Request for Proposal (RFP)

Library Management Application

for

Himachal Pradesh Institute of Public Administration

Ref Number: eGS-FCS&CA-6/2014-VII

Date: 21st December, 2014

Issuer :-

E-Governance Society
Department of Food, Civil Supplies and Consumer Affairs (eGF)
Government of Himachal Pradesh

Contents

List of Abbreviation

DC	Data Centre
EMD	Earnest Money Deposit
Selected bidder	Implementation Agency
IT	Information Technology
IT APPLICATION	Online Application deployed by the selected Vendor
ISO	International Organization for Standardization
LoI	Letter of Intent
MIS	Management Information System
MSA	Master Services Agreement
PBG	Performance Bank Guarantee
EC	Evaluation Committee
RFP	Request for Proposal
SLA	Service Level Agreement
HIPA	Himachal Pradesh Institute of Public Administration
TCV	Total Contract Value
TDS	Tax Deducted at Source
UAT	User Acceptance Testing
VAT	Value Added Tax

1.   Background

The Himachal Pradesh Institute of Public Administration, popularly known as HIPA, was established on January 1, 1974 at FAIRLAWNS a place about 12 kms. from Shimla on the Mashobra road. The Institute is located in a building with a historical past.

The building having serene and picturesque surroundings with well laid out spacious and luxuriant lawns was originally got constructed by Mr. R. Dixon of the foreign office of British India. Later, it was purchased by Nawab Muzaffar Ali Khan Quizzalbash of Malerkotla. On his migration to Pakistan in 1947 the property came to the Government of Punjab State, which converted it into a Circuit House. At the time of re-organization of States in November, 1966 the property was transferred to

Himachal Pradesh, being a hill State, is endowed with rich eco-system and cultural heritage. Although, there is a low level of urbanization in the State, yet during recent years urbanization has been exerting high pressure on scarce urban land resources. There are 59 small and medium towns in the State, with only Shimla as Class-I city. As per 2011 census, urban population of the State in these urban areas was 6, 88,704 persons, which is about 10.04% of the total population of the State.

The Institute has a well-equipped library having about 45000 volumes for the use of the participants of our programs, faculty, guest speakers, professionals, academicians and administrators who visit the Institute from time to time. The Institute subscribes to about 110 journals and periodicals. All major newspapers in English and Hindi are subscribed. Library membership is open to everyone on paying Rs. 1000/- (refundable) as library security. The catalogue of library has been computerized and is available on internet (**http://himachal.gov.in/hipa/library**). The HIPA library has presently 552 members on its rolls. Library remains open from 9 A.M. to 7 P.M.

2. Invitation for Proposal

This RFP document is being issued by e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (hereinafter referred to as "eGF") Government of Himachal Pradesh for the implementation of Library Management Application in Himachal Pradesh Institute of Public Administration (HIPA; hereinafter referred to as "The Project"). eGF will support HIPA in Bid Process Management, Project Management Support, UAT and till the go-live event.

The Library Management solutions sought under this RFP would be implemented in HIPA Library and (may be) in other libraries in the state. The sole objective of this document is to solicit proposal from eligible agencies. eGF reserves the right to reject any or all the applications without assigning any reasons and may go for rebid.

This document has been prepared on the basis of information that is available with HIPA and that which is publicly available.

While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by HIPA/ eGF or any of its employees, advisors or agents appointed by HIPA/eGF as to or in relation to the accuracy or completeness of this document - any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting the proposal.

The technical/ implementation solution/ Functional requirements provided in this notice for RFP is only indicative in all respects. The agencies shall provide details of all such information in their technical proposal. This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

The RFP document is available at of cost of Rs. 2000 in the form of a Demand Draft from any nationalized bank, payable at Shimla in favor of e-Governance Society, Department of Food, Civil Supplies and Consumer Affairs, Himachal Pradesh. The soft copy may be downloaded from the HIPA website: **www.himachal.gov.in/hipa/**. In case of downloading from the web site, agencies are required to submit the RFP cost in the form of a demand draft of Rs.2000 issued from a scheduled commercial bank along with the RFP response

2.1. Key Events and Dates

S#	Information	Details
1	RFP No. and Date	**eGS-FCS&CA-6/2014-VII** date 21-12-2014.
2	Last date for submission of written queries for clarifications	29-12-2014 Email id: hpepds@gmail.com
3	Release of response to Clarifications on the web site	30-12-2014.
4	Cost of the RFP Document in the form of Demand Draft	2000/-
5	Last date (deadline) for submission of response of RFP in hard copy.	12-1-2015 at 3.00 PM
6	Opening of Responses	12-1-2015 at 4PM
7	Presentation by Agency	16-1-2015 from 11 am onwards
8	Addressee and Address at which proposal in response to RFP is to be submitted in hard copy only.	e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (eGF) Government of Himachal Pradesh Aapurti Bhawan, Block no. 42 , SDA Complex Kasumpti, Shimla, 171009 Phone 0177-6533001, egf-hp@nic.in

2.2. Other Important Information Related to Bid

S. No.	Item	Description
1.	Earnest Money Deposit (EMD) in the form of a Demand Draft or Bank Guarantee from a nationalized bank in favour of ' e-Governance Society, Department of Food, Civil Supplies and Consumer Affairs, Himachal Pradesh' payable at Shimla	Rs 1 Lakh
2.	Bid Validity Period	(180) One-hundred-and-eighty days from the date of opening of Financial Bid
3.	Last date for furnishing Performance Security to eGF (By successful bidder)	Within fourteen (14) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier or as intimated in the work order issued by eGF.
4.	Performance Security value (Performance Bank Guarantee)	10% of contract value/ Bid value of successful bidder
5.	Performance Bank Guarantee (PBG) validity period	PBG should be valid till for 90 days from the end of two years Maintenance Contract period
6.	Last date for signing contract	As intimated in work order of eGF

3.   Request for Proposal – Process

3.1.   Consortium conditions

The Bidders are not allowed to bid in Consortium.

3.2.   RFP document Fees

The qualified bidders are requested to deposit the Tender fees along with the bid in the form of Demand Draft from a nationalized bank. Tender fee is non-refundable.

S. No	Item	Details
1	Tender Fees	Rs.2,000/-
2	Account Name	"e-Governance Society, Department of Food, Civil Supplies and Consumer Affairs, Himachal Pradesh" payable at Shimla

3.3.   Earnest Money Deposit

The qualified bidders are requested to submit the bank guarantee into the Bank account details mentioned below as EMD.

S. No	Item	Details
1	EMD Amount	Rs. 1,00,000
2	Account Name	"e-Governance Society, Department of Food, Civil Supplies and Consumer Affairs, Himachal Pradesh" payable at Shimla

1. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.

2. Bids submitted without adequate EMD will be liable for rejection.

3. Unsuccessful bidder's EMD shall be returned to the unsuccessful bidder within 60 days from the date of opening of the financial bid.

4. EMD of Successful bidder will be returned after the award of contract and submission of the performance bank guarantee within specified time and in accordance with the format given in the RFP.

5. EMD shall be non-transferable.

6. The EMD may be forfeited:

   a) If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.

   b) If successful bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.

   c) If during the bid process, a bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. The decision of the eGF regarding forfeiture of the Bid Security shall be final and binding upon bidders.

   d) If during the bid process, any information is found false/fraudulent/malafide, then eGF shall reject the bid and, if necessary, initiate action.

3.4. Contact Details

For any clarifications & communication with reference to the RFP documents, the Bidders are expected to communicate at the contact information provided below:

e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (eGF)
Government of Himachal Pradesh
Aapurti Bhawan, Block no. 42 , SDA Complex Kasumpti, Shimla, 171009
Phone 0177-6533001, egf-hp@nic.in

3.5. Pre-Bid queries on RFP

Bidder shall send in their pre-bid queries as prescribed in the format specified in Annexure 1 of this Volume of RFP to the contact address at which the bids are to be submitted as well as the email id mentioned in section 3.4 of this Volume of RFP. The response to the queries will be published on

HIPA website www.himachal.gov.in/hipa. No telephonic queries will be entertained. This response of eGF shall become integral part of RFP document.

3.6.   Supplementary Information/Corrigendum/Amendment to the RFP

At any time prior to the deadline (or as extended by eGF) for submission of bids, eGF for any reason, whether at its own initiative or in response to clarifications requested by the Bidder may modify the RFP document by issuing amendment(s) or issue additional data to clarify an interpretation of the provisions of this RFP. Such supplements / corrigendum to the RFP issued by eGF would be displayed on HIPAs web site and may additionally also be communicated by e-mail to the Bidders who have taken the RFP from eGF in hard copy.Any such supplement / corrigendum / amendment shall be deemed to be incorporated by this reference into this RFP.

Any such supplement / corrigendum / amendment will be binding on all the Bidders. eGF will not be responsible for any misinterpretation of the provisions of this Tender document on account of the Bidders failure to update the Bid documents based on changes announced through the website.

In order to allow Bidders a reasonable time to take the supplement / corrigendum / amendment(s) into account in preparing their bids, eGF, at its discretion, may extend the deadline for the submission of bids.

3.7.   Completeness of Response

i.   Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

ii. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.

3.8.   Proposal Preparation Cost

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP

process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of Proposal, in providing any additional information required by eGF to facilitate the evaluation process, and in negotiating a definitive Master Service Agreement (MSA) and all such activities related to the Bid process. This RFP does not commit eGF to award a Contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the Contract for implementation of the Project.

3.9.   Right to termination

eGF may terminate the RFP process at any time and without assigning any reason. eGF makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by eGF. The bidder's participation in this process may result in eGF selecting the bidder to engage towards execution of the contract.

3.10.   Authentication of Bids

The original Bid will be signed by a Bidder's person duly authorized to bind the Bidder to the Contract. A letter of authorization in the name of the person signing the Bid shall be supported by a written Power-of-attorney accompanying the Bid. All pages of the Bid including the duplicate copies, except for un-amended printed literature, shall be initialed and stamped by the person / persons sign the Bid on bidder's letterhead.

3.11.   Interlineations of bids

The Bid shall contain no interlineations or erasures. In case of any overwriting, the place needs to be signed by the Authorized signatory.

3.12.   Late Bids

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

3.13.   Patent Claim

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall

expeditiously extinguish such claim. If the bidder fails to comply and eGF is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for such compensation, including all expenses, court costs and lawyer fees. eGF shall give notice to the successful bidder of any such claim and recover it from the bidder if required.

4. Scope of Work

4.1. Scope

Broadly the project scope is enlisted below:

Phase 1: Project Implementation Phase

- Project Planning and Management
- Library System study and Design
- Development, Customization and Configuration of Library Management Application.
- Deployment and Commissioning of Application solution in coordination with hosting service provider.
- Training/Capacity Building(Content Preparation, Master Trainer, Training Plan)
- Third party acceptance testing, audit and certification

Phase 2: Operational Phase

- Operational and Maintenance Support

Phase I: Project Implementation Phase

The selected bidder/agency shall address at the minimum the following as part of Project planning and Management.

I. Create an organized set of activities for the project.
II. Establish and measure resource assignments and responsibilities.

III. Construct, update and report a project plan schedule including milestones.

IV. Measure project deadlines and performance objectives.

V. Communicate the project plan to stakeholders with meaningful reports.

VI. Provide facility for detecting problems and inconsistencies in the plan

During the project implementation the selected bidder shall report to the eGF, on following items:

I. Results accomplished during the period;

II. Cumulative deviations to date from schedule of progress on milestones as specified in this RFP read with the agreed and finalized Project Plan;

III. Corrective actions to be taken to return to planned schedule of progress;

IV. Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of the Application Development Agency;

V. Other issues and outstanding problems, and actions proposed to be taken;

Interventions which the Selected bidderexpects to be made by the eGF and/or actions to be taken by the eGF before the next reporting period.

Progress reports would be prepared by selected bidder/agency on a weekly basis up to 6 month of the go live and then fortnightly basis. These reports may be required to be shared with eGF and other stakeholder.

VI. Project quality Assurance

VII. Change Control mechanism

VIII. Project Management activities

IX. Issue Management to help identify and track the issues that need attention and resolution from the State.

X. Scope Management to manage the scope and changes through a formal management and approval process.

XI. Risk Management to identify and manage the risks that can hinder the project progress.

The Selected bidder will closely work with eGF and send the reports to the HIPA as well. eGF will accept the report/ document and suggest the action plan to the selected bidder/agency.

The Project plan prepared by the selected bidder at the initial stage of the project shall be reviewed by the EGF.

The selected bidder/agency shall update and maintain the Project Plan throughout the duration of the engagement. All changes are to be reviewed and approved by the eGF or appointed representatives.

Sign off Deliverable/ Exit Criteria

- **Project Plan.**
- **Periodic Status Reports on on-going basis**

1. System study and Design

The selected bidder/agency shall carry out a detailed systems study to prepare/refine the Functional Requirements Specifications and formulate the System and Application Requirements Specifications documents incorporating the functional specifications and standards provided by the HIPA.

I. The Selected bidder should prepare a detailed document on the implementation of Library Management Application with respect to configuration, customization, extension and integration as per the requirement of HIPA mentioned in this RFP.

II. As part of the System Study, the selected bidder shall be responsible for Preparation of a comprehensive System Study document by studying the legislation, business processes and organization design of the HIPA.

III. The Selected bidder shall perform the detailed assessment of the functional requirements, MIS requirements and prepare FRS report, as part of the System Study document incorporating list of additional features that shall result in further improvement in the overall Library Management Application performance for consideration of the HIPA.

IV. Requirements Traceability Matrix: The Selected bidder shall ensure that developed Library Management Application is fully compliant with the requirements and specifications provided in the RFP such as functional, non-functional and technical requirements. For ensuring this, the selected bidder shall prepare a Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS).

V. Project Documentation: The Selected bidder shall create and maintain all project documents that shall be passed on to the State as deliverables as per the agreed project timelines. The documents created by the selected bidder will be reviewed and approved by the eGF.

Project documents include but are not limited to the following:

- Project Implementation Plan (PIP)
- Detailed System Study Report (As Is , To Be)
- FRS document
- SRS document
- Application architecture documents.
- Logical and physical database design.
- Data dictionary and data definitions.
- Application component design including component deployment views, control flows, etc.
- Application flows and logic.
- GUI design (screen design, navigation, etc.).
- All Test Plans
- Requirements Traceability Matrix
- Change Management and Capacity Building Plans.
- SLA and Performance Monitoring Plan.
- Training and Knowledge Transfer Plans.
- Issue Logs.

The selected bidder/agency shall submit a list of deliverables that they shall submit based on the methodology they propose. The selected bidder/agency shall prepare the formats/templates for each of the deliverables upfront based upon industry standards and the same will be approved by eGF prior to its use for deliverables.

