REQUEST FOR PROPOSAL (RFP)

For

Selection of System Integrator for Web Based Integrated Mines & Minerals Management System in Chhattisgarh



CHhattisgarh infotech & biotech Promotion Society

(CHiPS)

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur, Chhattisgarh–492001
Tel.: +91-771-4014158
Email:ceochips@nic.in, Website:www.chips.gov.in

Table of Contents

NOTICE INVITING TENDER 4
LIST OF ABBREVIATIONS 5
DISCLAIMER 7
1 FACT SHEET 8
2 BACKGROUND INFORMATION 12
2.1 ABOUT CHHATTISGARH 12
2.2 ABOUT CHiPS 12
2.3 ABOUT DIRECTORATE OF GEOLOGY & MINING 13
2.4 ABOUT THIS REQUEST FOR PROPOSAL (RFP) 23
3. ELIGIBILITY CRITERIA 25
4. SCOPE OF WORK AND CONDITION OF CONTRACT 29
5. INSTRUCTIONS TO THE BIDDERS 84
ANNEXURE I - PROPOSAL COVERING LETTER 145
ANNEXURE II: FORMAT FOR POWER OF ATTORNEY 147
ANNEXURE III-COMMERCIAL PROPOSAL FORMAT 149
ANNEXURE-IV-BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT 153
ANNEXURE-V- DECLARATION FOR NOT BLACK LISTED 156
ANNEXURE VI -DRAFT PERFORMANCE GUARANTEE 157
ANNEXURE VII: CURRICULUM VITAE (CV) OF KEY PERSONNEL 160
ANNEXURE VIII: PARTICULARS OF THE BIDDERS 163
ANNEXURE IX: FORMAT OF SENDING PRE-BID QUERIES 164
ANNEXURE X: PRE-CONTRACT INTEGRITY PACT 165
ANNEXURE XI: TECHNICAL SPECIFICATIONS FOR HARDWARE AND SOFTWARE 171
ANNEXURE XII: SOFTWARE MANUFACTURER AUTHORIZATION & SUPPORT FORM 189
ANNEXURE XIII: HARDWARE MANUFACTURER AUTHORIZATION & SUPPORT FORM 190
ANNEXURE XIV: DEED OF CONSORTIUM 191
ANNEXURE XV: FORMAT FOR POWER OF ATTORNEY – FOR CONSORTIUM 192
ANNEXURE XVI: INFRASTRUCTURE AVAILABLE AT STATE DATA CENTRE 194

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

SECTION-I

NOTICE INVITING TENDER & FACT SHEET

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

NOTICE INVITING TENDER

FOR

Selection of System Integrator for Implementation of Web Based Integrated Mines & Minerals Management System in Chhattisgarh

No.06/CEO/CHiPS/ChiMMS/2015 Raipur, Dated 27 /07/2015

Chhattisgarh infotech and biotech Promotion Society (CHiPS), the CHiPS /DGM of Department of Information Technology and biotechnology, Government of Chhattisgarh in the state of Chhattisgarh invites technical and financial proposals from reputed Selected Bidder / System Integrator firms for e-Governance implementation (in sealed cover), to undertake Implementation of **"Web Based Integrated Mines & Minerals Management System in Chhattisgarh (ChiMMS)"** on behalf of **Directorate of Geology and Mining (DGM)** , as detailed in the Scope of Work in this RFP.

The document can be downloaded from the website www.chips.gov.in & www.cgstate.gov.in response to this tender shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the parties. **The tender document cost of Rs.20, 000/- is to be submitted vide crossed demand draft on any Nationalized bank/ Scheduled Bank in favor of The CEO, Chhattisgarh infotech& Biotech Promotional Society, Raipur.**

1.1 **Issuer**

The CEO

Chhattisgarh infotech& Biotech Promotional Society, Raipur

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur,
Chhattisgarh–492001
Tel: + 91 – 771 – 4014158
Fax: + 91 – 771 – 4014158
Email: ceochips@nic.in
Website: www.chips.gov.in & www.cgstate.gov.in

1.2 **Address for Bid Submission and Correspondence**

The CEO,

Chhattisgarh infotech& Biotech Promotional Society, Raipur

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur,
Chhattisgarh–492001
Tel: + 91 – 771 – 4014158
Fax: + 91 – 771 – 4014158

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

LIST OF ABBREVIATIONS

S. No	Abbreviation	Description
1	COTS	Commercial Off the Shelf Software
2	CB	Capacity Building
3	CBT	Computer Based Training
4	CGSWAN	Chhattisgarh State Wide Area Network
5	CGSDC	Chhattisgarh State Data Centre
6	CHiPS	Chhattisgarh Infotech & Biotech Promotion Society
7	DGM	Directorate of Geology & Mining
8	DC	State Data Centre
9	DNS	Domain Name System
10	DRC	Disaster Recovery Centre
11	EMS	Enterprise Management System
12	FRS	Functional Requirement Specifications
13	FMS	Facility Management System
14	GIS	Geographical Information System
15	GUI	Graphical User Interface
16	HLD	High Level Design
17	HQ	Head Quarter
18	HR	Human Resource
19	ICT	Information and Communication Technologies
20	IT	Information Technology
21	LAN	Local Area Network
22	LLD	Low Level Design
23	OSU	Operational Support Unit
24	OS	Operating System
25	PC	Personal Computer
26	PMC	Project Monitoring Committee
27	RFP	Request for Proposal
28	RTI	Right to Information
29	SAN	Storage Area Network
30	SDC	State Data Centre
31	SSP	Solution and Service Provider
32	SLA	Service Level Agreement
33	SQL	Structured Query Language
34	SRS	System Requirement Specifications
35	UAT	User Acceptance Testing
36	UPS	Uninterrupted Power Supply
37	VPN	Virtual Private Network
38	VRK	Vulnerable Record Keeping
39	VSAT	Very Small Aperture Terminal
40	WAN	Wide Area Network
41	MRD	Mineral Resources Department
42	RP	Reconnaissance Permit
43	PL	Prospecting Licence

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

44	ML	Mining Lease
45	QL	Quary Lease
46	SL	Storage Licence
42	TP	Transit Pass
43	TPMS	Transit Pass Management System
44	PCC	Project Coordination Committee
45	STQC	Software Testing & Quality Certification
45	QCBS	Quality and Cost Based Selection
46	SI	System Integrator

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by the Chhattisgarh infotech& Biotech Promotional Society Raipur, hereinafter referred to as CHiPS, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not aim to hold all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the CHiPS, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources.

CHiPS, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

CHiPS may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

1 FACT SHEET

1	**Tender No.**	**06/CEO/CHiPS/ChiMMS/ 2015**
2	Name of the Work	Selection of Implementation Agency for providing **"Web Based Integrated Mines & Minerals Management System in Chhattisgarh"**
3	Name of the issuer of this tender	CEO, CHiPS
4	Date of issue of tender document	Monday, 27/07/2015
5	Date for sending Pre Bid Query	Wednesday, 05/08/2015 till 5 P.M.
6	Pre Bid Meeting	Wednesday, 05/08/2015at12:00 noon at CHiPS office Raipur as per address of Communication mentioned below. (Pls. refer the instructions for attending pre-bid meeting)
7	Publishing of pre-bid queries response	Tuesday, 11/08/2015 on CHiPS website
8	Last Date for Submission of Bids	Wednesday, 26/08/2015 up to 03:00 P.M.
9	Date of Opening of Pre-qualification Bids	Wednesday, 26/08/2015 at 03:30 P.M.
10	Date of Technical presentations	To be informed later
11	Date of Commercial Bid opening	To be informed later
12	Place of Submission & Opening of Bids	The CEO, CHiPS, State Data Center Building, Near Police Control Room, Civil Lines, Raipur, Chhattisgarh–492001 Information on the outer envelope should also include: < Name of the RFP >& "DO NOT OPEN BEFORE < insert the date & time >
13	Address of Communication	State Data Center Building, Near Police Control Room, Civil Lines, Raipur, Chhattisgarh–492001
14	Cost of Tender Document	Rs 20000/- (Rs. Twenty thousand only) through Demand draft from any Nationalized Bank in favor

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

		of "CEO, CHiPS " payable in Raipur
15	Earnest Money Deposit (EMD)	Rs. 21, 00,000/- (Rupees Twenty One lakhs only). Either in form of Demand Draft or Bank Guarantee in favour of CEO, CHiPS payable at Raipur
16	Purchase of Tender Document	RFP can be purchased from the following address on or before 26/08/2015: The CEO, Chhattisgarh infotech & Biotech Promotional Society (CHiPS), Raipur State Data Centre Building, Near Police Control Room, Civil Lines, Raipur 492001 by paying the document Fee of Rs. 20,000/- by Demand Draft in favor of 'CEO CHiPS' and payable at Raipur from any of the scheduled commercial banks or Downloaded from www.chips.gov.in & www.cgstate.gov.in However, in this case, the bidders are required to submit the tender cost in the form of a demand draft (details mentioned in above para) along with the Proposal.
17	Validity of Proposal	Proposals must remain valid 180 days after the submission date.
18	Method of Selection	Quality and Cost Based Selection (QCBS)
19	Bid Submission	Bidders must submit an **original** and **One** additional copies of each proposal along with one number of non-editable CD

Note:

1. The date of the opening of the commercial bids will be intimated to the qualified Bidders before the due date through Email or Telephone.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

2. CHiPS reserve the right to change any schedule of bidding process. Please visit CHiPS website mentioned in document regularly for the same.
3. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

SECTION-II

INTRODUCTION

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

2 BACKGROUND INFORMATION

2.1 ABOUT CHHATTISGARH

Chhattisgarh, a 21st century State, came into being on November 1, 2000. Larger than Tamil Nadu, it is just the right size, and is also fortunate to have a low population density. Good Governance is the highest priority in this Fast Track State. There is both policy stability as well as political stability. Government has been kept small and the State is in excellent fiscal health.

Chhattisgarh is truly a land of opportunities. With all major minerals, including diamonds in abundance, it is the richest State in mineral resources. There are mega industries in Steel, Aluminum and Cement. Chhattisgarh contributes substantially to the Human Resources of India. Several hundred students from the State qualify for admissions in prestigious academic institutions every year. Bhilai, the knowledge capital of the State, alone sends over 50 students to the elite Indian Institutes of Technology every year.

Its' large power surplus is attracting power-intensive industries, and the State is poised to become the power-hub of the nation. Its central location helps easy power transmission to any part of the country. 12% of India's forests are in Chhattisgarh, and 44% of the State's land are under forests. Identified as one of the richest bio-diversity habitats, the Green State of Chhattisgarh has the densest forests in India, rich wildlife, and above all, over 200 non-timber forest produces, with tremendous potential for value addition.

One third of Chhattisgarh's population is of tribes, mostly in the thickly forested areas in the North and South. The central plains of Chhattisgarh are known as the "Rice Bowl" of Central India. Female literacy has doubled in the last decade, and male literacy is higher than India's average. Gender ratio is next only to Kerala. Bastar is known the world over for its unique and distinctive tribal heritage. The Bastar Dashera is the traditional celebration of the gaiety of tribals. Many virgin, unexplored tourism destinations are there is all the parts of Chhattisgarh.

2.2 ABOUT CHiPS

CHiPS, a Registered Society promoted by the Government of Chhattisgarh, is the CHiPS/DGM and prime mover for propelling IT growth and implementation of IT plans in the State. The Hon'ble Chief Minister heads the High Powered Governing Council of CHiPS It includes the

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Minister for Finance & Commercial Taxes, Minister for Commerce & Industry, Minster of IT, Minister for Education, Minister for Panchayat & Rural Development, Chief Secretary, and a representative from the Ministry of Information Technology in Government of India and eminent persons from IT industry.

CHiPS is involved as State Designated Agency (SDA) in NeGP MMP's implementation of some mega IT Projects like CHOiCE, e-District, Digital Secreteriat, GyanVinimay (e-classroom), e-Procurement, SWAN, SSDG, CM Dashboard, City Wi-Fi, Video Conferencing in Government Department, Bhuiyan and GIS, CSC'S. A professional approach is being adopted for the implementation of IT Projects using the services of e-governance experts and consultants from corporate and academia.

2.3 ABOUT DIRECTORATE OF GEOLOGY & MINING

2.3.1 Introduction to Mineral Resources Department of Chhattisgarh (MRD)

Chhattisgarh is endowed with variety of mineral wealth. Under the Mineral Resources Department the Directorate of Geology and Mining (DGM), Chhattisgarh is actively engaged in bearing the onus of development of minerals and mineral based industries in the state. For the rapid and systematic investigation and conservation of minerals, 3 Regional Offices of Directorate are operational at Raipur, Bilaspur and Jagdalpur. Presently the DGM has 27 district offices, 45 Check Posts & Weigh bridges at district level. The Directorate has sophisticated laboratories located at head office Raipur and Regional offices comprising modern equipments, trained and experienced manpower to carry out detail analysis of rocks, minerals and ores. Remote sensing and Petrological laboratory of the DGM has a capacity to assist in mineral investigation. Recognizing the pivotal role of minerals in the industrialization of the state, the Government of Chhattisgarh has formed a number of policies to eliminate procedural delays and to create an amicable environment for the entrepreneurs and growth in this state.

Primary duties and responsibilities/Existing Processes of the Directorate:

(a) Prospecting and Exploration of minerals/ ores through:

- Remote sensing and photo-geological studies in obvious geologically potential (OGP) areas supported by ground geophysical survey, to target mineral bearing areas.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- Reconnaissance, geochemical, petrological and ground geophysical survey to locate new mineralized areas to target prospecting and exploration (mapping, ground geophysical survey, drilling, pitting/trenching, sampling etc.) and estimation of the mineral resources.
- Petrological studies, chemical analysis and other physical tests of mineral, ore and rock samples.
- Exploratory mining wherever needed
- Undertaking the "Mineral Beneficiation Studies" for preparation of feasibility study reports
- Categorization of the mineral resources as per the United Nations Framework Classification (UNFC)
- Guidance to the mining lessees on their request for (i) prospecting and exploration in the lease hold areas as per prevailing rules and (ii) preliminary assessment of mineral resources.

(b) Regulatory and Administrative

- Approval and monitoring of the mining plan and scientific exploitation of mineral resources video MMRD Act and applicable Rules.
- Guidance for development of infra-structural facilities in the mining area and mineral based industries.
- Monitoring of unauthorized excavation, removal, transportation and misuse of mineral.
- Monitoring and guidance for conservation of mineral resources and restoration of ecological balance.
- Collection of returns / data on production and many other related aspects of mining

(c) Collection of Mineral Revenues

- The duties of the DGM have increased with time. The mineral concessions of major and minor minerals have risen from 1577 in the year 2000-01 to 3211 in the year 2010-11. Phenomenal increase in State's mineral revenue is observed from Rs. 429.96 crore in the year 2000-01 to Rs. 2461.46 crores in 2010-11.
- It is observed that DGM's regulatory, operational and monitoring systems, efficiency
- would increase considerably by application of IT (information technologies) intervention in the system
- Average number of applications received by the department for various mineral concessions is approximately 1000 annually.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

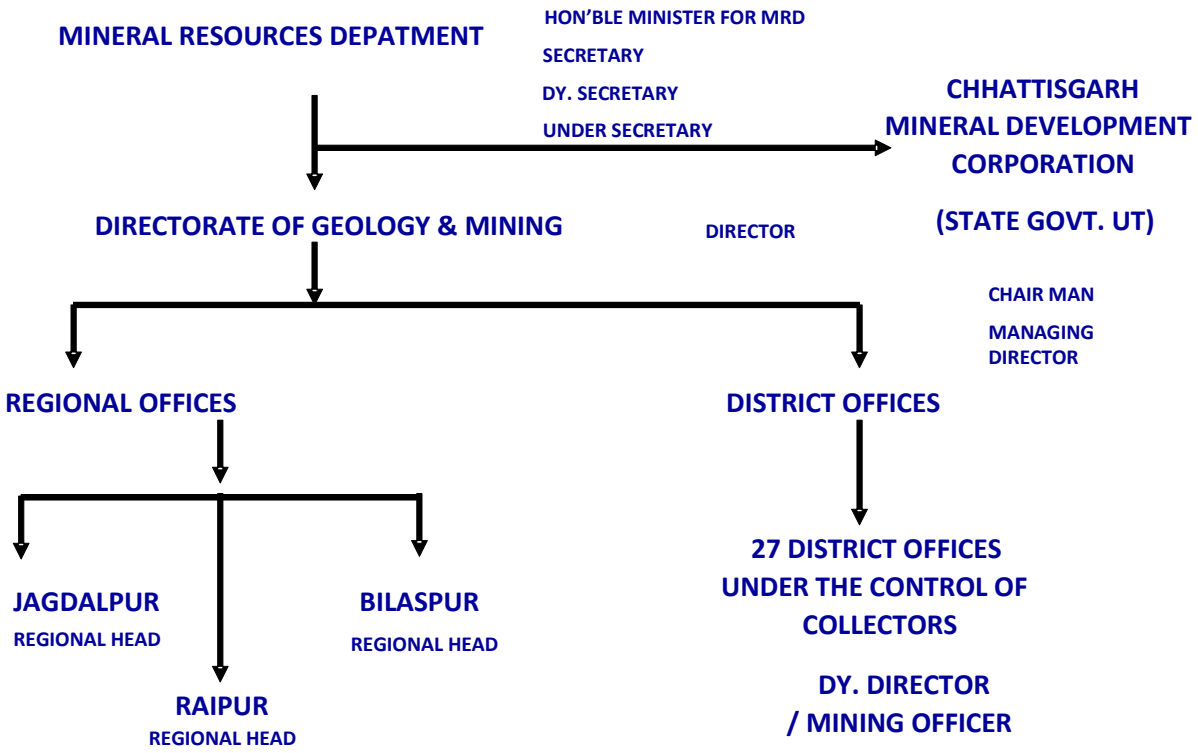
- The average number of transit Pass issued annually are approximately 75,00,000
- The Dept. is collecting approximately Rs. 2500 crores of revenue from mining activities.
- The responsibility of the DGM has enormously increased with time.

Additional information can be found on the DGM website (http://chhattisgarhmines.gov.in/)

2.3.2 Organization Structure

The organization structure of MRD at the administrative as well as functional (district/field) level has been outlined in the diagrams below:

ORGANIZATION CHART OF DEPARTMENT



This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Government of Chhattisgarh
Mineral Resources Department

Responsibilities

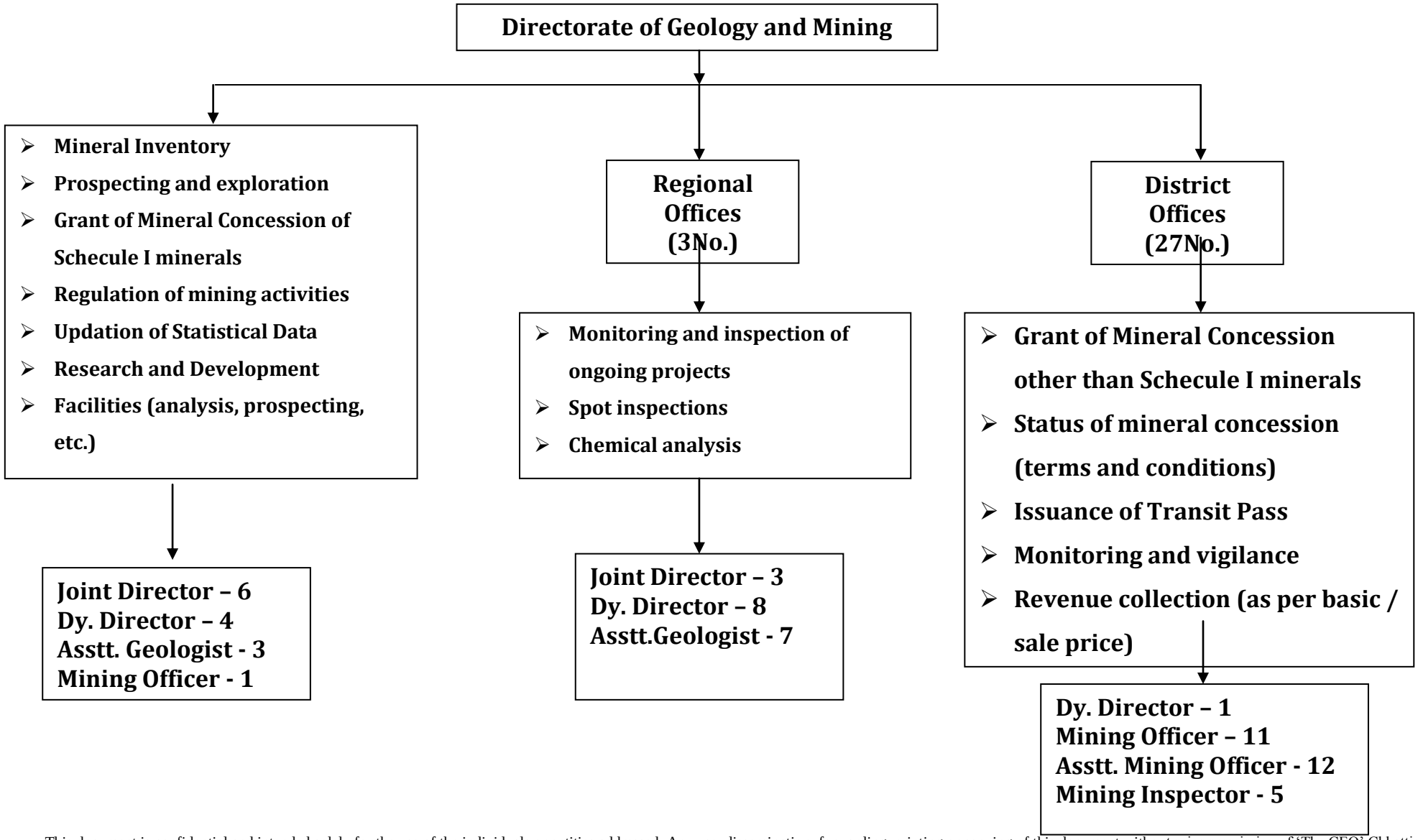
Policy Related

- Investigation, prospecting and estimation of mineral resources
- Auctions of Mines & Minerals
- Development and Regulation of Mines and Minerals
- Grant of mineral concessions and compilation of revenue
- Taxation of mineral revenue

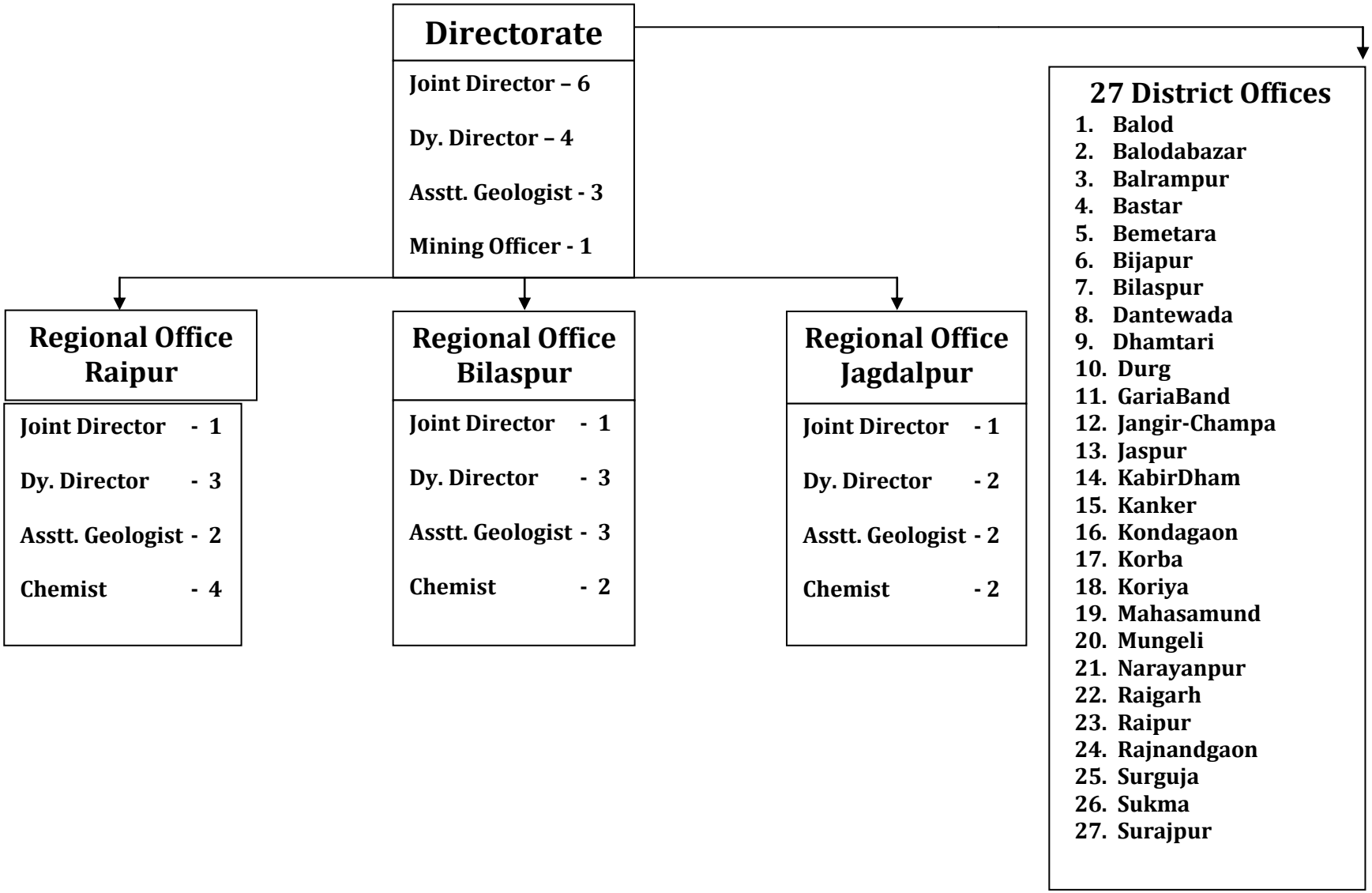
Administration of Act and Rules by the Department

- Mines and Mineral (Development and Regulation) Act, 1957 (as amended)
- Mineral Concession Rules, 1960
- Mineral Conservation and Development Rules, 1988
- Granite Conservation & Development Rules,1991
- Chhattisgarh Minor Mineral Rules, 2015
- Marble Development & Conservation Rules , 2002
- Chhattisgarh Mineral (Mining, Transportation and Storage) Rules, 2009 (as amended)
- The Minerals (Auction) Rules 2015
- The Minerals (Non Exclusive Reconnaissance Permits) Rules 2015
- The Minerals (Evideance of Mineral Contents) Rules 2015
- The Coal Mines (Special Provisions) Act 2015

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.



This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.



This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

2.3.3 Project locations & staff details

List of total project Locations:

No.	Locations	Numbers
1	MRD	1
2	Directorate of Geology & Mining (Raipur)	1
3	Regional Offices (Raipur, Jagdalpur, Bilaspur)	3
4	District Offices (List Below)	27
5	Check Post & Weigh bridges(List Below) in First Phase	5
6	Check Post & Weigh bridges(List Below) as on when basis	40
Total Number of Location		77
Total No. of Staff working		400 (Approx.)

List of 27 Districts Offices:

S. No.	District Offices (At District Collectorate)
1	Raipur
2	Dhamtari
3	Mahasamund
4	Durg
5	Rajnandgaon
6	Kabirdham
7	Bilaspur
8	Korba
9	Janjgir-Champa
10	Raigarh

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

11	Jashpur
12	Surguja
13	Koriya
14	Bastar
15	Kanker
16	Dantewada
17	Narayanpur
18	Bijapur
19	Surajpur
20	Balrampur
21	Mungeli
22	Bemetara
23	Baloda Bazar
24	Balod
25	Gariaband
26	Kondagaon
27	Sukma

List of 05 Check Post with Weigh Bridges:

S. No.	05 Check Post /Weigh Bridges
1	Check Post at Semipali, Dist Korba
2	Check Post at Rahadih, Dist Korba
3	Check Post at Rampur, Dist Korba
4	Check Post at Saraishringar, Dist Korba
5	Check Post at Kunjemura, Dist Raigarh

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

2.3.4 Existing Legacy Systems

Sr. No.	Application Name	Description of Services provided by Application	Application architecture/Platform (Centralized / Decentralized)	Development Platform – Web Enabled or not	Database/ Operating System	Developed by	Location (HO/DO/ZO/MO/Any other level) - Centralized / Decentralized
1.	MapInfo 11 (5 User Licensed)	GIS based Map prepared on bas map	-	Not web enabled	Windows XP/2007	Pitney Bouse (USA)	DGM HQ

2.3.5 Existing Site Infrastructure

The below table represents the status of ICT infrastructure availablle at DGM-

A. Existing Infrastructure at DGM Office, Raipur Chhattisgarh

S. No.	District (HQ)	Desktops	Printer	Scanner	Other IT Equipments
1	Raipur	32	38	1 (A4 size)	-
Total		32	38	1	-

B. Existing Infrastructure at 3 Regional Offices Under DGM, Chhattisgarh

S. No.	District	Desktops	Printers	Scanners	Other IT Equipments
1	Bilaspur	6	6	-	-
2	Raipur	5	5	-	-
3	Jagdalpur	9	11	-	-
Total		20	22	-	-

C. Existing Infrastructure at 27 Districts Offices Under DGM, Chhattisgarh

S. No.	District	Desktops	Printers	Scanners	Other IT Equipments
1	Raipur	3	2	-	-
2	Dhamtari	1	1	-	-
3	Mahasamund	1	1	-	-
4	Durg	1	1	-	-

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5	Rajnandgaon	1	1	-	-
6	Kabirdham	1	1	-	-
7	Bilaspur	2	2	-	-
8	Korba	5	5	-	-
9	Janjgir-Champa	1	1	-	-
10	Raigarh	1	1	-	-
11	Jashpur	2	2	-	-
12	Surguja	1	1	-	-
13	Koriya	1	1	-	-
14	Bastar	1	1	-	-
15	Kanker	1	1	-	-
16	Dantewada	1	1	-	-
17	Narayanpur	-	-	-	-
18	Bijapur	-	-	-	-
19	Surajpur	-	-	-	-
20	Balrampur	-	-	-	-
21	Mungeli	-	-	-	-
22	Bemetara	-	-	-	-
23	Baloda Bazar	-	-	-	-
24	Balod	-	-	-	-
25	Gariaband	-	-	-	-
26	Kondagaon	-	-	-	-
27	Sukma	-	-	-	-
	Total	24	23		

D. Existing Infrastructure at Check Post/ Weigh Bridges Under DGM Chhattisgarh

S. No.	Check Post/ Weigh Bridges	Desktops	Printers	Scanner	Other IT Equipments
1.	Check post with Weigh bridges	5	5	-	-
Total		5	5	-	

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

2.4 ABOUT THIS REQUEST FOR PROPOSAL (RFP)

Chhattisgarh infotech and biotech Promotion Society (CHiPS), the CHiPS/DGM of Department of Electornics & Information Technology, Government of Chhattisgarh in the state of Chhattisgarh invites technical and financial proposals from reputed Selected Bidder firms of national and international repute in e-Governance project System Integrator (in sealed cover), to implement **Web Based Chhattisgarh Integrated Mines & Mineral Management System (CHiMMS)** in the State of Chhattisgarh, as detailed in the Scope of Work in this RFP. The successful bidder will be provided to cover services under this RFP for 1 Year 6 Months Implementation and 3 years O&M period and may be extended for another 2 year period for O&M.

