undertaken similar type of Project. The manpower details are as given below:

S.No.	Place (Name and address)	(Pl enclose list with Name, Designation, Qualification, working since, and place of posting.)			
		M.E./M.Tech.	B.E./B.Tech/M.C.A	Diploma	Others

4. The annual turnover of our company/ firm is as given below:

Particulars	2007-2008	2008-09	2009-10
Turnover of the firm for India (Rs. Crores)			

5. We will ensure that required Service Levels, as mentioned in this bid document, will be achieved and calculated on a monthly basis for the implemented/ commissioned Project.
6. We shall give benefit of any price reduction found by the time of placing the work/ supply order.
7. We agree to accept partial order, if it is placed.

The above document is executed on / /2011 at place)_____and we accept that if anything out of the above information is found wrong, our Bid shall be liable for rejection.

Name and signature authorized person with seal:

Complete

Address:

CHAPTER-15**TIME SCHEDULE WITH DELIVERABLES**

The time schedule for the implementation of the project by the successful bidder would be as follows:

- 15.1 It should be noted that suitable Liquidated Damages (LD), as mentioned in this bid document, would be charged to the selected bidder, in case, there is a delay from their end beyond the prescribed project time schedule below.
- 15.2 The implementation of the software application required to handle the UID data will be done in three phases.
- a) The following components of the software will be implemented in the **first phase**:
 - i. **Client Application (all components)**
 - b) The following components will be implemented in the **second phase**:
 - i. **RSDC data Management Application (all components)**
 - c) The following components will be implemented in the **third phase**:
 - i. **RUID Web portal with project management functionality (all components)**
- 15.3 The first, second and third software releases specified herein are key project milestones as per which performance of the bidder will be monitored. Amongst the many functional components to be developed in second and third releases, the bidder would be required to release one or more of the functional components as and when they are ready. Especially, since the software is not a tightly integrated monolith, releasing of all the functional components on a single day is not the expectation. However, all the functional components specified under the first, second and third releases shall be completed as per the implementation plan, else the penalties as per the concerned SLA's shall apply.
- 15.4 Implementation plan for T + 15 weeks is given below, wherein T refers to the date of issuance of the Work Order. The bidder shall do the needful to have the contract signed within 5 working days of the issuance of the Work Order.

Proposed Implementation Plan for Development Phase																
S.No.	Activity/Deliverable Description	Development Phase in weeks														
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	Kick-off Phase															
1.	Signing of contract & Project Kick-off Meeting.															
2.	Detailed project plan with timelines (.mpp/.xls)															
	First Phase Release															
1.	Submission of Development Plan, FRS, SRS and design documents for first phase release															
2.	Submission and approval of test plan															
3.	Software Build															

15.5 Bidder needs to submit following additional deliverables for each phase as described below.

Bidder's Seal & Signature

	f. IP Policies, Security Policies and Helpdesk Management Policy etc.
First Phase (2-5 Week)	<ol style="list-style-type: none"> 1. First Phase Source code with documentation (client side application) 2. User/ Operational Manuals for first phase release 3. System/ Technical Manuals for first phase release 4. Training module for client application 5. Visual Help Kit for first phase release 6. End-User Manuals, Training Manuals, Admin Manuals (Technical) etc. 7. Training imparted to EA representatives for client application
Second Phase (3-10 Weeks)	<ol style="list-style-type: none"> 1. Second Phase Source code with documentation (client side application) 2. User/ Operational Manuals for second phase release 3. System/ Technical Manuals for second phase release 4. Training modules for second phase release 5. Visual Help Kit for second phase release 6. End-User Manuals, Training Manuals, Admin Manuals (Technical) etc.
Third Phase (7-15 Weeks)	<ol style="list-style-type: none"> 1. Content creation and content management for RUID Web portal and project Monitoring functionality 2. Source code with documentation for Complete application 3. User/ Operational Manuals for complete application 4. System/ Technical Manuals for complete application 5. Training modules for complete application 6. Visual Help Kit for complete application 7. End-User Manuals, Training Manuals, Admin Manuals (Technical) etc. for complete application 8. Training imparted to Purchaser Representatives for both phase 2 and phase 3 releases. 9. Any other required documentation 10. Reports <ol style="list-style-type: none"> A. Weekly status reports for content/ pages added/ updated B. Monthly report on training provided C. Exceptional reports with respect to copyright issues, legal issues etc. 11. Go-live certificate <p>Note : Complete application involves all three releases i.e. client side application, server side data management application and RUID Web portal with project monitoring functionality</p>
Hardware Deployment Phase (8-15 Weeks)	<ol style="list-style-type: none"> 1. Hardware Item Delivery Report with detailed specification and all original bills 2. H/w & S/w Installation Report (component-wise) 3. Testing Plan and Methodology (component-wise) 4. Commissioning & Integration Report 5. Networking Installation report (at RSDC)

	6. H/w & S/w Configuration report (component-wise)
Operational and Maintenance Phase (FMS) (15 weeks till project completion)	<ol style="list-style-type: none"> 1. Monthly report on attendance of all resources deployed at RSDC duly signed by concerned nodal officer of DoIT&C/ GoR 2. Root Cause Analysis reports for all SLA and critical services failure and any other major problem 3. The reports shall also have a detailed for all Root Cause Analysis performance and availability problem that occur. Formal root cause analysis will be delivered within five days of problem occurrence, including: <ol style="list-style-type: none"> 4. Explanation of the root cause 5. Actions taken to resolve the problem 6. Action plan to prevent re-occurrence 7. Monthly SLA attainment Reports 8. Monthly reports showing time consumed in uploading enrolment data to database from the time of receiving such enrolment data in RSDC (either online/offline).

15.6 It may be noted that the time schedule for each milestone shown in the tables above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Therefore, the selected bidder shall have to be extremely careful in establishing an excellent project management set-up.

15.7 Any delay in the approval of the deliverable(s) submitted by the selected bidder to DoIT&C/ GoR shall not account for the delay on selected bidder's part.

CHAPTER-16

BILL OF MATERIAL

16.1 Hardware requirements

Equipments	Qty	Specifications as per Chapter-17
Database Server	2	Item No.1
Web/ Application Server	2	Item No.1
File/ Staging Server	2	Item No.2
Backup Server	1	Item No.3
FC Tape Library	1	Item No.4
KVM Switch with Console Terminal	1	Item No.5
Application Load Balancer	2	Item No.6
Switch	4	Item No.7
Desktop Computers	6	Item No.8
Laser Printer	2	Item No.9

All servers in the RSDC (database, web/application and file/staging servers) to be supplied with HIPS.

All the equipments to be hosted at Rajasthan State Data Center (RSDC), Jaipur should be rack mountable and the selected bidder shall have to mount the equipments in Rack(s) with required accessories/ cables/ screws etc.

The selected bidder has to supply, install, integrate, test and commission any other equipment/ software that is required for the smoother implementation/ operation of the Project but is not mentioned in the Bill of Material and at no extra cost to the Purchaser/ Tendering authority.

Note: The bidder has to supply and install the additional S/w licenses for various Server components installed in RSDC, Jaipur as mentioned in the Annexure-11. These licenses shall be used for monitoring the servers with the EMS Solution deployed under RSDC.

CHAPTER-17**TECHNICAL SPECIFICATION****Item No. 1 – Web/Application Servers under cluster (1+1) ; Database Servers under cluster (1+1)**

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Processor/CPU	Intel Xeon X7560 2.26 Ghz (Octa-Core). The CPU should be of latest generation at the time of bidding.	
Number of Sockets	Two populated and upgradeable up to Four	
Cache Memory	24MB L3 Cache	
Chipset	Intel 7500	
RAM / Main Memory	128GB Parity Protected Registered ECC PC3-10600 LP DDR3 RAM, Expandable up to min. 256 GB, Support for min. 64 DIMM Slots, Fully Buffered, Chip Kill, Mirroring and Sparing	
Hard Disk capacity & type	4 x 100 GB 2.5" Slim & Hot Swappable Solid State Drives (SSD)	
RAID Controller	Dual Channel Hardware RAID Controller with min. 256MB cache and support for RAID 0, 1 & 5	
Network Interface	2 x Gigabit Ethernet (Gb) Ports (Full-Duplex) with TCP/IP Offload Engine, Wake on LAN, 2 x 10 Gigabit Ethernet (GbE) Ports	
Ports	Min. 4 USB Ports	
Bays	Min. 8 Hot Swappable Bays	
SAN Connectivity/ HBA	2 x Single Port Fiber channel 8Gbps Adapter for SAN connectivity	
Form Factor	Rack Mountable (not more than 4U)	
Free Slots	Min. 2 Free 64-bit PCI / PCI Express Slots (after populating all the cards)	
Removable Drive	Internal DVD-ROM Drive	
Power Management	As per latest technical standards of supplied servers	
Server Management	As per latest technical standards of supplied servers including support for Remote Management (Web based). OEM software for server management must be included & should be able to integrate with EMS like HP OpenView, IBM Tivoli & CA Unicenter	
Backup Device	Internal/External DAT Drive 36/72 GB (Normal / Compressed)	
Power supply/ Cooling Fans	Redundant Hot-Swappable Voltage-sensing power supplies and Redundant Hot Swappable Variable-speed Fans	
Certification	Should be certified on the supplied OS Version	
Operating System (All Servers)	OEM Supported Latest 64 bit Red Hat Enterprise Linux/ MS – Windows Server 2008 R2 Ent. Edition, Server Operating System Licenses with required CALs (as applicable) and OS Independent Cluster suite and OEM Support, media, updates, patches and errata for the entire contract/ project period. The supplied OS should also include support for Virtualization (Virtualization ready)	
Database S/w (DB Server)	Min. Oracle Database Server 11g R2 Ent. Edition with RAC / MS- SQL Server 2008 R2 Ent. Edition/ IBM DB2 9.7/ Postgres/ Ingress Ent. Edition or higher Software Licenses (as applicable) with Cluster suite	

	and OEM Support, media, updates, patches and errata for the entire contract/ project period.	
Web Server S/w (Web/Application Server)	OEM supported Open Source Web Server/ Portal Server Software Licenses (as applicable) with Cluster suite and media, updates, patches and errata for the entire contract/ project period.	
Application S/w (Web/Application Server)	OEM supported Open Source/ .NET Application Server Software Licenses (as applicable) with Cluster suite and media, updates, patches and errata for the entire contract/ project period.	

