

STATE INSURANCE & PROVIDENT FUND DEPARTMENT, JAIPUR
RAJASTHAN

F5 /COMP /GAD /2007-08

Jaipur, Dated : 11-06-2007

Form No. ____

Request for Proposal (RFP)

**Document
For
Customized Application Software Development
for
SI & PF Department, Rajasthan**

[NIT No 01//2007-08 Dated: 11-06-2007]

Estimated cost of Project (Rs. in lacs)	Earnest Money (Rs. in lacs)	Stipulated period of completion of work
51.00	1.02	4 months

Last Date and Time for

Sale of Bids : 17-07-2007 upto 12.00 hrs
(if required by post : 06-07-2007 upto 17.00 hrs)
Submission of Bids : 17-07-2007 upto 14.00 hrs

[Technical Bid to be opened on 17-07-2007 at 15.30 hrs in the Conference Hall, Vitt Bhawan, Near New Assembly, Janpath, Jaipur]

Name of the Company/ Firm: with Registration No.			
Address for the Correspondence:			
Telephone No.:		Fax No.:	
Email :		Web Site	

Price: Rs. 100/- Only
(Rs. 60/- postage charges extra if desired by post)

**State Insurance & P.F. Department,
Beema Bhawan,
Jaisingh Highway, Banipark , Jaipur**

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GLOSSARY, TERMS AND DEFINITIONS

SI :	State Insurance
PF :	Provident Fund
GIS :	General Insurance Schemes
NPS :	New Pension System
DoIT&C :	Department of Information Technology & Communication
GOR :	Government of Rajasthan
TO :	Treasury Officer
GPF :	General Provident Fund
AIS :	All India Service
GPA :	Group Personal Accident Scheme
DD :	Demand Draft
DDO :	Drawing & Disbursement Officer
HO :	Head Office
AG :	Accountant General
TAC :	Tariff Advisory committee
IRDA :	Insurance Regulatory & development Authority
DCF :	District Consumer Forum
MACT :	Motor Accident Claim Tribunal
RFP :	Request for Proposal
ToR :	Terms of Reference
OEM :	Original Equipment Manufacturer
SI & PF Department :	would invariably mean State Insurance and Provident Fund Department, Government of Rajasthan.
Tendering Authority :	Director, SI & PF Department, Jaipur is the tendering authority.
TSP :	Ttechnical Solution Provider is that successful bidder whose offer is accepted by the Department for providing services for the aforesaid work.
SEI-CMM Level 3 :	Software Engineering Institute-Capability Maturity Model Level 3

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**Schedule I
PROJECT PROFILE**

- 1.1 Technology has almost revolutionized the way we function. This has forced Governments to adopt new approaches in governing the States. Government of Rajasthan has decided to implement e-Governance and as part of this implementation Computerization of SI & PF Department is envisaged.**
- 1.2 SI & PF Department is a premier Government organization engaged in the data processing of Insurance, Provident Fund, New Pension Scheme of the State Government employees along with General Insurance Schemes, and ensures timely assistance to the government in execution of their policies in welfare of the approx. six lacs employees. Such a network would require high-end computing facilities, faster communication.**
- 1.3 The SI & PF Department has its H.O. in Jaipur with GIS wing and has 37 district / unit offices scattered all over the state of Rajasthan. In the process of computerization and as per the needs, the department has procured and installed computers at 37 locations and the data processing is being done following the past guidelines.**
- 1.4 Looking at the size of the data and the kind of technological complexity involved, the Department would like to select a reputed and experienced professional Software Developer to Develop Application Software, its overall implementation and complete maintenance under the supervision and guidance of the Department.**
- 1.5 District/ unit offices receive most of the data from concerning treasury and process it through computers. Government desires to connect these 37 locations, General Insurance, H.O. to “State Data Centre, Yojana Bhavan, Jaipur” maintained by DoIT for online operation and updation of data. This will make the overall process very fast and errors**

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will be eliminated or minimized avoiding handling of data at many stages. The data accumulated and processed at State Data Centre will be made available to all the employees/users (approximately 6 -7 lacs) to view their current status online.