All project documents are to be kept up-to-date during the course of the project. The selected bidder/agency shall maintain a log of the internal review of all the deliverables submitted. Soft copy of logs shall be submitted to eGF on regular basis.

Preparation of Application Requirements Specifications (SRS)

As part of the preparation of SRS the Selected bidder shall be responsible for preparing and submitting detailed requirement specification documents as per IEEE or equivalent standards which meets all the Business, Functional and Technical (including localization) requirements of the eGF. The selected bidder/agency shall prepare the SRS documents and have it reviewed and approved by the eGF. eGF will sign off on the SRS documents.

The selected bidder/agency is required to update the FRS / SRS as and when any enhancements / modifications are made to the application till the duration of the Contract.

Sign off Deliverable/ Exit Criteria

- Project Implementation Plan (PIP)
- Detailed System Study Report (As Is , To Be)
- FRS document
- SRS document
- Application architecture documents.
- Logical and physical database design.
- Data dictionary and data definitions.
- Application component design including component deployment views, control flows, etc.
- Application flows and logic.
- GUI design (screen design, navigation, etc.).
- All Test Plans
- Requirements Traceability Matrix
- Change Management and Capacity Building Plans.
- SLA and Performance Monitoring Plan.
- Training and Knowledge Transfer Plans.
- Issue Logs.

2. Development, Customization and Configuration of Library Management Application

A. Technical Specifications – Library Management Application

Integrated Web Based Library Management System consisting of following modules:

- Acquisition
- Cataloguing
- Circulation
- Serial control
- Article Indexing
- Web OPAC
- Budgetary control
- Administration
- Reports

SYSTEM REQUIREMENTS

For Library Management i.e. Online Management of growing Library Activities, Standard Integrated Library Application is required. The application should have capability to process 60,000+ unique book titles, unlimited Online Public Access Catalog (OPAC) with following features / functions:

1 ACQUISITION

Selection and ordering of books and other library materials and their subsequent procurement including processing of bills for payment. It should also support budget & expenditure analysis. Should include:

1.1 Ordering of titles with option to accept bibliographic data downloaded from Network downloading or CD ROM or supplied by vendor.

1.2 Approval Process -printing of approval form and subsequent updation of status of each title as 'Approved' or 'Rejected'.

1.3 Placing Order - both for firm order and material received 'on approval'.

1.4 Receiving -simple procedure to record the details of items received against firm orders.

1.5 Invoice Processing - This should also include accessioning of items.

   1.5.1 More than one invoice for an order.

   1.5.2 Allows changes in unit price, discount, and exchange rate etc.

   1.5.3 Flexibility to do accessioning before invoicing; or accessioning and invoicing together; or invoicing prior to accessioning

1.6 Payments Requisition - provides effective procedure for getting sanctions from Competent Authority and making payments to vendors.

1.7 Order Follow-up - for a specific title on order or for an entire order.

1.8 Record of Complimentary Collection – List of collection received on gratis.

1.9 Online Queries: The acquisition related enquiries:

   1.9.1 Titles in the process of acquisition

   1.9.2 Pending orders, overdue orders and for a specific order, details of titles ordered, titles received, pending titles, its invoices.

   1.9.3 List of invoices with the Account section and for a specific invoice, details of items accessioned against it and payment details, if any.

   1.9.4 Budget analysis of titles in the acquisition process and expenditure

1.10 Reports: Various reports should include

1.10.1 Budget and expenditure analysis

1.10.2 Accession register

1.10.3 Bill register

1.10.4 List of recent arrivals, etc.

2 CATALOGUING

Bibliographic database based on MARC21 (MAchine-Readable Cataloging) format supporting different types of documents. Make available the various catalogues/indexes online for instant reference and thus enable making searches on subjects and keywords. Data entry

facility with option to accept data in standard machine-readable MARC21 format, thereby providing for import/export of bibliographic data. It should include:

2.1 Catalogue Production -either by bibliographic data import or by entering data in well-designed screens.

    2.1.1   Data import/export possible in standard exchange formats (MARC21) as well as non- standard formats as ASCI text file.

    2.1.2   Images and multi-media files of a document can be integrated with search engine.

2.2 Thesaurus Construction -capabilities for developing relationships such as broad terms, narrow terms, related terms, used for term, etc. and its integration with searching.

2.3 Authority Files -interface to maintain authority files for authors, title and subject headings/keywords.

2.4 Holdings Summary -for user defined ranges of Call numbers with separate count of titles and volumes

2.5 Current Awareness Services - which could even be personalized based on members subject interests profile.

    2.5.1 Special bibliographies

    2.5.2 List of recent arrivals

    2.5.3 SDI (Shared digital Infrastructure) facility

3 CIRCULATIONS

The application should maintain up-to-date membership records and the latest status of collection meant for circulation. It should perform all the functions related to circulation providing suitable checks at every stage. It should take care of infrequent, but routine functions such as bindery record management, display of recent additions, and so on. It should include functions like:

3.1 Front Desk Operations - which include issues, renewals, returns, reserves/holds.

    3.1.1 Issuance of receipts

    3.1.2 Use of QR code and smart card technology.

    3.1.3 System Generated Photo ID Card

    3.1.4 Option to display photograph of the member (in-built image option)

3.2 Membership Records Keeping - registration and membership record updates.

   3.2.1 Issuance of duplicate membership cards

   3.2.2 Delinquent records with user defined reasons

   3.2.3 Institutional borrower records for inter-library loans

3.3 Collection Updates -collection records meant for circulation created automatically while cataloguing.

   3.3.1 Keeps track of lost, missing, damaged, written-off, withdrawn items

   3.3.2 Monitoring of items on display and in bindery

3.4 Overdue Follow-up and Recalls -generates overdue reminders and makes possible recalling issued material before due date.

3.5 Inter-library Loans -for both inward and outward loans of accessioned material to other libraries and institutions.

3.6 Stock Verification -generating list of collection on shelf and also list of items which are currently issued, for stock verification purpose along with list of unaccountable material.

3.7 Reports: system should provide:

   3.7.1 Overdue collects, and recall notices

   3.7.2 List of highly reserved titles and comparison with present no. of copies in collection for planning future acquisition

   3.7.3 Circulating statistics yearly/monthly/hourly by subjects, borrower category and overall.

   3.7.4 Stock verification list.

   3.7.5 Statistics on no. of issues by specific title/borrower

4 SERIALS CONTROL

   This system should control on journals subscription and subsequent monitoring of the scheduled arrival of individual issues. It should also handle serials, which may be on gratis or on exchange. It should have functions like:

4.1 New Subscription-New serials initiated, goes through approval process and then ordering.

4.2 Subscription Renewal - Initiates renewal approval process followed by ordering.

4.3 Subscription Extension -This may be as a result of claims on missing/untraced issues.

4.4 Invoice Processing - both for new subscription and subscription renewal.

4.5 Receiving Issues -performed in the easiest possible way with recording of issues by volume/issue number/period whichever applicable for the serial

4.6 Claims Monitoring- makes possible timely follow-up of 'not received', overdue and damaged/soiled issues.

4.7 Bindery Management-informs when to send a serial for binding and provides for their monitoring.

4.8 Bound Volumes Recording-allows updating complete serials collection of a library.

4.9 Routing and Circulation -User defined routing of issues registered, along with circulation of bound volumes and loose issues.

4.10 Online Queries and Reports: like

    4.10.1 New serials, renewed serials, current serials and subscribed serials giving their latest status.

    4.10.2 By vendor; giving current serials, status of orders placed with the vendor and list of invoices received with their current status

    4.10.3 Searches on titles and subjects

    4.10.4 Titles in bindery

    4.10.5 Recent arrivals

5 WEB OPAC (ONLINE PUBLIC ACCESS CATALOGUE)

Patrons in the library can search the bibliographic database and find specific information online which would not normally be possible from traditional catalogues.

5.1 Online Catalogues: Following catalogues should be available online –

    5.1.1 Title Catalogue

    5.1.2 Author Catalogue

    5.1.3 Subject Catalogue

    5.1.4 Classified Catalogue

    5.1.5 KWIC (Keyword in Context) Index

    5.1.6 Publisher

    5.1.7 Conference Place

5.2 Boolean Searches: Boolean searches on words from any of the bibliographic data. The use of the logical connectors 'OR', 'AND', and 'AND. The search results can either be viewed on screen or printed or can be downloaded as a pdf, xps and other formats .

5.3 Current Serials: To provide online information on holdings of current journals including recent issues received.

5.4 Recent Additions: Make available new additions to the library.

5.5 Electronic Mail: Option for automatic generation of e-mail for various notices, SDI (Serial Digital Interface), circulars, etc.

5.6 Multiple Databases: support for defining multiple databases based on types of documents for searching in OPAC.

5.7 Gateway to Internet: interface to industry standard Internet Browsers to search other databases with Z39.50 compliance.

5.8 Multi-media interface: retrieval of Multi-media files of a document.

5.9 Other services from OPAC: Updating subject interest profile for SDI (Serial Digital Interface) by users themselves; request for acquisition of a document; while browsing / searching various catalogues, facility to develop request online for putting a specific title on reserve, etc.

6.1 Utilities:

    6.1.1 Backup - database on Hard Drive/ DAT drive etc.

    6.1.2 Security- Password/ Aadhaar/Capture Image Verification based functional security.

BROAD OUTLINE OF THE ACTIVITIES TO BE UNDERTAKEN FOR LIBRARY AUTOMATION:

1. ACQUISITION:

    i) Purchase of Books & Periodicals.

    ii) Book Selection.

    iii) Book Selection Committee.

    iv) Bill Payment.

    v) Source: Grant Received.

2. PROCESSING ON BAR CODING:

    I) Classification of Books & periodicals.

    ii) Cataloguing of Books & periodicals.

iii) Indexing.

iv) Entry of the members, guest and visitors.

v) Location.

vi) Place information

3. CIRCULATION:

I) Book Issue

ii) Book Return.

iii) Fine Collection.

iv) Money Recovered.

v) Written of off from Stock

vi) Unserviceable Books (if applicable).

4. OPERATION: Operational Support as & when needed for One Year from the date of go-live.

5. Other Features and facilities:

- Automatic indexing of book details through ISBN – scanning the bar code should populate many data fields for indexing automatically.

- Scope of work should also include initial indexing of existing books in the library.

- Auto-category links should be generated – this should take to the category header page, and also should like to online resources like Wikipedia automatically (the link should be editable for accuracy).

- Option to handshake the digital library when that comes into operation.
  a. The application will have provision to display the digital catalog of other government libraries in the state, if available.
  b. The application will have the provision and create a facility to provide the access to the other Digital Libraries in the world.
  c. If the access is on payment basis HIPA will pay the requisite fee and selected agency will co-ordinate to procure the access.

- Option to import data from e-Granthalaya database. New forms to include the e-Granthalaya entered data fields.

- Add/Edit/Update/Delete of Master data and Issue/Receipt of soft copies available:

a. eBooks

b. Audio Books

c. Movies and Documentaries

d. DVD/CD

B. Data Digitization

- Digitize the library (books, journals, magazines) information into database and indexing of books. (60000+ books, journals, magazines).

- Agency has to provide the interface for data digitization.

- First Level of verification of data digitization will be done by the agency through the supervisor.

- Second Level of verification of data digitization will be done by the HIPA Staff.

C. Handholding and Support

- The project will be go-live in six month and O&M support will be provided by agency for 2 years.

- The onsite project manager will be responsible for the development, deployment, operations of the Application.

- Agency will deploy one onsite Project Management at HIPA premise, Shimla.

- Any change request will be manage as per the RFP/RFQ terms and conditions.

Successful vendor will create MIS dashboard for the HIPA officials. The dashboard access will be role based and relevant information should be shown on the screen as well as print/ export facility. Application will also provide customized report generation for the officials.

Single-Sign On

The Application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session. For employees of the HIPA, the browser based application will be accessed on the intranet, through

single-sign-on mechanism, will be provide access to all the services of the HIPA (based on their roles and responsibilities), Help module, basic and advanced reporting etc. Similarly, for external users (Government Employees, students etc.), based on their profile and registration, the system shall enable single-sign on.

Support for PKI based Authentication and Authorization

The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Certifying Authorities (CA). In particular, 3 factor authentications (login id & password, biometric and digital signature) shall be implemented by the selected bidder for officials/employees involved in processing citizen services. Aadhaar based bio-metric authentication would be performed for certain activity.

Interoperability Standards

Keeping in view the evolving needs of interoperability, especially the possibility that the solution shall become the focal point of delivery of services, and may also involve cross-functionality with the e-Government projects of other departments / businesses in future, the solution should be built preferably on Open Standards. The selected bidder/agency shall ensure that the application developed is easily integrated with the other Application. The code should not build a dependency on any proprietary application, particularly, through the use of proprietary stored procedures' belonging to a specific database product.

Scalability

One of the fundamental requirements of the proposed application is its scalability. The architecture should be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance for at-least five years from the date of deployment. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components.

Security

The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the HIPA. The overarching security considerations are described below.

I. The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.

II. The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication (Preferably Aadhaar based).

III. Security design should provide for a well-designed identity management system, security of digital assets, data and network security, backup and recovery and disaster recovery system.

IV. The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.

V. The overarching requirement is needed to comply with ISO 27001 standards of security.

VI. The application design and development should comply with **OWASP top 10 principles.**

Application Architecture

Application designed and developed for the HIPA must follow some best practice and industry standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules/ application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.

The modules of the application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system / application to avoid any kind of irregularities within the system by any User / application.

Test Plan

Once the SRS is approved and design is started, the selected bidder/agency shall prepare all necessary Test Plans (including test cases), i.e., plans for Acceptance Testing. Test cases for Initial and Final User Acceptance Testing shall be developed in collaboration with domain experts identified at the HIPA. Initial and Final User Acceptance Testing shall involve Test Case development, Unit Testing, Integration and System Testing, Functional testing of application, Performance testing of the application including measurement of all Service Levels as mentioned in this RFP and finally selected bidder/agency shall also carry out Load/ Stress testing. The selected bidder/agency will submit the test plans and test result reports to the eGF for comprehensive verification and approval.

Compliance with Industry Standards

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarized below. However the list below is just for reference and is not to be treated as exhaustive.

    I.   W3C specifications

   II.   Information access/transfer protocols SOAP, HTTP/HTTPS

  III.   DeitY, GoI guidelines on Application Development.

  IV.   Photograph JPEG (minimum resolution of 640 x 480 pixels)

   V.   Scanned documents TIFF (Resolution of 600 X 600 dpi)

  VI.   Latest HTML standards

 VII.   Digital signature RSA standards

VIII.   Document encryption PKCS specifications

  IX.   Information Security to be ISO 27001 compliant

   X.   Operational integrity & security management to be ISO 17799 compliant

XI.   IT Infrastructure management ITIL / EITM specifications

XII.   Service Management ISO 20000 specifications

XIII.   Project Documentation IEEE/ISO specifications for documentation

Sign-off Deliverables / Exit Criteria

- Fully functional Library Management Application
- Functional testing
- User and Operational Manual for Application

3. Deployment and Commissioning of Application solution in coordination with Hosting Service Provider.

The Selected bidder in coordination with eGF is to deploy the application in data center of Hosting Service Provider. The Implementation agency will coordinate and support to deploy and commission the application solution.