Item No. 2 – File/ Staging Server at RSDC under Cluster (1+1)

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Processor/CPU	Intel Xeon X7560 2.26 Ghz (Octa-Core). The CPU should be of latest generation at the time of bidding.	
Number of Sockets	Two populated and upgradeable up to Four	
Cache Memory	24MB L3 Cache	
Chipset	Intel 7500	
RAM / Main Memory	128GB Parity Protected Registered ECC PC3-10600 LP DDR3 RAM, Expandable up to min. 256 GB, Support for min. 64 DIMM Slots, Fully Buffered, Chip Kill, Mirroring and Sparing	
Hard Disk capacity & type	4 x 200 GB 2.5" Slim & Hot Swappable Solid State Drives (SSD)	
RAID Controller	Dual Channel Hardware RAID Controller with min. 256MB cache and support for RAID 0, 1 & 5	
Network Interface	2 x Gigabit Ethernet (Gb) Ports (Full-Duplex) with TCP/IP Offload Engine, Wake on LAN, 2 x 10 Gigabit Ethernet (GbE) Ports	
Ports	Min. 4 USB Ports	
Bays	Min. 8 Hot Swappable Bays	
SAN Connectivity/ HBA	2 x Single Port Fibre channel 8Gbps Adapter for SAN connectivity	
Form Factor	Rack Mountable (not more than 4U)	
Free Slots	Min. 2 Free 64-bit PCI / PCI Express Slots (after populating all the cards)	
Removable Drive	Internal DVD-ROM Drive	
Power Management	As per latest technical standards of supplied servers	
Server Management	As per latest technical standards of supplied servers including support for Remote Management (Web based). OEM software for server management must be included & should be able to integrate with EMS like HP OpenView, IBM Tivoli & CA Unicenter	
Backup Device	Internal/External DAT Drive 36/72 GB (Normal / Compressed)	
Power supply/ Cooling Fans	Redundant Hot-Swappable Voltage-sensing power supplies and Redundant Hot Swappable Variable-speed Fans	
Certification	Should be certified on the supplied OS Version	
Operating System	OEM Supported Latest 64 bit Red Hat Enterprise Linux/ MS – Windows Server 2008 R2 Ent. Edition, Server Operating System Licenses with required CALs (as applicable) and OS Independent Cluster suite and OEM Support, media, updates, patches and errata	

	for the entire contract/ project period. The supplied OS should also include support for Virtualization (Virtualization ready)	
Application Server S/w	OEM supported Open Source/ .NET Application Server Software Licenses (as applicable) with Cluster suite and media, updates, patches and errata for the entire contract/ project period.	
Web Server S/w	OEM supported Open Source Web Server/ Portal Server Software Licenses (as applicable) with Cluster suite and media, updates, patches and errata for the entire contract/ project period.	

Item No. 3 –Backup Server at RSDC

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Processor/CPU	Intel Xeon E7540 2.00 Ghz (Hex-Core) or higher	
Number of Sockets	Two populated and upgradeable up to Four	
Cache Memory	18MB L3 Cache	
Chipset	Intel 7500	
RAM / Main Memory	96GB Parity Protected Registered ECC PC3-10600 LP DDR3 RAM, Expandable up to min. 256 GB, Support for min. 32 DIMM Slots, Fully Buffered, Chip Kill, Mirroring and Sparing	
Hard Disk capacity & type	2 x 100 GB 2.5" Slim & Hot Swappable Solid State Drives (SSD)	
RAID Controller	Dual Channel Hardware RAID Controller with min. 256MB cache and support for RAID 0, 1	
Network Interface	2 x Gigabit Ethernet (Gb) Ports (Full-Duplex) with TCP/IP Offload Engine, Wake on LAN, 2 x 10 Gigabit Ethernet (GbE) Ports	
Ports	Min. 4 USB Ports	
Bays	Min. 8 Hot Swappable Bays	
SAN Connectivity/ HBA	2 x Single Port Fiber channel 8Gbps Adapter for SAN connectivity	
Form Factor	Rack Mountable (not more than 4U)	
Free Slots	Min. 2 Free 64-bit PCI / PCI Express Slots (after populating all the cards)	
Removable Drive	Internal DVD-ROM Drive	
Power Management	As per latest technical standards of supplied servers	
Server Management	As per latest technical standards of supplied servers including support for Remote Management (Web based). OEM software for server management must be included & should be able to integrate with EMS like HP OpenView, IBM Tivoli & CA Unicenter	
Backup Device	Internal/External DAT Drive 36/72 GB (Normal / Compressed)	
Power supply/ Cooling Fans	Redundant Hot-Swappable Voltage-sensing power supplies and Redundant Hot Swappable Variable-speed Fans	
Certification	Should be certified on the supplied OS Version	
Operating System	OEM Supported Latest 64 bit Red Hat Enterprise Linux/ MS – Windows Server 2008 R2 Ent. Edition, Server Operating System Licenses with required CALs (as applicable) and OS Independent Cluster suite and OEM Support, media, updates, patches and errata for the entire contract/ project period. The supplied OS should also	

	include support for Virtualization (Virtualization ready)	
Backup Software (Features)	To make possible scheduled unattended SAN based backup using policy based management for Windows/ LINUX/ UNIX platforms	
	Provide an integrated Data Management Solution	
	Provide back-up of supplied operating systems from single back-up server Support on-line back-up and restore of various applications and Databases such as Oracle, SQL-Server, MS-Exchange, IBM DB2 etc. For Oracle Database RMAN	
	Integration should be supported in Real Application Cluster environment).	
	Follow Client-Server technology for Better Performance	
	Support advanced features such as:	
	Media Reclamation	
	Capable of running multiple back-up sessions simultaneously	
	Support accelerated back-up where in the data streams from multiple clients can be taken and streamed on to a disk and then moved to the Removable media for faster back-up	
	Back-up Catalog should be a relational database for enhanced performance and robustness	
	Capability to encrypt the backed up data using 256-bit AES encryption.	
	Be scalable to have a multiple back-up server for increased performance and sharing the same Tape libraries and other resources	
	Manage all the Back-up servers from a Single Server wherein the Server is configured as a Master Server, without using an additional software.	
	Support LAN and SAN without adding any additional components	
	Should provide ready integration with popular Enterprise Management software such as Unicenter TNG, IBM-Tivoli and/or HP-Open view.	
	It should be possible to restore the data directly to a server without involving LAN or SAN just by using the Client	
	Support different types of back-ups such as Full Back-up, Incremental Back-up, Differential Back-up, Selective Back-up, Point in Time Back-up and Progressive Incremental Back-up	
	Support LAN Free and Server Free back-up directly from SAN based storage devices to the Tape Sub- system.	
	Support different types of User interface such as GUI, Web-based interface.	
	The software should support virtual platform like VMware and should also support software distribution.	

	Should support “Hot-Online” backup for different type of Databases such as Oracle, MS SQL, IBM DB2, MySQL, Sybase etc.	
	Should support backups for clustered servers and support industry popular clusters like Veritas, HACMP Sun cluster, MSCS, HP service guard, EMC cluster, i.e. should have the ability to backup data from clustered servers from the virtual client, backing up data only once and giving consistent backup in case of failover of nodes	
	Should support clustered configurations of the backup application in a cluster. I.e. backup application should failover as a highly available resource in a cluster.	
	Software should have an inbuilt feature for Tape to tape copy feature (cloning, within the tape library) to make multiple copies of the tapes without affecting the clients for sending tapes offsite as part of disaster recovery strategy.	
	The backup format should be “tar” compatible so that backups can be restored by native OS utilities even of backup application / server is not present.	
	Pricing of the software not to be dependent on the number of CPUs of the Back-up Servers. Upgrading the Backup servers and increasing CPU should not have any commercial implications in terms of renewing licenses or buying additional licenses.	
	Should have the optional ability of staging the backup data on a disk and then de-stage to a tape based on the policy for faster backups.	
	Should support Advance backup to disk backups where backups and restores from the backup media (disk in this case) can be done simultaneously.	
	Should have the ability to configure retries for backups of a client in case the client is not available on the network due to reboot or network failures.	