The following are the major scope of work covered under this project:

1) The scope of this project cover Design, development and implementation of Web Based Integrated Mines & Minerals Management System Application software for Mineral Resources Department, Directorate (DGM Office) its 3 Regional Offices, 27 District Offices and 45 Check Post / Weigh Bridges in the State of Chhattisgarh.
2) Deployment of necessary Hardware at project location sites.
3) FMS, Operation and Maintenance (O&M).
4) Master data build up and Data Digitization of legacy data
5) Training & Capacity Building
6) GPS based vehicle Tracking System

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

SECTION III

ELIGIBILITY CRITERIA

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

3. ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the tender documents. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the services for **"Selection of System Integrator for implementing Web Based Integrated Mines & Minerals Management System in Chhattisgarh"** and support services sought by the CEO, Chhattisgarh infotech & Biotech Promotional Society, Raipur, on behalf of DGM for the entire period of the contract. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the Tender document. The invitation to proposal is open to all bidders who qualify the eligibility standards as presented under:

S. No.	Eligibility Criteria	Documents Required
1	The Prime bidder should be a company registered in India under companies Act 1956, registered with the Service Tax Authorities and operating for the last Five years in IT/ITeS Services as of 31st March 2015.	Certificate for Incorporation of company registered in India. AND Copy of Memorandum of Understanding (MoU) and Article of Association (AoA) AND Service Tax Registration shall be enclosed as a proof.
2	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of the Rs.21 lakhs/- (Rs. Twenty One Lakhs only) The EMD should be in the form of a Demand Draft issued by a Nationalized / Scheduled Bank or Bank Guarantee, in favor of CEO, CHiPS, Raipur, CG, payable at Raipur.	Attach original Bank Draft / Bank Guarantee
3	The Prime Bidder and all Consortium shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.	Undertaking in this regard by the authorized signatory of the bidder as per the given format
4	The Prime Bidder and all Consortium (In case of consortium not more than 2) partners should be an Information Technology Solution and Service Provider with a registered office and operations in India. The Prime Bidder should be operational in India for at least the last five financial years as of 31st March 2015.	Certificate of company registered in India by all consortium partners
5	The Prime bidder must have an office in the Chhattisgarh State or should furnish an	Undertaking in this regard by

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	undertaking that the same would be established within One month of signing the contract.	the authorized signatory of the bidder as per the given format
6	The Prime Bidder, a single legal entity registered in India, and must have an Average annual turnover of not less than Rs. **12.5 (Twelve Crore Fifty Lakh)Crores in IT/ ITeS Services** for the last three financial years (as of 31-03-2015).	A copy of the audited profit and loss account and Balance Sheet of the company showing turnover of the company for last three years. OR CA certificate as per Audited Balance Sheet
7	The Prime bidder should have positive Net Worth in each of the last three Financial Years (as of the year ending on 31st March 2013, 2014 & 2015)	Extracts from the audited Balance sheet and Profit & Loss Account; OR Certificate from the statutory auditor.
8	The Prime Bidder must have a proven track record of successfully implementing at least **Three (3)** IT-Projects. Out of 3 IT projects: 1. **At least one of the project should be an integrated turnkey IT- projects**[1] of a value of Rs. **4 Crores** or above for Central Government / any of the State/UT governments / PSU in India in last five years. 2. **At least two (2) e-Governance projects**[2] summing up to a value not less than Rs. **4 Crores** or above for Central Government / any of the State/UT governments/ PSU in India in last five years	a) Work orders confirming year and Area of activity, the value of services to be delivered to each of the projects b) Complete / Partial Completion / Satisfactory ongoing Certificate from Client
9	**The Prime Bidder or Consortium partner should have implemented** At least 1 similar Software Services (implementation of an Integrated Mining solution) Project[3] for Government of India, any of the State/UT governments. The project must be worth at least Rs. **1 Crore in last five years**.	a) Work orders confirming year and Area of activity, the value of services to be delivered to each of the projects b) Complete / Partial Completion / Satisfactory ongoing Certificate from Client
10	The Prime bidder or Consortium Partner whose solution(application software) is proposed must have been assessed and certified for **CMMi Level 3 or above**. The certificate should be valid for at least a period of one year from the date of submission of the bid	Valid certificate needs to be attached.
11	The Prime bidder should have a minimum	A copy of the EPF register of

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	strength of 100 IT professionals with the company.	previous month along with the deposit challan must be enclosed as a proof OR Any Statutory Compliance proof w.r.t employee proof
12	A power of attorney / Board resolution in the name of the person signing the bid by Prime Bidder and Signed by all consortium partners.	Original Power of attorney/ Board resolution copy

Notes:

1. *'IT-projects' relates to projects involving IT Infrastructure procurement and commissioning/ software implementation, Deployment and Maintenance*
2. *'e-Governance projects' is defined as 'deployment of IT systems/ software implementation for a government / public sector enterprises.*
3. *'Similar Software Services Project' relates to projects involving development and deployment of Mines & Minerals Management System and Operation and Maintenance for the same system.*
4. *In case of a consortium Bidding, the Prime bidder should submit the Roles and Responsibility of all the partners and should signed by all the partners on stamp.*

In respect of both 1 and 2 above, the prime bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

SECTION- IV

SCOPE OF WORK

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

4. SCOPE OF WORK AND CONDITION OF CONTRACT

4.1 SCOPE OF WORK COVERED UNDER THIS PROJECT

1) The scope of this project cover Design, development and implementation of Web Based Integrated Mines & Minerals Management System Application software for Mineral Resources Department, Directorate(DGM Office) its 3 Regional Offices ,27 District Offices and 45 Check Post / Weigh Bridges in the State of Chhattisgarh.

2) Deployment of necessary Hardware at project location sites.
3) Deployment of Personnel for Facility Management System (FMS) at District level, Operational Support Unit (OSU), Operation and maintenance
4) Help Desk Support
5) Master data build up and Data Digitization of legacy data
6) Training and Capacity Building
7) GPS based vehicle Tracking System

4.2 PROJECT ACTIVITIES AND TIMELINES

The Selected Bidder will be implement the entire project in phase wise manner the total time span is 18 Months. The project will be implemented in four phases across the state followed by the operation and maintenance period of 36 months at all the designated project locations.

Phase-1: Pre-Implementation Phase (4 Months)

- Project Kick-off Meeting.
- Preparation & Submission of detailed Project Plan
- Site inspection & preparation of survey report for all Project locations
- Submission of System Study Report (SRS) /GAP Report and sign-off from department.

Phase-2: UAT Phase for Application Software (6 Months)

- Customization /Development of Application Software as per SRS.
- Deployment of required manpower for Software Testing and customization as per requirement.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- Deployment of Application Software at CG State Data Centre
- User Acceptance Testing of the system to the satisfaction of Competent Authority & Acceptance of Customized Application Software and Web Portal for functional Module implemented in stage-1.

Phase-3: Implementation phase of stage-1 Functional module in all locations (8 Months)

- Functional Testing for Application Software at 32 offices (1 MRD, 3 Regional Office, 27 District office) and 5 Check Post Locations
- Hardware deployment at 37 locations
- Data Digitization, Master Data Entry, Legacy Data Entry of 37 Locations
- Capacity Building –(Application Software & Other trainings)
- GO-Live of Application Software at 37 locations
- After completion of 5 Check post, any additional check post will be implemented as per requirement of DGM and Site readiness. The selected bidder will be implement the same on per check post basis and submit the invoice for the same for deployment of software and Hardware, one time implementation charges. After completion of implementation regular O & M period will be start.

Note: Phase-3 would commence only after the successful completion of Phase-2. The department will provide the site availability and connectivity to the successful bidder

Phase-4: Implementation Phase for Functional Module at Stage-2 (After UAT and Pilot Testing of Stage-1 Functional Modules) (3 Months)

- User Acceptance Testing of the system to the satisfaction of Competent Authority & Acceptance of Customized Application Software and Web Portal for functional Module implemented in Stage-2.
- Application Software deployment Data Digitization, Master Data Entry,
- Capacity Building –(Application Software & Other trainings)
- Functional Acceptance Testing for functional module of stage-2 Application Software at 37 Locations

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Note: Phase-4 would commence only after the successful completion of Phase-3.

Phase-5: Operations & Maintenance Phase (36 Months)

- Operations & Maintenance Activities at all the project locations.
- Deployment of Facility Management Services (FMS) personnel for support day to day operation at 27 district locations.
- Deployment of Help Desk Support unit for 24x7x365 support from Mining office in Raipur.
- Deployment of Five (5) Personnel as Operational Support Unit (OSU) on site at central location in Raipur.

Note: Phase-5 would commence only after the successful completion of Phase-3

4.3 STAGE WISE IMPLEMENTATION OF FUNCTIONAL MODULE FOR APPLICATION SOFTWARE

The application software to be developed under this project shall include major as well as minor minerals, wherever applicable, for all the modules proposed in the RFP.

The selected bidder will developed/customized following module and implement Stage wise:

STAGE-1

1. Online application for mineral concession and workflow based system as per departmental requirement
2- Mineral Concession Information (including minor minerals) and regulation module with workflow
3- Storage /Trading License/End use Information & Regulation
4- Work flow based e-permit and e-Transit Pass
5- Statistics and check post module
6- Payment gateway module
7- Role and access based administrative module
8. Master and Administrative module to regulate the grant and regulation of mineral concession based on prevailing Act / Rules / Policy

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

STAGE-2

1. Check post and Weighbridge module
2- Truck Transportation Module
3- Mineral administration & vigilance module
4- Geology module
5 Helpdesk support software monitoring module

The CHiPS /DGM may their own discretion can change the stage of module after signing the agreement with selected bidder.

4.4 DETAILED FUNCTIONAL SCOPE OF APPLICATION SOFTWARE

The functional scope of the project addresses the key functional areas of the Mining & Geology Department. The Selected Bidder is required to study the key process requirements, the functional requirements and develop/ customize the required solution w.r.t. the functional requirements. The Selected Bidder would configure and customize COTS (Commercial Off-The-Shelf) / Application software specific to the DGM, Chhattisgarh State. It includes-

The System Integrator shall be responsible for customization/development of COTS Software/ Application software with unlimited user license for departmental personnel and end user for the Directorate of Geology and Mining, Chhattisgarh consisting of following modules:

S.No.	Module Name	Application/Service

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

S.No.	Module Name	Application/Service
1.	**Mineral Concession Information & Regulation Module**	➢ Details w.r.t terms and conditions of various mineral concessions, including their renewal, laps, transfer, surrender status as per Act and Rules. ➢ Details and status of Mining Plan, Scheme of Mining , Progressive Mine Closure Plan , Final Mine Closure Plan (FMCP) ➢ Details and status of environment and other statutory clearances. ➢ Lease Database ➢ MIS ➢ Alert declaration and monitoring of minimum requirement to be fulfilled by the lessee during concession period ➢ Online submission of returns in prescribed formats and Remittance of Rent, Royalty, Fee, interest, Tax collected at source (TCS), Arrears, Cess, etc. ➢ Inter-check and analysis of various figures given in the returns regarding production, dispatch, stock, etc. ➢ Online workflow based inspection and submission ➢ Interlinking with the prevailing rates of royalty, rent, fee, interest, etc., its assessment, certification and generation of demand/no dues certificate. ➢ Inspection of mineral concessions. Generation of inspection proforma with plan for specific concession holders with basic details, filling in inspection details/reports and re-submission of data. ➢ Issuance of notice and status thereof. ➢ Integration with Mineral Concession Application and Information Module.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

S.No.	Module Name	Application/Service
2.	**Storage / Trading License / End use Information & Regulation Module**	➢ Online submission of applications for Storage / Trading License / End use, as applicable, their scrutiny and disposal status. ➢ Details of various licenses, including their renewal, transfer, surrender status. ➢ Online submission of returns in prescribed formats and remittance of rent, fee, interest, arrear, its assessment, certification and generation of Demand. ➢ Inspection of various licenses. Generation of inspection proforma, filling in inspection details/reports and re-submission of data. ➢ Details of consumer wise coal received, washed and dispatched in the coal washery. ➢ Issuance of notice and status thereof ➢ Related MIS ➢ Alert declaration and monitoring of minimum requirement to be fulfilled by the lessee during concession/license period ➢ Online workflow based inspection and submission ➢ End-to-End inter-check and analysis of production and dispatch of minerals (ROM/processed) from captive mines with receipt and consumed by the end user plants. ➢ Related MIS
3.	**e-Permit and e-Transit Pass Module**	➢ Online receipt of request for e-permit and its issuance after statutory clearances and due verification as per the workflow based procedure approved by the department ➢ Online receipt of request for e-Transit Pass and its issuance after statutory clearances and due verification. ➢ Generation of the railway forwarding note for online e-transit permit. ➢ Online receipt of request for e-Railway Transit Pass and its issuance after statutory clearances and due verification. ➢ Monitoring of mineral lifted from the internal (within lease / licenced area) and railway sidings situated outside. ➢ Integration with related modules.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

S.No.	Module Name	Application/Service
4.	**Check post and Weigh Bridge Module**	➢ Maintenance of database of check post under mining and other departments. ➢ Registration and approval of private weigh bridge and database. ➢ Swapping facility for bar coded TP, barrier lock. ➢ Application Software for Mobile to read & write barcode. ➢ Offline software to read barcode during checking of transit pass and stored in Laptop/ desktop & tablet, synchronization of the data with central server on revival of connectivity. ➢ Intelligence dashboard showing the location of the weigh bridges. ➢ Generation of report of check post and weigh bridge data, as required. ➢ Integration of check posts and weigh bridges with district and directorate level offices. ➢ Related MIS.
5.	**Statistic / Report Module**	➢ Mineral statistics including production, dispatch, revenue, royalty rates, basic / sale prices, etc. with respect to international, national, state and district level. ➢ Generation of monthly, half yearly and yearly proforma. ➢ Mineral based industry data. ➢ Related MIS.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

S.No.	Module Name	Application/Service
6.	**Mineral Concession Application Module**	➢ As per the new provisions incorporated in MMDR Act, 1957 as ammended, mining leases and prospecting cum mining leases are to be granted through e-auction. Hence, the details of the preferred bidder shall be imported and integrated in CHiMMS application software. ➢ Raising of demand of upfront payment against the preferred bidder in the application software. ➢ The software should have provision for issuance of Letter of Intent to the preferred bidder after submission of due installment/(s) through e-challan/Payment Gateway. ➢ The software should have provision for compliance of due formalities and payment of dues, issuance of LoI to the preferred bidder , declaration of successful bidder as prescribed in the Act and concerned Rules. ➢ The software should have provision for Submission and scrutiny, status and certification details of mining plan / scheme. ➢ The software should have provision for submission of Returns and payment towards upfront payment, premium amount, District Mineral Foundation (DMF) and National Mineral Exploration Trust (NMET). ➢ Online submission of applications in prescribed formats for grant / renewal / extension for various Mineral Concessions including their amalgamation, transfer, surrender, etc. ➢ Scrutiny of applications, notices to the applicants, updating with time line, comparative statement of all applications with all respect, proposal to higher authority based on workflow / LoI / grant and disposal thereof. ➢ Online submission of statutory and other documents as required by the department ➢ Database of All Pending Applications ➢ MIS ➢ MIS report can be searched on critical parameters
7.	**Truck / Transport Registration Module**	➢ Online registration of the trucks & transporter engaged in mining/ mineral transportation. ➢ Generation of bar-coded certificate. ➢ Deregistration of the mineral carrying vehicle if not found in order with provisions of appeal. ➢ Details of vehicles seized under illegal transportation. ➢ Related MIS.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

S.No.	Module Name	Application/Service
8.	**Payment & SMS Gateway Module**	➢ Payment Gateway (PG) Integration with all modules. ➢ SMS Integration with all modules. ➢ Identification of Payment Gateway Services. ➢ Negotiation with PG SELECTED BIDDER for reduction / discounted services with no charges for DGM. ➢ Service Charges for Lessees (may be less than that of DD commission). ➢ Integration with Treasury Account.
9.	**Mineral administration monitoring and vigilance Module**	Flying squad ➢ Submission of cases of illegal activities and disposal thereof. ➢ Facility to file grievances online ➢ Status of resolution of complaint ➢ Related MIS
10	**Geology Module**	➢ Depiction of resources on different formats and plans ➢ Status of prospect-full/mineable areas. ➢ On going mineral investigation / exploration projects, Monitoring/ Inspection. ➢ Online submission of reports, Generation of inspection proforma with basic details of ongoing camp, filing of data, resubmission etc. ➢ Research and Development related activity. ➢ Spot Geological inspections and results thereof. ➢ Registration of applications and generation of inspection proforma with plan for specific applicant with basic details, filling of inspection details and re-submission of data. ➢ Facilities available at DGM for exploration and charges thereof. ➢ Laboratories-Record of Samples received, analyzed & reports thereof, and uploading of reports generated by automated testing equipment. ➢ Conferences, seminars, technical trainings, meetings, etc. ➢ The software should have provisions for MIS wrt resource / reserve estimation and related data as per Evidence of Mineral Content Rules, 2015 ➢ Related MIS.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

S.No.	Module Name	Application/Service
11	**Master Rule and Administrative Module**	➢ To regulate the grant and regulation of mineral concession based on prevailing Act / Rules / Policy ➢ Rule formation based on formula and policy for the disposal of application system and regulation of mineral concession as per the formula / rates, etc. based on rules and policy ➢ All rights for Transactional Change at various levels
12	**Role and Accessed based Administrative**	➢ Role and accessed based approval and reviewable system (for all the modules) ➢ All rights for Transactional Change at various levels
13	**Help desk support software monitoring**	➢ Integration with application software ➢ Call logs by department user/ end user of Mining department ➢ Different statistical reports

The following are the minimum application features which will be developed in the application software according to the rules and Act followed by DGM:

1. Customization/Development of Mineral Administration & Transit Pass Management Activities, Modules i.e All Modules of Application Software, covering all procedure and norms towards the Monitoring of mineral administration & Transportation activities at Check Post /Weigh Bridges.
2. Above mentioned Modules would cover all lifecycle activities and administrate and manage the various types of leases / Transit Pass/Check Post & Weigh Bridges Activities.
3. All Modules of Application Software would be integrated with each other.
4. Availability of integrated online MIS reporting system for users and Management of DGM and State Government.
5. The application would be developed along with an integrated mailing system for the ease of communication between the application users.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

6. The software needs to have inbuilt Security and monitoring with following minimum features:
   - Definition of roles and users.
   - Define, add/edit/view/delete rights for each Entry Form/Report in all modules for each role.
   - User counter, time and user stamping at each transaction.
   - Online monitoring of the user activities.

7. The Selected Bidder is expected to study each of the above mentioned modules and processes in detail and customise the application software as per the requirement of the Directorate of Geology and Mining, Chhattisgarh.
8. The Application Software/ COTS, available would have been developed using any of the popular Web Technologies and had been deployed in 3-tier Architecture.
9. The Latest Relation Data Base Management System (RDBMS) is to be used for all Database related solutions.
10. The Selected Bidder would also be responsible for the development / enhancement of the existing Departmental web site (www.chhattisgarhmines.gov.in) consisting of general Information related to the Department, its functions, district wise offices, Mineral Wealth and Industrial Potentiality of Chhattisgarh, Mineral concessions and sites, publications, notices like Tender uploads etc. All the sections of the web site would be of the dynamic nature with a content management module.
11. The selected bidder shall be responsible for the overall development & deployment of the application software and web portal designed & hosted at the State Data Centre.
12. The selected bidder shall be host the application at the CG state Data Centre.
13. The selected Bidder shall be responsible for UAT and content management as and when required during the project duration.
14. The application software and the web portal are bi-lingual (Hindi & English) in nature and hence, the selected bidder shall ensure that all the supplied Hardware and Software are UNICODE compliant
15. Lessees would do online filing applications and printing Transit Pass (TP).

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

16. By Payment Gateway lessees would be able to load applications from their places and after approval (with digitally signed Transit Pass), lessee should print the digitally signed Transit Pass for transporting minerals.

17. The Application software Must provide step-by-step procedures for filing applications, inspection and also during approvals and printing. .

18. Lessees could file multiple applications with each application for multiple Transit Pass.

19. The individual forms, for capturing the details at each stage of the workflow, are interactive and are as per the manual forms and in the order in which data / information is available with the end user.

20. Higher officials monitor the Application Software using their dashboards with details like how many application filed, how many inspected, how many approved and how many printed etc.

21. SMS Integration helps monitoring the movement of trucks / loads

Note: The DGM/ CHiPS reserves the right to changes of module as per their requirement.

4.5 GENERAL SCOPE OF WORK

CHiPS /DGM intend to implement a centralized, comprehensive Web Based Integrated Mines & Minerals Management System in the state of Chhattisgarh as per location mentioned in section II. The scope envisages complete turnkey solution which may inter-alia include the following activities for a duration of 1 year 6 Months implementation and 3 years for Operation & Maintenance (O&M).

The following are the major scope of work covered under this project:

1) The scope of this project cover Design, development and implementation of Web Based Integrated Mines & Minerals Management System Application software for Mineral

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Resources Department, Directorate (DGM Office) its 3 Regional Offices, 27 District Offices and 45 Check Post / Weigh Bridges in the State of Chhattisgarh.

2) Deployment of necessary Hardware at project location sites.
3) Master data build up and Data Digitization of legacy data
4) Training & Change Management
5) Deployment of FMS & OSU Personnel, Operation and maintenance up to district level and Help Desk Support
6) GPS based vehicle Tracking System

The selected bidder will deploy dedicated project manager for the entire lifecycle of the project. The project manager will be a single point of contact (SPOC) for all activity and coordinate with DGM/ CHiPS. The Project manager should have experience of minimum 10 years in relavent field and qualification of B.E./B. Tech/MCA with MBA.

1) Design, development and implementation of Application Software

Requirement Analysis-

The CHiPS /DGM will form a core committee comprises of DGM and CHiPS officials, members from the successful bidder during the requirement analysis phase. The committee will discuss on the format of various forms and necessary reports used by the DGM as a part of different process of Mines & Minerals Management System in order to finalize common formats as per Act and guidelines which can be used across the state. The selected bidder will implement those forms as per the common format decided by the committee. The Bidder shall take sign off on every format approved by committee or authorized signatory from DGM.

Site Survey at Project locations-

The Selected bidder shall do a survey of all locations in the first phase and prepare the survey report to execute the project. The survey report includes Infrastructure requirement, Network and connectivity requirement and Furniture and fixture requirement.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Submission of System Study/ GAP Report

The Selected Bidder is required to study the key process requirements, the functional requirements as per DGM requirement and submit the SRS/GAP report to DGM. The CHiPS /DGM/ Committee will approve the SRS/GAP report and provide sign-off for customization/development of Application software.

Customization of Application S/W/ COTS

The functional scope of the project addresses the key functional areas of the Mining & Geology Department. The SI is required to study the key process requirements, the functional requirements and develop/Customize the required solution w.r.t the functional requirements. SI would configure and customize COTS (Commercial Off-The-Shelf) /Application Software specific to the DGM, Chhattisgarh State. The Selected Bidder shall be responsible for customization of COTS/Application Software (with license) for the Directorate of Geology and Mining, Chhattisgarh consisting of above functional modules.

Note

- The Modules given above are Tentative & Scope of Work for Customization/ Development may change after detailed System Study & GAP Analysis.

UAT for Application Software

User Acceptance test will be done by CHiPS or any Third Party Auditor(STQC) nominated by CHiPS /DGM. The CHiPS/DGM will be conduct the security and technical testing by any third party agency like STQC etc. and the selected bidder will be responsible for coordinating with the agency and changes should be incorporated in application software without any extra cost.

Application Software deployment-

The selected bidder will deploy the application software at the CG state data center. CHiPS /DGM will provide the necessary Hardware (Server, Firewall etc.) and Operating

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

system software/ Databse (Microsoft server, MS SQL, Oracle etc.) for deployment of application. The Bidder has to provide number of servers and other hardware, software required to run the application as per specification provided in **Annexure – XVI.**

The Data Center in the SDC would host the Application Software for the Mineral Resources Department/ DGM Office.

The following infrastructure at the State Data Centre will be available to the Selected Bidder for hosting the Application-

- Server and Rack
- Enterprises Licenses for Operating System/ database (Microsoft server/ MS SQL/ Oracle)
- Power and Cooling
- UPS, DG set power backup
- Data Center Storage
- Fiber Cabling and Networking items for Data Centers
- Bandwidth and Connectivity
- LAN& VPN
- Firewall & Intrusion Protection System
- Fire prevention
- Physical security surveillance
- Network Operation Centre
- Common Data Centre facility Maintenance and Support

The Bidder has to provide the list of hardware and software required from state data centre in technical proposal.

If any other software licenses or hardware required to run the application other then mentioned in Annexure XVI, the selected bidder has to provisioned in their technical proposal and cost would be incorporated in their financial proposal.

The CHiPS/ DGM shall not be responsible for any extra hardware/ software requirement after technical proposal submitted by Bidder.

2) <u>Deployment of necessary Hardware at project location sites.</u>

The Selected Bidder is expected to prepare the Project sites for setting up the necessary site infrastructure. Site preparation at all locations include, but not limited to:

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

S. No	Item Name	Qty	Location
1	Desktop Computer	80	Minimum 1 at every Location
2	Laser Printer (capable of printing Barcodes of standard symbologies like PDF417 and other Standard 2-dim barcodes)	30	In each mining office
3	Scanner A-3	30	In each mining office
4	Off-Line Ups (500 VA line interactive UPS with Minimum 15 Min Back Up)	80	Minimum 1 at every Location
5	Barcode Scanner / Reader (2D)	80	Minimum 1 at every Location

Note

IP version 6 (Ipv6) compliant:

The slected Bidder has to ensure that all equipments (Hardware/Software) provided to DGM and its Offices during any time of the project cycle are Ipv6 enabled.

The total number of Project Locations across the Chhattisgarh State which need site preparation is mentioned in Section II. The technical specification of above hardware is provided in Annexure-XI. The bidder has to submit a compliance statement and OEM MAF as per Annexure – XIII in the technical proposal.

The selected bidder shall responsible for the following:

- Supply of the hardware (Desktop, Printer, Scanner etc.), Software, to the location as per the requirements (Bill of Material).
- Physical Installation of all ICT equipments, Connecting peripherals, devices, Plugging in etc.
- CHiPS / DGM will provide Network connectivity with the help of Internet Service Provider (i.e. BSNL, and SWAN operator –Ensuring last mile connectivity and testing.) the Selectd bidder has to connect the supplied Hardware with Network connectivity.
- Operating System Installation and Configuration.
- Installation of Antivirus and other support software, if any.
- Network and browser Configuration.
- Test accessibility and functionality of Application Software from the desktops. Ensuring all the systems required are supplied, installed, configured, tested and commissioned and declaring the site to be operational.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- The Selected Bidder will be responsible for supply, install, commission, testing and maintenance of Software, Hardware and other peripheral at all Project locations under DGM.
- The selected Bidder will provide minimum 3 year warranty support for all Hardware supplies as per above List. If any hardware order will be placed after UAT than 3 years Warranty will be applicable from date of Installation.
- The Selected Bidder would be responsible for maintenance of the equipment for a period of 3 years in operation and maintenance phase. During the maintenance period the Selected Bidder would be responsible for:
    - Support related to Hardware as well as the operating system during the contract period.
    - Periodic updating of antivirus definitions.
    - Patch management of the operating system.
    - Free replacement of all spares and parts of the equipment supplied..
    - The Selected Bidder would be responsible for insurance of the equipment against Fire, and theft.

- It shall be the responsibility of the Selected Bidder to bring all the installation equipments and tools required for the aforementioned all activities. Application Software will be accessed and used at various access locations across the state like MRD, DGM Office, Regional Offices –Raipur, Bilaspur & Jagdalpur, 27 District Offices & 45 Check post / Weigh bridges.
- Any equipment damage/ destroyed of any natural/ unnatural disaster shall be replaced as per SLA with a new one with same brand with equivalent or higher specifications bearing no additional cost to the department and without impacting the business of the department

3) <u>Master data build up and Data Digitization of legacy data-</u>

DGM would be providing all master Data to the Selected Bidder related to the Mining Leases, Licensees, Minerals accounting heads etc. The Validation of the data & finalization of same by DGM

The Selected Bidder Scope of work is as mentioned below:

1. Selected Bidder would be responsible for build up of Master Data of – lease & lessee

2. All these Data would have to be fed and checked by the Selected Bidder.

3. Some of the Data may be provided in Soft copies and the same may be imported by the Selected Bidder using required utilities.

4. The Selected Bidder would also be providing printed checklists for rechecking of the Master Data.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5. The extent of the Data may be evaluated by the Selected Bidder, at DGM office in Raipur.

6. Lease Master Data, Pending Applications of Leases has to be prepared.

7. All base maps and toposheet of Chhattisgarh would be provided by the department

8. Database performance Monitoring, Administration and backup services are provided on a daily basis through dedicated DBA.

9. The Validation of Digitization, Data by DGM .

10. The selected bidder shall ensure the security of legacy data and maintaine confidentiality of data.

DATA DIGITIZATION and DATA MIGRATION

The Selected Bidder shall perform the data digitization & migration from manual and/or the existing systems to the new system. The Data digitization & migration to be performed by the Selected Bidder shall be preceded by an appropriate data migration needs assessment including data quality assessment.

The Data Migration strategy and methodology shall be prepared by Selected Bidder and approved by DGM, Chhattisgarh. Though Department is required to provide formal approval for the Data migration Strategy, it is the ultimate responsibility of the Selected Bidder to ensure that all the data sets which are required for operationalization of the agreed user requirements are digitized or migrated.

Any corrections identified by the Department or any appointed agency, during the Data Quality Assessment and Review, in the data digitized/ migrated by Selected Bidder, shall be addressed by the Selected Bidder at no additional cost to the Department. So far as the legacy data is concerned, they are either available in the IT systems that are currently used by Districts/Regional Office/Check Post Weigh bridges /DGM Office for related work or in the form of paper documents

Data Digitization & Migration Requirements

1. Since there could be structural differences in the data as stored currently by the new system, there would be a mapping done between the source and target data models that would be approved by the Project Manager

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

2. Carry out the migration of legacy electronic data
3. Carry out the digitization of the data available in the existing registers, reports, case files, (Physical Copies)
4. Scan images and pictures within the case file in color and store them in the digital format
5. Provide checklists from the migrated data to State Nodal Officer for verification, including number of records, validations (where possible), other controls / hash totals. Highlight errors, abnormalities and deviations.
6. Incorporate corrections as proposed
7. Get final sign off from State Nodal Officer for migrated / digitized data
8. At the end of migration, all the data for old cases and registers must be available in the new

The Selected Bidder would digitize & migrate the previous data to the New applicants. Requirement for Data Digitization & Migration is as below

Data Digitization & Migration		
Particulars	Type of Record	No of Records
Data Digitization	Digitization of maps provided by the concerned offices and other documents.	As per below Table
Data Migration	Migration of office records and lease details	As per below Table

Data Digitization & Migration		
Particulars	No. Of Records	Location
A0 Size Paper	1000	Central location
A3 Size Paper	1000	Central location/ District Location
A4 Size Paper	300000	Central location/ District Location

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

For understanding the data digitization and migration requirements of the DGM, bidders need to visit the DGM office to assess the quantum and nature of work.