4. Training/Capacity Building (Content Preparation, Master Trainer, Training Plan)

Capacity building will include the following:

I.   Prepare and organize training programs to facilitate the user in the efficient usage of the new system training will be provided to employees who will use the application and its services.

II.   Training shall encompass the knowledge of basic functionalities of Application, Guidelines and other backend processes.

III.   Training shall also be provided for teaching the basic trouble shooting activities in case of problems.

IV.   Trainings shall be provided to all the new employees as and when joining the HIPA library including the maintenance period.

V.   Selected bidder would also be required to develop user manuals.

Sign off Deliverables / Exit Criteria

  I.   Training Plan

 II.   Completion of training and change management activities

5. Third party acceptance testing, audit and certification

eGF will appoint a third party and selected bidder/agency will be responsible for engaging third party to conduct the assessment / review for the system before "Go Live". The third party shall have the right to audit and inspect all the procedures and systems relating to the provisioning of the services. If there is any change / addition in the Application's functionality then the selected bidder will have to obtain the Certification for the changes / additions.

The cost of Third Party Audit will be borne by the eGF. Selected Bidder/ Agency have to provide the handholding and support in execution of Audit. Selected Bidder/ Agency shall ensure the following points are duly addressed for successful completion of Third Party Audit:

Library Management Application audit will include:

A.   Functionality audit that will map the functionality delivered to the FRS agreed upon during development phase.

B.   Identify the nature and type of transactions being processed by the systems.

C.   Determine systematic measures implemented to control and secure access to the application programs and data including password controls, user authentications, roles and responsibilities, audit trails and reporting, configuration and interface controls, etc.

D.   Review of database structure.

Sign-off Deliverables / Exit Criteria

  I.   Third Party Certification

6. UAT and Go Live

Selected bidder/agencywill assist in successful completion of User Acceptance Testing (UAT) and audit of the system on the completion of the go live criteria for each phase.

Sign-off Deliverables / Exit Criteria:

   I.   Go-Live report

   II.   UAT Report signed off from eGF

Phase II - OPERATION AND MAINTENANCE PHASE

The Selected bidder is responsible for the day to day Operation and Maintenance of the application which includes Front end Modification (if any), Database related queries (Scheduling, backup), maintenance of the Database, and the Customization of report's format (if required) for the period of 2 years of onsite warranty from the date of Go-Live covering the following:

   I.   Onsite Warranty support.

   II.   Onsite Periodic support for Patch Management of application and the related Database.

Overview of Post Implementation Services

An indicative list of activities and nature of support to be provided is mentioned below:

I.   Application Administration with Trouble Shooting

    A.   Overall monitoring and management application and Database deployed by the selected bidder to ensure service levels, performance and availability requirements as prescribed in the RFP are met.

    B.   Patches and Versions control of the Application and Database component deployed.

    C.   Perform Administrative Tasks such as managing the user access, creating and managing users, taking backups etc.

    D.   Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.

II. Database Administration and Trouble Shooting

Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage.

Overall

Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the application with sufficient teams.

The Selected bidder will be required to comply with various policies relating to monitoring and management of application and Database such as IS Policy, backup and archival policy, system application update policy etc.

Warranty Support

As part of the warranty services selected bidder shall provide:

I.   Performance warranty in respect of performance of the installed application to meet the performance requirements and service levels in the RFP.

II.   Monitor the available Updates of versions, patches etc.

III.   Measure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

4. Annual Technical Support

As part of the ATS services selected bidder shall provide:

I.   Selected bidder shall maintain data regarding patch and upgrades done during the Operation and Maintenance phase.

II.   The Selected bidder shall have complete technical support for Application and Database problems and/or questions, technical guidance, defect and non-defect related issues. The Selected bidder shall provide a single-point-of-contact for Application support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.

Functional Requirement

This section describes the functional requirement of IT Application for HIPA and bidders have to develop the solution of the proposed Application to the functional requirements of the IT solution. HIPA envisages developing an integrated system for Library Management Application.

This section describes the indicative functional requirement of Library Management Software and selected bidder has to study the complete process, make to develop the solution of the proposed Software to the functional requirements of the Library Management Software.

	Application :
PR1	System should have Provision to create a master list of all stakeholders.
PR2	System should have Provision to update, edit, delete and make changes in the master list.
PR3	System should have Provision of maintaining the session logs, audit trails and report generation of changes done in master data.
PR5	System should have Provision of display of notifications, alerts in the application.
PR6	System should have Provision to display role based dashboard, activity list summary and detailed view.
PR7	System should have Provision to click-link to open any activity and edit/update/mark complete of any activity.
PR8	All users should be able to register with unique user name and password to access intended application as per access rights
PR9	System should have a capability upload different notifications such as official orders, important notifications to all the users as per access rights and facility to keep record of meeting notes, MoM etc.
PR10	System should have Provision to create a new activity and link the user involved in it with activity wise details.
PR10	System should have search facility, both metadata searches as well as full text search.
PR11	System should display the statistical reports in the form of dashboard according to the user logged into the system.
PR12	System should allow personalization of content and interface of the Application for users. System shall enable user to reorder, pages, remove content, and modify page layout to organize content in their personal workspaces.
PR13	System users should be mapped to the applications relevant to them.
PR14	System should be capable to display information to the public. Content for information would be provided by HIPA.
PR15	System should be capable to generate various reports to the stakeholders, based on their access permission. This may include the graph, chart also.

PR16	System should be up within 3 months with static pages available.
PR 17	System should be capable to show the other information on the web related to HIPA.
PR18	System should be capable to add, edit, and update the content provided by HIPA time to time.
ACQUISITION	
AC 1	System should be capable of ordering of titles with option to accept bibliographic data downloaded from Network downloading or CD ROM or supplied by vendor.
AC 2	System should be capable of approval Process -printing of approval form and subsequent updation of status of each title as 'Approved' or 'Rejected'.
AC 3	System should be capable to placing Order - both for firm order and material received 'on approval'.
AC 4	System should be capable of receiving -simple procedure to record the details of items received against firm orders.
AC 5	System should be capable of invoice Processing - This should also include accessioning of items.
AC 6	System should be capable of handling more than one invoice for an order.
AC 7	System should be capable of allows changes in unit price, discount, and exchange rate etc.
AC 8	System should be capable of flexibility to do accessioning before invoicing; or accessioning and invoicing together; or invoicing prior to accessioning
AC 9	System should be capable of payments Requisition - provides effective procedure for getting sanctions from Competent Authority and making payments to vendors.
AC 10	System should be capable of order Follow-up - for a specific title on order or for an entire order.
AC 11	System should be capable of record of Complimentary Collection – List of collection received on gratis.
AC 12	System should be capable of online Queries: The acquisition related enquiries
AC 13	System should be capable of titles in the process of acquisition
AC 14	System should be capable of pending orders, overdue orders and for a specific order, details of titles ordered, titles received, pending titles, its invoices.
AC 15	System should be capable of listing of invoices with the Account section and for a specific invoice, details of items accessioned against it and payment details, if any.
AC 16	System should be capable of budget analysis of titles in the acquisition process and expenditure
AC 17	System should be capable of generating reports: Various reports should include • Budget and expenditure analysis • Accession register 3 • Bill register • List of recent arrivals, etc.
CATALOGUING	

CA1	System should be capable of Catalogue Production -either by bibliographic data import or by entering data in well-designed screens.
CA 2	System should be capable of Data import/export possible in standard exchange formats (MARC21) as well as non-standard formats as ASCI text file.
CA 3	System should be capable of Images and multi-media files of a document can be integrated with search engine.
CA 4	System should be capable of Thesaurus Construction -capabilities for developing relationships such as broad terms, narrow terms, related terms, used for term, etc. and its integration with searching.
CA 5	System should be capable of Authority Files -interface to maintain authority files for authors, title and subject headings/keywords.
CA 6	System should be capable of Holdings Summary -for user defined ranges of Call numbers with separate count of titles and volumes
CA 8	System should be capable of Current Awareness Services - which could even be personalized based on members subject interests profile.
CA 9	System should be capable of managing Special bibliographies
CA 10	System should be capable to List of recent arrivals
CA 11	System should have SDI facility
	REPORTS : system should provide for :
REP 1	System should be capable of calculating overdue, collect, and recall notices
REP 2	System should be capable to List of highly reserved titles and comparison with present no. of copies in collection for planning future acquisition
REP 3	System should be capable to report circulating statistics yearly/monthly/hourly by subjects, borrower category and
REP 4	System should be capable of generating stock verification list.
REP 5	System should be capable to show statistics on no. of issues by specific title/borrower
	SERIALS CONTROL
SC 1	New Subscription-New serials initiated, goes through approval process and then ordering.
SC 2	Subscription Renewal - Initiates renewal approval process followed by ordering.
SC 3	Subscription Extension -which may be as a result of claims on missing/untraced issues.
SC 4	Invoice Processing - both for new subscription and subscription renewal.
SC 5	Receiving Issues -performed in the easiest possible way with recording of issues by volume/issue number/period whichever applicable for the serial
SC 6	Claims Monitoring- makes possible timely follow-up of 'not received', overdue and damaged/soiled issues.
SC 7	Bindery Management-informs when to send a serial for binding and provides for their monitoring.
SC 8	Bound Volumes Recording-allows updating complete serials collection of a library.
SC 9	Routing and Circulation -User defined routing of issues registered, along with

	circulation of bound volumes and loose issues.
Online Queries and Reports	
OQR 1	New serials, renewed serials, current serials and subscribed serials giving their latest status.
OQR 2	By vendor; giving current serials, status of orders placed with the vendor and list of invoices received with their current status
OQR 3	Searches on titles and subjects
OQR 4	Titles in bindery
OQR 5	Recent arrivals
WEB OPAC (ONLINE PUBLIC ACCESS CATALOGUE)	
WO 1	Online Catalogues: Following catalogues should be available online –
WO 2	Title Catalogue
WO 3	Author Catalogue
WO 4	Subject Catalogue
WO 5	Classified Catalogue
WO 6	KWIC Index
WO 7	Publisher
WO 8	Conference Place
WO 9	Boolean Searches: Boolean searches on words from any of the bibliographic data. The use of the logical connectors 'OR', 'AND', and 'AND. The search results can either be viewed on screen or printed or down loaded on a diskette.
WO 10	Current Serials: To provide online information on holdings of current journals including recent issues received.
WO 11	Recent Additions: Make available new additions to the library.
WO 12	Electronic Mail: Option for automatic generation of e-mail for various notices, SDI, circulars, etc.
WO 13	Multiple Databases: support for defining multiple databases based on types of documents for searching in OPAC.
WO 14	Gateway to Internet: interface to industry standard Internet Browsers to search other databases with Z39.50 compliance.
WO 15	Multi-media interface: retrieval of Multi-media files of a document.
WO 16	Other services from OPAC: Updating subject interest profile for SDI by users themselves; request for acquisition of a document; while browsing / searching various catalogues, facility to develop request online for putting a specific title on reserve, etc.
UTILITIES:	
UTL 1	Backup - database on CD/ DAT drive etc.
UTL 2	Security- password based functional security

	PROCESSING ON BAR CODING :
PBC 1	Classification of Books& periodicals.
PBC 2	Cataloguing of Books & periodicals.
PBC 3	Indexing.
PBC 4	Entry of name Students & Staff.
PBC 5	Location.
	CIRCULATION:
CIR 1	Book Issue
CIR 2	Book Return.
CIR 3	Fine Collection.
CIR 4	Money Recovered.
CIR 5	Written of off from Stock
CIR 6	Unserviceable Books (if applicable).
	Access and Personalization:
AP1	System should allow Application administrator to create and assign users to groups; group memberships would in turn define the content and layout of the Application.
AP2	System should allow users to customize their Application page layout and the process shall be simple and user-friendly. This includes, but not limited to, manipulation of Applications layout, add and remove, change Application themes and skins.
AP3	System should provide a facility to authenticate the users. The Application system shall recognize users and their personalized requirements.
AP4	System should provide built-in single sign-on capabilities that enable users to sign-on once to the Application and seamlessly connect the users to the Application.
	User Administration
UA1	System should Provide web-based administration interface
UA2	System should Allow Application administrator to delegate the administration function
UA3	System should implement security features, such as password complexity, automatic blocking (temporary/permanent) of user logins after given number of unsuccessful login attempts (should be parameterized), controlled access to content stored on the Application and logging of security incidents using Identity management solution.
	Security
S1	System should have provision for Application shall provide role based security features.

S2	System should have inherited the access control rights imposed by the underlying application/database when integrating with Application.
S3	System should have provision for Support encryption such as SSL.
S4	System should have provision for provide audit, analysis and reporting tools to track the Application system usage.
S5	System Should be able to Search highlight and collapsible summary of the search items
S6	System should be able to provide a User friendly and intuitive search interface and dynamic search results
S7	System should provide rich text editor for content editing and multiple file upload functionality
S8	System should provide Administration services such as archiving and removal, configuration migration, audit trails and system reports, and back-up and recovery using a web-based user interface
S9	System should have all the searches should be automatically filtered by user's security privileges
S10	System should have versioning feature should allow to easily track new revisions and roll back to previous versions
S12	System should have provided support for web content and Content Management Workflow.
S13	System should have Clear lifetime support/roadmap for the proposed solution / products for next 3 years.
S14	System should support the digital signature for final approval of case.

Non Functional Requirement

Compliance to all the Non Functional Requirements is **MANDATORY**.