Item No. 4 - FC Tape Library

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Tape library driver/slots	The Tape library should support 2 and expandable to 4 Ultrium Generation 4 drives with min. 90 slots (populated).	
Architecture	The tape library should be based on open technology (supporting heterogeneous hosts) with multi-host sharing, robotic mechanism for auto loading of tape cartridges.	
Availability	The Tape Libraries should have high availability features like hot plug drives.	
SAN based backup	The Tape library should support LAN Based backups as well as LAN free (SAN Based) backups.	
De-duplication	Should be supplied with versatile de-duplication appliance solution that integrates with Backup Software to provide a complete data protection solution for the enterprise. The solution should offer global de-duplication both at the source and target which globally eliminates duplicate data, thus leading to increased backup performance, optimized backup bandwidth utilization, and reduced storage costs. The solution should offer scalability starting at 25 TB of useable de-duplication	

	capacity and scalable up to 96TB with a backup throughput up to 4.3TB/hour per node. Should be supplied as a single integrated solution with all necessary hardware and software components	
Fiber connectivity	The Tape library should have SAN based fiber connectivity to the FC SAN switches.	
Licensing	Bidder should provide licenses for SAN backup for supplied slots and for 2 drives for initial capacity. License should include online agents for supplied database, and application servers.	
GUI	The Library should have a touch screen/ GUI for easy library operations. Also, Web-GUI and Reporting should be provided with the backup software.	
Clients	SAN based backup should be configured for all the existing servers; if licensing is based on no. of servers, then licenses should be provided for all the supplied servers (as per quantity mentioned earlier) via SAN. If licensing is based on tier/ capacity of servers, the same should be provided for the highest category.	
Management	The library should have Removable magazines for easy off-site backup storage.	
Rating	The library should have a robotics with a rating of 2,000,000 robot load/unload.	
Online Backup	Database online backup agents should be provided for all Windows/ LINUX/ UNIX based supplied database servers. If licensing is based on tier/ capacity of servers, the same should be provided for the highest category.	

Item No. 5 - KVM Switch 8 port & Console terminal with necessary cables

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Device Ports	16 Ports	
Local Console	2 Console Ports	
Virtual Media/ Chaining/ Cascade Support	Yes	
Min. Systems/ Servers	32 Servers	
Min. Resolution	1600 x 1200	
Form Factor	Rack Mountable & Not more than 1U	
Console	Yes (to be included and Rack Mountable)	
Cables	All the required cables/ accessories/ software to be supplied along with the solution	

Item No. 6 - Application Load Balancer

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Throughput	2 Gbps - Layer 7 Throughput of 10K Sessions per second	
Simultaneous session	1 million or higher	

Load Balancing Algorithms	Round Robin/ Weighted Round Robin / Weighted Least Connection/ Fewest Outstanding Request/Lease Response time/Lease Bandwidth	
SSL Transactions per Second	5000 (if the feature is not a part of the SLB then this can be achieved through an external hardware device)	
Ports	4 x 10/100/1000, The number of ports should be extensible using an external switch if required in the future	

Item No. 7 – 24 Port Manageable L3 Switch (24 x 10/100/1000 ports)

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Hardware Architecture	Multiple services (Data, voice, video)	
	Internal/ External Redundant Power Supply	
	1 x 24 Ports GE (10/100/1000Mbps)	
	1 x 2 Ports Gig Fiber	
	High back plane speed minimum 26 Gbps	
	Forwarding rate should be minimum 20 Mpps	
L2 Features	Layer 2 switch ports and VLAN trunks	
	IEEE 802.1Q VLAN encapsulation	
	Support for at least 500 VLANs	
	Dynamic Trunking Protocol (DTP) or equivalent	
	VLAN Trunking Protocol or equivalent	
	802.1s	
	802.1w	
IP Routing Protocols	IGMP snooping v1 and v2	
	Static IP Routing	
	OSPF	
	RIP	
L3 features	Hot Standby Routing Protocol (HSRP)/VRRP	
	ICMP support	
Security	Standard and extended ACLs on all ports	
	Dynamic Host Configuration Protocol (DHCP) snooping	
	AAA and RADIUS authentication enable centralized control of the switch and restrict unauthorized users from altering the configuration.	
	Secure Shell (SSH) Protocol and Simple Network Management Protocol Version 3 (SNMPv3) to provide network security by encrypting administrator traffic during Telnet and SNMP sessions.	
Manageability & Upgradation	Switch needs to have console port for administration & management	
	Must have support SNMP v1, v2, v3	
	Management using CLI, GUI using Web interface	
	FTP/TFTP for upgrading the operating System	
	TCP-MIB, UDP-MIB	
	RFC1213-MIB (MIB-II), RFC1398-MIB (ETHERNET-MIB)	
Standards	IEEE 802.1x support	
	IEEE 802.3x full duplex on 10BASE-T and 100BASE-TX ports	
	IEEE 802.1D Spanning-Tree Protocol	
	IEEE 802.1p class-of-service (CoS) prioritization	

	IEEE 802.1Q VLAN	
	IEEE 802.3 10BASE-T specification	
	IEEE 802.3u 100BASE-TX specification	
	19" Rack mountable	
	All necessary power cords, adapters, data cables, connectors, CDs, manuals, brackets accessories, wire managers, etc. should be provided	

Item No. 8 - Desktop Computer

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Mandatory	ISO 9001 Manufacturer	
Certifications	Should be certified on supplied Operating System	
CPU	Intel Core i5 or AMD Phenom (3.00 GHz or higher)	
Chipset	Compatible to supplied CPU	
Cache Memory	Highest in the supplied CPU generation	
FSB	Minimum 1333 MHz or Higher	
Memory	Min. 2 GB DDR3 RAM (1066MHz or higher) & Upgradable up to 4GB	
HDD	320 GB SATA 7200rpm HDD	
Monitor	Min. 18.5" Wide Screen LED Backlit Display TFT (with TCO'03 Certification)	
Keyboard	Min. 104 Keys OEM Mechanical Keyboard	
Mouse	OEM Two Button Optical Scroll Mouse	
Optical Drive	Internal DVD-RW Drive (16x)	
Cabinet	Micro-ATX/ Desktop	
Ports	Min. 6 USB (2 In front), 1 Serial, 1 Parallel, Ps/2 (For Keyboard & Mouse)	
Slots	Min. 2 Free PCI, 1 PCI-Express Slots	
Network Features	Integrated 10/100/1000 LAN Card	
OS	MS-Windows 7 Proff. Edition (SP1) 64-bit or Higher Desktop Operating System Licenses (as applicable) and Open Office 3.3.0 or higher to be installed upon the Desktop Computers mentioned above in this table along with media and Recovery CD (for restoration of Desktop in the event of any failure to prevent the loss of data and faster recovery).	
Antivirus	MacAfee/ Norton/ Kaspersky/ Quickheal Internet Security (Latest version) With Media & 5 Year Subscription (OEM Support, Updates, Patches)	

Item No. 9 - Laser Printer

Make & Model Offered - (To be filled by the bidder)		Compliance (Yes/No)
Speed	Minimum 25 PPM	
Processor	400 MHz or higher	
Resolution	Min. 1200 X 1200 dpi	
Duty Cycle	Min. 15000 page / month	
Memory	32 MB or higher	

Interface	USB 2.0 (High Speed)	
Network	Yes	
Duplex	Yes	
Paper support	Legal	

Note-1: - All the above specifications are minimum specifications and Deviation on higher side shall only be considered and no extra weightage shall be awarded for such deviations.

CHAPTER-18
FINANCIAL BID

Date:

To,
The Secretary & Commissioner, IT&C,
IT Building, Yojana Bhawan,
Tilak Marg, C-Scheme,
Jaipur (Raj.)

Dear Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties.

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bid document.

I / We agree to abide by this bid for a period of 180 (One Hundred Eighty only) days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

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

We agree to all the terms & conditions as mentioned in the bid document.

Date:

Signature (in the capacity of):

Duly authorized to sign Bid for and on behalf of:

Seal of the Company/Firm

A) Application Software Development

S.No.	Item No. and Description	Unit	Qty	Base Unit Cost in INR	Total Cost in INR	Tax rate in percentage, if any, as applicable (Please also specify here the type of Tax & percentage)	Tax in INR	Total Cost in INR
			A	B	C=AxB	D	E	F=C+E
1.	Client-Side Application as per scope of work	Nos.	1					
2.	Server-Side Application Software for Data management as per scope of work	Nos.	1					
3.	RUID web portal application with Project Monitoring functionality as per scope of work	Nos.	1					
Total A1 (In Figures) – Rs.								
Total A1 (In Words) – Rupees								

B) Hardware and System Software Infrastructure Deployment/ Maintenance at RSDC, Jaipur

S.No.	Item No. and Description	Item No.	Make & Model	Unit	Total Qty	Base Unit Cost in INR (inclusive of packaging, transportation, warranty, insurance (for entire project period))	Total Cost in INR	CST in Percentage	VAT in percentage	CST in INR	VAT in INR	Total Cost in INR
					A	B	C=AxB			D	E	F=C+D+E
1.	Database Server	1		Nos.	2							
2.	Web/Application Server	2		Nos.	2							
3.	File/ Staging Server	3		Nos.	2							
4.	Backup Server	4		Nos.	1							
5.	FC Tape library	5		Nos.	1							
6.	KVM Switch with Console Terminal	6		Nos.	1							
7.	Application Load Balancer	7		Nos.	2							
8.	Switch	8		Nos.	4							
9.	Desktop Computers	9		Nos.	6							
10.	Laser Printer	10		Nos.	2							
11.												
12.	Others, please specify, if any											
Total B1 (In Figures) – Rs.												
Total B1 (In Words) – Rupees												

C. Data Management, Helpdesk Management and FMS Services

S.No.	Item No. and Description	Unit	Qty	Base Unit Cost in INR	Total Cost in INR	Tax rate in percentage, if any, as applicable (Please also specify here the type of Tax & percentage)	Tax in INR	Total Cost in INR
			A	B	C=AxB	D	E	F=C+E
1	Facility Management services for Data Management, Training, Help Desk Management services, deployment of required manpower and all day to day operations required for smooth execution of the entire project	Nos.	1					
Total C1 (In Figures) – Rs.								
Total C1 (In Words) – Rupees								

D) Commercial Bid Summary (only to be used for Financial Bid Evaluation purpose)

S.No.	Item	Total Value in INR
1	Application Software Development/ Maintenance (Total A1)	
2	Hardware/ System Software Infrastructure Deployment/ Maintenance at RSDC, Jaipur(Total-b 1)	
3	Data Management, Helpdesk Management and FMS Services(Total-C1)	
Grand Total D1 (In Figures) – Rs.		
Grand Total D1 (In Words) – Rupees		

Annexure-1
BIDDER'S AUTHORIZATION CERTIFICATE

To,
The Secretary & Commissioner, IT&C,
IT Building, Yojana Bhawan,
Tilak Marg, C-Scheme,
Jaipur (Raj.)