4) Training & Capacity Building

The selected Bidder will be provided training in the developed application to the operational staff as below:

1. The selected Bidder shall conduct following minimum training sessions as a part of capacity building in departmental employees to use the new system:

A. 3 Days training session to the Administrators/ designated officials with respect to the Admin access/ Role Based access. This would include the training on the entire Application deployed at the SDC shall be provided by Selected Bidder.

B. 20 days training session Division wise for the approx. 400 officials/ end-users of DGM & its Offices (Regional & District) in batch sizes not exceeding 20 with specific focus on using the Application Software, Hardware/ Software Concepts, troubleshooting.

2. The selected Selected Bidder shall provide for 1:1 basis the requisite training manuals/ user manuals/ administration manuals to all the trainees/ end-users of the department.

3. The schedule/ location/ Syllabus/ Training Manuals for the above Training sessions would be approved by the competent authority of DGM and mutually decided by the DGM and the selected Bidder.

4. The entire Infrastructure location and place, including the computers, Internet connectivity etc. required for each Training Session would be provided by the DGM.

5. The selected Bidder would provide Printed Training Material & also On-line Help and an On-line Interactive Training module, which will be downloadable by the users for the Application Software.

6. All travelling, boarding and lodging expenses of the training faculty will be on account of the selected Bidder, and DGM/ CHiPS shall not be responsible for same.

7. If multiple training sessions are required to be conducted to train the department staff then the selected Bidder would conduct the same.

8. The Training Program would be extensive with imparting hands-on training so that the departmental staff gets trained on the Application accessibility/ Hardware/ Software/

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Troubleshooting in such a manner that they are able to work independently on the computers.

9. It is assumed that the officials of the DGM shall fall under two groups: 1. Having working knowledge of computers and 2. Not having working knowledge of computers. The officials of the DGM shall be divided into two groups as mentioned above and appropriate syllabus/ training material will be developed for the respective group.

10. All the Infrastructure including the Computers, Training Hall with Screen, Internet Connectivity etc. required for each Training Session would be provided by the DGM.

11. The Selected Bidder would also provide an On-line Help and an On-line Interactive Training module which can be downloaded by the users for Training on operation the application software.

12. All Travelling, Boarding and Lodging expenses of the training faculty would be on account of the Selected Bidder and CHiPS /DGM would not be responsible for the same.

13. Every Quarter 2-3 day training sessions at H.O for the various Lessees/ Stake Holder of on the application software. Each of the Training sessions would have approximately 10-12 operators.

14. Every Quarter 2-3 day training session for the officers with specific focus on using the Application Software and its features with special focus on the various MIS reports available on the system.

15. The training manual will be developed in Hindi and English and approved by DGM & CHiPS.

16. Both the type of training sessions would be conducted at the respective office location.

The minimum indicative level content for the training programs under capacity building and is listed as below:

Sr.	Type of Training	Training Contents
1	Basic Computer Training & Role	Basic Computer Training: ➢ This module shall cover the fundamental

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	based training for application users	concepts of Computer, Internet, Peripherals, System software and Application software ➢ It shall also cover the use of MS- Office suite in detail. ➢ It can also touch upon use of office tools such as printers, fax machine, copiers and scanners as well as basics in the use of computers (checking network connections, etc.). Role based training for application users: ➢ This module is required to train the Staff of DGM at various levels in operating the Application Software. ➢ The training is to be provided to the Staff depending upon their role and responsibilities in the service workflow. ➢ The training would include a mechanism for demonstration, practical exercises and evaluation of trainees. During this training, the trainees could also be asked to carry out the routine functions using the software.
2	System Administration & Support Training	Skills in Troubleshooting vis-à-vis application, standard software and System(for those with the aptitude and/or prior training). Admin/ Role based access, use training

Change Management

This section describes about the change management Processes for DGM and its Offices.

The change management process is the sequence of steps or activities that a change management team or project leader would follow to apply change management to a project or change. Based on the researches of the most effective and commonly applied change, most change management processes contain the following three phases:

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Phase 1 – Preparing for change (Preparation, assessment and strategy development).

Phase 2- Managing change (Detailed planning and change management implementation).

Phase 3 – Reinforcing change (Data gathering, corrective action, and recognition). As shown below in Figure 1:



Figure 1 – Change Management Process (the Change Management Toolkit) and (Change Management Pilot) show you how to apply the process

The Selected Bidder Need to implement below steps for Successful Change Management for DGM and its Offices-

1. Change Management
2. Readiness Assessments
3. Communication and Communication Planning
4. Coaching & Manager Training for Change Management
5. Training and Training Development
6. Sponsor's Activities and Sponsor's Roadmaps
7. Resistance Management
8. Data Collection, Feedback Analysis and Corrective Action
9. Celebrating and Recognizing Success

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

So above elements comprise the areas or components of a change management program. Along with the change management process, they create a system for managing change. The project manager has to apply these components effectively to ensure project success, avoid the loss of valuable employees, and minimize the negative impact of the change on the productivity of DGM Official Staff.

Change Management Workshops

The Selected Bidder shall conduct Change Management workshops build appreciation of change management and develop change leadership across the DGM Staff. The Selected Bidder shall define the requirements based on the detailed analysis and design the necessary content (reading material, presentations) in local language for the Change Management Workshops. The Selected Bidder shall conduct at least three Change Management Workshops (minimum of one-day) in the DGM Headquarter and at least one Change Management Workshop (minimum of one-day) of all of the Districts (at the District Headquarters) covering at least 3 officers/Other Staff from each District Office/ Check Post Weigh Bridges in the district.

The Selected Bidder is required to conduct the Change Management Workshops for all the Project Locations in a phased manner in line with the overall implementation plan. These workshops shall be conducted at the locations provided by the DGM. The workshop content & material shall be designed with a specific focus on the requirements of the personnel. The Selected Bidder shall conduct workshops for each group of personnel in sync with the training plan and as part of the training module. The Selected Bidder is required to provide the necessary material for the workshops including presentations, training material, etc. in both soft and hard copy formats.

5) <u>FMS, Operation and maintenance up to district level.</u>

i) **Handholding Support as Facility Management Service (FMS)**

The Solution and Service Provider will provide qualified and trained person for all District locations for a period of 36 Months in phases to handhold the staff in the District/Regional/ Check Post Weigh bridges/DGM Offices/ Other location of districts and ensure that the staff in that office are able to use the application on their own by the

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

end of the handholding period. Handholding support would be required only after the successful commissioning of Application for **Stage-1** and the necessary infrastructure and completion of capacity building and change management initiatives in respective District Project Locations

Item	No of Resources	Period
Technical Support Manpower	27	36 Months

The Selected Bidder Shall provide Technical Support Manpower (B.E./ B.Tech/ BCA/MCA/ M.E./ M.Tech) with minimum 2 Years of Experience in web based software handling.

ii) **Help Desk support cum call center**

The Solution and Service Provider will provide qualified and trained person for Help Desk cum call center support executive at the Raipur location for a period of 36 Months to attend the call from staff in the District/Regional/ Check Post Weigh bridges/DGM Offices and DGM vendors, end users etc. Help desk support would be required only after the successful commissioning of Application for **Stage-1**. The Help Desk support software will be provided by the Selected Bidder in their application or any third party software which is integrated with application software. The Selected Bidder will run this Help Desk call center 24x7x365 days. The DGM will provide required space, desktop, electricity, furniture and telephone lines to run the call center.

Item	No of Resources	Period
Help Desk Support Executive	6	36 Months
Supervisor for Help Desk Support	1	36 Months

The Selected Bidder Shall provide Supervisor for Help Desk Support (Graduate in any discipline) with minimum 2 Years of Experience as Call centre Supervisor/ Managing Call Handling operation.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

The Selected Bidder Shall provide Help Desk Support Executive (Graduate in any discipline) with minimum 1 year experience in Call center operation/ Call Handling.

iii) **Operational Support Unit (OSU)**

The selected bidder shall deploy 5 Technical resources personnel team on site at DGM Head quarter Raipur/ Naya Raipur for a period of 3 years after GO-Live of application software for **Stage-1.**

The following are the roles and responsibility will be carried out by the OSU.

- Functional changes in the application software
- System administration
- Migration of transactional data
- Development of new form / report
- Generation of MIS report
- Supervision of Project
- Data back up
- Any changes in the workflow and core application framework
- Any new integration with other system
- Any other work assigned by DGM related to the project

The bidder shall make their own composition of OSU team w.r.t. category of manpower and provides detail in Technical document with the Bid. The bidder will provide OSU manpower with minimum 5 years experience in IT field and should have the qualification of B.E/B. Tech/MCA.

The DGM/ CHiPS won't pay any extra cost for development after Go-Live of application software. Any additional development in application software will be done by OSU team.

The CV for OSU team will be provided with the bid and same may be interviewed by the Technical Committee during the presentation.

The Scope of Work for the Manpower/Resources provided would be as under:

- To feed Data related to the various Application modules into the system.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- To generate the various process documents.
- To generate various reports required by the Staff.
- To generate various checklists required for checking the data.
- To generate daily registers.
- Manpower would be working for 8 hours a day as per timings of MRD/DGM/Regional/District offices.

iv) **Operation and Maintenance Support for Hardware and Software**

The selected bidder shall provide the Operations and Maintenance Services for a period of 3 years following the deployment and "Go-Live" (18 Months from the project commencement date) of the solution in the State.

The details of the post implementation support services are provided below.

As part of the post implementation services, the Selected Bidder shall provide below support for the software, hardware, and other infrastructure provided as part of this RFP but not limited to:

The Selected Bidder shall provide three (3) years of comprehensive AMC that includes:

1. Warranty support
2. Annual Technical Support (ATS)
3. Handholding Services

- Central Helpdesk from the State designated premises.
- Software maintenance and support services.
- Application functional support services

The services shall be rendered onsite. To provide the support for all Project locations across the State where the Application software, hardware, and other infrastructure will be rolled out, Selected Bidder is expected to provide experienced and skilled personnel at each location. The Selected Bidder shall develop a work plan for the knowledge sharing as per scope defined in this RFP for use in future phases of the project.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

As part of the warranty services Selected Bidder shall provide:

- The Selected Bidder shall provide a comprehensive warranty and on-site free service warranty for 3 years from the date of Go Live.
- If any hardware order will be placed after UAT/Go Live than 3 years Warranty will be applicable from date of Installation.
- The Selected Bidder shall obtain the three year product warranty and three year on-site free service warranty on all licensed software, computer hardware , peripherals and other equipment.
- The Selected Bidder shall provide the comprehensive manufacturer's warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP. The Selected Bidder must warrant all hardware, equipment, accessories, spare parts, software, etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period.
- The Selected Bidder shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.
- The Selected Bidder is responsible for sizing and procuring the necessary hardware and software licenses if any as per the performance requirements provided in the RFP. During the warranty period. The Selected Bidder shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the State in case the procured hardware or software is not adequate to meet the service levels.
- Mean Time Between Failures (MTBF) - If during the contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the Selected Bidder at no cost to the State. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost would be refunded to the State. For any delay in making available the replacement and repaired equipments for inspection, delivery of equipments or for commissioning of the systems or for acceptance tests / checks on per site basis, the State reserves the right to charge a penalty.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- During the warranty period the Selected Bidder shall maintain the systems and repair / replace at the installed site, at no charge to the State, all defective components that are brought to the Selected Bidder notice.
- The Selected Bidder shall as far as possible repair the equipment at site.
- In case any hard disk drive of any server or client machine is replaced during warranty / AMC the unserviceable HDD will be property of State and will not be returned to the Selected Bidder.
- The warranty would not become void, if State buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the Selected Bidder. However, the warranty will not apply to such supplemental hardware items installed.
- The Selected Bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and would maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.
- The Selected Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
- The Selected Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- The Selected Bidder shall have in stock and provide adequate onsite and offsite spare parts and redundant component to ascertain that the uptime commitment as per SLA is met.
- Any component that is reported to be down on a given date would be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
- The Selected Bidder shall develop and maintain an inventory database to include the registered hardware warranties.

As part of the ATS services the Selected Bidder shall provide:

- The Selected Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.
- If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same would be done as part of the ATS.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- The Selected Bidder would carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.
- Updates/Upgrades/New releases/New versions. The Selected Bidder shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The The Selected Bidder would provide free upgrades, updates & patches of the software and tools to State as and when released by the OEM.
- The Selected Bidder shall provide patches to the licensed software including the software, operating system, databases and other applications.
- Software License Management. The Selected Bidder shall provide for software license management and control. The Selected Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.
- The Selected Bidder shall provide complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. The Selected Bidder shall provide a single-point-of-contact for software support and provide licensed software support, including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.
- The manufacturer's technical support shall at a minimum, include online technical support and telephone support during the State's business hours (Business hours in State will be from 1000 hours to 1800 hours on all working days (Mon-Sat)) with access for State and The Selected Bidder to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There would not be any limits on the number of incidents reported to the manufacturer. The state shall have access to the online support and tools provided by the manufacturer. The state shall also have 24x7 accesses to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles.

As part of the Handholding services to provide Centralized Helpdesk and Support for end users from Raipur location the Selected Bidder shall provide:

- The service will be provided in the local language of the State.
- The help desk service that will serve as a single point of contact for all ICT related incidents and service requests. The service will provide a Single Point of Contact (SPOC) and also the resolution of incidents. The state requires the Selected Bidder to provide Help Desk services to track and route requests for service and to assist end users

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

in answering questions and resolving problems related to the software application, Project site infrastructure, and operating systems at all locations. It becomes the central collection point for contact and control of the problem, change, and service management processes. This includes both incident management and service request management.

- The Selected Bidder shall provide a second level of support for application and technical support at all locations across the State where the software, hardware, and other infrastructure will be rolled out.
- For all the services of State within the scope of this RFP, The Selected Bidder shall provide the following integrated customer support and help.
- Establish 24x7 Help Desk facilities for reporting issues/ problems with the software, hardware and other infrastructure.
- The Selected Bidder shall maintain and support to all project site's infrastructure, including hardware, software, and other peripherals.
- The Selected Bidder shall provide maintenance of Hardware, including preventive, scheduled and predictive Hardware support, as well as repair and / or replacement activity after a problem has occurred.
- The Selected Bidder shall track and report observed Mean Time between Failures (MTBF) for Hardware.
- The Selected Bidder shall provide functional support on the application components to the end users.
- The Selected Bidder shall also provide system administration, maintenance and management services, and IT security administration services.

As part of the Handholding services to provide software maintenance and support services the Selected Bidder shall provide:

- The Software Maintenance and Support Services shall be provided for all software procured and implemented by the Selected Bidder. The Selected Bidder shall render both on-site and offsite maintenance and support services to State to all the designated locations. The Maintenance and Support Services will cover, all product upgrades, modifications, and enhancements.
- Updates/Upgrades/New releases/New versions. The Selected Bidder will implement from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required after necessary approvals from the State about the same.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- Tuning of application, databases, third party software's and any other components provided as part of the solution to optimize the performance.
- The Selected Bidder shall apply regular patches to the licensed software, including the operating system and databases as released by the OEMs.
- Software Distribution. The Selected Bidder shall formulate a distribution plan prior to rollout and distribute/install the configured and tested software as per the plan.
- Software License Management. The Selected Bidder shall provide for software license management and control. The Selected Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance. The Selected Bidder would perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements, volume purchase agreements, and other mutually agreed upon licensed software terms and conditions and report to State on any exceptions to the Selected Bidder terms and conditions, to the extent such exceptions are discovered.
- The Selected Bidder shall undertake regular preventive maintenance of the licensed software.

As part of the Handholding services to provide application functional support services the Selected Bidder shall provide:

- The Application Functional Support Services shall be provided for all software procured and implemented by the Selected Bidder. The Selected Bidder shall render both on-site maintenance and support services to State from the development center in the State.
- Enhancements and defect fixes. The Selected Bidder shall incorporate technological changes, and provide enhancements as per the requests made by State. The Selected Bidder shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working on the application.
- Routine functional changes that include user and access management, creating new report formats, and configuration of reports.
- The Selected Bidder shall provide user support in case of technical difficulties in the use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- The Selected Bidder shall migrate all current functionality to the new / enhanced version at no additional cost to the state and any future upgrades, modifications or enhancements.
- The Selected Bidder shall perform user ID and group management services.
- The Selected Bidder shall maintain access controls to protect and limit access to the authorized end users of the State.
- The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support for print, file, directory and e-mail.

Check List of Activities Performed by the selected bidder During Post Implementation Phase

- ✓ The Selected Bidder shall provide warranty/ on-site maintenance for IT infrastructure that shall be supplied and installed under this project and facilities management services during the entire period of contract as per SLA.
- ✓ The Selected Bidder will support and provide necessary inputs for Integrating the IT Infrastructure by coordinating with Application Developer for commissioning and smooth maintenance of the system.
- ✓ Overall maintenance of equipments / items supplied for the entire project duration.
- ✓ Performance Tuning and ensuring resilient performance of the equipments supplied.
- ✓ Checking network status and taking remedial action in case of problems.
- ✓ The Selected Bidder will ensure proper audit law policy, user awareness policy, password policy, vulnerability scan, patch management policy, information security policy, antivirus policy, physical security policy, classification policy, backup policy, media handling policy, access control policy and other security policies and measures inconformity with provisions of IT act 2000 for successful completion of the project in consultation with Competent Authority.
- ✓ **Preventive Maintenance Services:** This activity shall be carried out at least once in every quarter in addition to the normal maintenance required and sub activities are detailed as below:

- Check for any loose contacts in the cables & connections.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- Extract the log reports, study, draw logical conclusions, do fixes and then submit the final report to DGM.
- Conduct preventive maintenance (including inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment)
- Cleaning and removal of dust and dirt from the interior and exterior of the equipment.

✓ **Corrective Maintenance Services**

- Troubleshooting of hardware problems for all the supplied equipments and rectification of the same.
- Troubleshooting of OS and databases, etc. and provides solutions for the same.
- Documentation of problems, isolation, cause and rectification procedures for building a knowledge base for the known problems.

✓ **Asset Management Services**

- The Selected Bidder shall be required to create a database of all IT assets like hardware, software, peripherals, etc., by recording information like configuration details, serial numbers, licensing agreements, warranty and AMC details, etc.
- Record installation and removal of any equipment from the network and inform Mineral Resources Department /DGM even if it is temporary.
- Create Software inventory with information such as Licenses, Version Numbers and Registration Details
- Register all software procured by the Department in this bid document with respective OEMs.
- Perform software license management and notify the Department on licensing contract renewal. Renewal cost to be born by the selected bidder.

✓ **Configuration Management Services**

- The Selected Bidder shall maintain a record of hardware as well as software and all other items supplied in this tender including the details of policies implemented on the servers, network, databases, web servers, etc.
- The Selected Bidder shall keep soft copies of the configurations of each of the devices mentioned above.
- The Selected Bidder shall ensure define change management procedures to ensure that no unwarranted changes are carried out on the equipments. All the changes carried out by the Selected Bidder must be formally approved by the Department and recorded.
- The Selected Bidder shall do proper version management of these configurations as the

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as having functional configurations.

- These configurations shall not be accessible in general except to Department and must be kept confidential under the authority of project manager or a lead administrator/manager.

✓ **The Selected Bidder Management Services**

- The Selected Bidder shall coordinate with external SIs and FMS team of SDC & all the project locations for upkeep of equipment deployed to meet the SLA and shall liaison with various SIs/OEMS for related works, equipment & Services.
- The Selected Bidder would maintain a database of the various SIs and service providers, including SIs for hardware under warranty, service providers, etc. with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments etc.
- The Selected Bidder shall, if required escalate and log calls with SIs/OEM and service providers and coordinate with them to get the problems resolved.

✓ **Backup & Recovery Management Services**

- The Selected Bidder shall ensure that a periodic backup of OS, configurations, etc. is done and recovery of the same when needed for the servers.
- Proper labeling and housing of the media for identification and retrieval.
- Conduct restoration exercises at pre-defined periodic intervals to check availability of backing up data.
- Regular maintenance of all the media and the backup device on monthly basis.
- Ensure proper scheduling and taking of backups during peak and non – peak hours.
- Monthly (whole) backup of the Web Portal and the Application
- Real-time/ Continuous Backup of the Database on Hard disks without any performance degradation and Daily (differential) / monthly (whole) backup of the whole Data.
- Backup has to be taken on tape, the backup will be provided to DGM/Nodal Officer of the Project.
- To provide MIS reports such as weekly on backup and restore logs (with reasons for failure), monthly reports on planned backup & backups actually taken, quarterly report on the number of restoration drill performed and percentage of success, health status of media and drive.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- Managing and monitoring the backup of all DC servers.

✓ **Testing and Acceptance**

- The Selected Bidder must build up an overall plan for testing and acceptance of system, in which specific methods and steps would be clearly indicated and approved by CHiPS / DGM. The acceptance test plan will be defined by the Selected Bidder, agreed and approved by CHiPS / DGM and include all the necessary steps to ensure complete functionality, operation and performance of the system.
- All levels of testing will be conducted at the sites decided by the DGM/PCC and CHiPS
- Testing must demonstrate that the new systems: Satisfy the operational and technical performance criteria.
- It is the Selected Bidder's responsibility during the tests to evaluate and recommend any further changes to the infrastructure. Any recommendations for change will be discussed with DGM/PCC and CHiPS.

✓ **Testing Methodology/Techniques**

- Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the system: Security, Testing Components and Component Integration, Testing System Interfaces, Testing for 24x7 availability, Measuring response time, throughput and availability, etc. The Selected Bidder shall also perform penetration testing (ethical hacking) so as to ensure the quality/ security of the application deployed and further ensure that it is hack-proof.

In the proposal document, the Selected Bidder must

- Outline the methodology that will be used for testing.
- Define the various levels or types of testing that will be performed.
- Provide necessary checklist/ documentation that will be required for testing.
- Describe how the testing methodologies will conform to requirements.
- Indicate how one will demonstrate to DGM/ CHiPS that all functions in the new system installed have been tested.

✓ **User Information Testing**

- The Selected Bidder shall ensure that all user documents, if applicable, are

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

reviewed/approved for clarity, ease of use, details of all required system facilities, and details of all system error messages together with sufficient information to allow the replications of errors etc.

- The acceptance tests shall demonstrate that the Selected Bidder has met each and every requirement specified within the contract and has delivered an effective operational system.

✓ **Acceptance Milestones:** The acceptance test process will involve: (1) The Selected Bidder and DGM sign-off the acceptance test result (to be provided by the (The Selected Bidder) sheet for each site. (2) The Selected Bidder and DGM sign-off the final acceptance after the installation of the system.

✓ **Location of Acceptance Tests:** All acceptance tests shall be performed at office/s of DGM as indicated in the Schedule of Requirements.

✓ **Acceptance Test Responsibilities:** DGM Official shall be responsible for co-ordinating tests and shall also be responsible for recommendations of the final rating of all acceptance test results to DGM. At the end of the acceptance test, DGM will provide either: (a) A formal letter of acceptance if the Selected Bidder has met contractual obligations, or (b) A statement of which obligations have not been met and must be met before acceptance can be granted

✓ **Fault Correction:** The Selected Bidder will be responsible for correcting all faults found during the acceptance process at no extra cost to DGM

✓ **Complete System Acceptance:** At the end of the System Acceptance period, DGM will acknowledge complete system acceptance in writing to the Selected Bidder upon completion of the following:

- All required activities as defined in the bid document, including all changes agreed by the DGM and delivered by the Selected Bidder and accepted by DGM
- All required system functionality as defined in the bid document, including all changes agreed by the DGM and delivered by the Selected Bidder and accepted by DGM
- All required documentation as defined in this bid document, including all changes agreed by the DGM and delivered by the Selected Bidder and accepted by DGM
- All required training as defined in this bid document, including all changes agreed by the DGM and delivered by the Selected Bidder and accepted by DGM
- All identified shortcomings/ defects in the systems have been addressed to DGM complete satisfaction

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- The Selected Bidder must agree to above criteria for complete system acceptance and further agree that:
- It will provide without additional charge to DGM and in a timely manner, all additional services and products (hardware and Software (if applicable)) not identified and accounted within the proposal as may be necessary to correct all problems which are preventing acceptance.
- In order to accept the system, DGM must be satisfied that all of the work has been completed and delivered to DGM'S complete satisfaction and that all aspects of the system perform acceptably.
- The functional/ logical acceptance of the system will only be certified when the proposed system is installed and configured at the sites according to the design and all the detailed procedures of operating them have been carried out by the Selected Bidder in the presence of DGM staff.

✓ **IP version 6 (IPv6):**

The Selected Bidder has to ensure that all equipments (Hardware/Software) provided to DGM /its Offices during any time of the project cycle are IPv6 enabled.

✓ **Operational Support and Maintenance (O & M)**

The Selected Bidder shall provide operational support and maintenance services for a period of 36 months from the 'Go-Live' of Satge-1 date for overall system stabilization, solution maintenance, system administration, security administration, database administration, network administration and end-user problem resolution.

The Department will have the option to ask the Selected Bidder to provide such operational support and maintenance services for a further period of up to 2 years, for which work contract will be issued on the annual basis on the rates quoted by the Selected Bidder in the Price Schedule.

The operational support shall ensure that the solution is functioning as intended and attending to all the problems associated with the operation of the deployed system.

Solution Warranty: The Selected Bidder warrants that the systems and overall solution supplied shall have no defects arising from the design or workmanship or any act or omission of the service provider. The warranty shall remain valid for a period of 36 months from the "Go-Live" date

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

6) GPS based vehicle Tracking System

DGM intends to install GPS devices in department vehicles used for vigilance to locate their locations at any point of time. Locating vehicles, data communicating with them and making optimum use of them with the available ICT is one of the objectives . The goal is to control fleet vehicles more efficiently.

All vehicles are mid size four wheelers like Tata Sumo, Bolero etc. The number of vehicles is around 27.

The functional requirements of GPS (Vehicle tracking system) by the Selected Bidder includes & would have following features but not limited to:

- Position Finding i.e Automatically locates, report the position at preset intervals Traceable historical position Geo-info
- Get the real-time info and manually input latitude & longitude into position.
- With movement alert: will alarm when the vehicle begins to move
- Finding the shortest route to a destination, navigation for the mobile units and
- Efficient exchange of information DGM Office & Drivers
- Graphical display of precise real time positioning of vehicle,
- Online capturing of vehicles operating data at any time
- Sending information to responsible officers by SMS, text and/or e-mail whenever a vehicle leaves or enters a specific location

The technical specification for Vehicle tracking device and application software is provided in Annexure-XI.

4.6 VALIDITY OF AGREEMENT

The contract will be valid for a period of 3 years after successful GO-LIVE of Application software for functional module of Stage-1 and may be extended up to 2 years. The GO-Live status will be declared when application software and other services will be operational in 32 offices and 5 Check Post, in approx. One Year Six Month from the date of signing of the Agreement.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

4.7 REQUIREMENT ON ADHERENCE TO STANDARDS

The Web Based e-Governance Application must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for better interoperability with multiple platforms and avoid any technology or technology provider lock-in.

Compliance with Industry Standards

In addition to the 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 the solution including but not limited to design, development, security, installation, and testing. There are many standards that are indicated throughout this volume as well as summarized below. However the list below is just for reference and is not to be treated as exhaustive.

Particulars	Required Standards to be adhered to
Web based Portal	W3C specifications
Information access/transfer protocols	SOAP, HTTP/HTTPS
Photograph	JPEG (minimum resolution of 640 x 480 pixels)
Scanned documents	TIFF (Resolution of 600 X 600 dpi)
Information Security	Application Software to be STQC certified
Operational integrity & security Management	Application Software to be ISO 17799 compliant
Project Documentation	IEEE/ISO specifications for documentation
Digital Signature	As per CCA guidelines

4.8 SUPPORT TO 3RD PARTY / STQC ACCEPTANCE TESTING, AUDIT AND CERTIFICATION

The primary goal of Acceptance Testing, Audit & Certification is to ensure that the system meets requirements, standards, and specifications as set out in this RFP and as needed to achieve the desired outcomes. The basic approach of this will be ensuring that the following are associated with clear and quantifiable metrics for accountability:

1. Refined Functional requirements
2. Infrastructure Compliance Review
3. Availability of Services in the defined locations
4. Performance and Scalability
5. Application Security
6. SLA Reporting System

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

7. Project Documentation
8. Data Quality Review

As part of Acceptance testing, audit and certification, performed through a third party agency (STQC), CHiPS/ DGM shall review all aspects of project development and implementation covering software and hardware 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 defined requirements, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement. Here it is important to mention that there may be two agencies selected by State, one for audit & certification of security and control aspect of the system and the other for audit & certification of overall application s/w.

CHiPS/ DGM will establish appropriate processes for notifying the Selected Bidder of any deviations from defined requirements at the earliest instance after noticing the same to enable the Selected Bidder to take corrective action. Such an involvement of the Acceptance Testing & Certification agencies, nominated by CHiPS /DGM, will not, however, absolve the operator 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 SLAs.

Following discusses the acceptance criteria to be adopted for system as mentioned above:

1. Refined Functional Requirements Review

The system developed/customized by the Selected Bidder shall be reviewed and verified by the agency against the Refined Functional Requirements/ SRS Any gaps, identified as a severe or critical in nature, shall be addressed by the Selected Bidder immediately prior to Go-live off the system. One of the key inputs for this testing shall be the traceability matrix to be developed by the Selected Bidder from the system. Apart from Traceability Matrix, an agency may develop its own testing plans for validation of compliance of the system against the defined requirements. The acceptance testing w.r.t.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

The Refined functional requirements shall be performed by both independent third party agencies (external audit) as well as the select internal departmental users (i.e. User Acceptance Testing).

2. Infrastructure Compliance Review

Third party agency shall perform the Infrastructure Compliance Review to verify the conformity of the Infrastructure supplied by the Selected Bidder against the requirements and specifications provided in the RFP and/or as proposed in the proposal submitted by the Selected Bidder. Compliance review shall not absolve Selected Bidder from ensuring that proposed infrastructure meets the SLA requirements.

3. Security Review

The software developer/customized for the system shall be audited by the agency from a security & controls perspective. Such audit shall also include the IT infrastructure and network deployed for the system. Following are the broad activities to be performed by the Agency as part of Security Review. The security review shall, subject the system for the following activities:

a) Audit of Network, Server and Application security mechanisms
b) Assessment of authentication mechanism provided in the application /components/ modules
c) Assessment of data encryption mechanisms implemented for the solution
d) Assessment of data access privileges, retention periods and archival mechanisms
e) Server and Application security features incorporated etc.

4. Performance

Performance is another key requirement for the system and the agency shall review the performance of the deployed solution against certain key parameters defined in SLA described in this RFP and/or agreement between CHiPS / DGM & Selected Bidder. Such parameters include request-response time, workflow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in the future.

5. Availability

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

The system should be designed to remove all single point failures. Appropriate redundancy shall be built in all the critical components to provide the ability to recover from failures. The agency shall perform various tests to verify the availability of the services in case of component/location failures. The agency shall also verify the availability of services to all the users in the defined locations.