Sl. No.	Category
1.1	The solution should be highly scalable and capable of delivering high performance as & when transaction volumes/ users increases without compromising on the response time
1.2	It should be possible to configure data replication synchronously or asynchronously.
1.3	The solution shall be supported on client with Mobile Devices.
1.4	The development infrastructure in the proposed solution will be needed to support ongoing development/upgrade needs during and post

Sl. No.	Category
	implementation.
2.1	The solution should **support N-tier architecture.**
2.2	The solution shall run on native browser with additional plug in's that should be freely downloadable and should support at the minimum MS IE, Firefox Mozilla.
2.3	User Interface should require only standards compliant browsers with standard support for JavaScript and HTML. Full-fledged functionality of IT Application should be accessible through standard browser without any additional application installation.
2.4	The solution should perform all functions with keyboard support (mouse should not be mandatory).
3	The solution proposed should be able to integrate with other solutions/ products/ applications on Open standards.
4	The solution should be adaptable to changing practices of HIPA & in case need arise to customize to specific needs, it should be possible to do the same in the form of add-ons and routines that can be plugged/unplugged from the base product as the situation arises.
5	The solution should use a single unified data model hosted on the database.
7.1	The solution shall provide Application architecture which can be integrated with third party/ legacy Applications.
7.2	The solution should be remote access integration compatible for remote operation of System administration, Security Management & Diagnostics/ Fine tuning tools.
7.3	The solution should support traditional integration: • Application Programming Interface (API) based integration
7.4	*SOA based Integration:* "The solution should be able to provide SOA based integration standards like xml, message based and direct connectivity to industry leading databases"**.**
7.5	The application should include a catalogue/directory of all the interfaces available for integration.
7.6	Should support sustainable integrations that survive upgrades.
8	The solution should have automatic way of migrating the data of existing database in case of data structure change during transfer to new versions.
9.1	It should have the ability to assign validation on specific fields based on entries in the data validation reference file.
10.1	The Application should support SSL& digital certificate.
10.2	The solution should be capable of providing Authorization by the transaction type, User Name, User Role.

Sl. No.	Category
10.3	The solution should be capable of providing One user multiple roles and vice versa.
10.4	The solution should be capable of providing automatic timeout for transaction entry.
10.5	The solution should be capable of providing automatic timeout for user (log out).
10.6	The solution should be capable of providing time restriction on transaction.
10.7	The solution should support password encryption while passing on wire.
10.8	Ability to allow definition of rules for password composition and password encryption.
10.9	System should support configurable password policies including: • Password expiry • Password complexity • Password history and reuse policy • Forced password change on first log on
10.10	Ability to configure the number of permissible log-in attempts.
10.11	Ability to handle data updation/deletion/creation only through Application layer.
10.12	Session limits must exist for the Application. For each session type, there must be limits on the number of sessions per user or process ID and the maximum time length of an idle session.
10.13	System should allow proxy users. For example, an executive can designate an assistant as a proxy, allowing that assistant to create, edit or approve transactions on behalf of that executive. The audit thereafter should state that the action was performed by the proxy user on behalf of a particular user.
10.14	The solution must not enable users to circumvent the intended user interface to access resources in its supporting infrastructure.
10.15	Ability of system to display an appropriate warning message upon user logon. The warning message need not include the following four general elements verbatim but must convey the same meaning:- • Use of Application constitutes the user's consent to monitoring. • Use of Application is limited to official Login use only. • Unauthorized use is subject to prosecution. • Notice that this is a Login system
10.16	Ability to provide automatic time out for entry transaction.
10.17	Should not require opening of any special protocols for connecting the user client to the web/ Application server. All communication should be on

Sl. No.	Category
	HTTP or HTTPs.
10.18	The database should support role based access control, user based privileges
10.19	The database should support password management mechanism for passwords having expiry and likewise for time bound password management rules.
10.20	The database should support the resource allocated to the per user session.
10.21	The database should support standalone/ integrate with Operating system security.
10.22	The solution should have the option to encrypt data before transferring over a network.
10.23	The solution should have the option to encrypt the data stored in the database.
11.1	• The solution must have proper security and maintenance facility which limits access to the system and its various functions to the users delegated with appropriate authority. • Access to modules / functions within modules restricted to authorized users. • It should provide logging by user and terminal, the date and time of all transactions with details of creation, reading, updating, deletion or printing. • Access should be restricted to different levels as program, module, transaction, etc. • Notify security administrator of unauthorized access or attempted access and record in a log with reporting. • Multilevel security system at operator, supervisors, module owners, administrator level. • The "Privileges Management" service will allow the management of privileges to be granted or revoked to various users and roles.
11.6	The solution should have the ability to support role based access control.
11.7	Ability to provide access level security for Entry forms at Field level - allow, Read only, Hide
11.8	Ability providing access level security for Entry forms at Transaction level - allow / deny
11.9	Allow providing access level security for reports at Field level - show / hide
11.10	Allow providing access level security for reports at Transaction level - allow / deny
11.11	Users should not be allowed to access the database directly.

Sl. No.	Category
11.12	Ability to provide authorization by user name
11.13	Centralized repository of all identification and access control data.
11.14	The solution should have the ability to support multi-tier authentication where required.
11.15	The solution should have the ability to assign activities to roles, and map roles to users.
11.18	The solution should have the ability to provide multi-level access management. The following should be provided: • User identification; • Limitation of user rights to perform operations; • Data confidentiality provision; • User actions audit and protocols.
11.19	Ability of solution to support the following under user account management: • Unique user IDs • Disabling of inactive user IDs
12.1	The solution should be able to define audit trails, audit logs and transaction logging requirements (what, when, who has changed)
12.2	It should enable audit trails on-line, tailor audit requirements by modules, call audit records to an archive based on date or other recorded audit details. The system should allow recovery of data in case of hardware failure and data corruption. It should be able to perform recovery to a point of time, to known backup database.
12.3	The solution shall ensure that the audit files are stored in un-editable formats.
12.6	The solution should be capable of providing the following kinds of Audit Trail: • Audit trail of Time Stamp & User ID stamp for the following • Transactions • Parameter Changes
12.7	All changes to data should be recorded in a separate table and should be stamped with the identity of the user/program and the time of the creation/change.
12.8	Views should be available for reporting on data changes.
12.9	It should be possible to audit users at the form level, user level, Application module level and at the organizational role level.
12.10	The solution should provide reports on user activity based on the role and the Application that was used.

Sl. No.	Category
12.11	The solution should support for auditing to track and monitor user behavior with details about the level of detailing stored by the system
12.12	Should capture before/ after values from transaction logs and raise alert on critical and suspicious activity.
12.13	The solution should have the ability to identify users that have exploited access privileges, identify root causes of conflicts and be capable of interrogating the security log
13.1	The solution should support IP, HTTP & HTTPs for all traffic between the user screens & the system
14.1	The solution should provide context based help facilities wherein the users can obtain system specific technical/ functional help online
15.1	The solution should have unified, easy, flexible and user friendly interface enabling the following settings: • Personal User menu • Personal User settings • Field Placement on screen • Field composition on screen
15.2	The user interfaces should be friendly and GUI/browser based
15.3	All modules should be homogenous with respect to keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support
15.5	The solution should have the ability to provide UI suitable for non-technical business users and IT experts
15.6	There should be sufficient edit and validation checks in the system
15.7	Capability to setup logic to trap conditions to pop messages in response to conditions like logical data entry errors, certain conditions etc. without coding effort, which does not require additional steps to be retained during an upgrade
15.8	It should provide safeguards to prevent damage to data from operator errors, simultaneous updates, module unavailability or system failures
15.9	It should have facility to display confirmation / warning windows for deletes, changes etc.
15.10	The system should provide consistent screen layouts and access methods across all modules so that they look and behave the same
15.11	It should provide on-line error reporting and use a menu-based system with facilities to bypass menus by experienced operators
15.12	The system should provide drill down facility to next level of details and so on
15.13	The Solution should provide user friendly interfaces for transactions, screen navigation, query, generation of reports, data exports, etc.

Sl. No.	Category
15.15	Ability to provide these configurations down to the user level so that the screen can be made to have different functionality for a given user (for example one user can only see limited fields, while another can only query a screen
15.16	When a user opens a form, the fields should be displayed according to user preferences and the data should be pre-populated with the relevant data subset
15.17	Users should be allowed to rearrange screen items as per their convenience
15.18	Users should be able to choose a search option (simple search or advanced search).Users should be provided an option to add additional filtering criteria to the search such as adding 'AND' and 'OR' conditions
15.19	Tailor column table titles without writing any code
15.20	Hide/ show columns without writing any code
15.21	Reorder columns without writing any code
15.22	Add data filters without writing any code
15.23	Change sorting orders without writing any code
15.24	Tailor text for labels, prompts and tip messages without writing any code
15.25	It should be possible to add more fields to the data input screens for capturing additional business specific information without having to write any code.
15.26	This functionality should be available to authorized business users to configure the screens appropriately
15.27	It should be possible to configure the additional fields to only pop-up when required based on the data entered in the form
15.28	It should be possible to configure the additional fields in a hierarchical dependency so that additional fields are exposed based on values chosen in earlier fields
16.1	The upgrades should not affect the current version adversely
16.2	The solution architecture should be with minimum package modifications so as to preserve the package upgrade
17.1	The Solution should have built in source code control program or should support integration with any third party source code control program
18.1	The solution should support the connectivity to the database through ODBC, OLEDB, JDBC or through Native drivers
19.1	The workflow should be an integral part of the solution
19.2	The solution should have the ability to support automated workflow

Sl. No.	Category
	designed to address needs of business users
19.3	The solution should have the ability to support multiple workflow paths that are automatically selected based on request/user attributes, including escalation paths
19.4	The solution should support standard work flow languages
19.5	The workflow should allow multi-step approval routing. Non repudiation of workflow is to be ensured using digital signature certificates
19.6	The workflow should have a rules engine that allows rules to be created to define approval hierarchies
19.7	The workflow should hold transactions in pending status and not commit them until all approvals are obtained
19.8	The workflow should be able to send notifications when manual intervention is required in a process
19.9	The workflow should provide a web based end user interface.
19.10	It should be possible to create workflow diagrams that can be shared with business users to verify the workflow.
19.11	The workflow should provide a drag and drop GUI based single/ common design tool to define and alter business process across all modules of the IT application.
19.12	It should be possible to define the process hierarchies top down or bottom up to support distributed workflow process definition
19.13	There should be no limit on the hierarchy levels that can be defined
19.14	A management console should be available to monitor workflow processes and to control processes that have errors in them
19.15	Ability of system to have workflow with the ability to define business rules without the need for programming, including alerts and triggers
19.16	The workflow should interface with email system supporting SMTP for sending out notifications and IMAP for receiving the notification responses
19.17	It should be possible to sign approvals in workflow using digital certificate for legal purpose. Ability to verify the signed documents through an evidence store user interface after the signing process
19.18	It should be possible to delegate certain notifications to another user for a certain period, without actually sharing the password
19.19	This should also support creation of secondary workflow by any user in the main workflow, during any stage of the parent workflow and keep track of the same along with the parent workflow
20.5	The solution should allow Single-sign on to other components.
20.6	The solution should include automatic indexing and searching.

Sl. No.	Category
21.1	The system should be able to archive data, based on user specified parameters (i.e. data range) and restore archival data for on-line use when required
22.1	The solution should have built in tools and utilities, which will enable HIPA to enhance the application for their requirement and maintain the application on their own
22.2	All development tools should be GUI based. The tools to be provided for: • Creating data entry screens • Fixed format reporting • User driven ad-hoc reports creation
22.3	Development tools should not use proprietary languages for writing programs. Development Tools should be able to use Open standards based programming languages
24.1	The solution should be capable of scheduling a report for execution / refresh and/or distribution and/or publish
24.3	The solution should permit viewing of reports through web
24.4	The solution should permit prioritizing reports during execution
24.5	The solution should be capable of publishing reports to a central store for access by different users
24.7	The solution should have interface to search and filter the data of the report
24.8	The solution should provide exception reporting mechanism
24.10	The solution should be capable of drill down and drill up with the report tool
24.11	The solution should be capable of creating ad-hoc queries and reports for analysis
24.12	Should not require knowledge of SQL or database to create self-service ad-hoc reports
24.13	The solution should support multiple column sorting, custom sorting
24.14	The solution should be able to convert reports to MS-Excel, MS- Word & PDF format directly
24.15	The solution should provide the following display formats in the reports: • Sections • Tables • Pivots • Charts
24.17	The solution should allow reports to be sent directly to networked Printer

Sl. No.	Category
24.18	The solution should permit display of multiple result sets in the same document
24.19	The solution should permit the user to browse through metadata for detailed information on objects to build ad-hoc reports
24.20	The solution should facilitate the user to create custom objects/formulas for repeated use in reporting tool
24.21	The solution should provide graphical interface for creating custom formulas
24.22	The solution should have a GUI tool with drag and drop features to build reports
24.23	The solution should permit conditional formatting, based on thresholds or data ranges for any cell in the report
24.24	The solution should restrict access to data and report based on user responsibilities
24.25	The solution should have the ability to allow users the following for creating their own views or reports with ease: • Select column • Apply filters and sort orders • Summation • Drill down / drill up • Averaging

5. Bid Submission Instructions

5.1 Bid Submission

1. The bidder shall submit two hard copy of bid response by hand only. (One CD containing the soft copy of technical proposal should be submitted along with Technical Proposal).

2. To view- Tender Notice, Detailed Time Schedule, RFP Document and its supporting documents, kindly visit following website of HIPA:

www.himachal.gov.in/hipa

3. The bids submitted by the Bidder shall comprise of the following three envelopes:

A Three envelope/ cover system shall be followed for the bid –

- Envelope A: Tender Fees, EMD.

- Envelope B: Technical bid (including technical proposal)

- Envelope C: Commercial bid.

The Bid shall include the following documents: -

S. No.	Documents Type	Document Format
Tender Fee & EMD - Envelope -A		
1.	Tender Fee	Scanned copy of Deposit Receipt
2.	EMD	Scanned copy of Deposit Receipt or Bank Guarantee
Technical Proposal Documents- Envelope –B		
3.	Technical Proposal	The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in Annexure 2 of the RFP.
Commercial Bid – Envelope –C		
4.	Financial Bid	The Commercial Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in Annexure 4 of this RFP.

The bidder should ensure that all the required documents, as mentioned in this RFP/ bidding document, are submitted along with the bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the bid proposal submitted by the bidder.

4.   eGF will not accept delivery of Proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

5.   It is required that all the Bids submitted in response to this RFP should be unconditional in all respects, failing which eGF reserves the right to reject the Bid.

5.2   Technical Proposal

Bidders should necessarily furnish the technical proposal in the formats given in Annexure- 2 of the RFP. It may be noted that the end to end responsibility to make the solution perform is that of the Bidder (hence the Bidder is expected to understand the RFP in all respects).

5.3   Technical Qualification

Bidders who meet responsiveness and hurdle requirements would be considered as qualified to move to the next stage of financial evaluations. Following technical qualification are required to be complied: (Kindly refer Annexure 2 for detailed Technical Qualification)

5.4 Commercial proposal

Bidders should necessarily give the financial details in the formats given in Annexure-4 of the RFP. All the financial details should be given in the prescribed format only and in accordance to the details and terms and conditions as mentioned in the RFP. It may be noted that the responsibility to make the solution perform, is that of the Bidder (hence the Bidder is expected to understand the RFP in all respects). In case the selected bidder does not quote for or provision for any application / any other expenses required to meet the requirements of the RFP, he shall be solely responsible for those and would be required to provide them, without any additional cost to eGF.

1.   The Bidder is expected to price all the items and services sought in the RFP and proposed in the Technical Proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.