<Bidder's Name> _____, <Designation>
_____ is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Bid of reference <Bidder Name, Dept & Date> _____. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing the above said Bid. The signatures of <Bidder's Name> _____, are attested below.

The undersigned is duly authorized by the competent body to issue such authorization on behalf of company/firm/corporation (Kindly attach proof of such authorization).

Thanking you,

Authorized Signatory Name and Signature

<Bidder's Name, Initials and signature>

Seal

Annexure-2
SELF-DECLARATION

Ref: _____

Date: _____

To,
The Secretary & Commissioner, IT&C,
IT Building, Yojana Bhawan,
Tilak Marg, C-Scheme,
Jaipur (Raj.)

In response to the Tender _____ dated _____ for IT enablement of Registrar Operations under Rajasthan UID Project, as a owner/ partner/ Director of _____ I/ We hereby declare that our Company/ firm _____ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

Annexure-3
CERTIFICATE OF CONFORMITY

Date:

To,

The Secretary & Commissioner, IT&C,

IT Building, Yojana Bhawan,

Tilak Marg, C-Scheme,

Jaipur (Raj.)

CERTIFICATE

This is to certify that, the specifications of Hardware & Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the specifications in the Tender document. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the project, to meet the desired Standards set out in the Tender Document.

Name:

Designation:

Seal:

Annexure-4

Proposed Architecture/ Process Flow

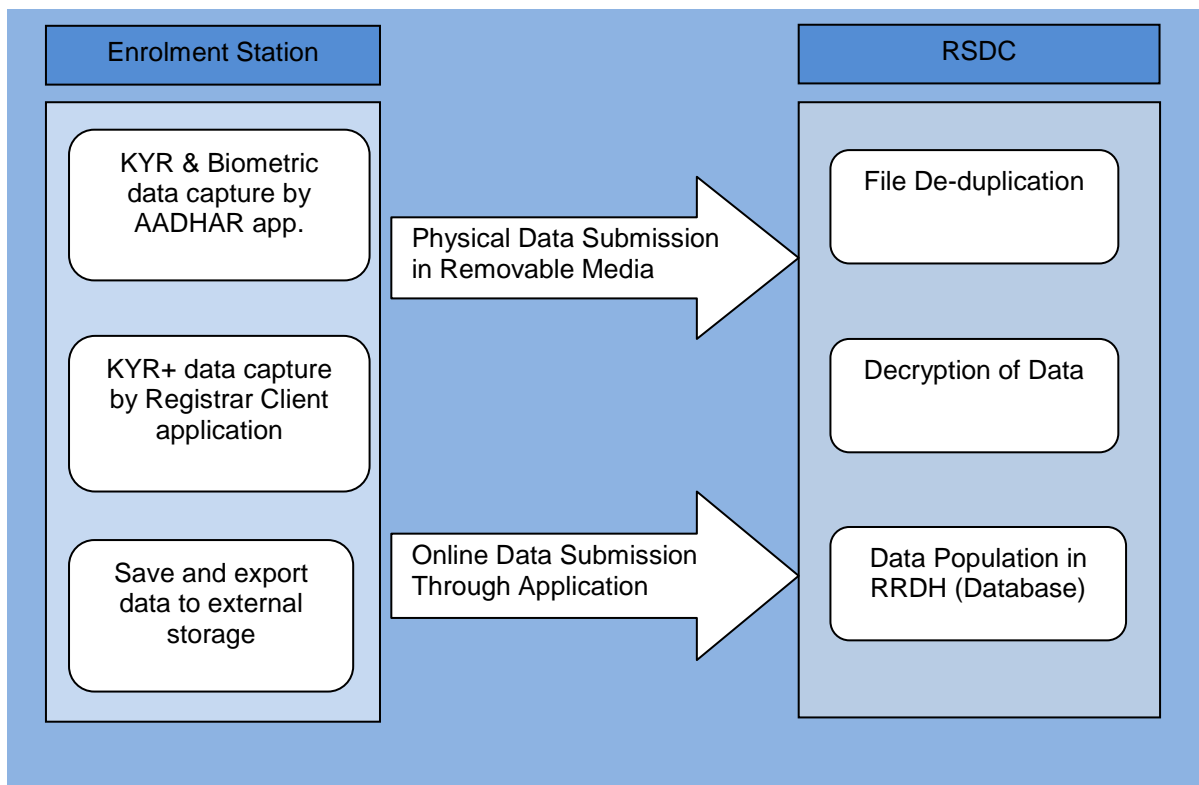


Figure-1 : Data capture, transfer and processing

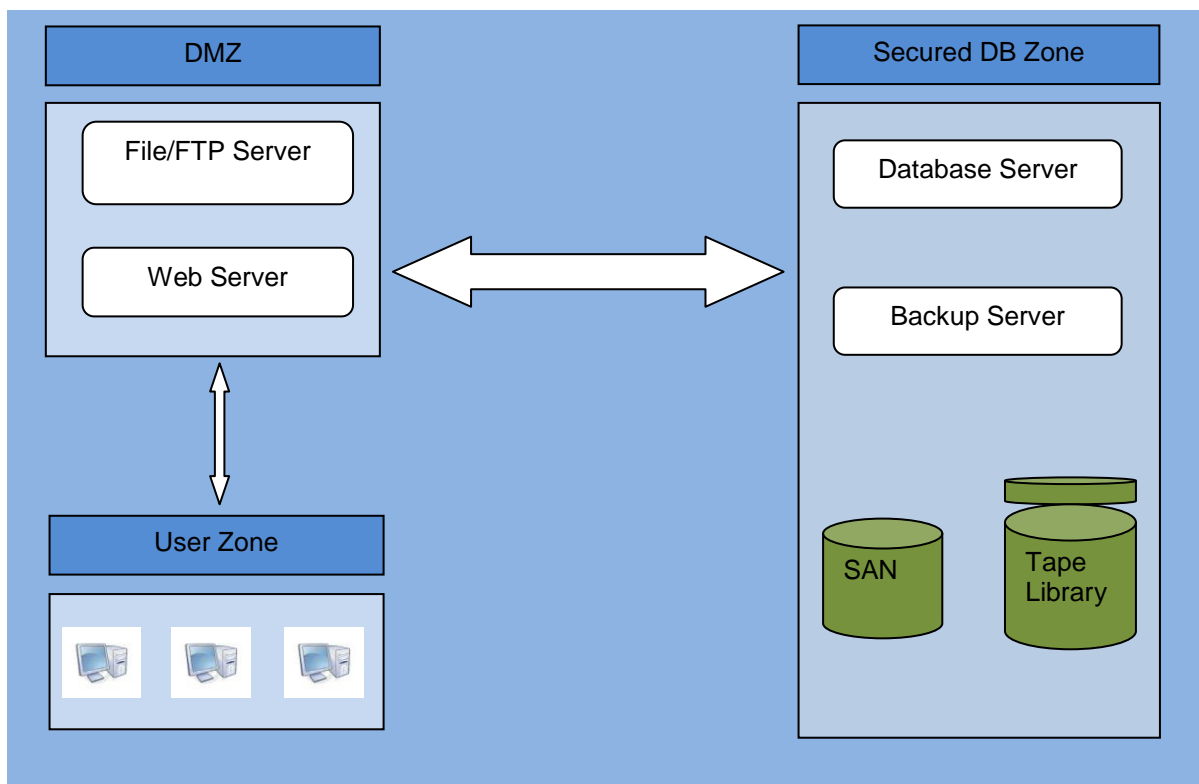


Figure-2 : Deployment Architecture

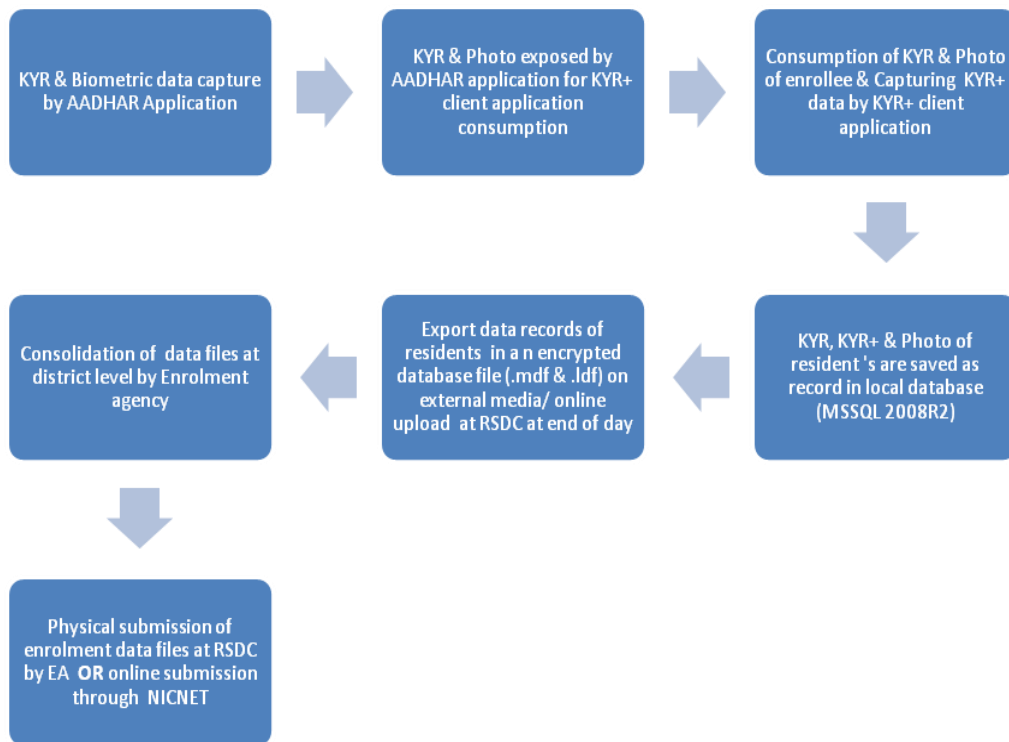


Figure-3: Client side data process flow

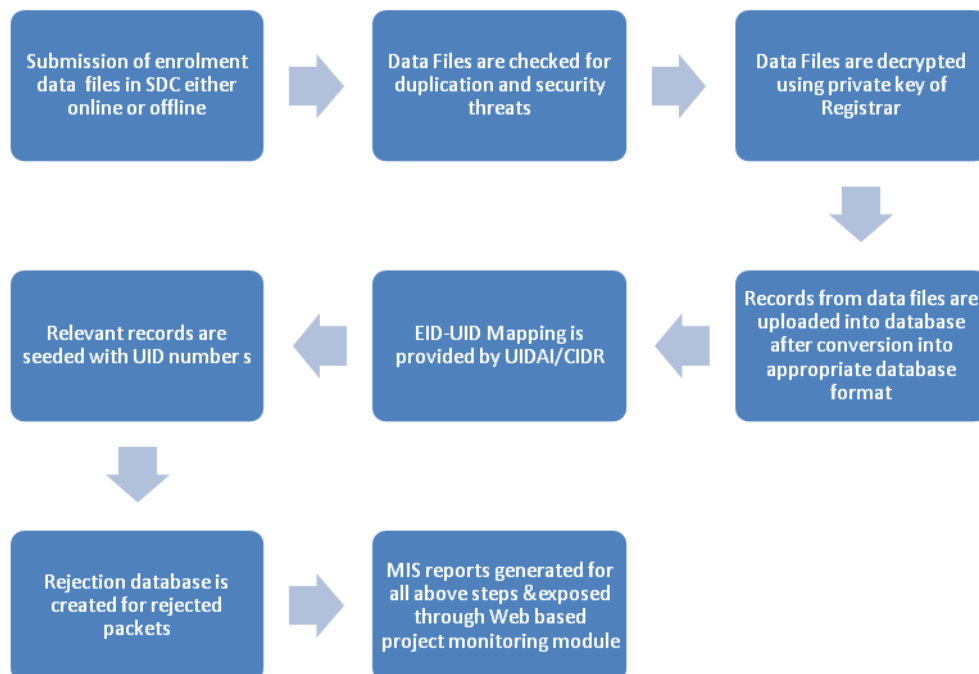


Figure-4: Server side data process flow

This architecture is only indicative and the selected bidder shall have to provide proposed architecture (revised) as per the solution proposed.

Annexure-5

INDICATIVE FRS

Mentioned below is the indicative FRS for better clarity to the bidder and to help him understand the requirements of application software to be developed by him. FRS for EA SLA monitoring module and Online data receiving module will be prepared afresh by bidder. FRS provided shall not be seen as a binding on purchaser, and Final FRS will be prepared by successful bidder in consultation with Purchaser after gathering requirements. Functionalities of two or more modules may be combined to give one module during finalization of FRS.

1. Client-side Application

S.No.	Functional Requirement Specification for KYR+ Enrolment Client
KYR Install	
1.	Should install all the required files, executables and settings in a certain prescribed directory
2.	Should gather the antivirus program name and directory path, so that it can be launched later. If antivirus program not present, it should prompt the user to install antivirus.
KYR+ Enrolment	
3.	KYR+ version and Patch update version should be clearly displayed.
4.	KYR+ enrolment program will be launched automatically after "Print" command of AADHAAR is "Successful". If the printing is not successful for any reason, it should wait till it is corrected i.e. KYR+ enrolment should not launched.
5.	Pick up the enrolment id, minimal demographics and photo for the on-going / just completed enrolment in AADHAAR software from a pre-defined location in the client desktop and populate the same in KYR+ application
6.	All the alpha text on the screen should be in English and Hindi
7.	<i>All input characters should be alpha-numeric .</i>
8.	If "Ration Card category" is "BPL" or "BPL Medical Card Holder" is "Yes" application should capture financial information in same format as in AADHAR application and should mark "BPL document expected".
9.	For capturing Financial information, bank details (bank name, branch etc) should be selected from drop down list.
10.	After capturing KYR+ information; EID, KYR, KYR+ and photo should be saved in "MS SQL Server 2008 R2 Express" database as a record with UID as primary key (database file should be auto saved at insertion of new record). Note: Photo should be saved in database itself and not merely as a reference. Photo size should be reduced to 10-20 KB.
11.	Application should finally trigger printer application for printing an acknowledgement slip of KYR+ application data
Copy to USB / Back-up/ Online Upload at RSDC	
11.	It should check for USB / External Drive; it should ensure the drive is logically assigned for USB or external drive.
12.	If "USB drive / external drive is not there, it should prompt the user to load it.
13.	It should prompt user for any other problems for USB

14.	It should check for virus. It should ask for antivirus program (stored as default) – should be changeable.
15.	Generate and save a KYR+ database file (in a format which could be uploaded at RRDH in RSDC) containing enrolment records captured by KYR+ application since last data export event in a fixed directory (say KYR+ application data folder)
16.	Encrypt KYR+ application data folder (containing recently generated database file) with the Public key of registrar. Files and folders should be named so that file/folder name should capture district code, EA code, date, time etc.
17.	Compress (in .zip format) above folder
18.	Copy Registrar enrolment packets folder created by AADHAR application and compressed KYR+ application data folder to USB.
19.	Backup Registrar enrolment packets folder created by AADHAR application and compressed KYR+ application data folder
20.	Should prompt for “Backup started and in progress”.
21.	Should prompt for “Backup completed” after successful completion.
22.	The files successfully backed up will be moved to archival directory
23.	It should be launched outside the AAHDAAR application
24.	KYR+ db backup script should be given to EA
25.	Should check for consistency in terms of # of packets for CIDR vis-à-vis # of records in KYR+ database file. Should display all the statistics on the screen for the operator and also points out any discrepancies
26.	Should capture the time stamp (with date & time) of the transfer and send the statistics & time stamp along with enrolment data
27.	System should generate a manifest of all the files backed-up / copied to USB. The manifest file shall get copied along with the copied files
28.	Each registrar enrolment packet / KYR+ information backed up from enrollment client shall be tagged with meta data about the packet backed up (e.g. filename, size, date, digest, enrollment station name, enrolment center name and operator name)
Un-Install	
32	Should ask user for re-confirmation of the un-install.
33	It should check if un-exported / Un-deleted files are there, if present than prompt the user for required action for export / backup option etc.
34	Should clean up all the installed file, username / passwords, registration etc.
35	It should prompt the user with “Successfully Un-installed” message
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser
Data Upload Module	
1	User will login and authenticate based on assigned user name and password in a central server
2	Have the provision to register the following information about the disk drive / upload: <ul style="list-style-type: none"> • User id & contact information (picked up from user administration module) • Enrolment Agency name (picked up from user administration module) • Number of files contained in the disk drive (system picks it up) <ul style="list-style-type: none"> ○ How many KYR+ data files • Size of the data contained in disk drive (system picks it up) • Data and time of receipt of disk drives (system date) • Enrolment Center the data pertains to (<u>optional</u> field) • Time period to which the enrolment data belongs
3	Pick up and store the following information about the files (including the duplicate files) in disk drive to be loaded onto the RSDC staging area (<u>temporary storage</u>):