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Schedule 2

INTRODUCTION

2.1. **The State Insurance & Provident Fund Department was created keeping in view the aspect of social security and welfare of the state government employees. The Department maintains the Insurance, Provident Fund and New Pension Scheme accounts of more than 6 lakh state government employees. These schemes are compulsory in nature and the Insurance premium, Provident Fund subscription and New Pension Contribution of government employee is deducted at source from the monthly salary bills. This department is also responsible for maintenance of various schemes under GIS.**

2.2. **ORGANISATION**

2.2.1 **The Department is headed by Commissioner/Director with Additional Director (Administration), Financial Advisor/Chief Accounts Officer, Additional Director (Vigilance & PF), Additional Director (Insurance), Additional Director (GIS), Additional Director (New Pension & System), Additional Director (Medicclaim & Training), and Additional Director (Legal) at Head Quarters to monitor and execute different schemes of the Department.**

2.2.2 **The Schemes are managed by GIS Wing and 37 unit offices, 32 at each District Quarters, and five at Jaipur rural, Jaipur (sectt.), Jodhpur Rural, Beawar & Pratapgarh treasury.**

GIS Wing is headed by Additional Director (GIS) and each unit office is headed either by Deputy Director or Assistant Director. The unit offices are monitored & supervised by seven concerned Divisional Additional Directors at Jaipur, Ajmer, Bikaner, Jodhpur, Udaipur, Kota & Bharatpur.

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2.3 INSURANCE SCHEME

2.3.1 Insurance is social orders by with persons who are subject to similar risks are brought together so that in case of any eventuality the consequences of their risks will be reduced. Under this premium from a large number of persons are collected in order that the unfortunate few may be indemnified for the loss. The essential feature of insurance is cooperation for mutual benefit.

2.3.2 Insurance is based on the law of large number or the law of average. The happening of a contingency or the future can be predicted more accurately for a group of persons exposed to risk than for an individual. The degree of uncertainty will be reduced by large numbers. The law of averages may be stated as, the greater the number of exposed to risk, the more closely will the actual results obtained approach the probable results expected from an indefinite number. In other words, the degree of uncertainty is considerably reduced with a large number of exposures. The important aspects of insurance are (1) uncertainty is reduced and (2) losses are shared.

2.3.3 The compulsory Insurance Scheme was introduced with effect from 1.9.43 in the then State of Jaipur. With the merger of the different states of Rajasthan, scheme was extended with effect from 1.1.1954 to whole of Rajasthan.

2.3.4 The scheme is compulsorily applicable to all the government servants and it has also been extended to the employees of the Panchayat Samiti and Zila Parishad. Revised Insurance Rules have been introduced from 1.4.98. This scheme has also been made optional to All India Service & autonomous body employees.

2.4 GENERAL PROVIDENT FUND SCHEME

2.4.1 In May 1980 the GPF Scheme was started for the benefit of the Rajasthan State Government Employees. This scheme was made compulsory for all Rajasthan State Government employees. The

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Provident Fund is deducted for all the Government employees. The schemes within Provident Fund are:-

GPF: - General Provident Fund for all State Government employees.

AIS: - Provident fund & Group Insurance Scheme for All India Services

CPF: - Contributory Provident Fund for work charge employees.

2.5 NEW PENSION SCHEME

Government Employees appointed on or after 01-01-2004 are covered under this scheme.

2.6 GENERAL INSURANCE SCHEME

2.6.1 General Insurance Fund was established in the year 1991 after getting licenses from the Controller of Insurance.

2.6.2 General Insurance has been made compulsorily applicable on the properties, of the state autonomous bodies, co-operative societies and the institution in which Government of Rajasthan has substantial financial interest. Various types of Insurance is undertaken by the General Insurance Fund are Fire, Marine, Burglary, Cash in transit, Machinery breakdown, Motor Insurance, Group Personal Accident scheme and Student Safety Schemes etc.

2.6.3 Under General Insurance Scheme there are 5 major types of coverage which are as follows: -

Fire Insurance, Marine Insurance, Motor Insurance, Group Personal Accident (GPA) scheme, Mediclaim for Government Employees, Miscellaneous

2.6.4 All the GIS policies are effective for 1 year from the date of receipt of cash payment (or) the date of Cheque / DD issued. The premium is always collected in Advance and policy is issued on receipt of payment in case of cash receipt and on realization of Cheque / DD at Bank.