2.   Evaluation Committee may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the Technical Proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items

in the Technical Proposal and should incorporate all the clarifications provided by the Bidder on the Technical Proposal during the evaluation of the technical offer.

3.   Commercial Proposal shall not contain any technical information.

5.5 Validity of proposal

The Proposals shall be valid for a period of six months from the date of **opening of Financial Bid**. A Proposal valid for a shorter period may be rejected as non-responsive. In exceptional circumstances, at its discretion, eGF may solicit the Bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by email.

5.6 Corrections errors in Commercial proposal

•   Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the Commercial Proposals are received by eGF.

•   The quoted price shall be corrected for arithmetical errors.

•   In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.

•   The amount stated in the Commercial Proposal, adjusted in accordance with the above procedure and as stated in annexure-4 of this RFP, shall be considered as binding on the Bidder for evaluation.

5.7 Price and information

1.   The Bidder shall quote a price for all the components of the solution that are necessary to meet the requirements of the RFP.

2.   All the prices will be in Indian Rupees.

3.   All prices should be rounded off to the nearest Indian rupees (If the first decimal value is 5 (five) or above it should be rounded up and below 5 (five) should be rounded down.

4.   The price quoted in the Commercial Proposal shall be the only and maximum payment payable by HIPA to the successful Bidder for completion of the contractual obligations by the

successful Bidder under the Contract, subject to the terms of payment and performance levels specified in this RFP.

5. The Total Contract Value should be inclusive of all costs including the costs towards system study, Development, Deployment, Testing, UAT, Application uploading, maintenance for the Contract Period, delivery charges, travel / stay, daily allowance or any other allowances with respect to their staff deployed for the execution of this Project before or after the award of the Contract.

6. The price would be inclusive of all taxes, duties, charges and levies as applicable except Service Tax.

7. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the Proposal and the Contract. No revision of the Total Contract Value shall be made on account of any variations in costs of labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the Contract. A Proposal submitted with an adjustable price quotation or conditional Proposal may be rejected as non-responsive.

8. Any increase/ decrease in the rates of Taxes, duties, charges and levies at a later date and during the tenure of the Bid/ Project will be to the account of the Bidder.

9. All costs incurred due to delay of any sort, which is attributable to the Bidder, shall be borne by the Bidder.

5.8 Discount

The Bidders are advised not to offer any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, HIPA shall avail such discount at the time of award of Contract. For future purposes, Unit prices of all individual components will be discounted accordingly (by the overall discount % in case overall discount % is given or by the individual component discount % in case item wise discount given) to arrive at component-wise unit prices.

5.9 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern. If any document evidence for 'Experience' is in other languages, a true translation of the copy attested by Notary shall be enclosed.

5.10   Conditions under which RFP is issued

1.   This RFP is not an offer and is issued with no commitment. eGF reserves the right to withdraw the RFP and change or vary any part thereof at any stage. eGF also reserves the right to disqualify any Bidder should it be so necessary at any stage.

2.   Timing and sequence of events resulting from this RFP shall ultimately be determined by eGF.

3.   No oral conversations or agreements with any official, agent, or employee of HIPA or eGF shall affect or modify any terms of this RFP and any alleged oral Agreement or arrangement made by a Bidder with any agency, official or employee of HIP or eGF shall be superseded by the definitive Agreement that results from this RFP process. Oral communications by eGF to Bidders shall not be considered binding on it, nor shall any written materials provided by any person other than eGF.

4.   Neither the Bidder nor any of the Bidder's representatives shall have any claims whatsoever against eGF or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service Agreement with the Bidder in accordance with the terms thereof).

5.   Until the Contract is awarded and during the currency of the Contract, Bidders shall not, directly or indirectly, solicit any employee of HIPA to leave HIPA or any other officials involved in this RFP process in order to accept employment with the Bidder, or any person acting in concert with the Bidder, without prior written approval of eGF.

5.11   Right to the content of proposal

All Proposals and accompanying documentation of the Technical Proposal will become the property of eGF and will not be returned after opening of the Technical Proposals. eGF is not

restricted in its rights to use or disclose any or all of the information contained in the Proposal and can do so without compensation to the Bidders. eGF shall not be bound by any language in the Proposal indicating the confidentiality of the Proposal or any other restriction on its use or disclosure.

5.12   Non- confirming proposal

A Proposal may be construed as a non-conforming Proposal and ineligible for consideration:

a.   If it does not comply with the requirements of this RFP.

b.   If the Proposal does not follow the format requested in this RFP or does not appear to address the particular requirements of HIPA.

5.13   Disqualification

The Proposal is liable to be disqualified in the following cases or in case the Bidder fails to meet the bidding requirements as indicated in this RFP:

• Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming Proposal.

• During validity of the Proposal, or its extended period, if any, the Bidder increases his quoted prices.

• The Bidder qualifies the Proposal with his own conditions.

• Proposal is received in incomplete form.

• Proposal is received after due date

• Proposal is not accompanied by all the requisite documents.

• Proposal is not accompanied by the EMD.

• If the Bidder provides quotation only for a part of the Project.

• Information submitted in Technical Proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the Contract (no matter at what stage) or during the tenure of the Contract including the extension period, if any

• Commercial Proposal is enclosed with the Technical Proposal.

- Bidder tries to influence the Proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the Bid process.

- In case any one Bidder submits multiple Proposals or if common interests are found in two or more Bidders, the Bidders are likely to be disqualified, unless additional Proposals/Bidders are withdrawn upon notice immediately.

- Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a Contract within 15 Days of the date of issue of Letter of Intent or within such extended period, as may be specified by the eGF.

- Any Bid received by eGF after the deadline for submission of Bids shall be declared late and will be rejected, and returned unopened to the Bidder at the discretion of eGF. The validity of the bids submitted before deadline shall be till 180 days from the date of opening of the Financial Bid.

- While evaluating the Proposals, if it comes to the /eGF s knowledge expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of Proposal then the Bidders so involved are liable to be disqualified for this Contract as well as for a further period of three years from participation in any of the RFPs floated by the eGF.

- If the Bid Security Technical Proposal contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the Bid.

5.14   Acknowledgement of understanding

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

6. Bid Opening and Evaluation Process

Bid Evaluation Committee

- The Bid Evaluation Committee shall evaluate the bids.

- The Bid Evaluation Committee shall evaluate the EMD and Tender Fee (Envelope A), Technical Proposal (Envelope B) and Financial Proposal (Envelope C) and submit its recommendation to President(EB), eGF whose decision shall be final and binding upon the bidders.

Overall Evaluation Process

- Bidders shall be evaluated as per the Following Criteria

- Envelop B: Technical Criteria.

- Envelop A: Tender fee and EMD.

- Envelop C: Financial Proposal.

- Bidders shall be evaluated as per the Technical criteria will qualify for further Financial Evaluation.

- Bidders with minimum technical score of 70 out of 100 in technical evaluation (Envelope B) will be considered to be eligible for financial evaluation (Envelope C)

- Amongst the bidders who are considered for financial evaluation, the bidder scoring the lowest score will be awarded the work.

- The Bid Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.

* The bidder shall provide required supporting with respect to the qualification criteria mentioned at Annexure 2

Evaluation- Technical

The evaluation of the Technical Proposals will be carried out in the following manner:

a. The Bidder's technical solution will be evaluated as per the requirements and evaluation criteria as spelt out in Annexure- 2 of this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria as required for technical evaluation.

b. Proposal Presentations: The Bid Evaluation Committee invites each Bidder to make a presentation to the bid evaluation committee as per their discretion.

c. At any time during the Bid evaluation process, the Committee may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and

technical experts in the evaluation process.

d.   The Committee reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the Technical evaluation process.

e.   The Bid Evaluation Committee shall indicate to all the Bidders the results of the technical evaluation through a written communication. The technical scores of the Bidders will be announced prior to the opening of the Commercial Proposals.

f.   The technically shortlisted Bidders will be informed of the date and venue of the opening of the Commercial Proposals through a written communication.

Each Proposal which qualifies in Envelope A shall be scrutinized further with Envelop B and evaluated accordingly as per the following process and granted a score.

Evaluation- Commercial

Financial Score:

The bidders shall submit their quote as per the format provided in the RFP. The Financial proposals shall be evaluated on the basis of total lump sum charges offered by the bidder to the eGF. Any monetary figure in decimal shall be rounded off to the nearest INR.

The financial offers of the qualified bidders (who have secured technical score of 70 or above) shall be tabulated for this project and the bidder with lowest offer will be declared as successful bidder.

In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered. For any other calculation/ summation error etc. the bid may be rejected.

Award of Contract

Award Criteria

Post the evaluation process, eGF will award the Contract to the Bidder.

Bidder will sign the Agreement within 15 days of the issuance of the LoI and shall continue till operation and maintenance completion date which shall be 2 years from the date of Final Go Live.

Right to accept any Proposal and to reject any or all Proposals

eGF reserves the right to accept or reject any Proposal, and to annul the tendering process and reject all Proposals at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for HIPAs action.

Notification of Award

Prior to the expiration of the validity period, eGF will notify the Successful Bidder that its Proposal has been accepted by issuance of a LoI in writing.

Conditions Precedent of the Bidder

The Bidder shall be required to fulfill the Conditions Precedent within 15 Business Days from issue of the Letter of Intent to the Bidder. The Conditions Precedent are:

• To provide a Performance Bank Guarantee from any Nationalize bank in India and any other guarantees to eGF or its nominated agencies.

• To provide signed copy of the agreement.

Extension of time for fulfillment of Conditions Precedent

The parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the term of the MSA.

For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the Bidder linked to the delay in fulfilling the Conditions Precedent.

Non-fulfillment of the Bidder's Conditions Precedent

1. In the event that any of the conditions precedent of the Bidder have not been fulfilled within 15 Business Days from the date of issue of Letter of Intent and the same have not been waived fully or partially by eGF or its nominated agencies, the MSA shall cease to exist;

2.   In the event that the MSA fails to come into effect on account of non-fulfillment of the Bidder's conditions precedent, eGF or its nominated agencies shall not be liable in any manner whatsoever to the Bidder and eGF shall forthwith forfeit the EMD.

3.   In the event that possession of any of eGF or its nominated agencies facilities has been delivered to the Bidder prior to the fulfillment of the conditions precedent, upon the termination of the MSA, such shall immediately revert to eGF or its nominated agencies, free and clear from any encumbrances or claims.

Performance Bank Guarantee

1.   Performance Bank Guarantee is governed for supplies and services as follows:

   a.   Bidder shall carry out the Services in conformity with the MSA, the RFP, generally accepted professional and technically accepted norms relevant to such Projects and to the entire satisfaction of eGF.

   b.   In the event of any deficiency in Services, the Bidder shall in the first instance take necessary action to resolve it, at no additional fees to eGF.

   c.   The Earnest Money deposited at the time of Bid submission would be given back to the Bidder on submission of Performance Bank Guarantee.

2.   Bidder shall deposit the Performance Bank Guarantee as follows:

   a.   The successful bidder shall at his own expense, deposit with eGF, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank acceptable to eGF, payable on demand (In Shimla), for the due performance and fulfillment of the contract. Please Refer (in Annexure 5 this Volume of the RFP).

   b.   The Performance Bank Guarantee should be furnished within 15 Business Days from the date of issue of Letter of Intent and should be valid till 3 months post the Contract Period. In case the Contract Term is extended, the Performance Bank Guarantee should also be extended within 15 days of approval of contract extension and should be valid till 6 months post the Contract Extension Term.

   c.   This Performance Bank Guarantee will be for an amount equivalent to 10 percent of complete contract value for 2 years and 9 months. All charges whatsoever such as

premium, commission, etc., with respect to the Performance Bank Guarantee shall be borne by the successful bidder.

d. The Performance Bank Guarantee may be discharged/returned by eGF upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

e. HIPA shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

Signing of Contract

MSA will be signed as per RFP, after selection of Bidder. eGF shall have the right to annul the award in case there is a delay of more than 30 days in signing of Contract from the date of issue of Letter of Intent by eGF, for reasons attributable to the selected Bidder.

Failure to agree with Terms and Conditions of this RFP

Failure of the successful Bidder to agree with the terms & conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event eGF may call for new Proposals and invoke the Performance Bank Guarantee.

Agreement Owners

The following personnel are notified as the MSA Owners:

Bidder should provide their agreement owner details :

At the start date of the Agreement, the details of the agreement owner from eGF are:

President(EB)

e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (eGF)

Government of Himachal Pradesh

Aapurti Bhawan, Block no. 42 , SDA Complex Kasumpti, Shimla, 171009

Phone 0177-6533001, egf-hp@nic.in

Contact List

President(EB), eGF will be the primary contact regarding operation of the MSA from eGF. Similarly, an authorized signatory of the Bidder will be nominated to be the primary contact regarding operation of the MSA from the selected Bidder's side. The primary contact from both parties is referred to as the Principal Contact in the MSA.
Bidder should provide their Principal Contact details.

At the start date of the Agreement, the contact details of eGF Principal Contacts are:

President(EB),
e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (eGF)
Government of Himachal Pradesh
Aapurti Bhawan, Block no. 42 , SDA Complex Kasumpti, Shimla, 171009
Phone 0177-6533001, egf-hp@nic.in

Any changes to the listed contacts must be communicated and updated prior to the change occurring to the Principal Contact of the other party.

Commencement and Duration of the Contract

1.   The MSA shall come into effect on the Effective Date and shall continue, unless terminated earlier in accordance with the provisions hereof, for a period of 2 years after Go-live of the Project. eGF would eventually decide on one of the following options for managing the Project beyond the Contract Period.

  a. Replace – Appoint a different agency for undertaking system maintenance beyond the Contract Period through a fresh tender.

  b. Transfer – Selected bidder will transfer the Project including all Assets to eGF and eGF will manage the operations on its own.

2.   In the eventuality that no such alternate arrangements are in place for managing the Project at the end of the Contract period, the selected Bidder will be required to continue delivering services as required under this Project, at the same terms and conditions, even beyond the Contract period (such period not exceeding 1 year) till alternate arrangement is done by eGF to manage the operations. The decision to extend the Contract with Selected Bidder (if applicable) will be communicated to selected Bidder at least 3 months before the expiry of the Contract.

Statutory Requirements

1. During the tenure of the contract, Selected Bidder shall refrain from indulging in activities which are in contravention of any law, act and/or rules/ regulations, there under or any amendment thereof governing inter-alia customs, excise, taxes and levies, stowaways, foreign exchange etc. and shall keep eGF indemnified in this regard.

2. No party to the MSA and RFP shall at any time perform, or omit to perform, any act which it is aware, at the time of performance, shall place the other party in default under any insurance policy, mortgage or lease governing activities at any location provided by HIPA.