6. SLA Reporting System

The Selected Bidder shall customize the Enterprise Management System (EMS) available at Data Center to monitor the performance indicators listed under SLA prescribed in this RFP. The Acceptance Testing & Certification agency shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the Selected Bidder and shall certify the same.

7. Project Documentation

The Agency shall review the project documents developed by Selected Bidder including requirements, design, source code, installation, training and administration manuals, version control etc. Any issues/gaps identified by the Agency, in any of the above areas, shall be addressed to the complete satisfaction of State.

8. Data Quality

The Agency shall perform the Data Quality Assessment for the Data digitized/ Migrated by Selected Bidder to the system. The errors/gaps identified during the Data Quality Assessment shall be addressed by the Selected Bidder before moving the data into production environment, which is a key milestone for Go-live of the solution.

Other Role & Responsibility of Bidder

1. The Selected Bidder would require to set-up and certify that its IT systems have adequate security measures in place and are tamper proof.
2. **The Selected Bidder Would Support for 3rd Party / STQC Acceptance Testing, Audit & Certification for Application Software**.
3. All data / systems /back-up / shall be accessible to the DGM or its authorized representatives for complete inspection at any time. No notice would be required to be given by the DGM to the Selected Bidder for the grant of such access.

Note

The DGM or its authorized representatives will also regularly audit the operations of the Selected Bidder for robustness, security, potential for revenue leakage, etc. The Selected Bidder would be required to cooperate and comply with all the requirements for such

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

audits. DGM reserves the right to conduct surprise checks, inspections of the Selected Bidder operation

4.9 INTEGRATION OF APPLICATION WITH PAYMENT GATEWAY, PORTAL & OTHER APPLICATION

CHiPS /DGM will provide the Payment Gateway provider to Successful bidder(s). The Bidder(s) shall coordinate with the Payment Gateway Provider for successful Integration and functioning of portal. In payment gateway integration facility for transferring payments (Head wise) directly to State Treasury & other account to be made. The bidder should provision to split head wise payment in different accounts and Payment gateway Integrator will integrate the same in different accounts.

The application should be capable to integrate with other Application like UID, MTRS, MSDG, e-District, GIS & SSDG or as required by the DGM/ CHiPS.

4.10 ROLE BASED ACCESS CONTROL & ADMIN RIGHTS

Role based access control: All the users will require unique user id and password to log into the system. The activities and views into the application will be restricted depending upon the role of the logged in user. There should be different activities and views corresponding to the roles – Head of the department, department Administrator, department officials, the end user of Mining department. Access to various screens and reports of the application will be decided based on the role of any logged in user.

The application should be capable to integrate with International Standard Biometric authentication system and Bidder may Integrate the Biometric system if required by DGM/ CHiPS.

Admin access control:

The Admin rights of different user for changing different parameter will be decided by department head. The bidder should provide Admin access right to Head of department for transfer of rights, responsibility, transfer and any other required by the department.

The Bidder should ensure that any team member from their side will not change the data, admin right and access for application software.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

4.11 DATA RIGHTS

All data of the Application shall be the exclusive property of the DGM. In case when the contract is terminated for whatsoever reasons, end up of contract duration or when DGM demands, the selected bidder shall have to transfer complete data to the DGM.

4.12 DOCUMENTATION ON "Go Live"

The documents to be furnished by the Bidder along with the products will be as follows:

1. Three copies of the sign off for SRS and UAT from DGM.
2. Three copies of the Standard Operating Procedure (SoP) for application software.
3. Product Data Sheet with Warranty support card for Hardware

4.13 INSTALLATIONS AND COMMISSIONING OF APPLICATION SOFTWARE

Application software for web based "Integrated Mines & Minerals Management System" will be installed in State Data Centre (SDC) Raipur. The CHiPS / DGM will provide you all hardware, Operation software and connectivity to run the software. The required Hardware will be maintained by Data Centre Operator (DCO) and the Bidder shall coordinate with DCO for any issue related to hardware.

4.14 USER ACCEPTANCE TESTS

The Bidder in the presence of CHiPS /DGM and/or its nominated agency will conduct acceptance tests at the site. The tests will involve installation and commissioning and trouble free operation of the application software with the integration of hardware like computers, network printers, servers, etc. No additional charges shall be payable by the CHiPS /DGM for such integration and carrying out these acceptance tests.

4.15 DELAYS IN THE BIDDER'S PERFORMANCE

Delivery of the application software and performance of the services shall be made by the Bidder in accordance with the time schedule specified in this Scope of Work. If any time during performance of the contract, the Bidder should encounter conditions impeding timely delivery of the services, the Bidder shall promptly notify the CHiPS

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

/DGM in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the CHiPS /DGM in consultation with the Bidder shall evaluate the situation and may, at its discretion, extend the Bidder'stime for performance with or without a penalty. The decision of the CHiPS /DGM in this matter shall be final.

4.16 BIDDER'S OBLIGATIONS

The Bidder shall work closely with the CHiPS /DGM and abide by directives issued by them or their staff.

The Bidder will abide by the job safety requirements prevalent in India and shall indemnify the CHiPS /DGM from any demands or liabilities that may arise during the execution of the contract, including that from accidents or loss of life. The Bidder shall be solely liable for any compensation that may become payable as a result of such incidents and will not hold the CHiPS /DGM responsible or obligated.

The Bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

The Bidder will treat as confidential all data and information obtained during the execution of his responsibilities about the CHiPS /DGM in strict confidence and will not reveal such information to any other party without the prior written approval of the CHiPS /DGM.

4.17 REPORTS TO PURCHASER

A monthly report of the progress of work shall be submitted to CHiPS /DGM.

4.18 SIGN OFF DELIVERABLE/ EXIT CRITERIA

I. Detailed Project Plan
II. Detailed System Study Report
III. List of Services, Service Definitions, Service Levels

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

IV. Updated/vetted FRS
V. SRS document
VI. HLD documents
VII. Application architecture documents.
VIII. ER diagrams and other data modelling documents.
IX. Logical and physical database design.
X. Data dictionary and data definitions.
XI. Application component design, including component, deployment views, control flows, etc.
    a) LLD documents (including but not limited to)
XII. Application flows and logic.
XIII. GUI design (screen design, navigation, etc.).
    a) All Test Plans
XIV. Requirements Traceability Matrix
XV. Change Management and Capacity Building Plans.
XVI. Design of realtime tools for monitoring e-Transaction volumes and for generating real time MIS
XVII. SLA and Performance Monitoring Plan.
XVIII. Training and Knowledge Transfer Plans.
XIX. Issue Logs.

4.19 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 authentication (login id & password, biometric and digital signature) shall be implemented by the Selected Bidder for officials/employees involved in processing Mining Activity.

4.20 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 the future, the solution should be built on Open Standards. The Selected Bidder shall ensure that the

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

application developed is easily integrated with the existing applications. The code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific database product.

4.21 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 four 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.

4.22 SECURITY

The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the business user of the state/country. 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.

III. Security design should provide for a well-designed identity management system, security of physical and 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 the need to comply with ISO 27001 standards of security.

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

VII. The bidder should follow all quality and security standards and guidelines issued time to time by Department of Information Technology (DeitY) and IT Act 2008.

4.23 BUSINESS CONTINUITY PLANNING

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

The Selected Bidder is expected to develop a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for the operations carried out by the Selected Bidder. An indicative list of activities to be performed by the Selected Bidder is mentioned below:

I. Designing and implementing adequate data backup, business continuity and restoration procedures for the Mining application data (including but not limited to the database, attachments and all other data elements created in and generated by the system and users)

II. Ensuring that there is no single point of failure and adequate level of redundancy is built in to meet the uptime and other requirements of this RFP. Preferably, all the redundancy will be in auto fail over mode so that if a primary component fails, secondary component automatically takes over.

III. Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels and following RPO and RTO objectives:

   A. Peak hours: <= 60 minutes RPO and <= 60 minutes RTO

   B. Non-Peak Hours: RPO <= 120 minutes and RTO <= 120 minutes

IV. Any storage space / media required to maintain backups and other requirements of the RFP should be provisioned for by the Selected Bidder in his Bid.

V. Designing and implementing data synchronization procedures for the DR Site. The DR Site for State is available at National Data Centre in New Delhi. Periodic testing may be done to ensure that all replication and data synchronization procedures are in place all the time. Replication between Data Centre and DR Site as well as changeover during disaster should be automatic and real-time for minimal impact on user experience.

4.24 EXIT MANAGEMENT

4.24.1 Purpose

I. This sets out the provisions, which will apply on expiry or termination of the MSA, the Project Implementation, Operation and Management SLA.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

II. In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.

III. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

4.24.2 Transfer of Assets

a) CHiPS shall be entitled to serve notice in writing on the Selected Bidder, at any time during the exit management period as detailed herein above requiring the Selected Bidder and/or its sub-Selected Bidders to provide the CHiPS with a complete and up to date list of the Assets within 30 days of such notice. CHiPS shall then be entitled to serve notice in writing on the Selected Bidder, at any time prior to the date that is 30 days prior to the end of the exit management period requiring the Selected Bidder to sell the Assets, if any, to be transferred to CHiPS or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.

b) In case of contract being terminated, CHiPS reserve the right to ask Selected Bidder to continue running the project operations for a period of 6 months after termination orders are issued.

c) Upon service of a notice under this Article the following provisions shall apply:

i. In the event, if the Assets to be transferred are mortgaged to any financial institutions by the Selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the CHiPS.

ii. All risk in and title to the Assets to be transferred / to be purchased by the CHiPS pursuant to this Article shall be transferred to CHiPS, on the last day of the exit management period.

iii. CHiPS shall pay to the Selected Bidder on the last day of the exit management period, such sum representing the Net Block (procurement price less depreciation as per

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

provisions of the Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.

iv. Payment to the outgoing Selected Bidder shall be made to the tune of the last set of completed services / deliverables, subject to SLA requirements.

v. The outgoing Selected Bidder will pass on to CHiPS and/or to the Replacement Selected Bidder, the subsisting rights in any leased properties/ licensed products on terms not less favorable to CHiPS / Replacement Selected Bidder, than that enjoyed by the outgoing Selected Bidder.

4.24.3 Cooperation and Provision of Information

During the exit management period:

I. The Selected Bidder will allow the CHiPS /DGM or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the CHiPS/DGM to assess the existing services being delivered;

II. Promptly on reasonable request by the CHiPS /DGM, the Selected Bidder shall provide access to and copies of all information held or controlled by them, which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the Selected Bidder or sub-Selected Bidders appointed by the Selected Bidder). The CHiPS /DGM shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The Selected Bidder shall permit the CHiPS /DGM or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the Program Management Committee (PMC)/ CHiPS /DGM to understand the methods of delivery of the services employed by the Selected Bidder and to assist the appropriate knowledge transfer.

4.24.4 Confidential Information, Security and Data

I. The Selected Bidder will promptly on the commencement of the exit management period supply to the CHiPS /DGM or its nominated agency the following:

A. Information relating to the current services rendered and the customer and performance data relating to the performance of sub Selected Bidders in relation to the services;

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

B. Documentation relating to Computerization Project's Intellectual Property Rights;

C. Documentation relating to sub-Selected Bidders;

D. All current and updated data to CHiPS /DGM or its nominated agencies transitioning the services to its Replacement Selected Bidder in a readily available format nominated by the CHiPS /DGM, its nominated agency;

E. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable CHiPS/DGM or its nominated agencies, or its Replacement Selected Bidder to carry out due diligence in order to transition the provision of the Services to CHiPS /DGM or its nominated agencies, or its Replacement Selected Bidder (as the case may be).

II. Before the expiry of the exit management period, the Selected Bidder shall deliver to the CHiPS /DGM or its nominated agency all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the Selected Bidder shall be permitted to retain one copy of such materials for archival purposes only.

4.24.5 Employees

I. Promptly on reasonable request at any time during the exit management period, the Selected Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the CHiPS /DGM or its nominated agency, a list of all employees (with job titles) of the Selected Bidder dedicated to providing the services at the commencement of the exit management period.

4.24.6 Transfer of Certain Agreements

On request by the CHiPS /DGM or its nominated agency the Selected Bidder shall effect such assignments, transfers, licensees and sub-licenses to CHiPS/DGM, or its Replacement Selected Bidder in relation to any equipment lease, maintenance or service provision agreement between Selected Bidder and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the CHiPS /DGM or its nominated agency or its Replacement Selected Bidder.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

4.24.7 Rights of Access to Premises

I. At any time during the exit management period, where Assets are located at the System Selected Bidder premises, the Selected Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the CHiPS /DGM or its nominated agency and/or any Replacement Selected Bidder in order to make an inventory of the Assets.

II. The Selected Bidder shall also give right of reasonable access to the CHiPS /DGM or its nominated agency or any Replacement Selected Bidder to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the CHiPS /DGM or its nominated agency, or a Replacement Selected Bidder .

4.24.8 General Obligations of the Selected Bidder

I. The Selected Bidder shall provide all such information as may reasonably be necessary to effect as seamless handover as practicable in the circumstances to the CHiPS /DGM or its nominated agency or its Replacement Selected Bidder and which the Selected Bidder has in its possession or control at any time during the exit management period.

II. For the purposes of this Schedule, anything in the possession or control of any Selected Bidder , associated entity, or sub-Selected Bidder is deemed to be in the possession or control of the Selected Bidder .

III. The Selected Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

4.28.9 Exit Management Plan

I. The Selected Bidder shall provide the CHiPS /DGM or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.

A. A detailed program of the transfer process that could be used in conjunction with a Replacement Selected Bidder including details of the means to be used to ensure continued provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

B. Plans for the communication with such of the Selected Bidder 's sub Selected Bidders, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the CHiPS/ DGM operations as a result of undertaking the transfer;

C. (If applicable) proposed arrangements for the segregation of the Selected Bidder 's networks from the networks employed by CHiPS /DGM and identification of specific security tasks necessary at termination;

D. Plans for the provision of contingent support to CHiPS /DGM, and Replacement Selected Bidder for a reasonable period after transfer.

II. The Selected Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

III. Each Exit Management Plan shall be presented by the Selected Bidder to and approved by the CHiPS /DGM or its nominated agencies.

IV. The terms of payment as stated in the Terms of Payment Schedule include the costs of the Selected Bidder complying with its obligations under this Schedule.

V. In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.

VI. During the exit management period, the Selected Bidder shall use its best efforts to deliver the services.

VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

The successful bidder will hand over all the data compiled/ recorded during the period of the contract to the CHiPS /DGM in a readable digital format along with the data structure design & Source code for migration into any other system at the end of the contract period.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

SECTION V

INSTRUCTIONS TO BIDDERS

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5. INSTRUCTIONS TO THE BIDDERS

5.1 General

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the Implementation services required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the CHiPS/DGM on the basis of this RFP.

c) No commitment of any kind, contract or otherwise, shall exist unless and until a formal written contract has been executed by or on behalf of the CHiPS/DGM. Any notification of preferred bidder status by the CHiPS shall not give rise to any enforceable rights by the Bidder. The CHiPS may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the CHiPS.

d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

5.2 Compliant Tenders / Completeness of Response

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

b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

i. Comply with all requirements as set out within this RFP.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.

iii. Include all supporting documentations specified in this RFP

5.3 Pre-Bid Meeting & Clarifications

5.3.1 Bidders Queries

a. CHiPS shall hold a pre-bid meeting with the prospective bidders on Date & time and Address mentioned in Fact Sheet of this document.

b. The two (2) authorized representative of interested organization may attend pre-bid conference at their own cost after registering by making payment of Rs. 20,000/- (Rs. Twenty Thousand Only) non-refundable, in form of DD, in the favour of CEO, CHiPS, payable at Raipur. For the bidder who has downloaded the RFP shall have to submit the RFP document charges along with its offer document in case it has not participated in the Pre bid conference.

c. Pre-bid queries of only those bidders will be responded who have registered themselves on or before response of pre-bid queries are released.

d. Bidders are requested to submit the e-mail address and mobile no. of one authorized person for all communications along with the registration.

e. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to CHiPS by email (Excel File only) on or before the last date for sending pre-bid queries mentioned in Fact Sheet of this document through the e-mail of only authorized representative of the bidder.

f. The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			
4.			
5.			
6.			

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

g. CHiPS shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the CHiPS.

h. Bidders must confirm their participation in advance.

i. The purpose of the meeting is to provide Bidders information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project. However, the 'CHiPS' reserves the right to hold or re-schedule the Pre-Bid meeting.

5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

a. The Officer notified by the CEO, CHiPS will endeavor to provide timely response to the queries. However, CHiPS make no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does CHiPS undertake to answer all the queries that have been posed by the bidders.

b. At any time prior to the last date for receipt of bids, CHiPS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the CHiPS website www.chips.gov.in & www.cgstate.gov.in

d. Any such corrigendum shall be deemed to be incorporated into this RFP.

e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, CHiPS may, at its discretion, extend the last date for the receipt of Proposals.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5.4 Key Requirements of the Bid

5.4.1 Right to Terminate the Process

a) CHiPS may terminate the RFP process at any time and without assigning any reason. CHiPS make no commitments, express or implied, that this process will result in a business transaction with anyone.

b) This RFP does not constitute an offer by CHiPS. The bidder s participation in this process may result CHiPS selecting the bidder to engage towards execution of the contract.

5.4.2 RFP Document Fees

a) RFP document can be purchased at the address & dates provided in the Fact sheet by submitting a non-refundable bank demand draft of Rs. 20,000/- drawn in favor of the CEO, CHiPS payable at Raipur from any scheduled commercial banks.

b) The bidder may also download the RFP documents from the website **www.chips.gov.in** & www.cgstate.gov in. In such case, the demand draft of RFP document fees should be submitted along with the proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

5.4.3 Earnest Money Deposit (EMD)

a) Bidders shall submit, along with their Bids, EMD of Rs. Twenty One (21) Lakh only, in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure IV) issued by any nationalized/ Scheduled bank in favor of CEO CHiPS, payable at Raipur, and should be valid for 180 Days from the due date of the tender / RFP.

b) EMD of all unsuccessful bidders would be refunded by CHiPS within 60 Days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix VI.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

c) EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

e) The EMD may be forfeited:
   i) If a bidder withdraws its bid during the period of bid validity.
   ii) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

5.4.4 Submission of Responses

a. The bidders should submit their responses as per the format given in this RFP in the following manner
   i) EMD and Bid Document Fees: Original DD/ Bank Guarantee for EMD and Original DD for Tender Document fees in **envelope .A**
   ii) Eligibility Criteria &Technical Proposal (Techno Commercial Proposal)- (1 Original + 1 Copies + 1 CD) in **envelope B**.
   iii) Financial Proposal - (1 Original) in **envelope C**.

b. The Response to EMD, Technical Proposal and Commercial Proposal (As mentioned in previous paragraph) should be covered in separate sealed envelopes super-scribing “EMD”, "Techno-Commercial Proposal" and “Financial Proposal” respectively. Each copy of each bid should also be marked as "Original" OR "Copy" as the case may be.

c. Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.

d. The three envelopes containing copies of EMD, Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked “Response to RFP for < Name of the assignment > - < RFP Reference Number > and the wordings “DO NOT OPEN BEFORE < Date and Time >”.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of ‘The CEO’ Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

e. The outer envelope, thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".

f. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

g. The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.

h. All pages of the bid including the duplicate copies, shall be initialled and stamped by the person or persons who sign the bid.

i. In case of any discrepancy observed by CHiPS in the contents of the submitted original paper bid documents with respective copies, the information furnished on the original paper bid document will prevail over others.

j. A bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by CHiPS in the contents of the CDs and original paper bid documents, the information furnished on the original paper bid document will prevail over the soft copy.

5.4.5 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal as per Annexure II mentioned in this RFP.

5.5 Preparation and Submission of Proposal

5.5.1 Proposal Preparation Costs

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

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 CHiPS to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

CHiPS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5.2 Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in the English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

5.5.3 Late Bids

a) 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.

b) The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

c) CHiPS shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

d) CHiPS reserve the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vi's-à-is urgent commitments.

5.6 Evaluation process

a) CHiPS and DGM will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

b) The Proposal Evaluation Committee constituted by the CHiPS/DGM shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation by the Committee.

d) The Proposal Evaluation Committee may ask for meetings/writtem communication with the Bidders to seek clarifications on their proposals.

e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

5.6.1 Tender Opening

The Proposals submitted up to date and time mentioned in this RFP document by Proposal evaluation committee authorized by CHiPS, in the presence of such of those Bidders or their representatives who may be present at the time of opening.

The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafide for attending the opening of the proposal.

5.6.2 Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of submission of Tender.

5.6.3 Tender Evaluation

i) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive. If Proposals;

a) Are not submitted in as specified in the RFP document.

b) Received without the Letter of Authorization (Power of Attorney)

c) Are found with suppression of details

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

d) With incomplete information, subjective, conditional offers and partial offers submitted

e) Submitted without the documents requested on the checklist

f) Have non-compliance of any of the clauses stipulated in the RFP

g) With lesser validity period

ii) All responsive Bids will be considered for further processing as below.

Proposal evaluation Committee will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee, according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

a. The evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.

b. Arithmetical errors will be rectified on the following basis:

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- If the Bidder does not accept the correction of the errors, his proposal will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

c. The CHiPS may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise.

d. Further, the scope of the evaluation committee also covers taking any decision with regard to the Tender Document and finalization of System Integrator.

e. The proposal shall be opened in the presence of bidders' representatives who intend to attend at their cost. The bidders' representatives who are present shall sign a register giving evidence of their attendance.

f. Proposal document shall be evaluated as per the following steps:

i. **Preliminary Examination of Pre-qualification/ Eligibility Criteria documents:** The Pre-qualification document will be examined to determine whether the bidder meets the eligibility criteria, whether the proposal is complete

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

in all respects, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in various sections of this Tender Document will be rejected and will not be considered further.

ii. **Evaluation of document:** A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are competent enough and whether the technical aspects are substantially responsive to the requirements set forth in the Tender Document. Bids received would be assigned scores based on the parameters defined in the table below.

All supporting documents submitted in support of Eligibility and Technical Evaluation matrix should comply the following:-

a) Supporting document is to be submitted with both soft and hard copies in quality print.
b) Supporting documents should clearly indicate the value of the completed project and scope of work/ services should be clearly highlighted.
c) Completion certificate should clearly indicate the value and duration of the project.
d) In case of Bidder is having a Non Disclosure Agreement (NDA) with their client no such experience will be counted (if agreement copy not submitted).
e) Incomplete order copy submitted by the bidder will not be considered for evaluation.
f) In case of projects where the order for recurring /Extension and subsequent order has been placed on the Bidder only the mentioned order value will be considered for evaluation.

Bidders failing to comply any of the above then the Bid will be summarily rejected.

iii. **QCBS (Quality and Cost Based Selection):**

Proposals will be evaluated as given below and the Bidders obtaining highest marks for their offering shall be declared as the Preferred Bidders. Upon acceptance of the Price of the 'Preferred Bidders' with or without further

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

negotiations, CHiPS/DGM may declare the 'Successful Bidder' for the agreement.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

S. No	Evaluation Criterion	Max score	Breakup	Documents required
1	**Company Profile and Previous Project Experience**	**50**		
A	The Prime Bidder should have Average annual turnover of **Rs. 12.5 Crores** during the last 3 financial years as on date of submission of bid as evidenced by the relevant declared financial statements and audited accounts of the company	5		A copy of the audited profit and loss account of the company showing turnover of the company for last three years.
		= Rs. 12.5 Crores	1	
		1 mark for every	Max 5	
		Additional Rs. 12.5 (Twelve Crores Fifty Lakhs) Crores in turnover will be awarded, subject to a maximum of 5 Marks		
B	The Prime bidder or Constorium partner whose solution is proposed in the proposal should possess certifications on CMMi-3 (or above), evidence to be submitted in the form of certificate copy submitted	5		Valid certificate from the issuing authority needs to be attached.
		CMMi- Level 3 Certification	1	
		CMMi- Level 4 Certification	3	
		CMMi- Level 5 Certification	5	
C	The Prime Bidder or Constorium Partner Should have Previous Software Services (design/development of solution) Turnkey project experience.	7		a) Copy of work order / client's Certificates confirming year and Area of activity, value of services to be delivered for each of the projects. b) Complete / partial completion/ satisfactory ongoing Certificate from Client
	a) No. of Projects worth Rs. 4 Crore.	>5	5	
		2-5	4	

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

		1	3	
	b) Whether the project is satisfactory ongoing or completed in last 1 year	>3 projects completed/ ongoing	2	
		3 projects completed/ ongoing	1	
D	Previous project experience related to **e-Governance projects**	5		a) Copy of work order / client's Certificates confirming year and Area of activity, value of services to be delivered for each of the projects. b) Complete / partial completion/ satisfactory ongoing Certificate from Client
	a) No. of Projects worth Rs. 2 Crores or more in last 3 years	>5	3	
		2-5	1.5	
		1	0.5	
	b) Whether the project is satisfactory ongoing or completed in last 1 year	>2 projects completed/ ongoing	2	
		2 projects completed/ ongoing	1	
E	Prime Bidder or Constorium Partner should have successfully implemented similar project such as Mines and Minerals Management system on turnkey basis for any government departments in India. The project must be worth at least Rs. **1 Crore**	13		a) Copy of work order / client's Certificates confirming year and Area of activity, value of services to be delivered for each of the projects. b) Complete / partial completion/ satisfactory ongoing Certificate from Client
	Similar Project: A project would be treated as a similar project which has evidence of the work order or related documents majorly covers the			
	At least 50% module of functional			

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	requirement mentioned under "Functional Scope" in this RFP			
	(Project completion / go live certificate stating the above criteria must be submitted for consideration)			
	a) No. of Projects done	>=2	8	
		1	5	
	b) Whether the project is satisfactory ongoing or completed in last 1 year	1 projects completed/ ongoing	5	
F	The bidder or Constorium partner should have experience in implementing Capacity Building / Change Management in government/PSU projects (Provided training on Basic computer, internet, networks, project specific applications etc.)	5		a) Copy of work order / client's Certificates confirming year and Area of activity, the value of services to be delivered to each of the projects. b) Complete / partial completion/ satisfactory ongoing Certificate from Client
	a) No. of Projects worth Rs. 1 Crore	>3	3	
		2-3	1.5	
		1	0.5	
	b) Whether the project is satisfactory ongoing or completed in last 1 year completed	>3 projects completed/ ongoing	2	
		3 projects completed/ ongoing	1	
G	The Prime bidder or Constorium partner whose solution is proposed in the RFP should have experience in the roll out of Web based Application in different States/UT.	10		a) Copy of work order / client's Certificates confirming year and Area of activity, the value of services to be delivered to each of the projects. b) Complete / partial completion/ satisfactory ongoing Certificate from Client
	a) No. of Projects executed in different States/UT	5 States	10	
		4 States	8	

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

		3 States	6	
		2 States	4	
		1 State	2	
2	**Proposed Team as Operational Support Unit (OSU)**	**10**		
A	Proposed team and profiles for implementation and rollout, Configuration, Customization and Application development Total Nos. Of 5 Personal as OSU			CV along with Copy of Degrees/ certificates and Work Experience certificates
	Database Administrator or As per proposed composition of the team (Average Experience) Minimum Qualification should be B.E./ B. Tech/ M.C.A.	Average exp >7 yrs	2	
		Average exp 5-7 yrs	1	
		Average exp <5 yrs	0	
	Application development expert or As per proposed composition of team (Average Experience) Minimum Qualification should be B.E./ B.Tech/ M.C.A.	Average exp >7 yrs	2	
		Average exp 5-7 yrs	1	
		Average exp <5 yrs	0	
	Functional expert for Minimg or As per proposed composition of the team (Average Experience) Minimum Qualification should be B.E./ B. Tech/ M.C.A.	Average exp >7 yrs	2	
		Average exp 5-7 yrs	1	
		Average exp <5 yrs	0	
	System Administrator or As per proposed composition of team (Average Experience) Minimum Qualification	Average exp >7 yrs	2	
		Average exp 5-7 yrs	1	

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

<table>
<tr><td></td><td>should be B.E./ B.Tech/ / M.C.A.</td><td>Average exp <5 yrs</td><td>0</td><td></td></tr>
<tr><td rowspan="3"></td><td rowspan="3">Application development expert or As per proposed composition of team (Average Experience) Minimum Qualification should be B.E./ B.Tech</td><td>Average exp >7 yrs</td><td>2</td><td rowspan="3"></td></tr>
<tr><td>Average exp 5-7 yrs</td><td>1</td></tr>
<tr><td>Average exp <5 yrs</td><td>0</td></tr>
<tr><td>3</td><td>Project Plan</td><td>10</td><td colspan="2"></td></tr>
<tr><td>A</td><td>Comprehensiveness of the project plan</td><td>2</td><td colspan="2" rowspan="5">Bidder has to provide L2/L3 level work break down structure (WBS), clear baselines/ timelines, defined resources, roles & responsibilities in MS-Project format in both soft and hard copies along with a write-up project</td></tr>
<tr><td>B</td><td>Activities, sequencing, dependencies among activities</td><td>2</td><td colspan="2"></td></tr>
<tr><td>C</td><td>Resource planning, allocation and loading</td><td>2</td><td colspan="2"></td></tr>
<tr><td>D</td><td>Proposed Status Reporting mechanism</td><td>2</td><td colspan="2"></td></tr>
<tr><td>E</td><td>Risk Management, Mitigation and Exit plan</td><td>2</td><td colspan="2"></td></tr>
<tr><td>4</td><td>Technical Presentation</td><td colspan="3">30</td></tr>
<tr><td></td><td colspan="4">Every bidder will be given a time slot of 90 minutes to demonstrate the tools, components and resources proposed for the project and demonstrate of the Bidder to implement the project. Company profile should be limited to 5 slides only; internet connectivity should be arranged by the bidder for demonstration of tools/ components etc. Broad Design of the Application required by DGM..
(Max. 5 Marks).</td></tr>
<tr><td></td><td colspan="4">Live Demonstration and evaluation of the Actual web based Mining Revenue Collection software implemented by the Bidder. The Bidder should demonstrate at least 50% of the module mentioned in this RFP. (Max. 25 Marks)
<table>
<tr><th>S.No.</th><th>Module Name</th><th>Marking Pattern</th></tr>
<tr><td>1.</td><td>Mineral Concession Information & Regulation Module</td><td>2 Marks</td></tr>
<tr><td>2.</td><td>Storage / Trading Licence / End use Information & Regulation Module</td><td>2 Marks</td></tr>
</table></td></tr>
</table>

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

		3.	e-Permit and e-Transit Pass Module	2 Marks	
		4.	Check post and Weigh Bridge Module	1 Marks	
		5.	Statistic / Report Module	2 Marks	
		6.	Mineral Concession Application Module	2 Marks	
		7.	Truck / Transport Registration Module	1 Marks	
		8.	Payment & SMS Gateway Module	2 Marks	
		9.	Mineral administration monitoring and vigilance Module	2 Marks	
		10.	Geology Module	1 Marks	
		11.	Master Rule and Administrative Module	2 Marks	
		12.	Role and Accessed based Administrative	2 Marks	
		13.	Helpdesk support software monitoring	2 Marks	
		14.	Integration with GIS	2 Marks	
	Total		**100**		

Note: Minimum qualifying Marks in Technical is 70 or more out of 100 Technical Marks. Only those bidders securing more than 70 marks shall qualify for commercial proposal opening.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Evaluation of Commercial Bid:

1) The commercial bids of only technically successful Bidder(s) whose bids have been awarded 70 or more marks in aggregate by the Committee will be opened. The evaluation will be carried out if Commercial bids are complete and computationally correct. The lowest Commercial proposal will be allotted a Commercial score of 100 marks. The Commercial score of other Bidder(s) will be computed by measuring the respective Commercial bids against the lowest proposal.