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Schedule 3

SCOPE OF THE WORK

3.1 PROPOSED COMPUTERISATION SYSTEM

- (i) An automatic work flow and online web-enabled application is required to be developed to cater to the requirements of the functions and activities performed by the department at various levels & should be user friendly. Amongst others, the system should be able to provide for and ensure:-
- (a) to capture/upload both debit and credit entry and any data relating to each subscriber at the treasury level after performing necessary tests to ensure that the debit/credit relates to the concerned employee and upload it directly/automatically in the ledger and other records of the department eliminating manual entries completely. Software should be designed such a way that they should be compatible with the existing/any future changes in the software and should be with modular form to cater the needs of the future changes and requirements.
- (b) User based access should be provided to the employee and DDOs to enable the data relating to view their accounts and update information and He/She may request to apply for loans/withdrawals/settlements electronically based on roles and rights assigned.
- (c) The online computerization system should be enabled
- To provide facility for receipt of first deal, allotment of no. /withdrawal/settlement of claim applications electronically to be processed at the district offices to deliver services through Smart Card and ID's.
 - To generate and issue policy no. and account no. to the stake holders

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- To provide information relating to Act, Rules, Regulation, Manual, RTI, FAQ etc. from one district to another district offices.
- To transfer accounts within District offices
- (d) To generate various forms, applications, authority letters/cheques for various claims/payments as per the practice/provisions in the rules
- (e) To provide facility for receipt of online grievances, process/transfer them, generate reminders and to generate feed back to the concerned regarding redressal of the grievances/settlement of the claims etc.
- (ii) Application should have features for Integration/porting of existing data etc. in e-format to the new system.
- (iii) Web Site would be hosted at State Data Center, Yojana Bhawan, Tilak Marg, Jaipur.
- (iv) This project would be implemented on turnkey basis.
- (v) The scope of work mentioned here in the schedule 3 is only illustrative in nature and not exhaustive and would not restrict the scope of work looking to the requirement of the work.

3.2 PRESENT STATUS OF COMPUTERISATION AND DATA VOLUME

The department has procured and installed computers at all the 37 locations. The data is being fed (credit, debit & covering list) manually using locally developed software in individual office. For around 6 lac employees monthly data volume would be around 16 lac records for all the schemes of the departments. The data is available in various formats and the software developer is support to look into the data before submission of the document.

3.3 DEPARTMENTAL ACTIVITIES

An illustrative list of activities to be covered under the computerization is given below

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3.3.1 INSURANCE SCHEME

3.3.1.1 Activities (at District Offices):

- (i) Insurance Deduction Schedules are sent by DDOs along with salary bills. Debit list containing policy wise information about loan, claim payments and Covering list containing details of budget head wise – DDO wise deduction schedules are prepared in the district treasury offices. All these relevant data are matched at the treasury and then sent to the district insurance offices.
- (ii) Issue of new Insurance Policy Number allocated only in case of salary of March paid in April following first appointment of the employee. Then policy certificate is issued to the insured person.
- (iii) Issue of further assurance contract for the same policy number when salary slab for premium deduction exceeds or on receipt of the further declaration form from the policy holder.
- (iv) Maintenance of premium accounts, i.e. posting in IPR (Insurance Posting Register), individual ledgers, preparation of yearly premium accounts, dispatch of Annual Premium Receipts (APRs) to the policy holder etc.
- (v) Sanction of loan against the policy and loan accounting.
- (vi) Inter- district transfer of policy bag and ledger in case of policy holder transferred from one district to another.
- (vii) Settlement of gets claims in case of Death/Surrender/Maturity etc.
- (viii) Liaison with the policy holders, DDOs, Treasury Officers etc.

On the basis of above functions the following reports are submitted to the Head Office by the district/unit offices:

- (1) Covering List
- (2) Debit List
- (3) First Declaration Register
- (4) Further Contract Register
- (5) Subsidiary Register of Claims
- (6) Booking Register of claims
- (7) Payment Register
- (8) C.A.R. (Consolidated Adjustment Register)
- (9) Performa No.2 containing consolidated details of payments and adjustments
- (10) Assets Register

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- (11) Yearly Expenditure Statement.**
- (12) Month wise yearly closing declaration.**

3.3.1.2 Activities (at Head Offices):

On the basis of data/reports received from unit offices following activities are performed at HO