Bidder's Obligations

1. The Bidder's obligations shall include all the activities as specified by eGF in the scope of work and other sections of the RFP and changes thereof to meet HIPAs objectives and operational requirements. It will be the Bidder's responsibility to ensure the proper and successful implementation, performance and continued operation of the proposed solution in accordance with and in strict adherence to the terms of the MSA, the RFP and the Bid.

2. Selected Bidder shall ensure that the Bidder's team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under the contract. Selected Bidder shall ensure that the Services are performed in accordance with the terms hereof and to the satisfaction of eGF.

3. Except as otherwise provided for herein or with the prior written approval of eGF, Selected Bidder and/or Bidder's team shall not:

    a. Systematically collect and use any HIPA data, Deliverable, Assets or contents/contents of services and information, including the use of any data mining, or similar data gathering and extraction methods;

    b. Market, sell, or make commercial or derivative use of HIPA data, Deliverable or Assets, HIPA contents/contents of services and information;

    c. Publish, publicly perform or display, or distribute to any third party any HIPA data, Deliverables or HIPA contents/contents of Government services and information, including reproduction on any computer network or broadcast or publications media; or

d. Use, frame, or utilize framing techniques to enclose any portion of HIPA data, Deliverables or HIPA contents/contents of services and information (including images, any text or the layout/design, form or content of any page or otherwise).

eGF's Obligations

1. **President(EB)**, eGF or his/her nominated representative shall act as the nodal point for implementation of the Project and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc. to the Bidder, subject to approval of competent Authority.

2. **President(EB)**, eGF shall provide requisite approvals to the selected bidder from time to time, which may include approval of Project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfillment of the MSA.

3. eGF shall interface with the selected bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the MSA.

HIPA's Obligations

1. HIPA shall provide requisite data related to its functioning, facilitate selected bidder to for implementation of the project.
2. HIPA provides necessary space to onsite project manager.
3. HIPA provides necessary documentation, implementation support.

Selected Bidder's Team

1. Selected bidder shall provide and deploy, on the site for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades, with equal or higher qualification prescribed in Annexure-2 of the RFP and who are competent to execute or manage/ supervise the work in a proper and timely manner.

2. Selected bidder shall keep eGF updated with the details of the staff members deployed on the Project. Selected bidder will ensure that the roster schedule of all deployed manpower for each day at the required locations is made available to HIPA for view by authorized HIPA Staff. No change to the deployed manpower shall be done by Selected Bidder without written approval from eGF

except where such removal and/or replacement becomes necessary due to exceptional circumstances like disability, resignation, termination, death, etc. of the resource.

3. eGF may at any time request Selected Bidder to remove from the work / site the Bidder's representative or any person(s) deployed by Selected Bidder for professional incompetence or negligence or for being deployed for work for which he/she is not suited. Selected Bidder shall accede to eGFs request and shall not again deploy any person so objected to on the work or on the sort of work in question (as the case may be) without the written consent of eGF.

4. Selected Bidder shall maintain backup staff and shall in the first instance provide replacement of every person removed, pursuant to this section, with a substitute who is equally competent or higher in competence from the pool of backup personnel.

5. In case of change of any staff, Selected Bidder shall ensure a reasonable amount of time-overlap in activities to ensure proper knowledge transfer and handover/ takeover of documents and other relevant materials between the outgoing and the new member. Selected Bidder shall also ensure that such a change does not adversely impact the quality and timelines of the Project. The time for providing replacement staff and time overlap for knowledge transition will be mutually decided by eGF and selected bidder.

Access to HIPA or its nominated Agencies' Premises

1. For so long as Selected Bidder provides services from HIPAs office location on a non-permanent basis and to the extent necessary for Selected Bidder to provide the services and at no cost to the Bidder, HIPA, shall, subject to compliance by selected bidder with any safety and security guidelines which may be provided by HIPA and notified to Selected Bidder in writing, provide selected bidder with:

    a. Reasonable access, to HIPA / HIPA locations for as much time as deemed necessary for delivery of Services as defined in this RFP; and

    b. Access to office equipment as mutually agreed and other related support services in such location and at such other HIPA location, if any, as may be reasonably necessary for selected bidder to perform its obligations hereunder and under the SLAs.

2. Selected Bidder shall,

    a. Agree that the grant of access to selected bidder to HIPA locations shall be in the nature of a bare license and shall not in any way confer or be deemed to have conferred on selected

bidder any right, title or interest whatsoever (whether in the nature of an easement or otherwise) in such locations, office equipment or support services or any part thereof and nothing in these shall be construed as a demise in law of such locations unto selected bidder so as to give selected bidder any legal interest therein. Selected Bidder shall only have the right to enter upon such locations for the purpose of executing the Project in accordance with the terms hereof.

b. Not part with or create any encumbrances whatsoever on the whole or any part of such locations, office equipment or support services made available by HIPA to the Bidder.

c. Agree that HIPA building locations, where available, from time to time, shall be made available to selected bidder on an "as is, where is" basis by HIPA. Selected Bidder agrees to ensure that Bidder's team members, do not use such locations, services and items made available by HIPA for:

    i. The transmission of any material which is defamatory, offensive or abusive or of an obscene or menacing character; or

    ii. Any act, which constitutes a violation or infringement of the rights of any person, firm or company (including but not limited to rights of copyright or other intellectual property right, confidentiality or privacy).

d. At all times, afford access to Selected Bidder offices, systems, application, hardware, networks, sites, accounts, documents, records, Contracts, materials, staff etc. to HIPA, their authorized officers, representatives, advisors, experts, auditors and monitoring or certifying entities, the representatives of any competent Government authority having jurisdiction over the Project to inspect the roll-out and operation and to investigate any matter within their authority and Selected Bidder shall provide to such persons reasonable assistance necessary to carry out their respective duties and functions.

Notices

1.   All notices, requests, demands and other communications under the MSA or in connection herewith shall be given to or made upon the respective parties as follows:

To Selected bidder:

<To be communicated later>

To eGF:
  President (EB) eGF
  e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (eGF)
  Government of Himachal Pradesh
  Aapurti Bhawan, Block no. 42 , SDA Complex Kasumpti, Shimla, 171009
  Phone 0177-6533001, egf-hp@nic.in

Or to such other person or addresses as any of the parties shall have notified to the others.

2. All notices, requests, demands and other communications given or made in accordance with the provisions of the MSA shall be in writing in person by letter or fax or email.

3. Any notice or other document shall be deemed to have been delivered to the other Party:

    a. On the date and time of delivery when delivered in person between the hours of 10.00 AM and 5.00 PM at the address of the other Party set forth above or on the next working day thereafter if delivered outside such hours.

    b. At the date and time of transmission, if sent by fax, provided the fax is accompanied by a confirmation of transmission.

    c. 3 Business Days from the date of posting if delivered by Post / Letter.

    d. As and when it is sent from the designated email address of the Party, if sent by email or other electronic communication.

4. Either Party to the MSA may change its address, telephone number, facsimile number, email address and nominated contact for notification purposes by giving the other reasonable prior written notice of the new information and its effective date.

Commencement and Duration of Service Level Agreement

1. The SLA shall govern the Service levels for the entire Project which shall be signed along with the MSA by the selected bidder.

2.   The SLA shall be executed along / separately with the MSA and commence from the effective date of the MSA and shall, unless terminated earlier in accordance with the terms hereof or thereof or unless otherwise agreed by the parties, expire on the date on which the MSA expires.

Use and Upkeep of Assets

During the term of the MSA selected bidder shall abide to the following:

1.   Take all reasonable and proper care of the Assets;

2.   Keep all the tangible Assets in good and serviceable condition (reasonable wear and tear excepted) and/or the intangible Assets suitably upgraded subject to the relevant standards as stated in the RFP as at the date Selected Bidder takes control of and/ or first uses the Assets and during the entire term of the MSA;

3.   Provide a well-prepared documentation for users in the form of a user's manual, a clear plan for training, educating and hand holding the users and shall form part of handholding phase until bringing up the users to use application solution with speed and efficiency;

4.   Train the team identified by HIPA, which will be in place during hand-holding and will be responsible for trouble shooting all post-implementation and maintenance activities;

5.   Use the Assets only in accordance with the terms hereof and those contained in the SLAs;

6.   Transfer the ownership of the Assets (which shall include the solution and Application including the source code and associated documentation which is the work product of the development efforts involved in the Project) to HIPA at the appropriate time (in synchronization with the submission of Deliverables thereof by the Bidder) or in accordance with the terms of the MSA;

7.   Obtain a sign off from eGF or its nominated agency at each stage as is essential to close each of the above considerations.

Changes

The change in scope of work (increase / decrease) will be governed by the Change Control Schedule mentioned in the RFP.

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. selected bidder and eGF.

7. Project Acceptance

Audit, Access and Reporting

1.   Selected bidder has to conduct a detailed Application and Security Audit of the system and ensure compliance to all its observations.

2.   eGF / nominated agencies may carry out routine, random and periodic audits and inspections, by itself or through authorized representatives of the Project / Services related documents, data, locations, accounts, information at its own expense and cost; eGF/ nominated agencies, shall endeavor to minimize inconvenience and disturbance to Selected Bidder in the process of such audits and inspections.

3.   eGF/ nominated agencies may carry out non-timetabled audits necessary as a result of an act of fraud by the Bidder, a security violation, or breach of confidentiality obligations by the Bidder.

4.   Selected Bidder shall provide to eGF/ nominated agencies, or its representatives reasonable access to the employees, third party facilities, including leased premises used for the Project, documents, records and systems reasonably required for audit and shall provide all such persons with routine assistance in connection with the audits and inspections. eGF/ nominated agencies shall have the right to copy and retain copies of any relevant records at its own expense and cost. Selected bidder shall extend full support to co-operate with them.

Verification

eGF/nominated agencies shall have the right, as shall be reasonably necessary, to verify the following:

1.   the security, integrity and availability of all HIPA data processed, held or conveyed by selected bidder on behalf of eGF and the users and documentation related thereto;

2.   that the actual level of performance of the Services is the same as specified in the SLA;

3.   that selected bidder has complied with the relevant technical standards, and has adequate internal controls in place; and

4.   The compliance of selected bidder with any other obligation under the MSA.

Acceptance Criteria

All Deliverables on this Project shall be reviewed and accepted in accordance with the following procedure:

1. Notification of readiness of the Deliverable shall be given by e-mail by the Bidder

2. Soft copy (by e-mail) and two (2) printed drafts of the Deliverable material shall be submitted to eGF by the Project Manager of the Bidder.

3. eGF will review the Deliverables and either accept the Deliverable or provide feedback on changes to be done in writing within a reasonable period of time (2-3 weeks).

4. Selected Bidder shall make the appropriate revisions and shall resubmit the updated final version to eGF for their verification and feedback / acceptance.

5. Selected Bidder should strive to submit the Deliverables in parts for getting continuous feedback on the Deliverables. Selected Bidder should also engage with eGF on a continuous basis through meetings (weekly till 6 months after Go-live and fortnightly after this period) and periodic workshops to ensure that progress may be reviewed and feedback provided from time-to-time.Selected Bidder should plan to submit the draft versions of Deliverables before the scheduled timelines to allow reasonable time for review and acceptance.

Final testing and certification

The Project shall be governed by the mechanism of final Acceptance testing and certification to be put into place by eGF, guided by the following principles:

1. eGF reserves the right to nominate a technically competent agency ("Third Party Assessment / Acceptance Agency") for conducting final Acceptance testing and certification;

2. Such Third Party Assessment / Acceptance Agency will lay down a set of guidelines following internationally accepted norms and standards for testing and certification for all aspects of Project development and implementation covering application, hardware and networking including the processes relating to the design of solution architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to compliance with SLA metrics, interoperability, scalability, availability and compliance with all the technical and functional requirements of the Agreement and the RFP;

3. The testing will be done in the form of Assessment and Acceptance. Once the System has been rolled out, selected bidder will notify eGF so that the system may be assessed by eGFs Third Party Assessment / Acceptance Agency. The procedure adopted thereafter will be similar to the procedure adopted for Acceptance of pilot.

4. eGF may get the solution assessed periodically through a Third Party Assessment / Acceptance Agency even after declaration of 'Go-live' in order to ensure continued success of the Project.

5. Selected Bidder commits to provide all the requisite support and cooperation to eGF and the Third Party Assessment / Acceptance Agency for the completion of this assessment.

6. Such an involvement of and guidance by the Third Party Assessment / Acceptance Agency shall not, however, absolve Selected Bidder of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the Project to deliver the Services in perfect conformity with the Agreement and e-governance standards, framework and necessary guidelines

7. Irrespective of involvement of the Third Party Assessment and Acceptance Agency for Acceptance testing and certification, Selected Bidder agrees that the total responsibility for defect free operations of the System and of meeting the SLAs as laid out in the Agreement and the RFP is of the Bidder.

Terms of Payment Schedule

Payment Terms

1. In consideration of the Services and subject to the provisions of the MSA and SLA, selected bidder shall be eligible to receive payments from HIPA in accordance with the Terms of Payment Schedule of the MSA.

2. It is clarified here that HIPA will pay for the Services as stated in accordance with the Terms of Payment Schedule and HIPA would also calculate a financial sum and debit the same against the Terms of Payment as defined in the Payment Schedule as a result of the failure of selected bidder to meet the service level defined in the Service Level Agreement, such sum being determined in accordance with the terms of the Service Level Agreement.

Except as otherwise provided for herein or as agreed between the parties in writing, HIPA shall not be required to make any payments in respect of the Services other than those covered by the Terms of Payment Schedule.

Invoicing and Settlement

1.   Selected Bidder will submit its invoices in accordance with the following principles:

a.   Generally and unless otherwise agreed in writing between the parties or expressly set out in this MSA, Selected Bidder shall raise an invoice for successful delivery of Services on a milestone basis till Go-live and on a quarterly basis after Go-live as per the Payment Schedule defined in Terms of Payment Schedule in this Agreement..

b.   The invoice shall be submitted along with the necessary approval / signoff / acceptance / certification provided by the concerned official for the respective Deliverables linked with the transactions, failing which HIPA reserves the right to reject the invoices.

c.   Along with the invoice, selected bidder is required to submit the Deliverables (Transaction Log) linked with the payment in softcopy and hardcopy formats, as applicable failing which HIPA reserves the right to reject the invoices.

d.   Any invoice presented in accordance with this Schedule shall be in a form agreed with HIPA.

2.   Invoices shall be accurate and all adjustments (if any) to payments to be made to selected bidder.

3.   Payment for invoices shall be made preferably within 30 days of the receipt of correct and valid invoice by HIPA, which has to be after completion of the said activities, and after obtaining the signoff from eGF for the required Deliverables and is subject to penalties/ adjustments based on the Bidder's performance.