	<ul style="list-style-type: none"> a. Name of file b. File size c. Any other parameter required to ascertain if a file duplicate exists within the particular disk drive 						
4	<p>Check for virus and then copy files from disk drive onto NIC computer and then perform the due file processing mentioned below:</p> <table border="1"> <tr> <td>A</td><td>If the disk is found to have virus, the application shall NOT copy any of the files from the disk onto the NIC computer and then reject the disk. In which case, the concerned Enrolment Agency shall cleanse the data and submit a fresh disk</td></tr> <tr> <td>B</td><td>Ascertain whether file duplicates exist: Within the files loaded from a particular disk drive</td></tr> <tr> <td>C</td><td>Perform the delete operation to remove the duplicate files</td></tr> </table>	A	If the disk is found to have virus, the application shall NOT copy any of the files from the disk onto the NIC computer and then reject the disk. In which case, the concerned Enrolment Agency shall cleanse the data and submit a fresh disk	B	Ascertain whether file duplicates exist: Within the files loaded from a particular disk drive	C	Perform the delete operation to remove the duplicate files
A	If the disk is found to have virus, the application shall NOT copy any of the files from the disk onto the NIC computer and then reject the disk. In which case, the concerned Enrolment Agency shall cleanse the data and submit a fresh disk						
B	Ascertain whether file duplicates exist: Within the files loaded from a particular disk drive						
C	Perform the delete operation to remove the duplicate files						
5	Post de-duplication of files within the disk drive, only the unique set of files are uploaded from District NIC centre onto the RSDC						
6	<p>Once the upload is successfully completed, system sends an e-mail (from RSDC) to the user's e-mail address & the system administrator with the following information:</p> <ul style="list-style-type: none"> a. User id & contact information b. Enrolment Agency name c. GBC location from which data is uploaded d. Number of duplicates found within the files loaded from a particular disk drive e. Data size <ul style="list-style-type: none"> • Scheduled for upload • Actually uploaded f. Number of files deleted by Anti-Virus program g. Number of files contained in the scheduled data upload <ul style="list-style-type: none"> • How many Registrar enrolment files • How many KYR+ data files h. Number of files contained actually uploaded <ul style="list-style-type: none"> • How many Registrar enrolment files • How many KYR+ data files i. Duration of the upload <ul style="list-style-type: none"> • Start time • End time j. Upload Status: Success 						
7	The meta data files in the disk drives uploaded are consolidated and the consolidated meta data file is transported along with the files to the RSDC						
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser						

2. Server-side Application

2a) Rajasthan Resident Data Hub (RRDH) Module

S.No.	Rajasthan Resident Data Hub (RRDH) FRS
1.	RRDH needs to be designed to store demographic information including photo of residents of Rajasthan. It should be designed and developed to store records of future stable population of around 10 Crore people. Database Schema should be prepared and get verified by DoIT&C before designing the database.
2.	Only those records with EID and UID / AADHAAR will get copied onto the RRDH (i.e.) post restoration of KYR+ enrolment data.
3.	Demographic information keyed into the AADHAAR application, photo and KYR+ data along with the EID and UID of a resident will appear in one single row

4.	Access to the database shall be restricted and only those duly authorized (i.e. only those with “RRDH access” role) can access the database via the application
5.	Authorized users should have the provision to view RRDH records
6.	Authorized users should have the provision to search RRDH by name, EID and UID/ AADHAAR
7.	The records in RRDH shall be accessible over the Internet / Intranet post two factor authentication; password & digital signature certificate
8.	A separate role shall be assigned to provide the rights to modify RRDH records
9.	Users authorized to modify RRDH records shall have the facility to modify certain editable fields of RRDH as defined by the Purchaser
10.	The modification of each record in RRDH would require the user to digitally sign and complete the action. The system shall take.xml of the record pre-modification and post modification and generate hash of the records both pre-modification and post modification. This hash shall be kept stored for future reference and audit purposes. The bidder is welcome to suggest better approaches to ensure that all changes in RRDH are done in a safe and secured manner
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2b) User Admin Module

S.No.	User Administration Functional Requirement Specification (FRS)
1	A <u>centralized</u> role and access based control mechanism to be developed specifically to enable creation of the following user types: <ol style="list-style-type: none"> Users responsible for loading of enrolment packets from disk drives onto the staging area in RSDC Users authorized to restore AADHAAR information and KYR+ information
2	Creation of user id will be done by a designated officer in DoIT&C using GUI
3	User name and password based access should be enabled for the user id's created
4	The following information will be captured during user id creation: <ul style="list-style-type: none"> User id (not editable; key identifier) Name of person (editable) Contact information (editable) <ul style="list-style-type: none"> Phone number E-mail address Enrolment agency name (selected from drop down menu, bidder must ask Purchaser for EA list when it is finalized); not editable District Name Roles assigned (editable)
5	Provision to assign and remove roles to a user is required
6	Besides authentication, system will pick up information such as the enrolment agency name, person name and contact information from the user administration module
7	Provision to re-set password for user id's created should be available
8	Two-factor authentication should be available as an option, wherein for certain roles such as “RRDH access”, Purchaser would demand implementation of two factor authentication as a pre-requisite for user login. The two factors being: Password and Digital Signature Certificates
9	Flexibility to enable / disable DSC based login should be in-built into the module
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2c) File De-Duplication Module

S.no.	File De-Duplication in RSDC: Functional Requirement Specification (FRS)	
(A) General		
1	Have the provision to generate a report on the files loaded in a readable format as per the following in one or more combinations using GUI: <ul style="list-style-type: none">• Date<ul style="list-style-type: none">○ On a particular day○ On a date period• Enrolment Agency• File type<ul style="list-style-type: none">○ Registrar○ KYR+○ Files deleted on account of virus• File duplicates identified<ul style="list-style-type: none">○ By enrolment agency○ By file type○ On a particular day / date period○ Both in numbers and in percentage• File upload method<ul style="list-style-type: none">○ Disk drive○ Online upload(if provided by EA)	
(B) Hand delivery of disk drives in RSDC		
1	Have the provision to register the following information about the disk drive: <ul style="list-style-type: none">a. Enrolment Agency name (drop down menu)b. Number of files contained in the disk drive (system picks it up)<ul style="list-style-type: none">a. How many Registrar enrolment data filesb. How many KYR+ enrolment data filesc. Size of the data contained in disk drive (system picks it up)d. Date and time of receipt of disk drives (system date)e. Enrolment Center the data pertains to (optional field)f. Time period to which the enrolment data belongs	
2	Pick up and store the following information about the files (including the duplicate files) in disk drive to be loaded onto the RSDC staging area: <ul style="list-style-type: none">a. Name of fileb. File sizec. Any other parameter required to ascertain if a file being loaded from disk drive is already available in the RSDC staging area with 100% confidence	
3	Check for virus and then copy files from disk drive onto RSDC storage and then perform the due file de-duplication processing mentioned below:	
	A	If the disk is found to have virus, the application shall NOT copy any of the files from the disk onto the RSDC storage and then reject the disk. In which case, the concerned Enrolment Agency shall cleanse the data and submit a fresh disk
	B	Ascertain whether file duplicates exist: <ul style="list-style-type: none">a) Within the files loaded from a particular disk driveb) Between the files newly loaded from a disk drive and files that are already loaded in RSDC<ul style="list-style-type: none">○ Whether the loaded file exists in the RSDC staging area or backed up in tapes should not be a concern

	C	De-duplication will happen by comparing information about the files being loaded from a disk drive with the information about the files already loaded (master list of files loaded) into the RSDC staging area. Thus, duplicates will be ascertained.
	D	Inform the user about the files pending to be deleted: <ul style="list-style-type: none"> • Of the file duplicates found within a particular disk drive • Between the files newly loaded from a disk drive and the master list of already loaded in RSDC & tapes
	E	Delete the files as per the instructions passed on by the authorized user
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser	

2d) Data Storage & Restoration Module

S.No.	Data Storage and Restoration Functional Requirement Specification (FRS)
(A) Storage of Registrar Enrolment Packets/files	
1.	Develop and maintain a master list of Registrar enrolment files stored
2.	Post file de-duplication, back-up all existing registrar enrolment files in tapes
(B) Restoration of Registrar Enrolment Packets/files	
3.	Decrypt backed up Registrar enrolment files using private key of Registrar.
4.	Restore Registrar enrolment files biometric data in RRDH
5.	Ascertain whether all registrar packets are successfully decrypted
6.	Allow the user to generate the following reports using GUI based reporting engine: <ul style="list-style-type: none"> • Number of Registrar packets restored in a day • Number of Registrar packets restored in a time period • Number of registrar packets that could not be decrypted
7.	Give a provision to the authorized user to delete the following files after ascertaining that registrar files are decrypted and the decrypted data successfully restored <ul style="list-style-type: none"> • Encrypted registrar files • Decrypted registrar files
(C) Storage of KYR + enrolment data files	
1.	Develop and maintain a master list of KYR+ enrolment files stored
2.	Post file de-duplication, back-up all existing KYR+ enrolment files in tapes /SAN
(D) Restoration of KYR+ enrolment data files	
1.	Develop and maintain a master list of KYR+ enrolment files restored
2.	Select the KYR+ enrolment files to be decrypted, wherein the system shall verify if the selected file is already restored from a master list of restored KYR+ enrolment files
3.	Decrypt the KYR+ enrolment file using public key of the Registrar and restore the decrypted KYR+ information file in staging area
4.	Store the KYR+ data (i.e. KYR+ information file) in database along-side the respective EID record by creating a new record in the Database. Whether or not a resident's record already exists will be ascertained by verifying whether the EID number of the resident is already in the database
5.	Ascertain whether the KYR+ information has been decrypted properly and all EID's within the files have been restored
6.	Allow the user to generate the following reports using GUI based reporting engine: <ul style="list-style-type: none"> • Number of resident records restored in a day • Number of resident records restored in a time period • Number of resident records that could not be decrypted
7.	Give a provision to the authorized user to delete the following files after ascertaining that KYR+ enrolment files are decrypted and the decrypted data successfully restored <ul style="list-style-type: none"> • Encrypted KYR+ enrolment files

	<ul style="list-style-type: none"> Decrypted KYR+ enrolment files
8.	Update the restored file details in the master list of KYR+ files already restored
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2e) Backup/ Restore Module