2) The bidder with the Highest Technical Marks will be awarded 100 marks and others bidders will be awarded on a percentile basis (e.g.) if the highest technical Marks is 90, the T1bidder will get (Tm) 100 marks. A bidder awarded 80 marks will get (80/90) x 100=88.88 Marks.

3) **Computing the final ("T1-L1") marks:**

i) The composite score is a weighted average of the Technical and Commercial Scores. The ratio of **Technical and Commercial score is 70:30 respectively**. The composite (T1 – L1) marks will be derived using the following formula:

T1 & L1 evaluation

Technical Marks (TM) = Bidders actual Technical Score (ATS) /
Highest Technical Score (HTS)

Commercial Marks (CM) = Lowest Commercial Score (LCS) /
Bidders actual Commercial Score (ACS)

Composite (T1 – L1) marks = (TM * 0.70 + CM * 0.30) * 100
Thus the composite (T1 – L1) marks shall be out of a maximum of 100 marks.

The responsive Bidder(s) will be ranked in descending order according to the composite (T1 – L1) marks, which is calculated based on the above formula. The highest-ranking Bidder as per the composite (T1 – L1) marks will be selected. These evaluation criteria will be weighted by **CHiPS** management and applied to Bidder responses to determine which Bidder is the Most Preferred Bidder for **CHiPS**.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5.7 Prequalification and Technical Proposal

i. Prequalification/Eligibility Criteria:

Pre-qualification document as per **eligibility criteria specified under Section -3 above** along with the following documentations:

a. The profile of the bidder along with required certifications that the period of validity of bids is 180 days from the last date of submission of proposal.

b. Audited annual financial results (balance sheet and profit & loss statement showing business in India) of the bidder for the last three financial years.

c. Reference list of major clients

d. Power-of-attorney granting the person signing the proposal the right to bind the bidder as the 'Constituted attorney of the Directorate'.

e. A copy of the Tender Document, all pages duly-signed by the authorized signatory towards acceptance of the terms and conditions of the Tender Document.

ii. Technical proposal

a. Proposal particulars

b. Proposal letter

c. Proposed approach and methodology and services offered

d. Proposed Project Plan and Implementation Schedule

e. Schedule of delivery

f. All relevant documents for Technical Evaluation

g. Annexure for Technical Qualification

iii. Commercial proposal

a. Proposal letter

b. Proposal particulars including priced Bill of Material (BOM) Bidders should enclose, with their offers, full details of services offered as well as their latest on-going /completed projects.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5.8 Modification and withdrawal of Bids

a. The Bidder is allowed to modify or withdraw its submitted proposal any time prior to the last date prescribed for receipt of bids, by giving a written notice to the CHiPS.

b. Subsequent to the last date for receipt of bids, no modification of bids shall be allowed.

c. The Bidders cannot withdraw the proposal in the interval between the last date for receipt of bids and the expiry of the proposal validity period specified in the Proposal. Such withdrawal may result in the forfeiture of its EMD from the Bidder.

5.9 Proposal Forms

a. Wherever a specific form is prescribed in the Proposal document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the required information.

b. For all other cases, the Bidder shall design a form to hold the required information.

c. CHiPS shall not be bound by any printed conditions or provisions in the Bidder's Proposal Forms, packaging document or delivery challan.

5.10 Local Conditions

a. Each Bidder is expected to become fully acquainted with the local conditions and factors, which may affect the performance of the contract and /or the cost.

b. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of letter of Award as described in the bidding document. The CHiPS shall not entertain any request for clarification from the Bidder regarding such local conditions.

c. It is the Bidder's responsibility that such factors have been properly investigated and considered before submitting the proposal. No claim, what-so-ever, including that for financial adjustment to the contract awarded under the bidding document will be entertained by the CHiPS. Neither any change in the time

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

schedule of the contract nor any financial adjustments arising thereof shall be permitted by the CHiPS on account of failure of the Bidder to know the local laws / conditions.

d. The Bidder is expected to visit and examine and study the location of Govt. offices in CG and its surroundings and obtain all information that may be necessary for preparing the proposal at its own interest and cost.

5.11 Contacting the Chhattisgarh infotech& Biotech Promotional Society or Department of Geology and Mining, Raipur

a. Any effort by a Bidder to influence the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.

b. Bidder shall not approach CHiPS/ DGM officers after office hours and/or outside CHiPS/ DGM office premises, from the time of the proposal opening till the time the Contract is awarded.

5.12 Eligibility Criteria

The bidder shall meet the criteria for eligibility mentioned in the Tender document.The bidder must have registration certificate, registration under Labour Laws Contract Act, valid sales tax registration certificate and valid service tax registration certificate, whichever is applicable, for this Tender. Any kind of consortium will not be permitted.

5.13 Tentative Schedule of Events

Tentative schedule of events regarding this tender shall be as per the dates and time given on the Section-1:Fact Sheet.

5.14 Opening of Proposal

First, the envelope containing Earnest Money Deposit (EMD) will be opened, and if found, that the bidder has furnished all the documents in the prescribed manner, then the second envelope containing Technical Proposal will be opened. The Financial proposal would be opened in presence of technically shortlisted

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

bidders. The Evaluation Committee or its authorized representative will open the tenders. Sequence of opening is as follows:

a. EMD Envelope
b. Techno- Commercial Proposals
c. Financiall Proposals

5.15 Deciding Award of Contract

a. The CHiPS reserve the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening the Commercial Proposal. The Bidder shall furnish the required information to CHiPS and its appointed representative on the date asked for, at no cost to the CHiPS. The CHiPS may at its discretion, visit the office of the Bidder anytime before the signing of the Agreement.
b. CHiPS shall inform those Bidders whose proposals did not meet the eligibility criteria or were considered non-responsive, informing that their Commercial Proposals will be returned unopened after completing the selection process. CHiPS shall simultaneously notify those Bidders who qualify for the Evaluation process as described in this Tender Document, informing the date and time set for opening of Commercial Proposals. The notification may be sent by mail or fax.
c. The bidder's name, the Proposal Price, the total amount of each proposal and other such details as the Tendering Authority may consider appropriate, will be announced and recorded by the CHiPS at the opening of bids.
d. CHiPS shall inform those Bidders whose proposals are accepted via issuance of Letter of Intent (LoI) in the duplicate copy. Bidder shall acknowledge the LoI and return the duplicate copy duly sealed and signed, within seven days from the issue of LoI by CHiPS.
e. After acceptance of LoI Performance Gurantee shall be deposited as specified in this document for signing an Agreement with CHiPS/DGM.
f. Special Condition for Awarding the Agreement:

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

i. CHiPS/DGM will sign the Agreement with Successful Bidder for initially 4 years Six Months (One Year & Six Months Implementation & Three Year O&M) period.

ii. CHiPS/DGM may extend the Agreement for another 2 year period as per cost proposed in the price bid by the successful bidder.

5.16 Confidentiality

1) The System Integrator shall not use Confidential Information including the name or the logo of the CHiPS /DGM except for the purposes of providing the Service as specified under this contract;

2) The System Integrator may only disclose Confidential Information in the following circumstances:

a) with the prior written consent of the CHiPS /DGM;

b) to a member of the Selected Bidder'sTeam ("Authorized Person") if:

c) the Authorized Person needs the Confidential Information for the performance of obligations under this contract;

d) the Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract

3) The System Integrator shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality agreement with the members of the, sub-Implementation Agencies and other team members having such terms and conditions which shall be no less onerous than those contained under this Agreemment.

4) The System Integrator shall sign a Non-Disclosure Agreement (NDA) with the CHiPS /DGM . The System Integrator will be held responsible for any breach of the NDA by its antecedents, delegates or sub-Implementation Agencies.

5) The System Integrator shall notify the CHiPS /DGM promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the CHiPS /DGM .

6) The System Integrator shall be liable to fully recompense the CHiPS /DGM for any loss of

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

revenue arising from breach of confidentiality. The CHiPS /DGM reserves the right to adopt legal proceedings, civil or criminal, against the System Integrator in relation to a dispute arising out of breach of obligation by the System Integrator under this clause.

7) The System Integrator shall not take away or remove in whatever manner any information on any media like but not limited to Floppy, Digital Drives, CDs. DVDs, email etc from SDC without the specific written permission of CHiPS /DGM . System Integrator, if required, shall take specific permission for each such event

8) The System Integrator shall not use any information which might have come to its knowledge in whatever manner during the discharge of its obligation under the contract for any purpose except strictly for discharging his obligation under the contract and no more

9) System Integrator may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the System Integrator from a third party who, to the System Integrator knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the System Integrator at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the System Integrator rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations.

10) As used herein, the term "Confidential Information" means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.

11) The Bidder shall keep confidential, any information related to this tender, with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason what-so-ever.

12) At all time of the performance of the services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the term of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

13) The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.

14) The obligations of confidentiality under this section shall survive rejection of the contract.

5.17 Publicity

Any publicity by the bidder containing the name of CHiPS/ DGM should be done only with the explicit written permission from CHiPS/DGM.

5.18 Execution of Agreement

After acknowledgement of the LoI by the selected bidder, a performance security of 10% of contract value has to deposit in the form of FDR/TDR/DD/BG of any nationalized /Scheduled Bank in the name of The CEO, Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur, for a Period of Four years Six months and shall sign the Agreement within Twenty one days from the issue of the LoI.

5.19 Duration of the contract:

The CONTRACT shall initially valid for a period of Four Years (1 Year for Implementation 3 Year for O&M) year from the date of signing of the Agreement. CHiPS may extend the Agreement for another two (2) year period with as mutually agreed by CHiPS/DGM & successful bidder.

5.20 Terms and Conditions: Applicable Post Award of Contract

5.20.1 Termination Clause

i) Right to Terminate the Process

CHiPS/DGM reserve the right to cancel the contract placed on the selected bidder and recover expenditure incurred by CHiPS under the following circumstances:-

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

a. The selected bidder commits a breach of any of the terms and conditions of the bid.
b. The bidder goes into liquidation, voluntarily or otherwise.
c. An attachment is levied or continues to be levied for a period of seven days upon the effects of the bid.
d. If the selected bidder fails to complete the assignment as per the timelines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The CHiPS/DGM reserve its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
e. If deductions on account of liquidated damages /Penalty exceeds more than 10% of the total contract price.
f. In case the selected bidder fails to deliver the services as stipulated in the delivery schedule, CHiPS/DGM reserve the right to procure the same or similar services from alternate sources at the risk, cost and the responsibility of the selected bidder.
g. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, CHiPS/DGM reserve the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which CHiPS/DGM may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
h. CHiPS/DGM reserve the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.

The CHiPS /DGM may terminate this Contract in whole or in part by giving the System Integrator prior written notice indicating its intention to terminate the Contract under the following circumstances:

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

a) Where it comes to the CHiPS /DGM 's attention that the System Integrator (or the its Team) is in a position of actual conflict of interest with the interests of the CHiPS/DGM in relation to any of terms of the Implementation Agency's Bid, the Tender or this Contract

b) Where the System Integrator ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever including inter alia the filing of any bankruptcy proceedings against the System Integrator, any failure by the System Integrator to pay any of its dues to its creditors, the institution of any winding up proceedings against the System Integrator or the happening of any such events that are adverse to the commercial viability of the System Integrator. In the event of the happening of any events of the above nature, the CHiPS /DGM shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor Implementation Agency/service provider, and to ensure business continuity.

c) **Termination for Default:** The CHiPS /DGM may, at any time, terminate the Contract by giving 30 days written notice to the System Integrator without compensation to the System Integrator in the Event of Default on the part of the System Integrator which may include failure on the part of the System Integrator to respect any of its commitments with regard to any part of its obligations under its Bid, the Tender or under this Contract

d) **Termination for Insolvency**: The CHiPS /DGM may at any time terminate the Contract by giving written notice to the System Integrator without compensation to the System Integrator, if the System Integrator becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the CHiPS /DGM.

e) **Termination for Convenience:** The CHiPS /DGM may by prior written notice sent to the SI at least 3 months in advance terminate the Contract in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

CHiPS /DGM convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective

II) Consequences of Termination

i. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], CHiPS shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.

ii. Nothing herein shall restrict the right of CHiPS to invoke the CHiPS Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available CHiPS under law or otherwise.

iii. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

iv. In the event of termination of this contract, due to any cause whatsoever, except where termination is for CHiPS /DGM convenience, the Selected Bidder shall be blacklisted and the contract will stand cancelled effective from the date of termination of this contract,

5.20.2 Damages

i. Notwithstanding CHiPS s right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ii. Liquidated damages for late installation, and GO-Live of "First Stage Web Based Integrated Mines & Minerals Management System" at 1% (One percent) of the order value per week will be charged for every week's delay in commissioning to a maximum of 10% of the value of the total project cost.

iii. Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be.

iv. CHiPS reserve its right to recover these amounts by any mode such as adjusting from any payments to be made by CHiPS to the bidder. Liquidated damages will be calculated on a per week basis.

5.20.3 Acceptance Tests

The selected bidder in the presence of the CHiPS authorized officials will conduct acceptance tests at the site. The test will involve installation and commissioning and successful operation of the Mining application, software, installation, etc. No additional charges shall be payable by the CHiPS for carrying out these acceptance tests.

5.20.4 Audit by Third Party

CHiPS/DGM at its discretion, may appoint third party for testing of application (like STQC etc.) auditing the activities of onsite services and operations of entire services provided to the CHiPS/ DGM.

5.20.5 Penalty

a. The Bidder shall perform its obligations under the agreement entered into with the CHiPS, in a professional manner.

b. In the event of failure of maintaining the SLA, the penalty should be attracted of the cost of concerned services as per mentioned in SLA would be levied subject to a maximum of 10% of the total Project cost.

c. CHiPS may recover such amount of penalty from any payment being released to the Bidder, irrespective of the fact whether such payment is related to this contract or otherwise.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

d. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the CHiPS has to take corrective actions to ensure functionality of its property, the CHiPS reserve the right to impose penalties, which may be equal to the cost it incurs or the loss it suffers for such failures.

- CHiPS may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- The CHiPS shall implement all penalty clauses after giving due notice to the bidder.
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the CHiPS reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

5.20.6 Dispute Resolution Mechanism

The Bidder and the CHiPS shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

b. The matter will be referred for negotiation between Officer nominated by CHiPS and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Raipur and conducted

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator, each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

5.20.7 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/emailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given to date of delivery if hand delivered & if sent by registered post than on the expiry of seven days from the date of posting.

5.20.8 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or CHiPS as the case may be which they could not foresee or

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
3. Terrorist attack, public unrest in work area provided either party shall, within 10 days from the occurrence of such a cause, notifies the other in writing of such causes. The bidder or CHiPS shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by the parties and all obligations expressed quantitatively shall be calculated as on the date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

5.20.9 Failure to agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the termination of the award, in which event CHiPS may award the contract to the next best value bidder or call for new proposals from the interested bidders or invoke the PBG of the sucessfull bidder.

5.21 Service Levels

The purpose of Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of services which shall be provided by the successful bidder to the CHiPS for the duration of this contract. The benefits of this SLA are too:

a. Trigger a process that applies to successful Bidder's and CHiPS when that service provided falls below an agreed upon threshold, or target level.

b. Makes explicit the performance expectations that CHiPS has from the Successful bidder.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

The Successful bidder and CHiPS shall regularly review the performance of the services being provided by the Successful Bidder and the effectiveness of SLA.

5.22 Category of SLAs

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following paragraphs and tables are applicable for the duration of the contract for the 'Penalty shall be calculated on a quarterly basis'.

The penalty for various delays and deficiencies in "Web Based Integrated Mines & Minerals Management System Application software, implementation and Maintenance services will be as follows:

a. ***Penalty for delay in execution of project:***

If the successful bidder does not complete the project within the stipulated period given in the Scope of Work for Phase 1, 2 & 3 a penalty at the rate of **0.5% per week** of the contract value will be levied for a maximum period of Ten weeks. If the services are not completed even within this Ten-week period, then the contract will be liable for termination, in part or whole, at the **discretion** of CHiPS and at the risk and cost of the selected Bidder.

b. ***Design and User Acceptance Test:***

If any variation found in the designing document (SRS) approved by CHiPS / DGM at the time of User Acceptance Test (UAT), a penalty at the rate of 2% of the total value of that contract will be levied and the contract will be liable for termination, in part or whole, at the discretion of CHiPS and at the risk and cost of the successful bidder. CHiPS will pay the actual amount of work after deduction of penalty.

c. ***Onsite Maintenance Support:***

a) The successful bidder will provide three Years on-site/ off site maintenance

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

support for Web Based Integrated Mines & Minerals Management System installed by the bidder. If any issues arrived during the contract period, the successful Bidder shall update/repair within 24 hours of complaint received from the CHiPS / DGM office. A penalty of Rs. 2000/- per call beyond 24 hours on Quarterly payment/ Performance Security Deposit will be levied and the contract will be liable for termination in part or whole at the discretion of CHiPS/ DGM and at the risk and cost of the successful bidder.

d. ***Severity Levels & Penalty for Web Based Integrated Mines & Minerals Management System Service support during the contract period:***

The Successful Bidder should provide post implementation support for three years. The Selected Bidder shall provide a Help Desk support soft software for logging of complaints by the CHiPS/ DGM, the end user of DGM. The system should be able to acknowledge a receipt as a proof of having lodged a complaint by the CHiPS/ DGM, the end user of DGM. The Selected Bidder shall provide a Call Centre Help Desk Supports at which complaints can be lodged.

The Selected Bidder should ensure uptime of 99%. The Selected Bidder would be the first point of contact for the CHiPS/ DGM & he in turn would be responsible to co-ordinate with the Chhattisgarh State Wide Area Network (CGSWAN) Operator, State Data Centre (SDC) Operator and CGSWAN bandwidth service provider or any other bandwidth provider to resolve downtime issues. The tools to monitor the SLA should be supplied by the System Integrator. The penalties would be levied on the Selected Bidder in the event of downtime attributable to the Selected Bidder exceeds 1%. The Selected Bidder should submit the downtime reports for every quarter clearly indicating the reasons for the downtime and attributing the downtimes to the CGSWAN operator, CGSWAN bandwidth service provider or any other bandwidth service provider, SDC operator and the Selected Bidder.

. **SLA for Uptime**: For every 1% drop in uptime in each quarter over the required

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Uptime of 99% a penalty up to 0.5% of the Quarterly Payment would be liable to be deducted. If the uptime in any quarter is 75% or less due to conditions which are wholly attributable to the Bidder then the purchaser may terminate the contract. A penalty up to 0.5% of the Quarterly Payment would be liable to be deducted for every day delay in response time or call fixing time for any problem logged by the CHiPS/ DGM. The Selected Bidder will provide Help Desk call logged report every quarter.

** – The time taken by the Selected Bidder to trouble - shoot and fix the problem from the time the call has been logged at the Helpdesk till the time the problem has been fixed.*

e. Service Level for OSU and FMS

Penalty on Deployment of Operational Support Unit (OSU) staff:

i) If the successful bidder is unable to deploy any of the 5 resources (OSU Personnel) from the Roll out of the project, a penalty at the rate of **0.5% per week** of the corresponding contract value will be levied for a maximum period of eight weeks. If the deployment of personnel is not completed even within this eight-week period, then the contract will be liable for termination, in part or whole, at the **discretion** of CHiPS/DGM and at the risk and cost of the selected Bidder.

ii) If any of the proposed resources in the bid is not deployed by the successful bidder (except for the reason that resource leaves the organization by submitting resignation with the present employer or physically unfit) a penalty of Rs. 20,000 (Twenty Thousand) per resource will be levied.

Note:

a) Replacement of resources shall generally not be allowed. The replacement of the resource by the bidder will be allowed (with penalty) only in case, the resource leaves the organization by submitting resignation with the present

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

employer or physically unfit or completion of One Year Initial period and requested by Selected Bidder.

b) In case of failure to meet the standards of the CHiPS/ DGM, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for the replacement / exit.

c) The replaced resource will be accepted by the CHiPS/ DGM only if he/she qualification / experience is same or more mentioned in this RFP and is found suitable to the satisfaction of the CHiPS/ DGM. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the DGM. The Selected Bidder shall be Maximum allowed 15 days to replace the resource.

iii) The penalty per resource would be imposed in case of exit/replacement of resource from the project within below mentioned period starting from the date of deployment of respective resource:

[A step-down penalty should be kept for exit/replacement, for e.g.

1. Within 6 Months: Rs. 20,000 (Rupees Twenty Thousand) per resource
2. From 6 months to 1 Year- Rs. 10,000 (Rupees Ten Thousand) per resource

iv) After expiry of 15 calendar days of exit, a penalty of Rs. 1500 per working day per resource will also be imposed till suitable replacement is not being provided by the bidder.

v) However CHiPS/ DGM is free to relieve any resource at any time (beyond the minimum committed period) during the contract period without any penalty by serving 15 days advance notice.

Penalty for absence:

a. In the case of absence (apart from allowed leaves) of a resource during project period, no payment will be made for the days a resource is absent (Per day payment will be calculated by dividing man month rate by number of working days in that month). In addition a penalty of Rs 1000 per working day per resource will be levied on such absence.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

b. Fraction of a day in the reckoning period in supplies shall be eliminated if it is less than half a day.

c. The penalty would be deducted from the applicable payments

d. Maximum 15 Days Leave is allowed for a person in a calendar year after approval from the appropriate authority.

Penalty on Deployment of Facility Management Service (FMS) staff:

i) If the successful bidder is unable to deploy any resources (FMS Personnel) after confirmation from CHiPS / DGM from the Roll out of the project, a penalty at the rate of **500 Rs. Per day per person** will be levied up to non deployment of person.

Note: .

a) In case of failure to meet the standards of the CHiPS/ DGM, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for the replacement / exit.

b) The replaced resource will be accepted by the CHiPS/ DGM only if he/she qualification / experience is same or more mentioned in this RFP and is found suitable to the satisfaction of the CHiPS/ DGM. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the DGM. The Selected Bidder shall be Maximum allowed 15 days to replace the resource.

c) However CHiPS/ DGM is free to relieve any resource at any time (beyond minimum committed period) during contract period without any penalty by serving 15 days advance notice.

Penalty for absence:

a. In the case of absence (apart from allowed leaves) of a resource during the project period, no payment will be made in the days a resource is absent (Per day payment will be calculated by dividing man month rate by number of working days in that month). In addition a penalty of Rs 500 per working day per resource will be levied on such absence.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

b. Fraction of a day in reckoning period in supplies shall be eliminated if it is less than half a day.

c. Penalty would be deducted from the applicable payments

d. Maximum 15 Days Leave is allowed for a person in a calendar year after approval from appropriate authority.

f. ***Limitation of Penalties***

After Starting of the work and services the maximum penalty should be levied as described below:

i. The total deduction should not exceed 10% of the total applicable fee for the total Project Cost.

ii. If bidder fails to deliver the services in stipulated time-frame on account of any reasons will be deemed to be an event of default and termination. This shall be governed by the terms & conditions defined in subsequent sections in General Conditions of the Contract.

5.23 Contract Performance Guarantee

1. Within 21 days after the receipt of notification of award of the Contract from the CHiPS, the successful Bidder shall furnish Contract Performance Guarantee to the CHiPS, Raipur (CG), which shall be equal to 10% of Contract Value and shall be in the form of a Bank Guarantee Bond/DD from a Nationalized Bank in the Performa given here-in-after in this document valid for a period of 4 Years and Six months.

2. The proceeds of the performance guarantees shall be payable to the Purchaser as compensation for any loss / penalties resulting from the Selected Bidder failure to complete its obligations under the contract.

3. The performance guarantee will be discharged by the purchaser and returned to the Selected Bidder within 60 days following the date of completion of the Selected Bidder performance obligations, including any warranty obligations under the Contract.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5.24 Statutory Requirements

1) During the tenure of this contract, nothing shall be done by the Selected Bidder in contravention of any law, act and/ or rules/regulations, thereunder or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep CHiPS/DGM indemnified in this regard.

2) The Selected Bidder and their personnel/representative shall not alter / change / replace any hardware component proprietary to the CHiPS/DGM and/or under warranty or AMC of third party without prior consent of the CHiPS/DGM.

3) The Selected Bidder and their personnel/representative shall not without consent of the CHiPS/DGM install any hardware or software not purchased / owned by the CHiPS/DGM.

5.25 Contract administration

a. Either party may appoint any individual / organization as its authorized representative through a written notice to the other party. Each Representative shall have the authority to:

(a) Exercise all of the powers and functions of his/her Party under this contract, other than the power to amend this contract and ensure proper administration and performance of the terms hereof; and

(b) Bind his or her Party in relation to any matter arising out of or in connection with this Contract.

b. The Selected Bidder shall be bound by all undertakings and representations made by the authorized representative of the Selected Bidder and any covenants stipulated hereunder, with respect to this contract, for and on their behalf.

c. For the purpose of execution or performance of the obligations under this Contract, the CHiPS representative would act as an interface with the nominated representative of the Selected Bidder. The Selected Bidder shall comply with any instructions that are given by the CHiPS representative during the course of this

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

contract in relation to the performance of its obligations under the terms of this contract and the Tender.

d. A committee comprising of representatives from the CHiPS and the Selected Bidder shall meet on a quarterly basis to discuss any issues / bottlenecks being encountered. The Selected Bidder shall draw the minutes of these meetings and circulate to theCHiPS.

5.26 Right of Monitoring, Inspection and Periodic Audit

The CHiPS/ DGM reserves the right to inspect and monitor / assess the progress / performance at any time during the course of the Contract, after providing due notice to the Selected Bidder. The CHiPS/ DGM may demand, and upon such demand being made, the selected bidder shall provide with any document, data, material or any other information required to assess the progress of the project.

The CHiPS/DGM shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations/functions in accordance with the standards committed to or required by the CHiPS/DGM and the Selected Bidder undertakes to cooperate with and provide to the CHiPS/ DGM/any other Consultant/ Agency appointed by the CHiPS/DGM, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Selected Bidder failing which the CHiPS/DGM may, without prejudice to any other rights that it may have, issue a notice of default.

5.27 Chhattisgarh infotech& Biotech Promotional Society's / DGM Obligations

The CHiPS/DGM representative shall interface with the Selected Bidder, to

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract.

CHiPS/ DGM shall ensure that timely approval is provided to the selected Bidder, where deemed necessary, which should include diagrams / plans and all specifications related to services required to be provided as part of the Scope of Work.

The CHiPS/ DGM shall approve all such documents as per the above Clause.

5.28 Information Security

The Selected Bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by the CHiPS/ DGM, out of the premises, without prior written permission from the CHiPS/ DGM.

The Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by CHiPS/ DGM, whichever is earlier, return any and all information provided to the Selected Bidder by CHiPS/DGM, including any copies or reproductions, both hard copy and electronic.

Selected Bidder acknowledges that Govt. of Chhattisgarh business data and other Govt. of Chhattisgarh proprietary information or materials, whether developed by CHiPS /DGM or being used by CHiPS /DGM pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to CHiPS /DGM ; and Selected Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Selected Bidder to protect its own proprietary information. Selected Bidder recognizes that the goodwill of CHiPS /DGM depends, among other things, upon Selected Bidder keeping such proprietary

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

information confidential and that unauthorized disclosure of the same by Selected Bidder could damage CHiPS /DGM , and that by reason of Selected Bidder's duties hereunder. Selected Bidder may come into possession of such proprietary information, even though Selected Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Selected Bidder shall use such information only for the purpose of performing the said services.

Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by CHiPS /DGM , whichever is earliest, return any and all information provided to Selected Bidder by CHiPS /DGM , including any copies or reproductions, both hard copy and electronic. However Selected Bidder shall be entitled to retain its working papers.

5.29 Ownership of Equipment

The CHiPS /DGM shall own all the equipment, Licenses and any solution supplied by the Selected Bidder arising out of or in connection with this Contract.

Notwithstanding the above, it is agreed that nothing contained herein above shall be applicable to Selected Bidder's pre-existing materials (i.e Materials owned by the Selected Bidder's which were created and developed prior to this Agreement without direct reference to the deliverables under this Agreement) which may now be incorporated by the Selected Bidder's into the final deliverables/reports or the like, supplied to the CHiPS /DGM hereunder in the course of delivering the Services pursuant to this Agreement. However, in the event any such pre existing material is used in the deliverables/reports provided to the CHiPS /DGM by the Selected Bidder, the Selected Bidder hereby agrees to grant the CHiPS /DGM an non exclusive, paid-up, royalty free and perpetual license to use such

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

pre-existing material as it exists in the deliverable/ reports prepared by the Selected Bidder as a part of this Agreement.

5.30 Risk Management

The Selected Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed by the Selected Bidder under this Contract. Selected Bidder shall underwrite all the risk related to its personnel deputed under this Contract as well as equipment and components of the project, procured for the project, equipment, tools and any other belongings of the Selected Bidder or their personnel during the entire period of their engagement in connection with this Contract and take all essential steps to reduce and mitigate the risk. CHiPS /DGM Government will have no liability on this account.

Selected Bidder shall, at his own expense, arrange appropriate comprehensive insurance to cover all risks assumed by the Selected Bidder under this Contract. In connection with the provision of the Services, the Service Provider must have and maintain for the Agreement Period, valid and enforceable insurance coverage for:

(i) Public liability;
(ii) Either professional indemnity or errors and omissions;
(iii) Product liability;
(iv) Workers' compensation as required by law; and
(v) Any additional types specified in Schedule I; and

The Implementation Agency must, on request by the CHiPS /DGM , provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required. The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation.

CHiPS/ DGM or its nominated agencies may, at its election, terminate this Agreement upon the failure of Implementation Agency, or notification of such failure, to maintain the required insurance coverage. Inadequate

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

insurance coverage for any reason shall not relieve Implementation Agency of its obligations under this Agreement.

5.31 Indemnity

The Selected Bidder shall execute and furnish to the CHiPS, a Deed of Indemnity in favor of the CHiPS, in a form and manner acceptable to the CHiPS, indemnifying CHiPS from and against any costs, loss, damages, expense, claims, including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

a. Negligence or wrongful act or omission by the Selected Bidder or it's team or any Agency/ Third Party in connection with or incidental to this Contract; or

b. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this Contract by the Selected Bidder, its Team or any Agency/ Third Party.

c. The indemnity shall be to the extent of 100% of project cost in favor of the CHiPS.

5.32 Prices

Prices quoted must be firm and shall not be subject to any upward revision on any account what-so-ever throughout the period of contract. CHiPS however, reserve the right to review and negotiate the charges payable.

5.33 Special Conditions of Contract

Amendments of, and Supplements to, Clauses in the General Conditions of Contract.

5.34 Payment Schedule

All bills will be submitted to CHiPS/DGM accordance to procedure mentioned in this tender document.