4.   The project monitoring committee will recommend for the payment to selected bidder.

5.   The penalties are imposed on selected bidder as per the SLA criteria specified in Section 12.

Additional Costs

1.   HIPA shall make payments to selected bidder at the times and in the manner set out in the Terms of Payment Schedule subject always to the fulfillment by selected bidder of the obligations herein.

2. All payments shall be made after adjustments required for any SLA based penalties.

3. No invoice for extra work / charge order on account of change order will be submitted by selected bidder unless the said extra work / change order has been authorized / approved by eGF in writing in accordance with Change Control Schedule of the RFP.

4. HIPA shall make payments after withholding tax deductible at source as appropriate.

5. When making payments to the selected bidder, HIPA shall make the payment inclusive of Service Tax, as actuals. It will be the selected bidder's responsibility to further ensure the payment of Service Tax.

The prices should be mentioned without any qualifications whatsoever and should include all taxes, duties, fees, levies and other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/ payable should be indicated separately.

Currency of Payment

Payment shall be made in Indian Rupees only.

Taxes and Statutory Payments

1. All payments agreed to be made by HIPA to selected bidder in accordance with the RFP shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied / applicable.

2. Selected Bidder shall bear all personal / income taxes levied or imposed on its staff, vendor etc. on account of payment received under the contract. Selected Bidder shall bear all income/corporate taxes, levied or imposed on selected bidder on account of payments received by it from HIPA for the work done under the contract.

3. HIPA or its nominated agencies shall be responsible for withholding taxes from the amounts due and payable to Selected Bidder wherever applicable. Selected Bidder shall pay for all other taxes, duties or levies in connection with the MSA, SLAs, and any other Project Engagement Definition including, but not limited to, property, sales, use, excise duty, value-added, goods and services, consumption and other applicable taxes, duties or levies.

4.   In the event of any increase or decrease of the rate of Service tax, the consequential effect shall be to the account of HIPA.

5.   In the event of any increase or decrease of any other tax, levies, currency exchange rates etc. due to any statutory notification(s) during the term of the MSA, the consequential effect shall be to the account of the Bidder.

Liquidated Damages

1.   In addition to the penalty as mentioned in the SLA, liquidated Damages will be levied on the Bidder, in the event of the Bidder:

    a.   Failing to meet the milestones provided for in the MSA,

    b.   Failing to perform the responsibilities and obligations as set out in MSA to the complete satisfaction of eGF or any of its nominated agencies,

HIPA shall be entitled without prejudice to its other rights and remedies, to deduct from the price payable to Selected Bidder and also to encash the Performance Bank Guarantee, provided the total amount recovered does not exceed the Total Contract Value, whichever is higher.

8. Payment Schedule

Payment Model

Payments shall be made to the selected bidder as per the following Schedule:

S. No.	Payment Schedule	% Payment
Milestone Based Payment		
1	SRS & FRS Sign off	10% of Total Contract Value (TCV)
2	Application development / customization and deployment	20% of Total Contract Value (TCV)
3	Completion of UAT	5% of Total Contract Value (TCV)
4	Pilot rollout	5% of Total Contract Value (TCV)
5	Training and Third Party Audit	10% of Total Contract Value (TCV)
6	Project Go-live and Acceptance of rollout	10% of Total Contract Value (TCV)
Quarterly Based Payment		
7	Operations and maintenance for 2 years	Remaining 40% as quarterly installment for 8 quarters after Project Go-live.

Calculation of Quarterly Payment

Quarterly Payment

Type of Payment	Amount(Rs.)
Total Quarterly Guaranteed fees for the Quarter (A)	

Other Fees

Activity	Description of Fees	Other Fees (Rs.) (Only applicable to the concerned month)
Fees attributable to Change requests		
Total Other Fees For This Month (B)		

IT related penalties

Service Level Requirements	Penalty Criteria	Penalty (Rs.)
Application Availability & Performance		
Handholding Support: Application Support		
TOTAL "FINAL" IT RELATED PENALTIES FOR THE QUARTER (C)		
Penalty will be levied based on support documents and / or measurements. During the stabilization period of first three months in operations, no IT related penalty would be levied on the vendor.		

Quarterly payment shall be calculated on acceptance of invoices submitted by vendor on Quarterly basis.

i. Calculation of Quarterly Guaranteed Payment (A)

ii. Calculation of other fees (B)

iii. Calculation of IT related penalties (C)

Final Quarterly Payment Post Go-Live= A + B – C

Payment of Data Entry

Milestone for Raising Invoices	Payment Criteria	Payments (Rs.)
After completing data entry for 10,000 Records	• Application Generated report of Data Entry. • First Level Checking Report (System Generated) of Data Validation • Second Level Checking Report (System Generated) of Data Validation	Per Record Basis as per the quote by selected bidder.
Subsequent to every 10,000 Records	• Application Generated report of Data Entry. • First Level Checking Report (System Generated) of Data Validation • Second Level Checking Report (System Generated) of Data Validation	Per Record Basis as per the quote by selected bidder.

Note:-

    1. If during the data validation check, error has been found, same has to be corrected by the selected bidder without charging any cost.

    2. The number of records to be digitized will be more then 45,000.

    3. Bidder can visit the HIPA premise with formal approval to study the manual process of record keeping.

8. Technical Proposal Evaluation

Bidders who meet responsiveness and hurdle requirements would be considered as qualified to move to the next stage of financial evaluations. Following criteria shall be used to evaluate the Technical Proposals for assessing the Technical Score.

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
			100	
Criteria A : Basic Criteria				
A1	The responding Company / agency should have made a payment of Rs 2000 (Rupees Two thousand only) for the RFP document			Proof of payment of Rs. 2000 / DD for Rs. 2000 (if RFP Document is downloaded) must be furnished.
A2	The Agency should be a Company registered under the Companies Act, 1956.			Copy of Certificate of incorporation

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
A3	The Agency should not be blacklisted by any Department of Central Government / State Government/ PSU or any Public Sector Organization.			Self-Certification by the agency
A4	Agency should have Average Turnover of Min. 10 Lakhs in the last 3 Financial Years. Agency should have positive net worth in the last 3 Financial Years.	Turnover =>10 Lakh : 10 Marks Turnover => 5 Lakh & < 10 Lakh : 8 Marks Turnover => 5 Lakh : 5 mark	10	Certificate from Statutory Auditor of the organization.
A5	Agency should be ISO or above Certified.	ISO / CMMi Certificate = 10 Marks	5	Copy of ISO Certification
Criteria B :				
B1	Agency must have successfully	=>5 Projects: 10	10	Project Citation (as per

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
	completed at least one (1) project of similar services and similar engagements of the same scope and nature in any library of repute in India like Academics/ Public Sector/ Private Organization.	Marks => 3 Projects : 8 Marks =1 project: 5 mark		the format prescribed) + Completion Certificate from Client, or Work Order Copy + Self Certificate of Completion
B2	Agency Should have done one (1) IT Project with any state Government Department in India. The engagements are expected to have been performed by the firm during the past 5 years.	=>5 Projects: 10 Marks => 3 Projects : 8 Marks =1 project: 5 mark	10	Project Citation (as per the format prescribed) + Completion Certificate from client or Work Order Copy + Self Certificate of Completion
B3	Agency should have done data digitization with any government department/ ULB or Public Sector Organization of minimum 1,00,000 Records	=>3 Projects: 5 Marks => 2 Projects : 3 Marks =1 project: 2 mark	5	Project Citation (as per the format prescribed) + Completion Certificate from client or Work Order Copy + Self Certificate of Completion

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
C. Approach & Methodology				
C1	Approach Methodology, Solution Design	Marks will be awarded based on details of Solution design including a) Project execution & Deployment methodology b) Training & Handholding approach &Support methodology c) Application Solution proposed d) Business Intelligence / Dashboard / Reporting	30	Technical Solution Document

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
		e) Manpower Proposed To simplify the scoring and make it more consistent and transparent, only one of the six ratings given below shall be used and in between ratings are not permitted. Rating definitions for each sub-criterion are generally explained as under:- (6) Excellent-100%- The proposal exceeds the sub-		

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
		criterion requirements.		
		(3) Good-80%- The proposal fully meets the sub-criterion requirement.		
		(4) Average-60%- The proposal adequately meets the sub-criterion requirements, but there are minor deficiencies.		
		(5) Below average-30%- The proposal has significant deficiencies against the sub-criterion		

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
		requirements that will probably impact negatively on implementation of the assignments. (6) Non-complying- 0% - The proposal either does not comply with the sub-criterion or does not provide enough information to allow a higher rating.		
C2	Case Study Presentation	Rating definitions for each sub-criterion are generally explained as under:- (1) Excellent- 100%- The proposal	20	Presentation copy after presentation.

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
		exceeds the sub-criterion requirements. (3) Good-80%- The proposal fully meets the sub-criterion requirement. (4) Average-60%- The proposal adequately meets the sub-criterion requirements, but there are minor deficiencies. (5) Below average-30%- The proposal has significant deficiencies against		

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
		the sub-criterion requirements that will probably impact negatively on implementation of the assignments. Bidder will be called to give a demonstration to Evaluation Committee.		
D : Key Resource Profile				
D	CV of Project Manager	Experience of Managing Integrated IT Application implementation Projects as Onsite Project manager in Government/ULB/ Utility: =>5 Projects: 10 Marks	10	CV as per the Annexure 2

S.N.	Criteria	Basis of Valuation	Maximum Marks	Supporting documents
		=> 3 Projects : 8 Marks =1 project: 5 mark		

- Agency has to comply all the above criteria in order to declare as qualified.

- In order to qualify the Technical Evaluation, Bidder has to get the minimum 70 marks.

- Agency has to submit the documentary proof for above requirements.

- eGF may seek clarification or request additional documents in order to check the compliance of the above criteria.

- Definition of IT Project : IT related activities/ services involving development of software, End to End Integrated IT Software Implementation, system integration, supply of hardware, Provisioning Hosting & Maintenance services, providing networking support, providing operational and maintenance services for Integrated IT Software and It infrastructure.

9.   Implementation and Roll-Out Plan

Selected bidder will provide the implementation and roll-out plan for the Implementation. Selected bidder is responsible for conducting workshop for the key Officers and HIPA Staffs and gets the approval from the HIPA. Selected bidders shall also provide the necessary assistance for the key officers during the design and implementation of Library Application.

Activity-wise Implementation, Deliverables and Project Roll-Out Plan:

S#	Deliverable	Deliverables	Target (in months) T0= Date of award of contract
1	Project Plan	• Project Implementation Plan • Project Kick-off Meeting	T0+ 0.5
2	System study and Design	Approved System design document • Detailed System Study Report • FRS document (Vetted and Updated) • SRS document • Application architecture documents. • Logical and physical database design. • Data dictionary and data definitions.	T0+2

		• Application component design including component deployment views, control flows, etc. • Application flows and logic. • GUI design (screen design, navigation, etc.). ▪ All Test Plans • Requirements Traceability Matrix • Change Management and Capacity Building Plans. • SLA and Performance Monitoring Plan. • Training and Knowledge Transfer Plans. • Issue Logs formats.	
3	Development, Customization and Configuration of Library Management Application	Fully functional IT Automation Application	T0+4
4	Deployment and Commissioning of Application solution in coordination with hosting	Application deployment at data center	T0+5

	solution provider		
7	Training/Capacity Building	• Application training to the staff of HIPA • User Manual	T0+5
8	Third Party Acceptance	Functional and non-functional testing by TPA	T0+6
9	Data Entry of all the records	Data Entry in the application (In 4th & 5th month)	T0+6
10.	Go-Live User Acceptance	Final Acceptance of go-live from HIPA.	T0+6
11	Maintenance Support	2 years from the date of Go-Live	T0+ 30

10. Acceptance Testing Requirements

Acceptance Testing

Acceptance testing is an essential part of any IT application implementation project. In this stage selected bidder tests and demonstrates the various individual user specific functionalities as an entire system. The primary goal of Acceptance Testing

is to ensure that the IT application solution implemented as part of the Project (including all the deliverables and services) meets the pre-defined requirements/ specifications for functionalities, performance and security. This is ensured by defining clear, quantifiable metrics for accountability for each of the following.

- Project Documentation
- IT application and integration with other IT systems/ legacy Application's

Selected bidder shall primarily be responsible for ensuring that the Acceptance testing is carried out. eGF along with the project management team (PMU) will approve the completeness of such acceptance testing. Selected bidder will have the fundamental responsibility of designing, developing, installing, testing & commissioning the various components of the project to deliver the services in complete conformity with the requirements stated in the RFP & the requisite SLAs. All the corrections/ modifications identified and agreed during the Acceptance Test Procedure (ATP) must be carried out by selected bidder/agency. Selected bidder will ensure that it provides the system/ test documents for Acceptance Test Procedure as per the Implementation Schedule and then with the facilitation of eGF will demonstrate, handhold and complete the Acceptance testing expeditiously. If certain minor problems/ faults persist, selected bidder may proceed with the Acceptance Testing & make mention of the same in the ATP proceedings. The faults can be pursued subsequently and a supplementary ATP limited to maximum of 2 supplementary tests in total can be carried out for the concerned areas.

Selected biddershall finalize an Acceptance Test schedule at least 15 days in advance of offer for acceptance testing in consultation with eGF. Selected bidder shall also clearly indicate the specifications clause(s) verified by each test. The Acceptance Test schedule shall be exhaustive based on the specifications and will generally cover the following:

- Setting up of the test environment

- Functional test on individual application, Reporting etc. as per specifications

- System and/or Integration test on solution as a whole

- Capacity/ Load test

- Switch over from main site to DR site, Backup, High Availability and Fallback on N+ 1 server.

- Intrusion detection and security preparation test

- User acceptance testing with parallel run

Performance Review

Performance is another key requirement for the Project and eGF or the Nodal Agency accompanied by the PMU team shall validate and review the performance of the deployed solution. Performance Review will be an Ongoing Performance review conducted quarterly for the first year after Go-Live during the stabilization and subsequently half yearly for the balance support periods.

11. Service Level

The project should Go-Live within 6 months from the date of award of contract

Please note that:

a) TCV is the Total Contract Value; T= Date of award of contract

b) The penalty for default during implementation and Go-Live will be deducted from the payment to be made for the respective milestone.

c) Penalty will be computed on total contract value.

d) Once the maximum penalty limit has reached against any of the parameter department has the right to call for Annulment of the contract based on HIPA discretion.

e) The below tables gives details on the Service Levels the System Integrator should maintain. These service levels will be monitored and measured on a quarterly basis.