S.No.	Back-up and Restore Functional Requirement Specification (FRS)
1	Information about the files marked for back-up (e.g. registrar enrolment packets and post restoration KYR+ information) shall be sent to the back-up software for backing up the data using tape drive
2	The application shall be tightly integrated with back-up software and leverage upon the capabilities built into the back-up software
3	System shall have precise knowledge of where individual files are kept backed up, which can be relied upon for file retrieval
4	System shall maintain a list of files to be backed up and trigger the back-up activity after certain threshold is exceeded (e.g.) when the total data to be backed up exceeds (say) 1500 GB(configurable). Manual override option shall be made available as well (i.e. authorized user will have the provision to instruct the system to retrieve the file even if the threshold has not exceeded)
5	System shall maintain a list of files to be retrieved and trigger retrieval of a set of files after certain threshold is exceeded. Manual override option shall be made available as well (i.e. authorized user will have the provision to instruct the system to retrieve the file even if the threshold has not exceeded)
6	System shall have the provision to call for restore of one or more files from other components of the application software. This restoration request would be passed onto the tape drive for retrieval of documents in a specified folder
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2f) One-to-One Reconciliation Module

S.No.	One to One Reconciliation Functional Requirement Specification (FRS)
1	A master list of unique Registrar and KYR+ files uploaded by Enrolment Agencies shall be developed and kept up to date.
2	<p>For every Registrar enrolment file, there shall be a corresponding KYR+ record. If there are discrepancies in Registrar – KYR+ files, the system shall identify such discrepancies and generate a report on the same (e.g.)</p> <ul style="list-style-type: none"> The corresponding KYR+ enrolment files for X number of Registrar enrolment files are missing <p>This report shall be specific to an enrolment agency, district and enrolment center to the extent the intelligence can be obtained from the file name and contents within the zipped and encrypted registrar packets</p>
4	The following 2-way reconciliation shall be done to identify discrepancies in file receipt / transfer: No. of unique files generated by enrolment agencies vs. no of unique files available in the RSDC
5	System shall generate a detailed report on the discrepancies found and especially provide the file details so one of the following actions could be taken: <ul style="list-style-type: none"> Inform EA to resend the files found missing in RSDC
7	System shall generate a detailed MIS report on the missing files, inter-alia:

	<ul style="list-style-type: none"> • Date-wise • Enrolment agency wise • File transfer mode (online vs. offline) & • EA – RSDC
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2g) EID-UID Sync and RRDH Population Module

S.No.	EID-UID Sync and RRDH Population Functional Requirement Specification (FRS)
1.	Information of EID-UID Mapping shall be provided by UIDAI through electronic means. This mapping should be made available to system for data processing.
2.	UID number should be inserted in records of KYR+ database/ RRDH on staging server for which EID-UID mapping is available.
3.	A separate UID packet rejection database shall be build which will provide information regarding packets which have been rejected by CIDR. It should store EID, rejection cause etc in it.
4.	Records containing UID shall be restored in RRDH/ staging DB.
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2h) Payment Information Module

S.No.	Payment Information Functional Requirement Specification (FRS)
1	EID-UID Mapping provided by UIDAI should be stored for payment purposes.
2	Status of payment (in Boolean) of each instalment for every record in RRDH and KYR+ database on staging server should be stored district-wise and EA-wise.
3	Payment details for Rajasthan UID project needs to be captured and processed (i.e funds received from UIDAI, funds transferred to sub-registrars, IEC expenditure, Verifier payments etc.)
4	System shall generate detailed MIS report on payment status : <ul style="list-style-type: none"> • District-wise • Enrolment agency wise
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2j) Project Monitoring Module

S.No.	Project Monitoring Functional Requirement Specification (FRS)
1.	Web based system with role based access to EA's, Registrar and Sub-Registrar
2.	Integrated with MIS database to generate various queries
3.	Graphical representation of data
4.	Enrolment Details to be provided: <ul style="list-style-type: none"> a. Number of active enrolment centre's b. Number of active enrolment stations c. Number of enrolments done enrolment station-wise d. Number of UID generated e. Number of enrolment packets transferred to Registrar f. Number of enrolees whose physical document have been submitted with Sub-Registrar
5.	Registrar account functionality: <ul style="list-style-type: none"> a. Ability to filter enrolment details (wherever applicable) for state, region-wise, district-

	wise, enrolment-centre -wise and enrolment station-wise. b. Ability to generate and view MIS reports from MIS database
6.	Sub-Registrar account functionality: a. Ability to filter enrolment details (wherever applicable) district-wise, enrolment-centre - wise and enrolment station-wise.
7.	EA account functionality (all functionality restricted to details for region awarded to particular EA): a. Ability to filter enrolment details (wherever applicable) for region, district-wise, enrolment-centre -wise and enrolment station-wise. b. Ability to feed daily enrolment details district-wise. Once submitted will be stored in database in RSDC. Vendor will design, develop and maintain the database for the same in RSDC.
8.	MIS database should also store details of enrolment agencies a. Name of agency b. Contact person's name and contact details (address, mobile, fax, phone etc.) c. District-wise EA Manager and assistant managers name and contact details (address, mobile, fax, phone etc.)
9.	MIS database should also store details of Sub-Registrar's administrative machinery: a. Contact details of Sub-Registrar (name, address, mobile number, fax etc) b. District Level JWG member's details (name, address, mobile number, fax etc.) c. Tehsil level JWG member's details (name, address, mobile number, fax etc.) d. Verifiers contact details (name, address, mobile number, fax etc.)
10.	Databases will be queried to generate MIS reports for the system.
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2I) Security Module

S.No.	Security
1	System shall implement SSL by using the Secure Hyper Text Transport Protocol (HTTPS)
2	System shall utilize the latest widely-used SSL standard of 128-bit encryption
3	System shall unify information created by the various components of Registrar system and servers logs
4	Establish a secured communication mechanism between an Registrar system and other external systems
5	System shall ensure only authorized personnel have access rights to various components of registrar system and system logs
6	If a non-authenticated user attempts to directly access an application page, for instance by clicking on a URL embedded in an email communication: <ul style="list-style-type: none"> • System redirects to the login page • User fills in the username and password • Upon validation of credentials system redirects to the original requested URL
7	System shall implement "append only" mode for log files
8	System shall ensure that log files are not altered only by any user
9	System shall ensure storage of log files onto secure servers
10	All log repositories should be configured as read-only file systems except for the systems that are providing log entries so that no alteration of the log file is possible.
11	Bidder shall comply with security policies of ensure that all the services and associated ports, which are not required for Registrar system operations are disabled/uninstalled in the RSDC IT Infrastructure including operating systems, database, application server, network and security

	infrastructure.
12	For the first login by a user, the system should prompt the user to change his password.
13	When a user logs-in, the system should show him the data & time of the last login.
14	The system should not allow multiple login sessions to be maintained simultaneously i.e. it should not allow two users to login using the same username at the same time.
15	The system should automatically log off in case the user's computer remains idle for more than a specified period of time (configurable) after logging on.
16	The system must maintain a log of all activities/modifications carried out by an administrator.
17	The system must be able to upgrade to new Versions without losing the data or having to enter the data again.
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

2m) Generic Module/ Features

S.No.	General
1	Deletion of files in RSDC shall always be done through the application software developed
2	The system shall NOT have the provision to copy / download information stored in the RSDC application software to external storage.
4	The system will be tightly integrated with back-up software and will have the capability to automatically trigger back up of files based on "status" updates and also trigger retrieval of files backed up in tape drives
5	System should have the capability to automatically trigger a set of actions based on the occurrence of one or more events (i.e. event driven system)
6	A rich Graphical User Interface (GUI) shall be provided to perform all functions specified in this RFP
7	The application software shall be designed to work in a virtualized environment.
*	Any other requirement/ functionality as finalized after system study and duly approved by purchaser

Annexure-6

TECHNICAL RESOURCES

The selected bidder shall provide technically competent resources for entire contract period as given below: -

a) State Level at Jaipur

- i. One dedicated Project Manager at RSDC
- ii. One dedicated System Administrator at RSDC
- iii. Two dedicated Database Administrators at RSDC
- iv. Two dedicated Sr. Developers/ Software Engineers at RSDC
- v. Two dedicated Helpdesk Operators at RSDC

The Project Manager and other staff should be deputed for the entire lifecycle of the project. The change in Project staff should be done with prior permission of DoIT&C.

Minimum Qualification for Technical Resources

1. Project Manager

B.E./ B.Tech + MBA with total relevant work experience of minimum 5 Years including minimum 3 years of experience as Project Manager. Should be proficient in MS-Office, MS -Project, PERT-CPM and other Project Management Tools, Project Management Certification (PMI, Prince 2 etc.). Candidate should have strong communication and presentation skills.

2. System Administrator

B.E./ B.Tech/ MCA with total relevant work experience of minimum 5 Years including minimum 3 years of experience as System Admin. Should have sound knowledge and hands-on experience on working with the proposed H/w and S/w Platforms including Rack based Servers, LAN/ WAN, Switching, Routing, Backup Server, Tape Library, SAN etc. Candidate should have strong communication and presentation skills.

3. Database Administrator

B.E./ B.Tech/ MCA with total relevant work experience of minimum 5+ Years (as DBA). Should have experience in handling Very Large DB's. The candidate should have very good hands-on experience on proposed Database Platform (Installation, Configuration, Performance Tuning, Troubleshooting, Backup/ Restore, Data Migration, Query Processing etc.) including SAN, Backup

Server, Tape Library.