- (1) Valuation.**
Valuation is done on the basis of First, Further, Alteration, Maturity / Death / Surrender claims. If there is any addition, alteration and deletions they are processed first then, after that if any surplus is there bonus is declared.
- (2) Preparation of Balance Sheet and Annual account closing statement**
- (3) Processing of Bonus**
- (4) Finalization of Annual Closing Statement**
- (5) Maintenance of Master index of all employees**

3.3.2 GENERAL PROVIDENT FUND SCHEME

3.3.2.1 Activities :(at Unit Offices)

- (i) GPF Deduction Schedules are sent by DDOs to the district offices along with salary bill, Debit list containing account number wise information about loan, claim and Covering lists. All these relevant data are matched at the treasury and then sent to the district insurance office for posting etc.**
- (ii) Receipt of first subscription with Appendix "D". Appendix "D" is submitted by DDO to the SI&PF office containing information about the new employee.**
- (iii) Allotment of P.F. Account No.**
- (iv) Maintenance and posting of annual accounts in the broadsheet and preparation of individual ledgers on the basis of broadsheet.**
- (v) Interest calculation and Closing statement.**
- (vi) Granting temporary and final withdrawal.**
- (vii) Settlement of claims.**
- (viii) Inter district transfer of policy bag and ledger in case of policy holder gets transferred from one district to another.**
- (ix) Verification of passbooks.**
- (x) Accounting and payments of CPF scheme for work Charge Employees**

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3.3.2.2 Activities (at Head Offices):

On the basis of above activities the unit offices submit annual account closing statements to the Head Office, where these are compiled for all the unit offices and Annual Closing Statement is Prepared. Master index of all employees is also being maintained.

In addition to the above the following activities are also maintained :

(a) GPF Accounts of All India Services are being maintained separately. The above mentioned process is also implied on this Scheme .

(b) The Contributory Provident Fund Scheme is also maintained for Work Charge Employees. In this scheme Government contribution is received. The above mentioned process is also implied on this Scheme .

3.3.3 NEW PENSION SCHEME

3.3.3.1 Activities :(at Unit Offices)

After obtaining NPS Deduction Schedule sent by DDOs along with salary bill, and Covering list containing DDO/date wise summary of NPS Deduction Schedule from the concerned treasury office, all as inputs, the following activities are performed at unit offices:

- (1) Allotment of Account No.
- (2) Preparation of master index under new pension scheme
- (3) Maintenance of accounts, posting in broadsheet and in individual ledgers
- (4) Closing statement.
- (5) Inter district transfer of Records
- (6) Settlement of claims

3.3.3.2 Activities (at Head Offices):

On the basis of above activities the unit offices submit annual account closing statements to the Head Office, where these are compiled for all the unit offices and Annual Closing Statement is Prepared.

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In addition to the above, Master index of all employees is also being maintained.

3.3.4 GENERAL INSURANCE SCHEME

The General Insurance Business is being carried out by the Head Office (at Vitt Bhawan) but Fidelity Guarantee Bond, student safety policy of Aided and Non-aided Institutes, motor vehicle insurance policies are being issued at district units,

3.3.4.1 Activities and Outputs At District Units

1. Issuance of proposal form for motor, vehicles student safety and FG's premium
2. Scrutinizing the proposal form
3. Preparing Challan Register
4. Preparing Under Writing Register
5. Preparing the Claim Register
6. Appointing Surveyor/Investigator
7. Scrutinizing the Claim form
8. Issuance of the office order for making the payment
9. Preparing the Cash Book/Revenue Accounting
10. Bifurcation of the premium, service tax and cess thereof
11. Depositing/sending the details for service tax/cess etc.
12. Preparing MPR (SSI, Motor, FG) and Covering & Debit lists
13. Sending the MPR (SSI, Motor, FG) to GIS (Vitt Bhawan)
14. Sending the statement of Court cases (DCF, MACT & Others)
15. Preparing the progress register the court cases
16. Preparing the Annual Closing Statement of BH-8011-105-02 & BH-8011-107-01 after compiling figure from the AG
17. Preparing the register for Audit of Internal/AG/Central Excise Dept.
18. Preparing the register for Audit's Compliance