The fee amount will be equal to the amount specified in Format for Tender

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Response – Commercial Proposal. Payments will be released only on satisfactory acceptance of the deliverables for each Task as per the following schedule:

The indicative mode of payments to be made in consideration of the work to be performed by the Bidder shall be as follows:

S. No.	Payment Schedule	Fee Payable	Remarks
1	On successful Completion of Phase 1 and Phase 2 Activity, including Application software deployment in SDC & User Acceptance Test for Application.	15% of the contract value	SRS report and UAT report to be submitted with Invoice
2	On successful Completion of Phase 3 Activity, including Hardware deployment at project location, Master Data uploading, Training etc.	15% of the contract value	GO-Live certification from the respective location to be submitted with invoices (If Bidder completes of all office locations and 5 Check Post than Phase 3 will be treated as complete and O&M phase shall start)
3	On successful Completion of Phase 3 Activity and Start Minimum requirement of Phase 5 under O & M Phase, including FMS, Help Desk Support & OSU manpower deployment, Training (in total 12 installments)	5% (per quarter) of the contract value after deduction of all penalties or any other dues for the quarter	Quarterly Certified copy from the DGM office regarding activity completed under O&M Phase to be submitted
4	On successful Completion of Phase 4 Activity, including Application deployment at project location, & UAT for Stage-2 development.	10% of the contract value	UAT report to be submitted with the Invoice
5	Installation and Implementation of Hardware and Software for additional 40 Check Post Location	100% Cost of Per Check Post location	Acceptance report signed by appropriate authority of DGM on per check post basis.

Note:

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Instruction: - The Invoice will be submitted after completion of above milestone. The payment will be made within 15 days after submission of the invoice with supporting document from CHiPS.

All Payments shall be made in Indian Rupees Only and will be subject to the provisions of Penalty and Liquidated Damages.

5.35 Events of Default by the Selected Bidder

The failure on the part of the Selected Bidder to perform any of its obligations or comply with any of the terms of this contract shall constitute an Event of Default on the part of the Selected Bidder. The events of default as mentioned above may include inter-alia the following:

a. The Selected Bidder has failed to perform any instructions or directives issued by the CHiPS which it deems proper and necessary to execute the scope of work under the Contract, or

b. The Selected Bidder has failed to adhere to any of the key performance indicators as laid down in the Key Performance Measures / Contract, or if the Selected Bidder has fallen short of matching such standards/targets as the CHiPS may have designated with respect to any task necessary for the execution of the scope of work under this Contract. The above mentioned failure on the part of the Selected Bidder may be in terms of failure to adhere to timelines, specifications, requirements or any other criteria as defined by the CHiPS;

c. The Selected Bidder has failed to remedy a failure to perform its obligations in accordance with the specifications issued by the CHiPS, despite being served with a default notice which laid down the specific deviance on the part of the Selected Bidder to comply with any stipulations or standards as laid down by the CHiPS; or

d. The Selected Bidder / Bidder's Team has failed to conform to any of the Service/Facility Specifications/standards as set out in the scope of the work of this Tender document or has failed to adhere to any amended direction, modification or

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

clarification as issued by the CHiPS during the term of this Contract and which the CHiPS deems proper and necessary for the execution of the scope of work under this Contract;

e. The Selected Bidder has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Proposal, the Tender and this Contract

f. There is a proceeding in bankruptcy, insolvency, winding up or there is an appointment of a receiver, liquidator, assignee, or similar official against or in relation to the Selected Bidder.

g. The Selected Bidder / Bidder's Team has failed to comply with or is in breach or contravention of any applicable laws.

Where there has been an occurrence of such defaults inter alia, as stated above, the CHiPS shall issue a notice of default to the Selected Bidder, setting out specific defaults / deviances / omissions and providing a notice of Sixty (30) days to enable such defaulting party to remedy the default committed.

Where despite the issuance of a default notice to the Selected Bidder by the CHiPS and the Selected Bidder fails to remedy the default to the satisfaction of the CHiPS, the CHiPS may, where it deems fit, issue to the defaulting party another default notice or proceed to adopt such remedies as may be available to the CHiPS.

5.36 Consequences in Event of Default

For cases where permissible time is not indicated in the contract, CHiPS/DGM will decide, at its discretion, the quantum of reasonable time to cure the default .Where an Event of Default subsists or remains uncured the CHiPS /DGM may/shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of Services and the project which the Selected Bidder shall be obliged to comply with which may include

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

unilateral re-determination of the consideration payable to the Selected Bidder hereunder. The Selected Bidder shall in addition take all available steps to minimize loss resulting from such event of default.

The CHiPS /DGM may, by a written notice of suspension to the Selected Bidder, suspend all payments to the Selected Bidder under the Contract, provided that such notice of suspension:

a. shall specify the nature of the failure; and

b. shall request the Selected Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Selected Bidder.

The CHiPS /DGM reserves the right to terminate the contract with 30 days notice

5.37 Liquidated Damages

Subject to clause for Force Majeure, if the bidder fails to complete the services under the project scope of work before the scheduled completion date or the extended date or if the Selected Bidder repudiates the contract before completion of the work, the CHiPS, at its discretion, may without prejudice to any other right or remedy available to it under the contract, recover a maximum of 10% of the project cost from the Selected Bidder, as Liquidated Damages (LD).

In case it leads to termination, CHiPS shall give thirty days' notice to the Selected Bidder of its intention to terminate the contract and shall so terminate the contract unless during the thirty day notice period, the Selected Bidder initiates remedial action acceptable to the CHiPS.

The CHiPS may without prejudice to its right to affect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Selected Bidder in its hands (which includes the CHiPS right to claim such amount against Selected Bidder's Bank Guarantee) or which may become due to the Selected Bidder. Any such recovery or liquidated damages shall not in any way relieve the Selected Bidder from any of its obligations to complete the work

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

or from any other obligations and liabilities under the Contract.

5.38 Dispute Resolution

The CHiPS and the Selected Bidder shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract.

If even after thirty (30) days from the commencement of such direct informal negotiations, the CHiPS and the Selected Bidderare unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in clauses below.

- In the case of a dispute or difference arising between the CHiPS and the Selected Bidder relating to any matter arising out of or connected with this Contract, such dispute or difference shall be referred to the award of the Arbitrator as indicated in this RFP. The award of the Arbitrator shall be final and binding on the parties.
- The Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings.
- The venue of arbitration shall be the Raipur, India.
- The CHiPS may terminate this contract, by giving a written notice of termination of minimum thirty days, to the Selected Bidder, if the Selected Bidder fails to comply with any decision reached consequent upon arbitration proceedings pursuant to above Clause.

5.39 Continuance of the Contract:

Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under the Scope of Work to ensure continuity of operations.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5.37 Conflict of interest

The Bidder shall disclose to CHiPS in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidders team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

5.38 Severance

In the event any provision of the Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.

5.39 Governing Language

The Agreement shall be written in English language. Subject to below Clause, such language versions of the Agreement shall govern its interpretation. All correspondence and other documents pertaining to the Contract that are exchanged by the parties shall be written in English language only.

5.40 "No Claim" Certificate

The Selected Bidder shall not be entitled to make any claim, whatsoever against CHiPS/DGM, under or by virtue of or arising out of, the contract, nor shall CHiPS/DGM entertain or consider any such claim, if made by the Selected Bidder after it has signed a "No claim" certificate in favour of CHiPS/DGM in such form as shall be required by itafter the work is finally accepted.

5.41 Publicity

The Selected Bidder shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the CHiPS first gives its written consent to the selected bidder.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5.42 Force Majeure

Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Proposal and/or the Tender. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.

The failure or occurrence of a delay in the performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The CHiPS will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Selected Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the above mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

5.43 Representations & Warranties On Agreement

In order to induce the CHiPS/DGM, Government of Chhattisgarh, Raipur, CG to enter into this Contract, the Selected Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

1) That the Selected Bidder is not involved in any major litigation or legal proceedings, pending, existing, and potential or threatened, that may have an impact of affecting or compromising the performance or delivery of Services under this Contract.

2) That the representations and warranties made by the Selected Bidder in the proposal or will be made in this contract are and shall continue to remain true and fulfill all the requirements as are necessary for executing the obligations and responsibilities as laid down in the Contract and the Tender and unless the Govt. of Chhattisgarh specifies to the contrary, the Selected Bidder shall be bound by all the terms of the Proposal and the contract through the term of the contract.

3) That the Selected Bidder has the professional skills, personnel and resources/authorizations that are necessary for providing all such services as are necessary to fulfill the Scope of Work stipulated in the Tender and this Contract.

4) That there shall not be any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.

5) That the Selected Bidder shall use such assets of the Govt. of Chhattisgarh as the Govt. of Chhattisgarh may permit for the sole purpose of execution of its obligations under the terms of the Proposal, Tender or this Contract. The Selected Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by the fact of such use or possession during or after the term hereof.

6) That the Selected Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the Govt. of Chhattisgarh indemnified in relation thereto.

7) That the execution of the Services and the Scope of work herein are and shall be

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

in accordance and in compliance with all applicable laws.

8) That all conditions precedent under the Contract has been satisfied.

9) That neither the execution and delivery by the Selected Bidder of the Contract nor the Selected Bidder"s compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any Applicable Law or any order, writ, injunction or decree of any court or Governmental Authority binding on the Selected Bidder, (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any Contract, Contract or instrument to which the Selected Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the Selected Bidder.

10) That the Selected Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including, without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Selected Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.

11) That the Selected Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all its Intellectual Property Rights, which are required or desirable for the performance of its services under this contract and regarding the same the Selected Bidder does not, so far as the Selected Bidder is aware, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. So far as the Selected Bidder is aware, none of the Intellectual Property Rights, owned or enjoyed by the Selected Bidder or which the Selected Bidder is licensed to use, which are material in the context of Selected Bidder"s business and operations for the performance of this contract are being infringed nor, so far as the Selected Bidder is aware, is there any infringement or threatened infringement of those Intellectual Property Rights licensed or provided to the Selected Bidder by any person. All Intellectual Property Rights (owned by the

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Selected Bidder or which the Selected Bidder is licensed to use) required by the Selected Bidder for the performance of the contract are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Govt. of Chhattisgarh indemnified in relation thereto.

12) That time is the essence of the Contract and hence the Selected Bidder shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workmanlike manner on a timely basis.

13) That its security measures, policies and procedures are adequate to protect and maintain the confidentiality of the Confidential Information.

14) That in providing the Services, or deliverables or materials, neither Selected Bidder nor its agent, nor any of its employees, shall utilize information which may be considered confidential information of, or proprietary to, any prior employer or any other person or entity;

5.44 General

a. Relationship between the Parties

i) Nothing in the Contract constitutes any fiduciary relationship between the CHiPS and Selected Bidder/ Bidder's Team, or any relationship of employer, employee, principal and agent, or partnership, between the CHiPS and Selected Bidder.

ii) No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of the Contract.

iii) CHiPS will not be under any obligation to the Implementation Agency's Team except as agreed under the terms of the Contract.

b. No Assignment

The Selected Bidder shall not transfer any interest, right, benefit or obligation under the contract without the prior written consent of CHiPS.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

c. Survival

The provisions of the clauses of the Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless CHiPS notifies the Selected Bidder of its release from those obligations.

d. Entire Contract

The terms and conditions laid down in the Tender and all annexes thereto as also the Proposal and any attachments/annexes thereto shall be read in consonance with and form an integral part of the Contract. The Contract supersedes any prior contract, understanding or representation of the Parties on the subject matter.

e. Governing Law

This contract shall be governed in accordance with the laws of India.

f. Jurisdiction of Courts

The High Court of India in Bilaspur, Chhattisgarh has exclusive jurisdiction to determine any proceeding in relation to the Contract.

g. Compliance with Laws

The Selected Bidder shall comply with the laws in force in India in the course of performing the Contract.

h. Notices

a. A "notice" means:

i) a notice; or

ii) A consent, approval or other communication required to be in writing under the Contract. All notices, requests or consent provided for or permitted to be given under this Contract shall be in writing and shall be deemed effectively given when personally delivered or mailed by pre-paid certified/registered mail, return receipt requested, addressed as follows and shall be deemed received two days after mailing or on the date of delivery if personally delivered:

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

To

The CEO,

Chhattisgarh infotech& Biotech Promotional Society, Raipur

SDC Building, Near Police Control Room,

Civil Lines Raipur- 492 001 (Chhattisgarh)

Tel: + 91 – 771 – 4014158

Fax: + 91 – 771 – 4014158

Email: ceochips@nic.in

To Selected Bidder at:

Attn:

Address:

[Phone:]

[Fax:]

Any Party may change the address to which notices are to be directed, by giving a notice to the other party in the manner specified above. A notice served on a Representative is taken to be a notice to that Representative's Party.

i. Waiver

- Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.
- A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.
- The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

j. Modification

Any modification of the Contract shall be in writing and signed by an authorized representative of each Party.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

k. TAXES

a) The Bidder shall pay service and other applicable taxes, if any, imposed on the services under this contract.

b) If any upward/ downward revision in applicable Taxes shall be borne by CHiPS /DGM on actual basis at the time of Invoicing.

c) The Bidder should submit copy of applicable tax payment receipt to CHiPS /DGM w.r.t. to Invoices under this contract.

l. Application

These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

5.45 Strategic Control of Government of Chhattisgarh

I. Control over Web Based Integrated Mines & Minerals Management System Application

a) It is the responsibility of Selected Bidder to provide the necessary systems and tools (version control and software management tools) to enable implementation of this strategic control framework owenership of project. To this end, the Integrated Mines & Minerals Management System system shall be designed to ensure that:

i. The Application System and the Source Code will be deposited with the CHiPS & DGM before UAT and certification by a 3rd Party (STQC).

ii. After the initial certification by a 3rd Party, for any subsequent changes made to the software during the implementation and O & M period after approval from DGM & CHiPS, the Selected Bidder will provide Source code to DGM & CHiPS in every quarter.

iii. The Selected Bidder should deliver all the source code and version control to DGM/ CHiPS, If contract is end or terminate.

iv. The developed and deployed application software will be the sole property of Directorate of Geology and Mining (DGM).

v. The CHiPS and DGM will not sale and transfer the source code to any other State government/ Central Government.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

vi. Any subsequent changes to the application are incorporated into the Application Repository on an incremental basis, after the process of approval prescribed herein is undergone.

b) Any changes to the application, required to enhance the functionality, or to improve performance or to address the security gaps, shall first be hosted in an application staging environment, tested for consistency, integrity and performance by the Application Administrator of the Integrated Mines & Minerals Management System. The Application Administrators of CHiPS /DGM shall review the proposed change and accord their approval or reject the request.

c) CHiPS /DGM may entrust the responsibility to designated administrators, who can exercise the privilege of approval or rejection request JOINTLY.

d) No change to the application shall be effected by the Selected Bidder unless the process defined at (b) above is gone through.

To this end, all the actions of the users involved in the process shall be logged.

II. Version Control

a) The application software shall be version controlled, adopting the industry standard practices like Version Control System (VCS), Source Code Management System and Software Configuration Management (SCM) in this regard.

b) The System shall permit the latest versions of the application and source code to be deposited with the CHiPS /DGM, with appropriate logs maintained for each change.

III. Retention of ownership and control over the Database

a) CHiPS /DGM shall exercise ownership of the database, through appropriate system/tools supplied and implemented by Selected Bidder. To this end, Integrated system shall be designed to ensure that

b) The entire database, including the table structures, schemas and master data are deposited with the CHiPS /DGM after the initial certification by a 3rd Party and before the 'Go Live'.

c) Any subsequent changes to the database system are incorporated into the Database Repository on an incremental basis, after the process of approval prescribed herein is undergone.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

d) Any changes to the database structure, required to enhance the functionality, or to improve performance or to cover security gaps, and any changes to the master data, shall first be hosted in a database staging environment, tested for consistency, integrity and performance of the Database Administrator of the Selected Bidder. Thereupon a request shall be preferred to the Database Administrator(s) of the CHiPS /DGM, to permit the proposed changes, with clear reasons necessitating the change. The Database Administrators of CHiPS/DGM shall review the proposed change; test cases used for testing the functionality and accord their approval or reject the request.

e) CHiPS /DGM may entrust the responsibility of designated Database Administrators, who can exercise the privilege of approval or rejecting a request JOINTLY.

f) No change to the database structure or to the master data shall be effected by the Selected Bidder unless the process defined at (b) above is gone through. To this end, all the actions of the Database Administrator of the Selected Bidder shall be logged.

g) Any direct access to the database must not be allowed and the database administration activities (especially all those actions that result in modification of data, schema and master data) shall be executed through an application which verifies and audits users, code and actions done on the database.

5.46 Fraud and Corrupt Practices

i) Fraud and Corrupt Practices

a. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the CHiPS /DGM shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the CHiPS /DGM shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for,

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder s Proposal.

b. Without prejudice to the rights of the CHiPS /DGM under Clause above and the rights and remedies which the CHiPS /DGM may have under the LoA or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LoA or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by the CHiPS /DGM during a period of < period, suggested 2 (two) > years from the date such Bidder, as the case may be, is found by the CHiPS /DGM to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

c. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

II **"corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the CHiPS /DGM who is or has been associated in any manner, directly or indirectly with the Selection Process or the LoI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the CHiPS /DGM, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LoI or after the execution of the Agreement, as the case may be, any

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

person in respect of any matter relating to the Project or the LoI or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the CHiPS /DGM in relation to any matter concerning the Project;

"fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

III. "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;

IV. "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by CHiPS /DGM with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

V. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2) Arbitration

CHiPS /DGM and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after thirty (30) days from the commencement of such informal negotiations, CHiPS /DGM and the selected Bidder have been unable to amicably resolve the dispute, either party may require that the dispute be referred for resolution to The Director, Chhattisgarh infotech& Biotech Promotional Society, Raipur, as single party Arbitrator in accordance with the Arbitration and Conciliation Act, 1996. The decision of the arbitrator shall be final and binding to all parties.

All Arbitration proceedings shall be held in Raipur, Chhattisgarh, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE I - PROPOSAL COVERING LETTER

(A copy to be enclosed with each part of the proposal)

Date:……..

To,

The CEO,

Chhattisgarh infotech& Biotech Promotional Society

State Data Centre Building, Near Police Control Room,

Civil Lines,

Raipur, Chhattisgarh–492001

Dear Sir,

We…….. (Name of the bidder) hereby submits our proposal in response to notice inviting tender date…….. and tender document no. …… …….. and confirm that :

1. All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 180 days from the last date of submission of the proposal, and
4. We are quoting for all the services mentioned in the tender.
5. We the Bidders are not under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.
6. Chhattisgarh infotech& Biotech Promotional Society, Raipur may contact the following person for further Information regarding this tender:
   a. Name and full address of office, Contact No., Email ID, Company Name
   b. Name and full address of office, Contact No., Email ID, Company Name
7. We are submitting our Eligibility Criteria proposal, bid documents and technical bid documents
   a. In soft format in the form of a CD/DVD clearly hyperlinking all the relevant scanned documents and highlighting relevant portions of the document for ease of evaluation.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

This is in addition to the paper documents in hard copy format to be submitted by the bidders and needs to be handed over along with bids.

b. The hard copy format is also similarly indexed, flagged and highlighted at relevant places.

Yours sincerely,
Signature
Full name of signatory
Designation
Name of the bidder (firm, etc.)

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE II: FORMAT FOR POWER OF ATTORNEY

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** on stamp paper of value required under law duly signed by 'lead bidder' for the tender)

Dated: _____

POWER OF ATTORNEY

To Whomsoever It May Concern

Know all men by these presents, we _____ (name and registered office address of the Bidder) do hereby constitute, appoint and authorize Mr. _____ (Name of the Person(s)), domiciled at _____ (Address), acting as _____ (Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for award of Agreement **"Web Based Integrated Mines & Minerals Management System in Chhattisgarh"** involving the deliverables including Design, development, Installation and annual support for Web Based Integrated Mines & Minerals Management System in Chhattisgarh as per agreement with CHiPS, vide Invitation for Tender (Tender Document) Document dated ____ , issued by The CEO, Chhattisgarh infotech& Biotech Promotional Society Raipur, including signing and submission of all documents and providing information and responses to clarifications / enquiries etc. as may be required by Chhattisgarh infotech& Biotech Promotional SocietyRaipuror any governmental authority, representing us in all matters before Chhattisgarh infotech& Biotech Promotional Society Raipur, and generally dealing with CHiPSin all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For ----------

(Signature)

(Name, Title and Address)

Accept

(Attested signature of Mr._____)

(Name, Title and Address of the Attorney)

Notes:

- To be executed by the Bidder

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE III-COMMERCIAL PROPOSAL FORMAT

To be submitted in original along with the Proposals **(ENVELOP - C)**

Tender Document No.

To

The Chief Executive Officer,

Chhattisgarh Infotech & Biotech Promotion Socitey

SDC Building, Near Police Control Room

Civil Lines, Raipur- 492001

Sir,

I/We hereby submit our Proposal for the **"Selection of System Integrator for Implementation of Web Based Integrated Mines & Minerals Management System in Chhattisgarh (CHiMMS)"** mentioned in the Tender document within the time specified and in accordance with the special Terms and Conditions as well as Scope of work. The rates are quoted in the prescribed format given below:

S. No	Item Name	Qty	Unit	Unit Rate (in INR)	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR)	Total Amount Inclusive of Taxes(INR)
		Q		R	T		TA=Q*(R+T)
A.	**Project Infrastructure**						
1	Desktop Computer **as per specifications provided in Annexure XI**	80	Nos.				
2	Laser Printer (capable of printing Barcodes of standard symbologies like PDF417 and other Standard 2-dim barcodes**) as per specifications provided in Annexure XI**	30	Nos.				
3	Scanner A-3 **as per specifications provided in Annexure XI**	30	Nos.				
4	Off-line Ups (500 VA line interactive UPS with Minimum 30 Min Back Up **as per specifications provided in Annexure XI**	80	Nos.				
5	Barcode Scanner / Reader (2D) **as per specifications provided**	80	Nos.				

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	in Annexure XI						
	Sub -Total Cost Project Infrastructure (A)						
B.	**Application Software & Portal Development/SRS & GAP Analysis**						
1	COTS / Application Software after System Requirement Study (SRS), Survey & GAP Analysis Report for Stage-1 and Stage-2 Modules including implementation charges for all offices and 5 Check Post	1	Lum Sump				
2	One time Application software implementation charges on per check post on actual basis	40	Nos.				
	Sub -Total Application Software (B)						
C.	**Master Data Build-up & Data Digitization**						
	Digitization and Master Data upload of all existing Mineral Concession/Licenses & other legacy data (Major/Minor)						
1	A0 Size Document	1000	Pages				
2	A3 Size Document	1000	Pages				
3	A4 Size Document	300000	Pages				
	Sub -Total Cost Master Data & Digitization (C)						
D.	**Operations and Maintenance/ FMS**						
1	Facility Management Services (FMS) of the entire project for a period of 3 Years (27 resources for 3 years)	972	Per Manpower Per Month				
2	Help Desk Support Executive for Call center operation of the entire project for a period of 3 Years (2 resources per shift for 3 shift operation)	216	Per Manpower Per Month				
3	Supervisor for Help Desk Support Executive for Call center operation of the entire project for a period of 3 Years (1 resources for 3 years)	36	Per Manpower Per Month				

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

4	Operational Support Unit (OSU) for operation and Maintenance of the entire project for a period of 3 Years (5 resources onsite for 3 years)	180	Per Manpower Per Month				
5	Operation & Maintenance for HW & SW of the entire project for a period of 3 Years	1	Lum Sump				
	Sub-Total Cost for Managed Services (D)						
E.	**Training & Change Management**						
1	Computer Basic Awareness and Application training	400	Nos.				
2	Technical training	20	Nos.				
	Sub-Total Training Cost (E)						
F.	**GPS System**						
1	GPS receiver with antenna along with a modem suitable for vehicle mounting, Mobile data terminal for four wheelers.	**28**	**Nos.**				
2	GPRS Sim Module with SMS in CUG and GPRS service for 36 months service.	**28**	**Nos.**				
3	Application Software for GPS Monitoring	**1**	**Lumsump**				
	Sub-Total Cost of GPS System(F)						
	GRAND TOTAL (A+B+C+D+E+F) = X	**Grand Total in Figure**					
	GRAND TOTAL (A+B+C+D+E+F) = X	**Grand Total in Words**					

Please note the following:

1. All quoted prices should be **inclusive of all taxes and duties** prevailing on the date of proposal submission.
2. Since the price proposal is in INR, CHiPS shall not consider any upward variation/ fluctuation on account of any foreign exchange at any time during the currency of the contract.
3. If any changes in applicable Taxes during the contract period than CHiPS /DGM will be paid the taxes on actual basis.
4. Prices are valid for a period of 180 Days from date of submission of the Bid.
5. Other than what is given above, the bidder is expected to account for any other deliverable to make the implementation successful and will be considered for commercial evaluation.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

6. The all prices are valid during contract period and CHiPS/DGM reserves the right to place the additional order as per requirement and as per financial BoM
7. **Warranty on Hardware products** will be 3 (Three) years from the date of UAT. The warranty will become effective from the date of UAT for complete solution comprising both hardware and software.If any hardware item may be order after UAT than warranty will be start from day of installation and 3 years period.
8. CHiPS/DGM reserves the right to increase or decrease the no. of resources / other item quantity at the time of the Agreement or during the project.
9. In case the contract is extended for another 2 years, the rates for year 4 and 5 will be increased based on the mutually agreed terms between CHiPS/DGM and the successful bidder. The Consumer Price Index (CPI) and Cost Inflation Index (CII) of India for the last 3 years will be taken as a base for the increment for 4th& 5th Year with a maximum capping of 10%.

Signature of the bidder with seal

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE-IV-BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

(To be provided in original as part of the Qualification Bid **(Envelope – B)** on stamp paper of value required under law duly signed by an authorized representative of the Bank)

This Deed of Guarantee executed at _____ by _____ / _____ (Name of the Nationalized/ Scheduled Bank) having its Head / Registered office at _____, and having one of its branches at _____ Raipur (hereinafter referred to as "the Guarantor") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favor of Chief Executive Officer, Chhattisgarh infotech and biotech Promotion Society (CHiPS) Under Department of Information Technology and biotechnology, Government of Chhattisgarh, having its office at SDC Building, Near Police Control Room, Civil Lines, Raipur, Chhattisgarh (hereinafter referred to as "CHiPS") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

Whereas Name of the bidder _____ Ltd., a Company / partnership firm / proprietorship concern registered under the _____(name of the relevant act/law under which incorporated) having its registered office at _____ (hereinafter called "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its executors, administrators, successors and assigns) has submitted its Proposal for Selection of Implementation Agency for Implemention of Web Based Integrated Mines & Minerals Management System in Chhattisgarh vide Invitation for Tender Document No _____ dated _____ issued by CHiPS Government of Chhattisgarh (hereinafter referred to as "the Project").

Whereas in terms of the Invitation for Tender Document No _____dated _____ (hereinafter referred to as Tender Document) issued by CHiPS, the Bidder is required to furnish to CHiPS an unconditional and irrevocable Bank Guarantee for an amount of INR 21, 00, 000 (INR Twenty One lakhs only) as Earnest Money Deposit and the Guarantor has at the request of the Bidder agreed to provide such Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby agree, declare, undertake and guarantee as follows:

1. We as primary obligor hereby irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the tender by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to CHiPS an amount not exceeding INR 21,00,000.00 (INR Twenty One lakhs only) without any demur, reservation, recourse, contest or protest and without reference to the Bidder, if the Bidder has failed to comply with and fulfil all or any of the terms and conditions contained in the tender. A letter from CHiPS stating that the Bidder is in default in

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

the due and faithful fulfilment and compliance with the terms and conditions contained in the tender shall be final, conclusive and binding on the Bank, in respect of the forfeiture of the Earnest Money Deposit and the amount due and payable under this Guarantee.

2. This Guarantee shall remain in full force and effect for a period of 180 (One hundred and Eighty) days from the _____ (Proposal Due Date).

3. Subject to clause 1 above, any claim for payment under this Guarantee shall be in the form of a written declaration by CHiPS.

4. We……..Bank further agree that CHiPS shall be the sole judge as regards the determination as to whether the Bidder is in default of due and faithful fulfilment and compliance of the terms and conditions contained in the Tender and the decision of CHiPS in this regard shall be final and binding on us, notwithstanding any differences between CHiPS and the said Bidder and/or any dispute between CHiPS and the Bidder pending before any Court, Tribunal, Arbitrator or any other authority.

5. CHiPS shall have the full liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any other terms and conditions of the said Tender document or to extend the time frame for completion of bidding process or the period of fulfilment and compliance with the terms and conditions contained in the said Tender document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Tender document or the securities available to CHiPS and the bank shall not be released from its liability under these presents by any exercise by CHiPS of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of CHiPS or any indulgence by CHiPS to the said Bidder or of any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

6. Any notice by way of request, demand or otherwise hereunder shall be sent by courier or by registered mail to the Bank, addressed as aforesaid.

7. We undertake to make the payment on receipt of your notice of claim on us addressed to _____ (name of Bank along with branch address) and delivered at our above branch that shall be deemed to have been duly authorised to receive the said notice of claim.

8. It shall not be necessary for CHiPS to proceed against the said Bidder before proceeding against the bank and the Guarantee herein contained shall be enforceable against the bank, notwithstanding any

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

other security which CHiPS may have obtained or obtained from the said Bidder, shall at the time when proceedings are taken against the bank hereunder, be outstanding or unrealised.

9. We _____ Bank lastly undertake not to revoke this guarantee during its currency except with the previous express consent of CHiPS in writing and agree that any change in the constitution of the Bank or the said Bidder shall not discharge our liability hereunder.

10. The Bank declares that it has the power to issue this guarantee and the undersigned have full powers to do so on behalf of the Bank.

Date _____ day of _____ 2015

Signature of the Issuing / Authority with seal

CORPORATE SEAL
For _____ Bank

Note: A covering letter of confirmation is also to be given by the bank along with this bank guarantee.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE-V- DECLARATION FOR NOT BLACK LISTED

(To be provided in original as part of Techno-Commercial Proposal (Envelope – B))

Date.....

To,

CEO,

Chhattisgarh infotech& Biotech Promotional Society, CHiPS

SDC Building, Near Police Control Room

Opp. to New Circuit House, Civil Lines

Raipur, Chhattisgarh– 492001

Dear Sir,

Ref.: Tender No.

I / We..... hereby confirm that our firm has not been banned or blacklisted by any government organization/Financial institution/Court /Public sector Unit /Central Government.

Signature of Bidder..... Place:

Name..... Date:

Designation.....

Seal

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE VI -DRAFT PERFORMANCE GUARANTEE

(To be issued by a Bank)

This Deed of Guarantee executed at ———————— by ———————— (Name of the Bank) having its Head/Registered office at ———————————— (hereinafter referred to as "the Guarantor") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favour of The CEO of Chhattisgarh infotech& Biotech Promotional Society, Raipur, having its office at SDC Building, Near Police Control Room, Civil Lines, Raipur (CG) (hereinafter called "CEO, CHiPS Raipur" which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

Whereas M/s _____. a company formed under _____ (specify the applicable law) and having its registered office at _____ has been, consequent to conduct and completion of a competitive bidding process in accordance with the letter of requirements document No._____ dated __/__/2015 issued by CEO, CHiPS Raipur, and selected M/s _____ (hereinafter referred to as the Bidder) for the Agreement by CEO, CHiPS Raipur as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the CEO, CHiPS Raipur and Bidder. The Agreement requires the Bidderto furnish an unconditional and irrevocable Bank Guarantee for an amount of Rs._____ /- (Rupees _____only) by way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement.