S.N.	Parameter	Description	Target (in months) T0= Date of award of contract	Delay	Liquidated damages	Validation Tools/method
1	Project Plan	As per the Scope of Work complete Project Implementation Plan (PIP)	T0+ 0.5	<= 1 weeks	0.5% of the Project cost on weekly basis	
				> 1	1% of the	

S.N.	Parameter	Description	Target (in months) T0= Date of award of contract	Delay	Liquidated damages	Validation Tools/method
		Document		weeks < 6 weeks	Project cost on weekly basis	
2	Approved System design document I.Detailed System Study Report II.FRS document (Vetted and Updated) III.SRS document IV.HLD documents V.Application architecture documents. VI.ER diagrams and other data modelling documents. VII.Logical and physical database design. VIII.Data dictionary and data definitions. IX.Application component design including	All the sign off document of Application Design	T0+2	<= 2 weeks	2 % of the Project cost on weekly basis	
				>2 weeks < 6 weeks	5% of the Project cost on weekly basis	
				>= 6 weeks	Event of default.	

S.N.	Parameter	Description	Target (in months) T0= Date of award of contract	Delay	Liquidated damages	Validation Tools/method
	component deployment views, control flows, etc. X. Application flows and logic. XI. GUI design (screen design, navigation, etc.). a) All Test Plans XII. Requirements Traceability Matrix XIII. Change Management and Capacity Building Plans. XIV. SLA and Performance Monitoring Plan. XV. Training and Knowledge Transfer Plans. XVI. Issue Logs formats.					
3	Development of Application		T0+4	>= 2 weeks <4 weeks	2% of the Project cost on weekly basis	
				>4 weeks	5% of the Project	

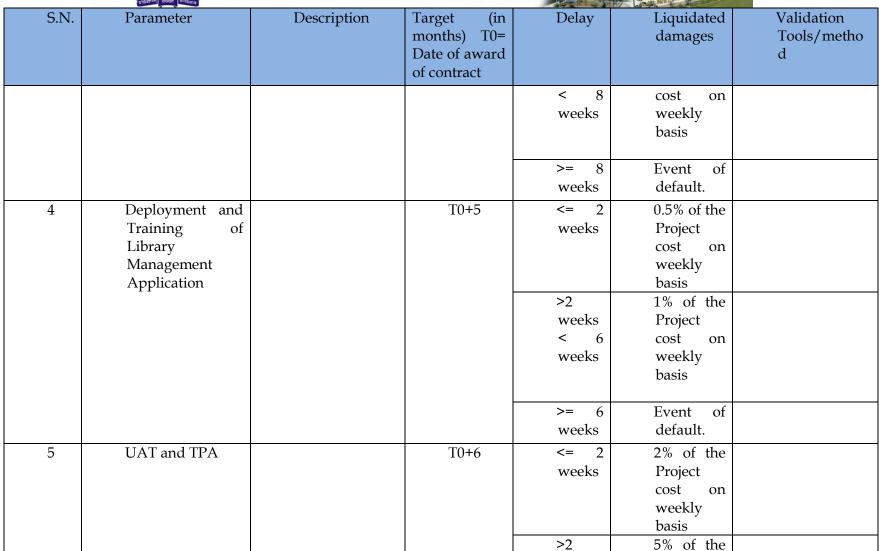| S.N.	Parameter	Description	Target (in months) T0= Date of award of contract	Delay	Liquidated damages	Validation Tools/method
				< 8 weeks	cost on weekly basis	
				>= 8 weeks	Event of default.	
4	Deployment and Training of Library Management Application		T0+5	<= 2 weeks	0.5% of the Project cost on weekly basis	
				>2 weeks < 6 weeks	1% of the Project cost on weekly basis	
				>= 6 weeks	Event of default.	
5	UAT and TPA		T0+6	<= 2 weeks	2% of the Project cost on weekly basis	
				>2 weeks	5% of the Project	

S.N.	Parameter	Description	Target (in months) T0= Date of award of contract	Delay	Liquidated damages	Validation Tools/method
				< 4 weeks	cost on weekly basis	
				>= 4 weeks	Event of default	
6	Acceptance test report for Final Go-Live		T+6	<= 3 weeks	2% of the Project cost	
				>3 weeks < 6 weeks	5% of the Project cost	
				>= 6 weeks	Event of Default	
7	Delay in Data entry of 50,000 records		T+06	<= 2 weeks	5 % of the Project cost	
				>2 weeks < 4 weeks	10 % of the Project cost	
				>= 4 weeks	Event of Default	

The below tables gives details on the Service Levels the Implementation Agency should maintain. These service levels will be monitored and measured on a monthly basis based on the SLA report.

Application Availability & Performance

Service Level Description	Severity of Violation	Measurement
Application Availability	High	Availability of IT Automation solution components measured within the Data Center shall be at least 99 % This service level will be monitored on a monthly basis. <table><tr><td>Availability over the Quarter</td><td>No. of Violations to be counted for calculation of penalty</td></tr><tr><td>< 99% &>= 98%</td><td>1</td></tr><tr><td>< 98% &>= 97%</td><td>2</td></tr><tr><td>< 97%</td><td>3 for every percentage drop or part thereof below 97%</td></tr></table> In addition to the above, if the service level in any month in the Quarter falls below 97%, one (1) additional violation will be added for each such month to the overall violations for this service level.
Application	Medium	Availability of non-IT Automation solution

Service Level Description	Severity of Violation	Measurement
Availability		components measured within the Data Center shall be at least 97% uptime. This service level will be monitored on a monthly basis. **Availability over the Quarter / No. of Violations to be counted for calculation of penalty** In addition to the above, if the service level in any month in the Quarter falls below 95%, one (1) additional violation will be added for each such month to the overall violations for this service level.
Application Performance	High	Average Application Response Time during peak usage hours as measured within the server environment shall not exceed 2 seconds. The list of critical business functions and peak usage hours will be identified by HIPA during the Supply and System Integration Phase. This service level will be monitored on a monthly basis.

Inner table within the Availability cell:

Availability over the Quarter	No. of Violations to be counted for calculation of penalty
< 97% &>= 96%	1
< 96% &>= 95%	2
< 95 %	3 for every percentage drop or part thereof below 95%

Service Level Description	Severity of Violation	Measurement	
		Average Application Response Time over the Quarter	No. of Violations to be counted for calculation of penalty
		>4sec &<= 5sec	1
		> 5sec &<= 6sec	2
		> 6sec	3 for every second increase or part thereof exceeding 6 seconds
		In addition to the above, if the average application response time in any month in the Quarter goes beyond 4s, one (1) additional violation will be added for each such month to the overall violations for this service level.	
IT Application Performance	High	Average Application Response Time during peak usage hours as measured between any of HIPA 's location and DC shall not exceed 10 seconds. The list of critical business functions and peak usage hours will be identified by HIPA during the Supply and System Integration Phase. This service level will be monitored on a monthly basis.	
		Average Application Response Time over the Quarter	Violations for calculation of penalty
		> 10sec &<= 14sec	2
		> 14sec &<= 16sec	4
		> 16sec	5 for every second increase or part

Service Level Description	Severity of Violation	Measurement	
			thereof exceeding 16 seconds
		In addition to the above, if the average application response time in any month in the Quarter goes beyond 16s, one (1) additional violation will be added for each such month to the overall violations for this service level. As long as the prescribed bandwidth utilization remains less than 80%, this SLA will remain valid. When the utilization reaches or exceeds 80%, the same shall be reported to HIPA. HIPA may procure additional bandwidth as required. For this period this SLA will not be applicable.	

- The selected bidder will not be responsible for any delay which is beyond the control of the agency like delay in approval from eGF, natural calamity.

- In case of escalation to **President(EB)**, eGF regarding the delay of service level beyond the specified limit (25% of Contract Value) eGF will terminate the contract and may award the contract to L2 Bidder on L1 price. The cost of onboarding and transfer of application to the new agency will be borne by the Previous Agency.

- The cost of onboarding and transfer of application to the new agency will be borne by the previous agency.

Annexure – 1: Request for Clarification

Bidders requiring specific points of clarification may communicate with eGF during the specified period using the following format in excel only:

<<Name & Address>>		
BIDDER'S REQUEST FOR CLARIFICATION		
Name of Organization submitting query / request for clarification		**Full formal address of the Organization including phone, fax and email points of contact**
		Tel:
		Fax:
		Email:
S. No	**RFP Reference (Section No. / Page No.)**	**Content of RFP requiring clarification**	**Points of clarification required**
1			
2			

Annexure 2: Technical Qualification

I. Covering Letter

(To be submitted on the letterhead of the agency)

{Location, Date}

To

President(EB) eGF,
e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (eGF)
Government of Himachal Pradesh
Aapurti Bhawan, Block no. 42, SDA Complex Kasumpti, Shimla, 171009
Phone 0177-6533001, egf-hp@nic.in

Ref: RFP No. ………….. Dated No…………………..
Subject: Submission of proposal in response to the RFP for "Implementation of Library Management Application".

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification date ………… for "Implementation of Library Management Application"

We have read the provisions of the RFP document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

1. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments.

2. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

3. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.

4. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

5. We understand you are not bound to shortlist/accept any or all the proposals you receive.

6. We hereby declare that we qualify and fulfil all the eligibility criteria mentioned in the RFP.

We hereby declare that our proposal submitted in response to this RFP is made in good faith, and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Authorized Signature]

Name

Title

Signature
Date and Stamp of the Signatory

II. Company Profile

S. No	Information	Details & Enclosure Compliance
1	Name of responding agency:	
2	Address of responding agency:	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
4	Telephone number of contact person:	
5	Mobile number of contact person:	
6	Fax number of contact person:	
7	E-mail address of contact person:	
8	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
9	Company Registration Certificate (Enclose Certificate)	
10	Active SEI CMMI Level/ ISO status (Enclose Certificate)	

III Project Citation

Assignment name:	Approx. Value of Services
Location:	Duration of assignment (months):
Name of Client:	Total No. of Beneficiary from the system:
Client Contact Person, Title/Designation, Tel. No./Address:	Total No of client end users
Start date (month/year):	No. of professional staff-months

Completion date (month/year):	provided by your firm/organization for the proposed Solution:
Description of Project:	
Description of Actual Services provided:	

Note: Each work experience shall be enclosed with work order/completion certificate. Each citation would be evaluated for necessary compliance to meet the evaluation criteria.

IV Solution Design

Approach & Methodology proposed for performing the Assignment

The approach and methodology will be detailed precisely under the following topics:

- Project execution methodology including project phasing
- Solution Design
- Implementation & Deployment methodology
- Support methodology
- Training approach
- Manpower Planning

Note: The approach and methodology should be precise and relevant to the assignment.

V. Curriculum Vitae (CV) Format to be submitted for onsite project manager

Sr. No.	Details	Response
1	Proposed Position & Skill Set	

2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Membership of Professional Associations / Societies	
7	Summary of key Training and Certifications	
8	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
9	Language Proficiency	(Read/Write/Speak) - (Excellent/Good/Fair)
10	Number of years of experience	
11	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]	From [Year]:_____ To [Year]: _____ Employer: Positions held:
12	Detailed Tasks Assigned [List all tasks to be performed under this assignment]	
13	Highlights of assignments handled and significant accomplishments. [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 12.]	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

SIGNATURE: ……………..………...
DATE OF SGNING: Day   Month   Year

Annexure – 3: Format for commercial proposal

Commercial Proposal Covering Letter

(Company letterhead)

[Date]

To

e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (eGF)
Government of Himachal Pradesh
Aapurti Bhawan, Block no. 42, SDA Complex Kasumpti, Shimla, 171009
Phone 0177-6533001, egf-hp@nic.in

Ref: RFP for Selection of Implementation Agency for Library Management Application.

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of "**Selection of Implementation Agency for Library Management Application"** do hereby propose to provide Services as specified in the bidding documents number _____.

Price and Validity

All the prices mentioned in our Bid are in accordance with the terms as specified in the bidding documents. All the prices and other terms and conditions of this Bid are valid for a period of six months from the date of opening of financial bids.

We are an entity registered in India and do hereby confirm that our Bid price (Total Contract Value in this Commercial Proposal) includes all taxes including income tax and professional tax.

The prices we have offered, will remain fixed and not be subject to escalation for any reason whatsoever within the period of Contract. Any increase / decrease in rates of taxes

will be to our account. We have studied the Clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax is altered under the law, we shall pay the same.

Bid Price

We declare that our Bid Prices are for the entire scope of the work and requirements as specified in the Bid documents, irrespective of whatever has been stated to the contrary anywhere else in our Bid.

Contract Performance Guarantee

We hereby declare that in case the Contract is awarded to us, we shall submit the Contract Performance Bank Guarantee in the form prescribed at Annexure-5 as specified in this volume of the RFP.

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 our Bid is binding on us and that you are not bound to accept a bid you receive.

We confirm that no Technical deviations are attached here with this Commercial offer.

Yours faithfully,

Authorized Signatory

Name   :

Date   :

Time   :

Seal   :

Business Address

Annexure 4: Commercial bid format

Total value of commercial bid

Type of Payment	Quantity	Rate per unit	Amount(Rs.)
Total Cost of Library Management application (A) Including Cost of Library Management Application Development, database creation and other activities as per Scope of the Project.	1		
Data Entry Cost (Assuming 50,000 records to be digitized) (B)	50,000		
Total Cost (C) = (A) + (B)			

Instructions to the Bidder:

a)   The Payment Model of the Project is based on Milestone Based Payments and Quarterly guaranteed payments (QGR). Total Project Cost comprises of Quarterly guaranteed payment and Milestone based payment

b)   The Bidder should quote the total value as per the above table only. Total Cost (C) will be evaluated for award of contract.

c)   Rates quoted by the Bidder should be inclusive of all taxes, duties and charges apart from service tax which will be paid separately.

Annexure – 5: Format for Performance Bank Guarantee

For Contract Performance Bank Guarantee

Ref: _____ Date: _____

Bank Guarantee No.: _____

To

e-Governance Society for Department of Food, Civil Supplies and Consumer Affairs (eGF)

Government of Himachal Pradesh

Aapurti Bhawan, Block no. 42, SDA Complex Kasumpti, Shimla, 171009

Phone 0177-6533001, egf-hp@nic.in

Ref: RFP for Selection of Implementation Agency for Library Management Application.

Dear Sir,

PERFORMANCE BANK GUARANTEE – **For <Project Name>**

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated …….. (herein after, referred to as "Contract") with you for**,** in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder) is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount of 25% of the Total Contract Value, and guarantee the due performance by our

constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 10% of the Total Contract Value i.e.,…………..<in words> without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till **90 days** (after 2 years of go live from the date of signing of Contract), subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until 3 months after the completion of Contract Period.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights:

i.Requiring to pursue legal remedies against HIPA; and

ii.For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 25% of the Contract Value, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed 25% of the Total Contract Value. This Performance Bank Guarantee shall be valid only from the date of signing of Contract to **90 days** after the End of Contract Period; and

We are liable to pay the guaranteed amount or PBG part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before 3 months after the completion of Contract Period.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

Dated ……………………. this ……….. day …………. 2014.

Yours faithfully,

For and on behalf of the …………… Bank,

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.