4. Sr. Developer/ Software Engineer/Tester

B.E./ B.Tech/ MCA with total relevant work experience of minimum 3+ Years in Study, Design, Development, Coding, Deployment, Testing, Troubleshooting (SDLC) on the proposed platform. The candidate should good experience handling VLDB's. Candidate should have very good understanding of SDLC and S/w Testing methodologies. Candidate should be able to write the test cases and create test infrastructure/ automation as required.

5. Helpdesk Operator

Graduate with Diploma in Computers (Windows/ MS-Office/ Internet/ E-Mail) and with relevant work experience of minimum 2 Years in handling IT infrastructure/ Helpdesk Operations on any automated Service desk Software. Must have good communication skills with fluency in Hindi and English.

Resume of key personal			
1.	Name		
2.	Proposed Position		
3.	Date of birth		
4.	Years with Firm (if applicable)		
5.	Nationality		
6.	Education		
	Degree (Specialisation)	Institution	Year in which obtained
7.	Other Professional certification or training		
8.	Languages & degree of proficiency		
9.	Countries of work experience		
10.	Employment record <i>(Starting with present position, list in reversed order every employment held for the last ten years and state the start and end dates of each employment)</i> <i>(Clearly distinguish your "employer" as an employee of the firm from a "client" for whom you have worked as a consultant or an adviser)</i>		
	Employer	From	To
			Position held and Description of duties

11.	Detailed tasks handled (Domestic and International) (<i>Work undertaken that best illustrates capability to handle the work and tasks assigned</i>)				
	Work Area	Tasks Handled	Project Details	Position Assigned	Start Year & Time spent
		(<i>Exact duties rendered</i>)	(<i>Project name Organisation Location</i>)	(<i>Project Manager / Team Leader/ Team Member / Expert</i>)	
12.	Certifications				
	I, the undersigned certify that:				
	(i) to the best of my knowledge and belief, this bio data correctly describes me, my qualifications, and my experience.			Yes	No
	I understand that my wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.				
Name & Signature (Personnel)			Name & Signature (Authorised Representative)		
Date of signing					

Annexure-7
PRE-BID QUERIES FORMAT

Name of the Company/Firm: _____

Name of Person(s) Representing the Company/Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

[illegible]

Bidder's Seal & Signature

ANNEXURE-8

PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

To,

The Secretary and Commissioner, DoIT&C

IT Building, Yojana Bhawan

Tilak Marg, C-Scheme

Jaipur-302005 (Rajasthan)

1. Against contract vide Advance Acceptance of the Tender covering "RFP for development....." (hereinafter called the said 'contract') entered into between Department of Information Technology and Communication (DoIT&C), Government of Rajasthan, (hereinafter called the Purchaser) and _____ (hereinafter called the Bidder) this is to certify that at the request of the Bidder we _____ Bank Ltd., are holding in trust in favour of the Purchaser, the amount of _____ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We _____ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till _____ (project period of two years + 3 month grace period) hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable

against us _____ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

6. We _____ Bank Ltd, further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

WITNESS NO. 1

Authorised Bank Representative

(Signature)

Full name and official

Address (in legible letters)

with Bank stamp

(Signature)

Full name, designation and

address (in legible letters)

WITNESS NO. 2

(Signature)

Full name and official

Address (in legible letters)

Attorney as per power of

Attorney No.....

Dated.....

ANNEXURE-9
MANUFACTURER'S AUTHORIZATION FORM

Date: dd/mm/yyyy

To,

Subject: Issue of the MAF

Reference: NIT/ RFP Ref. No. **F5(446)/DoIT/Tech/10/ML-626** dated _____

Sir,

We _____, (name and address of the manufacturer) who are established and reputed manufacturers having factories at _____ (addresses of manufacturing locations) do hereby authorize M/s _____ (name and address of the bidder) to bid, negotiate and conclude the contract with you against the tender (Tender No..... Dated) for the following Hardware/ Software manufactured by us:

1. OEM will mention the details of all the proposed product(s) with their make/model. This should be in sync with the overall proposed technical solution.

We undertake that offered Hardware/ Software, as mentioned above, by bidder for back to back service, support, spares, updates and patches for the entire period of contract as mentioned in the bid document.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory) – Please attach proof
Name and Designation
Address

ANNEXURE-10
COMPONENTS OFFERED - BOM

Please fill the following BOM for all components.

S.No.	Product (with details about brand, make and model)	Detailed Specification Reference**	OEM (Name and Address)
1.			
2.			
3.			

** Please attach detailed specifications and provide reference number in this column.

ANNEXURE-11**RSDC – INFRASTRUCTURE DETAILS - BOM****Platform & Storage**

S.No.	Item Description	Make	Model	Qty.	Installed	Remark
1	Hardware for Application servers (Blades) 2 Quad core, HDD 146*2	IBM	HS22	4	Yes	2 Linux + 2 Windows up and running with network load balancing
2	Database Server - Hardware 2 quad core, HDD 146*6	IBM	X3650M2	4	Yes	2 Oracle - up and running 2 SQL - up and running with windows cluster + SQL cluster
3	Staging Server - Hardware 2 quad core, HDD 146*6	IBM	X3650M2	1	Yes	up and running
4	Web Server (Blade) - Hardware 2 Quad core, HDD 146*2	IBM	HS22	2	Yes	1- Linux with Apache 1- windows with IIS
5	SAN Switch	IBM (Cisco)	MDH 9134	2	Yes	up and running
6	SAN Storage	IBM	DS 5100	1	Yes	up and running (Usable 45 TB) 5 TB partition for SQL and 5 TB partition for Oracle 35 TB is presently unallocated
7	Backup Library Hardware (Tapes - 140*800GB)	IBM	TS 3310	1	No	Installation of software (Tivoli) is in progress
8	Backup Server 2 quad core, HDD 146*4	IBM	X3650M2	1	No	Installation of software (Tivoli) is in progress
9	Directory Services Hardware (Blade) 2 Quad core, HDD 146*2	IBM	HS22	2	Yes	up and running
10	DNS Server Hardware 2 quad core, HDD 146*4	IBM	X3650M2	2	Yes	up and running

11	Anti-Virus Solution (Server) 2 quad core, HDD 146*4	Symantec (IBM)	X3650M2	1	Yes	up and running
12	Management Server 2 quad core, HDD 146*6	IBM	X3650M2	1	Yes	Six servers installed - E-health (Network performance) - Spectrum (Network Fault Manager) - Service Desk and NSM (Help Desk) - IT-CM (Desktop Management) - CA - Inside (Database Management) - Wily (Application Management)
13	IP KVM	Raritan	DKX2 416	5	Yes	only three installed rest will be installed at the time of expansions
14	Proxy (Logs of proxy would also be maintained in backup library)	IBM		1	Yes	Linux (Squid)

Network Component

S.No.	Item Description	Make	Model	Qty.	Installed	Remark
1	LAN Switch Core	Cisco	Cisco 6513	2	Yes	up and running
2	LAN Switch Access	Cisco	Cisco 3750	7	Yes	up and running
3	Internet Router	Cisco	Cisco 7604	2	Yes	up and running
4	Firewall - Internet	Cisco	Cisco 5580	2	Yes	up and running
5	IPS for Intranet and Internet	Radware		2	Yes	up and running
6	End Point Protection for Server	Symantec		22	Yes	up and running

EMS

S.No.	Item Description	Make	Qty.	Installed
1	EMS solution having all the modules defined in technical specification (See the details below)	C.A. Technologies	1	Yes

Note: Bidder has to ensure that all the license(s) required, if any, for accessing the shared RSDC infrastructure are supplied & installed in the proposed solution. Bidder is advised to contact the OIC (RSDC) for this purpose.

GoR envisions to extend monitoring capabilities from existing EMS solution procured under RSDC so as to have a unified monitoring platform with same family of EMS tools across the state. Since the DC Infrastructure of this project will be hosted at RSDC, Jaipur; the bidder is required to procure, supply, install & maintain additional licenses of the existing CA EMS suite from the OEM. EMS software at RSDC comprises of CA Spectrum, CA eHealth, CA Server Monitoring, CA Database Performance, CA Service Desk, CA Wily APM.

As mentioned in the “Bill of Material” of this bid document, mentioned below are the tentative details of the additional S/w licenses to be supplied & installed by the bidder for the overall management of the deployed servers through the EMS Solution deployed under RSDC. However, the bidder is advised to consult CA (OEM) for same and quote accordingly.

ENTERPRISE MANAGEMENT SYSTEM		
SERVER MONITORING AGENT LICENSE		
1	CA Server Monitoring (on all the servers)	7
HELPDESK MANAGEMENT AGENT LICENSE		
3	CA SERVICE DESK Manager Analyst License (on two helpdesk desktops)	2
APPLICATION PERFORMANCE MANAGEMENT AGENT LICENSE		
4	CA WILY APPLICATION PERFORMANCE MANAGEMENT (on App. Servers)	32
5	CA Wily CEM Transaction Impact Monitor soft Appliance with RHEL	1
6	CA Database Performance (on DB Servers)	16

ANNEXURE-12

UNDERTAKING ON BEING NOT BLACK-LISTED

This is to certify that << COMPANY NAME >> is not blacklisted by any State/Central Government department/PSU in India during last three years for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices in the last 3 years as on bid submission date.

Company Secretary / Authorized Signatory

Name of Signatory:

Bidder Name:

Date

Place