Whereas, the Bidder approached the Guarantor and the Guarantor has agreed to provide a Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, ————— Bank hereby guarantee as follows:

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

1. The Bidder shall implement the Project, in accordance with the terms and subject to the conditions of the Agreement, and fulfil its obligations there under

2. We, the Guarantor, shall, without demur, pay to CEO, CHiPS Raipur an amount not exceeding Rs. _____ (Rupees _____ only) within 7 (seven) days of receipt of a written demand therefore from CEO, CHiPS Raipur stating that the Bidder has failed to fulfil its obligations as stated in Clause 1 above.

3. The above payment shall be made by us without any reference to the Bidderor any other person and irrespective of whether the claim of the CEO, CHiPS Raipur is disputed by the Bidder or not.

4. The Guarantee shall come into effect from_____ (Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 1700 hours Indian Standard Time on _____ (Expiry Date) (both dates inclusive) or till the receipt of a claim, from the Chhattisgarh infotech& Biotech Promotional Society, Raipur, Government of Chhattisgarh under this Guarantee, which is one month after the expiry of performance guarantee, whichever is earlier. Any demand received by the Guarantor from CEO, CHiPS Raipur prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to CEO, CHiPS Raipur.

5. In order to give effect to this Guarantee,CEO, CHiPS Raipur shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by CEO, CHiPS Raipur or by the extension of time of performance granted to the Bidderor any postponement for any time of the power exercisable by CEO, CHiPS Raipur against the Bidder or forebear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation, extension, forbearance or omission on the part of CEO, CHiPS Raipur or any indulgence by CEO, CHiPS

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Raipur to the Bidder to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

6. This Guarantee shall be irrevocable and shall remain in full force and effect until all our obligations under this guarantee are duly discharged.

7. The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first here-in-above written.

Signed and Delivered by _____ Bank by the hand of Shri_____ ____ its _____and authorised office.

Authorised Signatory _____Bank

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE VII: CURRICULUM VITAE (CV) OF KEY PERSONNEL

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** law duly signed by bidder for the tender)

1. Proposed Position				
2. Name Of Firm				
3. Name Of Expert				
4. Date Of Birth		**Citizenship:**		
5. Education				
6. Membership In Professional Associations				
7. Countries Of Work Experience				
Languages	**Languages**	**Speaking**	**Reading**	**Writing**
	English	Good	Good	Good
	Hindi	Good	Good	Good

8. Employment Record		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
From:	**To:**	
Employer:		
Position Held		
Position Held		

9. Work Undertaken That Best Illustrates Capability To Handle The Tasks Assigned		
	Project Name	
	Year	

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	Location	
	Client	
	Main Project Features	
	Positions Held	
	Activities Performed	
	Project Name	
	Year	
	Location	
	Client	
	Main Project Features	
	Positions Held	
	Activities Performed	
	Project Name	
	Year	
	Location	
	Client	
	Main Project Features	
	Positions Held	
	Activities Performed	
	Project Name	
	Year	
	Location	
	Client	
	Main Project Features	
	Positions Held	
	Activities Performed	

Expert's contact information: (e-mail……., phone……)

Certification:

I, the undersigned, certify to the best of my knowledge and belief that

(i) This CV correctly describes my qualifications and experience
(ii) I am not employed by the Executing or the System Integrator
(iii) I was not part of the team who wrote the Scope of Work for this RFP.
(iv) I certify that I have been informed by the firm that it is including my CV in the Proposal for the {name of project and contract}. I confirm that I will be available to

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

carry out the assignment for which my CV has been submitted in accordance with the project and the schedule set out in the Proposal.

Or [If the CV is signed by the firm's authorized representative and the written agreementAttached]

(v) I, as the authorized representative of the firm submitting this Proposal for the {name of project and contract}, certify that I have obtained the consent of the named resource to submit his/her CV, and that I have obtained a written representation from the expert that s/he will be available to carry out the assignment in accordance with the implementation arrangements and schedule set out in the Proposal.

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:
[Signature of Personnel or authorized representative of the firm] Day/Month/Year

Full name of authorized representative: _____

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE VIII: PARTICULARS OF THE BIDDERS

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** duly signed by bidder for the tender)

SI No.	Information Sought	Details to be Furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Name, Address, email, Phone nos. and Mobile Number of Contact Person	
9	Details of Service Tax Registration, VAT, CST & TAN	

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE IX: FORMAT OF SENDING PRE-BID QUERIES

Ref: RFP Notification no <xxx> dated <dd/mm/yy>

Name of the Bidder

<<…….>>

Contact Number and Address of the Bidder -

<<…….

…… >>

Sr. No.	Section No.	Page No.	RFP Clause	Query	Remarks
1					
2					
.					
N					

Note: Bidder will send its query only the prescribed format above by email and Excel file only.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE X: PRE-CONTRACT INTEGRITY PACT

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)**)

1. GENERAL

1.1. This pre-bid contract Agreement (hereinafter called the Integrity Pact) is made on .....day of the month ..... 20..... between, the Government of Chhattisgarh acting through Shri. ..... (Designation of the officer, Department) Government of Chhattisgarh (hereinafter called the "TENDERING AUTHORITY", which expression shall mean and include, unless the context otherwise requires, his successors in the office and assigns) and the First Party, proposes to procure (name of the Stores/Equipment/Work/Service) and M/s .....represented by Shri ..... (hereinafter called the "BIDDER/SeIIer", which expression shall mean and include, unless the context otherwise requires, his successors an permitted assigns) and the Second Party, is willing to offer/ has offered.

1.2. WHEREAS the BIDDER is a Private Company/Public Company/ Government Undertaking/ Partnership firm, constituted in accordance with the relevant law in the matter and the TENDERING AUTHORITY is a Ministry/Department of the Government, performing its function on behalf of the Government of Chhattisgarh.

2. OBJECTIVES

NOW, THEREFORE, the TENDERING AUTHORITY and the BIDDER agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-

2.1. Enabling the TENDERING AUTHORITY to obtain the desired Stores/Equipment/Work/Service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

2.2. Enabling BIDDERs to abstain from bribing or indulging in any corrupt practices in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing any corrupt practices and the TENDERING AUTHORITY will commit to prevent corruption, in ay form, by its official by following transparent procedures.

3. COMMITMENTS OF THE TENDERING AUTHORITY

The TENDERING AUTHORITY commits itself to the following:-

3.1. The TENDERING AUTHORITY undertakes that no official of the TENDERING AUTHORITY, connected directly or indirectly with the contract, will demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

3.2. The TENDERING AUTHORITY will, during the pre-contract stage, treat BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to the other BIDDERs.

3.3. All the officials of the TENDERING AUTHORITY will report the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the TENDERING AUTHORITY with the full and verifiable facts and the same prima fade found to be correct by the TENDERING AUTHORITY, necessary
disciplinary proceedings, or any other action as deemed, fit, including criminal proceedings may be initiated by the TENDERING AUTHORITY and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the TENDERING AUTHORITY the proceedings under the contract would not be stalled.

4. COMMITMENTS OF BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means an illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

4.1. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the TENDERING AUTHORITY, connected directly or indirectly with the biding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

4.2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the TENDERING AUTHORITY or otherwise in procuring the Contract of forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or dis-favour to any person in relation to the contract or any other contract with the Government.

4.3. The BIDDER further confirms and declares to the TENDERING AUTHORITY that the BIDDER in the original Manufacture/Integrator/Authorized government sponsored exportentity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the TENDERING AUTHORITY or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

4.4. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the TENDERING AUTHORITY or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

4.5. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

4.6. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

4.7. The BIDDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the TENDERING AUTHORITY as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

4.8. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

4.9. The BIDDER shall not instigate or cause to instigate any third person to commit any ofthe acts mentioned above.

5. PREVIOUS TRANSGRESSION

5.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

6.EARNEST MONEY (SECURITY DEPOSIT)

6.1. Every BIDDER while submitting commercial bid, shall deposit an amount as specified in RFP as Earnest Money/Security Deposit, with the TENDERING AUTHORITY through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of.....
(ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the .... (TENDERING AUTHORITY) ..... on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the TENDERING AUTHORITY shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument (to be specified in the RFP).

6.2. The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and TENDERING AUTHORITY, including warranty period, whichever is later.

6.3. In the case of successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the TENDERING AUTHORITY to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

6.4. No interest shall be payable by the TENDERING AUTHORITY to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

7.1. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitlethe TENDERING AUTHORITY to take all or any one of the following actions, wherever required:-

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the TENDERING AUTHORITY and the TENDERING AUTHORITY shall not be required to assign any reason therefore.

(iii)To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv)To recover all sums already paid by the TENDERING AUTHORITY, and in case of the Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the TENDERING AUTHORITY in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the TENDERING AUTHORITY, along with interest.

(vi)To cancel all or any other contracts with the BIDDER and the BIDDER shall be liable to pay compensation for any loss or damage to the TENDERING AUTHORITY resulting from such cancellation/rescission and the TENDERING AUTHORITY shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of Chhattisgarh for a minimum period of five years, which may be further extended at the discretion of the TENDERING AUTHORITY.

(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middlemen or agent or broken with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the TENDERING AUTHORITY with the BIDDER, the same shall not be opened.

(x) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is closely related to any of the officers of the TENDERING AUTHORITY, or alternatively, if any close relative of an officer of the TENDERING AUTHORITY has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

tender. Any failure to disclose the interest involved shall entitle the TENDERING AUTHORITY to rescind the contract without payment of any compensation to the BIDDER.

The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.

(xi)The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the TENDERING AUTHORITY, and if he does so, the TENDERING AUTHORITY shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the TENDERING AUTHORITY resulting from such rescission and the TENDERING AUTHORITY shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

7.2. The decision of the TENDERING AUTHORITY to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

8.1. The BIDDER undertakes that he has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Department of the Government of Chhattisgarh or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Department of the Government of Chhattisgarh or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the TENDERING AUTHORITY,. if the contract has already been concluded.

9. INDEPENDENT MONITORS

9.1. The TENDERING AUTHORITY will appoint Independent Monitors (hereinafter referred to as Monitors) for this Pact.

9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4. Both the parties accept that the Monitors have the right to access all the documentsrelating to the project/procurement, including minutes of meetings. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/SubSelected Bidder(s) with confidentiality.

9.5. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the TENDERING AUTHORITY.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

9.6. The Monitor will submit a written report to the designated Authority of TENDERING AUTHORITY/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the TENDERING AUTHORITY/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations

10. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the TENDERING AUTHORITY or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination.

11. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law, the place of performance and jurisdiction shall be the seat of the TENDERING AUTHORITY.

12. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the TENDERING AUTHORITY and the BIDDER/Seller whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact
at.....on.....

TENDERING AUTHORITY **BIDDER**

Name of the Officer

Designation

Witness **Witness**
1)..... 1).....

2)..... 2).....

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE XI: TECHNICAL SPECIFICATIONS FOR HARDWARE AND SOFTWARE

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** duly signed by bidder for the tender)

1) Technical Specifications for Desktop Systems

S. No	Item	Minimum Specifications	Specifications Provided by Bidder	Reference (Page No. ___ Flag No. ____)	Higher/ Same	Compliance (Yes / No)	Remarks
1.	OEM Certifications	Would be in the in the list of top 5 desktop brands as per the IDC report during the year 2013 or 2014.					
2.	Processor	Latest Intel Core i5/equivallent AMD processor- at 3.0 GHz with 6MB L3 cache or higher					
3.	Motherboard & Chipset	OEM Motherboard & Compatible Chipset					
4.	Video	Integrated Graphic controller					
5.	Network	1XRJ-45 Port for Integrated 10/100/1000 Gigabit Ethernet controller					
6.	Ports	6Nos or Higher Nos of USB (Min 2Nos in front, min 2 USB3.0)), 1XHDMI port, 1 VGA Port or HDMI to VGA Converter Required					
7.	HDD Controller	Integrated dual port SATA-II controller					
8.	Memory	Minimum 4 GB DDR3 1066MHz or higher expandable up to 16 GB or more					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

9.	Storage	500GB sata II HDD 7200 RPM					
10.	Optical Drive	Optical slim ODD box (DVD or DVD±RW)					
11.	Monitor	23.0"(584.2mm) diagonal, Resolution-1920x1080, Aspect Ratio-16:9					
12.	Keyboard	Bilingual (Hindi & English) 104 or more Keys mechanical Keyboard					
13.	Mouse	USB Optical Scroll Mouse					
14.	Other Certification	RoHS, ENERGY STAR/6.0, EPEAT/Gold rating					
15.	System Chassis	Tiny in One- W x D x H (inch) 22.17 x 9.84 x 16.15 - 20.48, Weight-Not more than 9 Kgs					
16.	OS Support & Certification	A proprietary Operating System Preloaded that is equivalent to Genuine Windows (R) 7 Professional SP1 (English) or above with updates / patches over the period of 3 years					
17.	Warranty Support	Minimum 3Years					
18.	Preloaded Software	Above configuration preloaded with OS (Latest Version) MS Office Suite with Hindi Language packs, Office Suite with Hindi Unicode fonts, Antivirus with all necessary Plug-ins/ utilities and driver software including bundled in DVD Media					
19.	Power supply	90 watts AC/DC adapter, 88% PSU, universal					
20.	Power Consumption	22 watts typical, 45 watts maximum, <0.5 watts standby / suspend					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

2. Technical Specifications for Laser Jet Printer (Duplex)

S. No.	Parameters	Minimum Specifications	Specifications Provided by Bidder	Reference (Page No./flag No.)	Higher/ Same	Compliance (Yes / No)	Remarks
1.	Features	would be capable of printing Barcodes of standard symbologies like PDF417 and other standard 2-dim barcodes.					
2.	Print speed, black	Up to 40 ppm					
3.	Print resolution, black	Up to 600 x 600 dpi					
4.	Print technology	Laser					
5.	Monthly duty cycle	Up to 1,00,000 pages					
6.	Memory, standard	700 + MB					
7.	Print languages, standard	PCL 6, Post-Script					
8.	Duplex printing (printing on both sides of paper)	Automatic (standard)					
9.	Media sizes, standard	Letter, legal, executive, postcards, envelopes (No. 10, Monarch)					
10.	Media sizes, custom	500-sheet input tray: 5.8 x 8.27 to 8.5 x 14 in; priority feed slot: 3 x 5 to 8.5 x 14 in					
11.	Media types	Paper (laser, plain, photo, rough, vellum), envelopes, labels, cardstock, transparencies,					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

		postcards					
12.	Accessories included	USB cable, Driver CD, Utility software, Cat5/6 UTP patch cable Bar Code ROM & One printing cartridge					
13.	Network ready	10/100/1000					
14.	Power consumption	<=600wats					
15.	Power Consumption (Standby)	<15 watts					
16.	ENERGY STAR® Qualified	Yes					

3. Technical Specifications for Scanners

S. No.	Parameters	Minimum Specifications	Specifications Provided by Bidder	Reference (Page No./flag No.)	Higher/ Same	Compliance (Yes / No)	Remarks
1	**Make**	Must be specified					
2	**Model**	All the relevant product brochures and manuals must be submitted.					
3	**Scanner type**	Flatbed with ADF					
4	**Scan technology**	Charge Coupled Device (CCD)					
5	**Scan speed**	Min 40 PPM					
6	**ADF capacity**	200 sheets					
7	**Duty cycle**	Min 5000 pages per day					
8	**Scan resolution:**	Min 600 dpi					
9	**Output resolution, dpi settings**	50 dpi-4800 dpi(1dpi increment),7200 dpi, and 9600dpi					
10	**Paper Size**	A3(11.7” * 17”)					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of ‘The CEO’ Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

11	**Color bit depth**	24-bit					
12	**Grayscale levels**	256					
13	**Double-feed detection**	Yes					
14	**File formats**	BMP, JPG, TIFF, TIFF (compressed), multi-page TIFF, PDF,DOC(through abby fine reader),Searchable PDF					
15	**Connectivity**	Hi-Speed USB 2.0					
16	**Software**	ISIS and Twain drivers					
17	**Compatible operating systems**	Windows XP, Windows Vista, Windows 7, MAC OS 9.0, MAC OS X, Linux Kernel 2.4 or later					
18	**Scaling**	: 1–999% in 1% increment					

4. Technical Specifications for Off-Line Ups (1 KVA line interactive UPS)

S. No.	Parameters	Minimum Specifications	Specifications Provided by Bidder	Reference (Page No./flag No.)	Higher/ Same	Compliance (Yes / No)	Remarks
1	Capacity	1KVA					
	Battery Backup	with minimum 30 min. backup with 1 PC load					
	Technology	PWM, LINE INTERACTIVE					
	Operating Mode	Machine & Battery Mode.					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

2	Mains Mode						
	AC Input						
	Voltage	140V AC to 300 V AC					
	Frequency	>40hz AUTO SENSING 47-53Hz,Generator Compatible.					
	AC Output						
	Voltage Window	200v to 245 v					
	Frequency	47 to 53Hz auto sensing					
	Transfer Time	4ms typical					
3	Inverter mode (output)						
	Voltage Range	230 ±10%					
	Frequency range	50 ± 10%					
	D/G set comp ability	Required					
	Input Power Factor	Same as off on Mains Mode					
4	Output						
	Voltage	230V					
	Regulation	±10%					
	Frequency	50Hz ± 1%					
5	Efficiency						
	Overall	Efficiency 80 % or better					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	Inverter Efficiency	85% or better					
6	Overload Capacity	110% for 1 minute					
7	Load Power Factor	0.6					
8	Protection	Short Circut ,Overload DC over voltage DC under voltage.					
9	Battery Make	Rocket/Exide /BPE					
	Battery	2X7AH					
		Charging when UPS is off but Connected to Mains					
	Battery recharge time (after complete discharge to 100% charge) & charge rating	Battery recharge time should not exceed 10 hours					
10	Battery Capacity						
	Capacity of UPS / D.C. Bus Voltage	Battery Bank for Back-up Time					
	500 VA / <192 V	Battery DC Voltage is 24VDC					
	UPS & Battery Housing	Inbuilt in the UPS cabinet.					
11	Indications	LED, Indication, AC mode ,Backup Mode ,Fault Mode.					
12	Audible Alarm	Low Battery ,Over Load , fault ,battery Mode Available					
13	Switches	ON/OFF at front Bazal.					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

14	Output Connection	Through AVR Circuit					
15	Isolation Transformer	Required					
16	Indicator						
	AC Mode	Green Lighting					
	Backup Mode	Yellow Lighting					
	Fault Mode	Red lighting					
17	Operation temperature	0-40°C					
18	Environment						
	Storage Temperature	0-50°C					
	Operation humidity	95%RH maximum, non condensing.					
Note -More than two battery banks would not be used in parallel in the configuration.							

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

5. Technical Specifications Bar Code Reader (2D Stacked Barcode Reader (PDF417)

S. No.	Parameters	Minimum Specifications	Specifications Provided by Bidder	Reference (Page No./flag No.)	Higher/ Same	Compliance (Yes / No)	Remarks
1.	Stacked Bar	2D Stacked Barcode Reader (PDF417)					
2.	Scanning Technology	Digital Area Imager					
3.	Scanning Rate	100 and above scans/per second					
4.	Read Confirmation	Beeper with adjustable volume, good read Bright LED indicator, Vibration					
5.	Barcode readability/ Scan ability	Minimum 5 mil					
6.	IP Rating	IP 65					
7.	Print contrast Ratio (PCR)	15 to 25%					
8.	Operating Temperature	0 to 50 Degree C					
9.	Interface	USB, field and user replaceable support for RS232 and other popular interfaces					
10.	Other Features	Flexible Mounting Stand for Hands free Operation Outstanding reading capability on 4 mil barcode with more Than 2” depth of field. Good readability on low contrast, soiled, poorly-printed or Damaged barcodes. Free Libraries support would be					

This document is confidential and intended solely for the use of the individual or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of ‘The CEO’ Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

		provided for any Latest Higher Operating System. Vendor has to provide an SDK (technology as per requirement like Java, dotnet, c, c++ etc.) & DLL to generate a 2D barcode (including PDF 417) on 32 & 64 bit OS.					
11.	Image capture	Scanner should be able to capture image of the document in monochrome and transfer to computer in bitmap form					
12.	Drop Rating	Scanner should be able to withstand multiple 5 feet drop to concrete					
13.	BIS	Quoted product should have BIS certificate in place					
14.	Warranty	3 yrs comprehensive warranty including coverage for ware and tare and accidental damages. Advance replacement warranty					
15.	Service & Support	OEM Should have authorized service centre in India					

6. Technical Specification for GPS Device

Sr. No.	Function	Features Minimum Specifications	Specifications Provided by Bidder	Reference (Page No./ flag No.)	Higher/ Same	Compliance (Yes / No)	Remarks

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	GPS	Receiver	Minimum 48 channels					
		Re-acquisition functionality	Cold start <= 35 Sec, Warm Start < 35 Sec, Hot Start <= 1 Sec					
		Tracking Sensitivity	< 2.5 meters CEP					
		Velocity Accuracy	< 0.01 m/Sec					
		Navigation Update	1 Seconds					
		Data Format	Support WGS - 84					
	GSM/GPRS	Band	Quad Band - 850, 900, 1800, 1900					
		Network Support	Support all GSM Network					
	Data Acquisition and Transmission	Data Packet	Configurable fields - Unit ID, Latitude, Longitude, Speed, Time Stamp, Orientation, GPS fix.					
		Data Transmission	The Device is configurable for Data Transmission at varying minimum time intervals of few seconds and minutes to a central computer application					
		Store and Forward during non GPRS Coverage	The Device will store the GPS Data upto a maximum of 10000 logs during non GPRS coverage area and forward the same when GPRS coverage is available					
		SMS Mode	The Device can transmit data in SMS mode when GPRS is not available and SMS is available (Software enabled on request)					
	Hardware Capabilities	Micro Controller Module support for	As per International Standard					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

		Interface						
		Antennas	Built -in GPS and GSM Antenna.					
		Power Supply	Power Supply input support 7 V to 32 V					
		Environment	Tamper Proof, Dustproof and Water proof IP65 certified enclosure. Certified by UL.					
			Operate between Minimum -5 °C to +55 °C					
	User Interface	Status LEDs	Power, GPS, GSM, VMU Status					
	Alerts & Notifications	Power Supply Disconnect	The device can be programmed to provide Alerts					
		Speed Violation	The device can be programmed to provide Alerts					
	Configuration Management	Over the Air Firmware Upgrade	The device support Over The Air (OTA) firmware upgrade					
		Remote Configuration	The device can be remotely configured for the required GSM Service Provider, Server IP connection, GPS data Update Interval etc.					
	Packaging & Accessories	Accessories	Power supply cable					
			Minimum Internal 1150mAh / 2300 mAh Li-ion battery for backup power					

7. GPS Based Tacking System Software

Sr. No.	Function	Features	Specificatio	Reference	Higher/	Compliance	Remark

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

		Minimum Specifications	ns Provided by Bidder	(Page No./ flag No.)	Same	(Yes / No)	s
Dashboard	The dashboard provides a quick summary of key performance parameters such as the Safety Trend, Mileage Trend, Current Fleet Tracking, Status, Current Fleet Alerts, Fleet Utilization Trend, and Cumulative Distance Travelled Trend.						
	Safety Trend	Should provide a quick summary of the safety alert details by Fleets using a Chart/summary report.					
	Mileage Trend	Should provides a quick summary of the mileage details of the Fleets using a Chart/ summary report..					
	Current Fleet Tracking Status	Should provide tracking status of the Fleets by using a Chart/ summary report..					
	Current Fleet Alerts	Should provide a quick summary of the alerts generated for Geofence Violation, Speed Violation, Power Disconnection, and Sudden Fuel Level Drop by using a Chart/ summary report..					
	Fleet Utilization Trend	Fleet Utilization Trend should provide a quick summary of the fleet utilization trend for Today, This Week, and This Month by using a Chart/ summary report..					
	Cumulative Distance Travelled Trend	Cumulative Distance Travelled Trend provides a quick summary of the total distance travelled by the entire fleet for Today, This Week, and This Month using a Chart/ summary report..					
Track	The modules should display the current online location of the fleets. The online location of the fleet is displayed either as Status View or as Map View.						

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	Status View	Status View should provide a standard view of the list of fleet being tracked in the application. For the viewing Status View, either single or multiple resources can be selected.					
	Track	In Map View, the online location of the Fleet should display on the GIS map. The resource icon colour will help to easily identify the status of the field resource					
	Trip View	Trip view should display the route taken by the Fleet on an earlier date and time. The route taken by the Fleets should get plotted on the GIS map.					
Fleet Mileage	The fuel efficiency module should provide greater insights into fuel consumption and usage.Monitor real-time fuel tank levels, fuel consumed by each vehicle and fuel purchases. Compare against average, or expected, fuel efficiency and reconcile against actual fuel cost.						
Fleet Safety	The safety module should provide proactive maintenance of Fleets, non-compliance and overworks so that the staff and assets are productive. A comprehensive driver scorecard gives a overall view of driving habits covering over speed, harsh braking and acceleration, on time arrivals, working hour compliance that helps in proactively addressing safety and regulations. Gain valuable business insights with real time alerts and notifications.						
Fleet Maintenance	Fleet maintenance reporting should provided in Chart/ pictorial view/ Service Alerts. Maintenance Alerts can be set by calendar time, engine on time, or mileage depending on the type of service needed. Each alert provides a specific name and description and can cover multiple vehicles.						
Fleet Operations	Fleet Operations should provide insight between the owner and Selected Bidder(if vehicle not owned by department). The contract will be based on the Kilometers run from the vehicle and the operating hours of the vehicle.						

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Reports	**Fleet Summary**	Fleet Summary report should display the summary of Run Time, Halt Time and Total Run Distance of the selected Fleets.					
	Route Report	Route report should display information regarding the route covered by a specific Fleets during a specific period of time.					
	Halt Report	Halt report should display information regarding the location / place names where a specific Fleet has stopped for more than the specified halt duration.					
	Distance Report	Distance Summary report should display information regarding the distance travelled by the selected Fleets for the selected date. This report should display details such as Date, From Time, To Time, Duration and Distance travelled by the Fleets in kilometers. Either single or multiple resources can be selected for generating by this report.					
	Speed Violation Report	Speed Violation report should display information regarding the speed violation instances of the selected Fleets.					
	Alert Report	Alert Violation report should display the alerts received from the Fleets					
	Non Tracking Report	Non Tracking report should display the details of the Fleets that are not getting tracked.					
	Vehicle Idling Report	Non Tracking report should display information regarding the location / place names where a specific Fleets have stopped for more than the specified idle duration.					
Administration	A powerful administration module should support easy administration of the system, provisioning of Fleets, configuration of alerts, configuration and trouble shooting of the Mobile Device used by the Fleets, user roles and rights, etc.						

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

8. Help Desk Management System:

Sl No.	Parameter	Specifications Provided by Bidder	Reference (Page No./ flag No.)	Higher/ Same	Compliance (Yes / No)	Remarks
1.	This shall be an online system deployed centrally and shall be used by the Selected Bidder extensively for management of application software activity and handling calls from citizen, departmental staff, any other stakeholders. Service desk is an application that facilitates the end-to-end service support. The proposed system should include all software. Hardware will provide by the department.					
2.	It would provide web-based support interface to end-users and helpdesk staff to open service requests, track problems, search for solutions.					
3.	It would support automatic problem registration with respect to EMS event management, based on predefined policies.					
4.	It would be able to log and escalate user interactions and requests.					
5.	It would provide status of registered calls to end -users over email, SMS and through web.					
6.	It would have an updateable knowledge base for technical analysis and further help end-users search for solutions to previously solved issues.					
7.	It would have the ability to track work history of calls to facilitate troubleshooting.					
8.	It would support tracking of SLA (service level agreements) for call requests within the helpdesk through service types.					
9.	It would support request management and change order management.					
10.	It would be capable of assigning call requests to technical staff manually as well as automatically based on predefined rules, and					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

	would support notification and escalation over email, web etc.					
11.	It would be able to provide basic reports.					
12.	The service desk would be from the same product family/Integrate with Proposed Web Based solution and would be compliant with ITIL standards.					
13.	It would be able to facilitate establishment of relationships between Calls logged like Leases / Division.					
14.	It would provide a provision for customer surveys to assess their service experience.					
15.	It would allow incidents to attach multiple documents.					

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

Note: -

1. Directorate of Geology & Mining (DGM) at its discretion, may negotiate with Selected Bidder to add/ remove the items / alter/ substitute the quantity proposed in the BOM.

2. All the above specifications are minimum specifications and higher specifications shall be used wherever necessary. Deviation on higher side shall only be considered and no extra marks/ points/ weightage shall be awarded for such deviations.

3. Also, the Selected Bidder must ensure that adequate quantities of software licenses (Servers and Desktops) with media are supplied with respect to the hardware supplied and with OEM support for the entire contract/ project period.

4. The Selected Bidder shall provide a comprehensive Warranty that covers all components after the issuance of the final acceptance test of the department. The warranty would cover all materials, licenses, services and support for both hardware and software. The Selected Bidder shall administer warranties with the serial number of equipment during the warranty period. Upon final acceptance of the Mineral Resources Dept. / Directorate of Geology & Mining, Govt. of Chhattisgarh any manufacturer warranties will be transferred to the Mineral Resources Dept. / Directorate of Geology & Mining, Govt. of Chhattisgarh at no additional charge. All warranty documentation (whether expired or not) will be delivered to the DGM Office at the issuance of final acceptance certificate.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The Director' Indian Institute of Management (SUDA),Raipur is strictly prohibited.

ANNEXURE XII: SOFTWARE MANUFACTURER AUTHORIZATION & SUPPORT FORM

(To be provided in original as part of **the Techni Commercial Proposal (Envelope – B)** on letterhead, signed by the authorized representative of OEM in favor of 'lead bidder' for the tender)

To,
The Chief Executive Officer

Chhattisgarh infotech& Biotech Promotional Society

SDC Building, Near Police Control Room

Civil Lines, Raipur- 492001

Subject: Tender for the Project **Web Based Integrated Mines & Minerals Management System** in State of Chhattisgarh

Dear Sir,

This is with reference to the above Tender & requirements therein, we authorize _____ to offer their prices for our products as listed below -

1. Product / Component
   a)
   b)
   c)
2. Product / Component
   a)
   b)
   c)

We _____ would be responsible for support of providing updates, patches, security updates, and bug fixes for the entire period of the contract for all the locations for the above products as required in the Tender. Confirm that the products meet the technical & functional requirements & Products quoted are latest version / specification and not the end of life.

We also assure you that we _____ indemnifies Information Technology Department, Government of Chhattisgarh against all third party claims of infringement of patents, trademarks arising from the use of the above software for the entire period of contract.

Date: SIGNATURE OF AUTHORISED PERSON

Place: FULL NAME OF SIGNATORY

DESIGNATION AND SEAL OF SIGNATORY

Date: COUNTERSIGNATURE OF BIDDER

Place: NAME *DESIGNATION AND SEAL*

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE XIII: HARDWARE MANUFACTURER AUTHORIZATION & SUPPORT FORM

(To be provided in original as part of **Techno Commercial Proposal (Envelope – B)** on letter head signed by the authorized representative of OEM in favour of 'lead bidder' for the tender)

To,
The Chief Executive Officer

Chhattisgarh infotech& Biotech Promotional Society

SDC Building, Near Police Control Room

Civil Lines, Raipur- 492001

We have gone through the tender document for the said NIT and we authorise M/s. - _____ (name of the bidder to said NIT) with office at _____to submit tender in response to the said NIT with equipment _____ produced by us on the understanding and with the undertaking from our side that the product offered in not at the end of its life cycle and we shall provide expeditiously all spares and full maintenance support to the equipment's supplied by the bidder for this tender throughout a period of five year of warranty as required by the tender document. Confirm that the products meet the technical & functional requirements & Products quoted are latest version / specification and not the end of life

This is also to certify that all products are ISO 9001, International Certified, and Restriction of hazardous substances (RoHS) compliant.

Date:	SIGNATURE OF AUTHORISED PERSON
Place:	FULL NAME OF SIGNATORY
	DESIGNATION AND SEAL OF SIGNATORY

Date:	COUNTER SIGNATURE OF BIDDER
Place:	NAME
	DESIGNATION AND SEAL

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE XIV: DEED OF CONSORTIUM

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** on stamp paper of value required under law duly signed by each member of a consortium of bidders in favour of 'lead bidder' for the tender)

TO WHOEVER IT MAY CONCERN

Whereas we, M/s. _____, and M/s. _____ (names of members of the consortium of bidders as registered by the relevant registering authority under the deed relating to their respective incorporation) have formed a consortium named _____ to compete as a single consortium for the award of the work for which Notice Inviting Tenders (NIT) has been issued by the , Government of Chhattisgarh vide its NIT No._____ dated __/__/____, M/s. _____ as a member of the said consortium and having its registered address as _____ is hereby duly authorized to fully represent and act on behalf of, and as 'lead bidder' of the said consortium to sign the tender proposal, conduct negotiation(s), sign agreement(s) / contract(s), incur liabilities and receive communication(s) for, and on behalf of, the consortium, and, further, to transact all other necessary affairs in connection with all matters related to, or arising from, with the said NIT. We hereby confirm that we are jointly and severally liable, together with the other member(s) of the said consortium, to the Government of Chhattisgarh in the Department of Information Technology for all obligations of the consortium in respect of all matters related to, or arising from, the said NIT.

In witness whereof, we have hereunto set under our respective hands and seals this _____ day of _____, 2015.

Signing for and on behalf of, and under authority from, M/s. _____ (name of member of consortium)	Signing for and on behalf of, and under authority from, M/s. _____ (name of member of consortium)
_____ (Signature)	_____ (Signature)
Name of signatory _____	Name of signatory _____
Designation of signatory _____	Designation of signatory _____
(Seal of member of consortium for and under whose authorization signing)	(Seal of member of consortium for and under whose authorization signing)
Name of witness _____	Name of witness _____
Signature of witness_____	Signature of witness_____

Note: Original copy of the deed constituting the consortium referred herein to be attached hereto.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE XV: FORMAT FOR POWER OF ATTORNEY – FOR CONSORTIUM

(To be provided in original as part of **Techno-Commercial Proposal (Envelope – B)** on stamp paper of value required under law duly signed by each member of a consortium of bidders for the tender)

Whereas Chhattisgarh Infotech and biotech Promotion Society (hereinafter referred to as "CHiPS") has invited Proposals from interested parties for award of contract for the project **"Tender Document for Implementation of Web Based Integrated Mines & Minerals Management System in the State of Chhattisgarh"** involving the deliverables including Provisioning for Designe, Supply, Installation, commissioning and warranty support for at least 3 years in the state of Chhattisgarh (hereinafter referred to as "the Project"), vide Invitation for Tender (hereinafter referred to as Tender Document) document dated ____ , issued by Government of Chhattisgarh, and,

Whereas, we, (Name of Address of the Lead Member) and (Name of Address of the other Member of Consortium), (hereinafter collectively referred to as "the Consortium"), propose to submit our Proposal in accordance with Tender Document and on being awarded the contract, to implement the Project in accordance with the terms and condition of the Tender Document and other connected documents in respect of the Project,

And whereas it is necessary under the Tender Document for the members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium all acts, deeds and things, as may be necessary, in connection with the aforesaid Project.

NOW THIS POWER OF ATTORYNEY WITNESSETH THAT:

We ___and ___ (respective names of the members of the Consortium) hereby nominate _____ (Name of the lead member of the Consortium), being one of the members of the Consortium, as the Lead Member of the Consortium, and authorize ---- (Name of the Lead Member) as our constituted attorney in our name and on our behalf, to do or execute all or any of the acts, deeds or things necessary or incidental to the Consortium's Proposal for the Project, including, inter-alia, submission of Proposal, participating in conferences, responding to clarifications/ queries, submission of information/documents and generally to represent the Consortium in all its dealings with CHiPS or any other Governmental Authority , in connection with the Project until culmination of the process of bidding and thereafter until the Agreement is entered into with CHiPS.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh infotech& Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

And we hereby agree that all acts, deeds and things lawfully done by our said attorney, pursuant to this Power of Attorney, shall be construed as acts, deeds and things done by us and we undertake to ratify and confirm all and whatsoever that the said attorney shall lawfully do or cause to be done for us by virtue of the power hereby given.

In Witness hereof we have signed this deed on this the _____ _____ day of _____.

1. For and on behalf of _____
2. For and on behalf of _____

Notes:

- To be executed by all the members in the Consortium.
- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Also wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as resolution/ power of attorney in favor of the person executing this power of attorney for the designation of power hereunder on behalf of the Consortium member.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

ANNEXURE XVI: INFRASTRUCTURE AVAILABLE AT STATE DATA CENTRE

The list of Hardware and Software Available at State Data Centre is mentioned in below table.

Note: The bidder should provide the list of Hardware and software required to run the application in Technical Bid document.

This document is confidential and intended solely for the use of the individuals or entities addressed. Any use, dissemination, forwarding, printing or copying of this document without prior permission of 'The CEO' Chhattisgarh Infotech & Biotech Promotional Society (CHiPS), Raipur is strictly prohibited.

SN.	Device	OEM	Model	Part Code	Description	Qty
1	Database Server A	IBM	x3850 X5	7145XXX	x3850 X5, 2xXeon 8C X7560 130W 2.26GHz/24MB, 4x8GB, O/Bay 2.5in HS SAS, SR BR10i, 2x1975W p/s, Rack	2
				46C7482	8GB (1x8GB, Quad Rankx8) PC3-8500 CL7 ECC DDR3 1066MHz LP RDIMM	24
				46M0071	IBM x3850 X5 and x3950 X5 Memory Expansion Card	2
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	4
				39R6527	QLogic 4Gb FC Dual-Port PCIe HBA for IBM System x	4
				49Y4230	Intel Ethernet Dual Port Server Adapter I340-T2 for IBM System x	2
				46M0902	IBM UltraSlim Enhanced SATA Multi-Burner	2
				39Y7927	Line cord - 2.8M 10A/250V C13(2P+Gnd) (India)	4
2	Database Server B	IBM	x3850 X5	7145XXX	x3850 X5, 2xXeon 4C E7520 95W 1.86GHz/18MB, 4x8GB, SR 5014 (256 MB Cache RAID Level 0,1,5), 2x1975W p/s, Rack	3
				49Y4306	Intel Xeon 4C Processor Model E7520 95W 1.86GHz/18MB	6
				46C7482	8GB (1x8GB, Quad Rankx8) PC3-8500 CL7 ECC DDR3 1066MHz LP RDIMM	84
				46M0071	IBM x3850 X5 and x3950 X5 Memory Expansion Card	9
				42D0632	IBM 146 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	12
				59Y1987	Brocade 4Gb FC Single-port HBA for IBM System x	6
				46M0901	IBM UltraSlim Enhanced SATA DVD-ROM	3
				49Y4379	IBM x3850 X5 and x3950 X5 QPI Wrap Card	3
				46M0917	Server RAID M5000 series battery assembly	3
				39Y7927	Line chord 2.8 M 10A / 250 V AC India	6
				40K5372	Preffered Keyboard	3
				40K9200	IBM 2 button optical wheel mouse -USB	3
3	Blade Chassis	IBM	BladeCenter	86774TA	IBM eServer BladeCenter(tm) Chassis with 2x2320W PSU	1
				46M0508	IBM BladeCenter E 2,320W AC Power Supply Option	1
				90P0742	IBM Scrollpoint 800 DPI Optical Mouse - USB and PS/2	1
				32R1860	BNT Layer 2/3 Copper Gb Ethernet Switch Module for IBM BladeCenter	2
				44X1921	Brocade 10-port 8 Gb SAN Switch Module for IBM BladeCenter	2
				44X1962	Brocade 8 Gb SFP+ SW Optical Transceiver	5
				46M0901	IBM UltraSlim Enhanced SATA DVD-ROM	1
4	Application Server	IBM	HS22	7870C7A	HS22, Xeon 4C X5687 130W 3.60GHz/1333MHz/12MB, 3x4GB, O/Bay 2.5in SAS	5
				81Y9330	Intel Xeon 4C Processor Model X5687 130W 3.60GHz/1333MHz/12MB	5
				46C0563	4GB (1x4GB, 1Rx4, 1.35V) PC3L-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	25
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	10
				46M6140	Emulex 8Gb Fibre Channel Expansion Card (CIOv) for IBM BladeCenter	5
5	Web Server	IBM	HS22	7870C7A	HS22, Xeon 4C X5687 130W 3.60GHz/1333MHz/12MB, 3x4GB, O/Bay 2.5in SAS	2
				81Y9330	Intel Xeon 4C Processor Model X5687 130W 3.60GHz/1333MHz/12MB	2
				46C0563	4GB (1x4GB, 1Rx4, 1.35V) PC3L-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	10
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	4
				46M6140	Emulex 8Gb Fibre Channel Expansion Card (CIOv) for IBM BladeCenter	2
6	Management Server	IBM	HS22	7870C7A	HS22, Xeon 4C X5687 130W 3.60GHz/1333MHz/12MB, 3x4GB, O/Bay 2.5in SAS	1
				81Y9330	Intel Xeon 4C Processor Model X5687 130W 3.60GHz/1333MHz/12MB	1
				46C0563	4GB (1x4GB, 1Rx4, 1.35V) PC3L-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	5
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	2
				46M6140	Emulex 8Gb Fibre Channel Expansion Card (CIOv) for IBM BladeCenter	1
7	Backup Server	IBM	HS22	7870C7A	HS22, Xeon 4C X5687 130W 3.60GHz/1333MHz/12MB, 3x4GB, O/Bay 2.5in SAS	1
				81Y9330	Intel Xeon 4C Processor Model X5687 130W 3.60GHz/1333MHz/12MB	1
				46C0563	4GB (1x4GB, 1Rx4, 1.35V) PC3L-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	5
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	2
				46M6140	Emulex 8Gb Fibre Channel Expansion Card (CIOv) for IBM BladeCenter	1
8	Staging Server	IBM	HS22	7870C7A	HS22, Xeon 4C X5687 130W 3.60GHz/1333MHz/12MB, 3x4GB, O/Bay 2.5in SAS	1
				81Y9330	Intel Xeon 4C Processor Model X5687 130W 3.60GHz/1333MHz/12MB	1
				46C0563	4GB (1x4GB, 1Rx4, 1.35V) PC3L-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	5
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	2
				46M6140	Emulex 8Gb Fibre Channel Expansion Card (CIOv) for IBM BladeCenter	1

SN.	Device	OEM	Model	Part Code	Description	Qty
9	Directory Server	IBM	HS22	7870C7A	HS22, Xeon 4C X5687 130W 3.60GHz/1333MHz/12MB, 3x4GB, O/Bay 2.5in SAS	2
				81Y9330	Intel Xeon 4C Processor Model X5687 130W 3.60GHz/1333MHz/12MB	2
				46C0563	4GB (1x4GB, 1Rx4, 1.35V) PC3L-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	10
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	4
				46M6140	Emulex 8Gb Fibre Channel Expansion Card (CIOv) for IBM BladeCenter	2
10	Integration Server	IBM	HS22	7870C7A	HS22, Xeon 4C X5687 130W 3.60GHz/1333MHz/12MB, 3x4GB, O/Bay 2.5in SAS	1
				81Y9330	Intel Xeon 4C Processor Model X5687 130W 3.60GHz/1333MHz/12MB	1
				46C0563	4GB (1x4GB, 1Rx4, 1.35V) PC3L-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	5
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	2
				46M6140	Emulex 8Gb Fibre Channel Expansion Card (CIOv) for IBM BladeCenter	1
11	Tape Library	IBM	T3300	3576-L5B	TS3310 Tape Library	1
					Capacity Expansion	1
					Path Failover	1
					Additional Power Supply	1
					13m LC/LC Fibre Channel Cable	2
					Rack Mount Kit	1
					Ultrium 5 Fibre Channel Tape Drive	2
				3576-E9U	TS3310 Tape Expansion Module	1
					13m LC/LC Fibre Channel Cable	4
					Ultrium 5 Fibre Channel Tape Drive	4
				3589-014	1.5 TB Ultrium Tape Cartridges Labeled	1
					1.5 TB Labeled 20-pack	3
				3589-004	Ultrium cleaning cartridges	1
					5-pack Ultrium cleaning cartridge	1
12	SAN Storage	NetApp	V3240A		V3240A (Storage System)	1
					Storage System - Switch	1
					Storage System - Cabling	1
				X6536-R6-C	Cable,Cntlr-Shelf/Switch,5m,LC/LC,Op,-C	4
				X6561-R6-C	Cable,Ethernet,2m RJ45 CAT6,-C	1
				X6559-R6-C	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,5m,-C	4
				X6558-R6-C	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,2m,-C	4
				X6562-R6-C	Cable,Ethernet,5m RJ45 CAT6,-C	4
					Storage System - Options	1
					Storage System - Base Parts 3200	1
				V3240A-IB-BASE-R6	V3240 HA System with Controller	2
				V3240A-BASE-R6-C	V3240 HA System Controller,-C	2
				X4504A-R6-C	Nameplate,V3240,-C	1
					Storage System - NICS & Adapter	1
					Storage System - Storage	1
				FCP	Targets Down,Quantity	2
				STACKS	Storage Stacks Attached Quantity	2
				MULTIPATH-C	Multipath Configuration, FAS3XXX, FAS980C,-C	1
				DS4243-1514-24S-R5-C	DSK SHLF,24x600GB,15K,3Gb SAS,IOM3,-C,R5	2
					Storage System - Power	1
				X5515A-R6-C	Kit,4N2 Post Rackmount,DS14-Mid,-C,R6	1
				X800K-R6-C	Power Cable India/S. Africa,-C,R6	10
				X5526A-R6-C	Rackmount Kit,4-Post,Universal,-C,R6	2
					Storage System - Software	1
				SW-3240A-ONTAP8-C	SW,Data ONTAP Essentials,3240A,-C	2
				SW-HA-CF-C	SW,High Avail,-C	2
				SW-DSM-MPIO-C	SW,Data ONTAP DSM MPIO,-C	2
				FAS-V32XX-CHASSIS-R6-C	FAS/V32XX,Chassis,AC PS,-C,R6	1
				SW-V3240A-VN-STOR-C	SW,V-Series Storage,V3240A,-C	2
				SW-ONTAP8-7M-4	SW,DataONTAP8,Version 4	2

SN.	Device	OEM	Model	Part Code	Description	Qty
				SW-FCP-C	SW,FCP,-C	2
					DS4243-R5 (Additional Storage Shelves Configurator)	1
				X6561-R6	Cable,Ethernet,2m RJ45 CAT6	3
				X6558-R6	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,2m	4
				DS4243-0724-12A-QS-R5	DSK SHLF,12x2.0TB,7.2K,SATA,IOM3,QS,R5	1
				X5526A-R6	Rackmount Kit,4-Post,Universal,R6	1
				X800K-R6	Power Cable India/S. Africa,R6	2
				X306A-R5	Disk Drive,2.0TB 7.2k SATA,DS4243	6
				X557A-R6	SHELF,EMPTY,4PSU,15K,AC,DS4243,R6	1
				X5712A-R6	IOM3,SAS,3Gb,R6	2
				X412A-R5	Disk Drive,600GB 15k 3Gb SAS,DS4243	4
				X508A-R6	STRG,CARR,SUBASSY,BLANK,DS24,R6	20
				X6558-R6	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,2m	4
				X6561-R6	Cable,Ethernet,2m RJ45 CAT6	4
				X800K-R6	Power Cable India/S. Africa,R6	1
13	SAN Switch	NetApp/Cisco	MDS 9148	SVC-CISCO-ENTITLEMENT	Entitlement,Cisco Switch NOW Site	2
				X-DS-C9148-16P-K9-R5-C	Switch,Cisco MDS 9148 16-Port,-C	2
				X1632-R6-C	Cisco MDS 9216/N50XX Pwr Cable S Africa,-C,R6	4
				X5515A-R6	Kit,4N2 Post Rackmount,DS14-Mid,R6	2
				X-DS-SFP-FC8G-SW-R5-C	Cisco MDS 8 Gbps Short Wave SFP+,LC,-C, R5	32
				X6536-R6	Cable,Cntlr-Shelf/Switch,5m,LC/LC,Op	32
14	Backup Software	Bakbone	NetVault	JAN-BAK-PK	NETVAULT BACKUP SERVER ENTERPRISE EDITION FOR WINDOWS PER MACHINE ID LICENSE/MAINT PACK	1
				ABC-BAK-PB	NETVAULT BACKUP SINGLE HETEROGENEOUS CLIENT PER MACHINE ID LICENSE/MAINT	14
				AIA-BKB-PK	NETVAULT BACKUP SINGLE SMARTCLIENT WITH SINGLE HETEROGENEOUS CLIENT PER MACHINE ID LICENSE/MAINT PACK	5
				ABK-BAK-PB	NETVAULT BACKUP SINGLE TAPE DRIVE PER TAPE DRIVE LICENSE/MAINT	5
				ABH-BAK-PB	NETVAULT BACKUP DYNAMICALLY SHARED DEVICE OPTION PER DEVICE LICENSE/MAINT	6
				ABR-BAK-PB	NETVAULT BACKUP PLUGIN FOR ORACLE ON AIX PER MACHINE ID LICENSE/MAINT	2
				ABY-BAK-PB	NETVAULT BACKUP PLUGIN FOR SQL SERVER ON WINDOWS PER MACHINE ID LICENSE/MAINT	1
				ACA-BAK-PB	NETVAULT BACKUP PLUGIN FOR SQL SERVER CLUSTER ON WINDOWS PER MACHINE ID LICENSE/MAINT	1
15	Core Switch	HP	A7510	JD238B	HP A7510 Switch Chassis	2
				JD218A	HP A7500 1400W AC Power Supply	4
				JD220A	HP 768 Gbps A7500 Fabric Module	4
				JD118B	HP X120 1G SFP LC SX Transceiver	44
				JD119B	HP X120 1G SFP LC LX Transceiver	4
				JD203B	HP 24-Port GbE SFP A7500 Module	2
				JD210A	HP 48-Port Gig-T A7500 Module	8
16	Access Switch	HP	A5120	JE066A	HP A5120-24G EI Switch	2
				JD118B	HP X120 1G SFP LC SX Transceiver	4
				JE067A	HP A5120-48G EI Switch	6
				JD118B	HP X120 1G SFP LC SX Transceiver	24
17	Internet Router	HP	A-MSR50-40	JD433A	HP A-MSR50-40 Multi-Service Router	2
				JD650A	HP A-MSR50 AC Power Supply	2
				JD653A	HP MSR50 Processor Module	2
				JF269B	HP 2-port Gig-T RJ45 FIC A-MSR Module	2
				JD591A	HP 4-Port Fractional E1 FIC A-MSR Module	2
				JD509A	HP X260 E1 RJ45 3m Router Cable	8
18	Management Software	HP	A-IMC	JF377AAE	HP A-IMC Std S/W Pltfrm w/100-node E-LTU	1
19	External Firewall	Fortinet	FG-620B	FG-620B-BDL	Bundle - 16 10/100/1000 accelerated ports and 4 10/100/1000 ports, and one SW AMC slot	2
					FG-620B Redundant AC power supply, supports two FG-620B units	1
					1 Year Hardware Premium Bundle Upgrade to 24x7 Comprehensive Support for FortiGate-620B	2

SN.	Device	OEM	Model	Part Code	Description	Qty
					2nd - 5th year Bundle renewal	8
20	Network Intrusion Prevention System (NIPS)	McAfee	M-6050	IAP-M65K-ISAA	MFE Net Sec M-6050 Standard HW	1
				IYVM65KADMAA	MFE Net Sec M-6050 Standard 1yr Gold+RMA	1
				IFO-M65K-ISAA	MFE Net Sec M-6050 FO HW	1
				IYVF65KADMAA	MFE Net Sec M-6050 FO 1yr Gold+RMA	1
				IAC-RPMS-PS2A	MFE Net Sec Redundant PwrSupply 6050	2
				RBRPMSPS2AA	MFE NetSec Redundt PwrSupply 6050 1YrRMA	2
				IAC-X850-CG1A	MFE Net Sec 10Gbps XFP-850nm Gbic 8000	4
				RBX850CG1AA	MFE NetSec XFPGbic 850nm 8000 1YrRMA	4
				ITV-2KTG-NA-100A	1000BTX miniGB Intrfc Conv(SFP) Copper	16
				IMTCKE-AD-AA	MFE Network Sec Starter Manager P:1 GL	1
				IMTYCM-AD-AA	MFE Network Sec Starter Mngr 1Yr GL	1
21	Host Intrusion Prevention System (HIPS)	IBM ISS		SVP-WIN-001-PB	Proventia Server for Windows License - 001 - 024 Instances	18
				SVP-WIN-001-PB-M	Software Maintenance - Proventia Server	18
				SPSW-BRNZ-P	SiteProtector Bronze Software Package - management for Proventia Protection	1
				SPSW-BRNZ-P-M	Software Maintenance - SiteProtector Software	1
				SPSW-BRNZ-P-M	Software Maintenance - SiteProtector Software	4
				SVP-WIN-001-PB-M	Software Maintenance - Proventia Server	72
22	IPKVM	Aten	KN2124V	KN2124V	24 Ports KVM Over The Net Switch with 1 Local User and 2 Remote Users	5
				KA7175	USB KVM Adapter Cable (CPU Module) with Virtual Media Support	40
				CL1000M	ATEN make 17" TFT with built in keyboard & touchpad in a 1U single rail slide away housing	5
22	Monitoring & Management System	IBM	Tivoli	D0IAMLL	IBM TIVOLI MONITORING RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	6
				D0IC1LL	IBM TIVOLI ITCAM FOR MICROSOFT APPLICATIONS ADVANCE RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	72
				D0ICCLL	IBM TIVOLI COMPOSITE APPLICATION MANAGER FOR TRANSACTIONS FOR WEB AND ROBOTIC RESPONSE AND TRACKING RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	16
				D0IDFLL	IBM TIVOLI COMPOSITE APPLICATION MANAGER FOR APPLICATION 3 AGENT PACK RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	4
				D0H21LL	IBM TIVOLI SERVICE REQUEST MANAGER AUTHORIZED USER LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	5
				D61SJLL	IBM TIVOLI CHANGE MANAGEMENT AUTHORIZED USER LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	5
				D583XLL	IBM TIVOLI CHANGE AND CONFIGURATION MANAGEMENT DATABASE RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	700
				D583VLL	IBM TIVOLI CHANGE AND CONFIGURATION MANAGEMENT DATABASE INSTALL LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	1
				D0BTRLL	IBM TIVOLI OMNIBUS AND NETWORK MANAGER BASE INSTALL LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	1
				D0B8ILL	IBM TIVOLI OMNIBUS AND NETWORK MANAGER ENTRY TIER RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	35
				D612ILL	IBM TIVOLI BUSINESS SERVICE MANAGER BASE INSTALL LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	1
				D04YNLL	IBM TIVOLI BUSINESS SERVICE MANAGER TIER 1 RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	33

SN.	Device	OEM	Model	Part Code	Description	Qty
				D0HSPLL	IBM TIVOLI ENDPOINT MANAGER FOR PATCH MANAGEMENT RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	180
				D0HSRLL	IBM TIVOLI ENDPOINT MANAGER FOR PATCH MANAGEMENT CLIENT DEVICE LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	7
				D0BW1LL	IBM TIVOLI SECURITY INFORMATION AND EVENT MANAGER INSTALL PER INSTALL LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	1
				D0BWXLL	IBM TIVOLI SECURITY INFORMATION AND EVENT MANAGER FOR SERVERS RESOURCE VALUE UNIT (SCHEDULE 1) LICENSE + SW SUBSCRIPTION & SUPPORT	18
				D0BX4LL	IBM TIVOLI SECURITY INFORMATION AND EVENT MANAGER FOR APPLICATIONS AND DATABASES AND Z/OS RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	5
				D0BXRLL	IBM TIVOLI SECURITY INFORMATION AND EVENT MANAGER COMPLIANCE MANAGEMENT MODULES RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	1
				D61U4LL	IBM TIVOLI SECURITY OPERATIONS MANAGER INSTALL RESOURCE VALUE UNIT VERSION 4.1 LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	1
				D61TULL	IBM TIVOLI SECURITY OPERATIONS MANAGER FOR NETWORK SECURITY DEVICES RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	21
				D61TVLL	IBM TIVOLI SECURITY OPERATIONS MANAGER FOR NETWORK NODES RESOURCE VALUE UNIT LICENSE + SW SUBSCRIPTION & SUPPORT 12 MONTHS	19
	Support for next 4 years			E0BLKLL	IBM TIVOLI MONITORING RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	24
				E0BM8LL	IBM TIVOLI ITCAM FOR MICROSOFT APPLICATIONS ADVANCE RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	288
				E0BMCLL	IBM TIVOLI COMPOSITE APPLICATION MANAGER FOR TRANSACTIONS FOR WEB AND ROBOTIC RESPONSE AND TRACKING RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	64
				E0BMZLL	IBM TIVOLI COMPOSITE APPLICATION MANAGER FOR APPLICATION 3 AGENT PACK RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	16
				E0AWCLL	IBM TIVOLI SERVICE REQUEST MANAGER AUTHORIZED USER ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	20
				E0466LL	IBM TIVOLI CHANGE MANAGEMENT AUTHORIZED USER ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	20
				E02HXLL	IBM TIVOLI CHANGE AND CONFIGURATION MANAGEMENT DATABASE RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	2800
				E02HWLL	IBM TIVOLI CHANGE AND CONFIGURATION MANAGEMENT DATABASE INSTALL ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	4
				E087VLL	IBM TIVOLI OMNIBUS AND NETWORK MANAGER BASE INSTALL ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	4
				E07V0LL	IBM TIVOLI OMNIBUS AND NETWORK MANAGER ENTRY TIER RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	140
				E03TVLL	IBM TIVOLI BUSINESS SERVICE MANAGER INSTALL ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	4
				E05BKLL	IBM TIVOLI BUSINESS SERVICE MANAGER TIER 1 RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	132
				E0BDGLL	IBM TIVOLI ENDPOINT MANAGER FOR PATCH MANAGEMENT RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	720
				E0BDHLL	IBM TIVOLI ENDPOINT MANAGER FOR PATCH MANAGEMENT CLIENT DEVICE ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	28
				E088ULL	IBM TIVOLI SECURITY INFORMATION AND EVENT MANAGER INSTALL PER INSTALL ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	55
				E0896LL	IBM TIVOLI SECURITY INFORMATION AND EVENT MANAGER FOR SERVERS RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	36
				E089ALL	IBM TIVOLI SECURITY INFORMATION AND EVENT MANAGER FOR APPLICATIONS AND DATABASES AND Z/OS RESOURCE VALUE UNIT (SCHEDULE 2) ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	24

SN.	Device	OEM	Model	Part Code	Description	Qty
				E089MLL	IBM TIVOLI SECURITY INFORMATION AND EVENT MANAGERR COMPLIANCE MANAGEMENT MODULES RESOURCE VALUE UNIT (SCHEDULE 2) ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	4
				E046WLL	IBM TIVOLI SECURITY OPERATIONS MANAGER INSTALL RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	64
				E0471LL	IBM TIVOLI SECURITY OPERATIONS MANAGER FOR SERVERS RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	78
				E046SLL	IBM TIVOLI SECURITY OPERATIONS MANAGER FOR NETWORK NODES RESOURCE VALUE UNIT ANNUAL SW SUBSCRIPTION & SUPPORT RENEWAL	19
	Hardware for EMS	IBM	BladeCenter & HS22	86774TA	IBM eServer BladeCenter(tm) Chassis with 2x2320W PSU	1
				46M0508	IBM BladeCenter E 2,320W AC Power Supply Option	1
				39Y9324	Server Connectivity Module for IBM BladeCenter	2
				39Y9284	Cisco Systems 4Gb 10 port Fibre Channel Switch Module for IBM BladeCenter	2
				41Y8598	Cisco Systems 4Gb Short-wave Length SFP Module for IBM BladeCenter	4
				46M0901	IBM UltraSlim Enhanced SATA DVD-ROM	1
				39Y8934	Front end PDU 32 A	2
				7870G2Q	HS22, Xeon 4C E5620 80W 2.40GHz/1066MHz/12MB, 3x2GB, O/Bay 2.5in SAS	8
				59Y5705	Intel Xeon 4C Processor Model E5620 80W 2.40GHz/1066MHz/12MB	7
				49Y1430	4GB (1x4GB, 2Rx4, 1.5V) PC3-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	14
				49Y1428	2GB (1x2GB, 2Rx8, 1.5V) PC3-10600 CL9 ECC DDR3 1333MHz VLP RDIMM	8
				42D0637	IBM 300 GB 2.5in SFF Slim-HS 10K 6Gbps SAS HDD	16
				46M6065	QLogic 4Gb Fibre Channel Expansion Card (CIOv) for IBM BladeCenter	5
	Operating System	Linux	Linux 5.x		Linux 5.x Operating System for EMS Blade Servers	7
		Microsoft	Windows 2008	Windows 2008 Ent. Edn.	Microsoft Windows 2008 Enterprise Edition	1
23	Antivirus	TrendMicro	TrendMicro Enterprise Suite	EAMME01503K12	Enterprise Security Suite, New, Government, 12 month(s), 101-250	1
				EAMME01500712	Enterprise Security Suite, Renew, Government, 12 month(s), 101-250	4
23	Operating System	Microsoft	Windows 2008	P72-04217	WinSvrEnt 2008R2 SNGL OLP C	18
		Microsoft	Windows 2008	R39-00899	Windows Svr ExtrnConn 2008 Sngl OLP C	2
		Microsoft	Windows 2008 CALs	R18-02679	Windows Server CAL 2008 Sngl OLP C Device CAL	30
24	Database Licenses	Oracle	Oracle Ent. Edn.	Oracle	Oracle Enterprise Edition Processor License	8
		Microsoft	MS SQL	810-08527	SQLSvrEnt 2008R2 SNGL OLP C 1Proc	2

Optional Components

	Operating System	Microsoft	Windows 2008	P72-00549	WinSvrEnt SNGL SA OLP C	18
				R18-00160	WinSvrCAL SNGL SA OLP C DvcCAL	30
				R39-00077	Windows Svr ExtrnConn Sngl SA OLP C	2
			MS SQL	810-04319	SQLSvrEnt SNGL SA OLP C 1Proc	2