3.3.4.2 Activities and Outputs At HO (Vitt Bhawan)

1. Receiving the letters/statements (Receipt register)
2. Dispatching the letters, policy, statements (Dispatch register)
3. Register for receiving the premium (Challan, DD, Cheque & Cash)
4. Preparing the Daily Collection & Cheque, Challan registers

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5. Issuance of the Proposal form for each policy.
6. Preparing the under writing registers (policy Issuance) for each policy.
7. Scrutinizing the proposal form & computing the premium.
8. Issuance of the claim form, letter of subrogation & power of attorney.
9. Scrutinizing the claim form.
10. Appointing the Investigators & Surveyor.
11. Preparing the claim payment registers.
12. Preparing the revenue account for each policy.
13. Preparing the statement for depositing the service tax.
14. Compiling the figure/statement of each district from the A.G. Office in both the Head.
15. Preparing the closing statement/balance sheet.
16. Preparing the information/statements for audit of Internal, A.G., Central- Excise Department, T.A.C., and I.R.D.A. & C.A.
17. Preparing the progress register of the court cases in regard to Factual Position, appointing the advocate, sending the reply and compliance the order/decision/awards of the Honorable courts i.e. D.C.F., State Commission, National Commission, M.A.C.T., Lok Adalat, Session Court, High Court & Supreme Court.
18. Correspondence with T.A.C, I.R.D.A. and Ombudusman of Insurance.

3.3.5 MANAGEMENT INFORMATION SYSTEM

- 3.3.5.1 Personal Information System
- 3.3.5.2 General Administration (GAD)
- 3.3.5.3 Budget & Accounts, Rules-Regulation.
- 3.3.5.4 Customer Relation Section (CRS)
- 3.3.5.5 Organisation & Method (Insurance & PF)
- 3.3.5.6 Legal Cases

3.4 SECURITY REQUIREMENT

The TSP shall undertake measures to provide advanced security features like access security, integrity, authentication of users, confidentiality, auditing etc.

3.5 PHASES OF THE COMPUTERISATION PROJECT

The work under this contract will be divided into two phases which are as given below:

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a) PHASE I will cover the computerization of 4 District Offices and one HQ Office as mentioned below:

- 1- Ajmer**
- 2- Dausa**
- 3- Sikar**
- 4- Jaipur (City)**
- 5- Jaipur (HQ)**

b) PHASE II will cover the computerization of the rest of the offices. All the two phases may run simultaneously or in a sequential manner as decided by the Committee. The Committee may also delete the work of any phase from the work order.

3.6 PILOT TESTING

The pilot test will involve the demonstration and running of the application software, hardware with all types of inputs and output formats. Etc. prepared after mutual discussion as outlined in the SRS and Acceptance Test Plan. The testing shall involve the running of the system for 2 months with the actual data pertaining to normal operation of the department. The data will be provided by the SI & PF Department in the format as available and mutually affect between the TSP and the department. The pilot testing shall be conducted among five different sites as given below:

- 1- Ajmer**
- 2- Dausa**
- 3- Sikar**
- 4- Jaipur (City)**
- 5- Jaipur (HQ)**

3.7 TRAINING

The TSP shall train the staff of Department who would be the user of the system. The training would be provided at Headquarter in Jaipur. The TSP should provide training to the users in the Department, so as to make them efficient in using the System. The TSP shall provide all required training material and documents to the trainee. At the end of

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the training, a test would be conducted. The format of the test would be finalized by the Committee in consultation with the TSP. The trainees are expected to pass the test. In case, they do not do so, an additional round of training will have to be imparted to them, without charging any additional cost.

For this purpose, the TSP will prepare a training strategy/ plan and get it approved by the Committee. This work plan must include:

1. Modules of training for each category
2. Back up/reference material, which shall be provided by the TSP to the trainee.
3. Parameters of skill up-gradation
4. Methods of testing the impact of training

The duration of training will be one week per batch. Proposed number of personnel, which shall be trained & their expected competence level at the end of the training is given below:

Category of personnel	Broad work area	Expected competence level at the end of the training	Total no. of trainees (Maximum Limit)	Maximum no of trainees per batch
System Administration	Systems/ Database managers	? to work on all modules of the application software ? to describe all important features of proposed application software ? to use all relevant facilities of proposed application software ? to guide subordinate staff in working on application software ? to analyses the suitability of various modules in changing scenario to suggest modifications thereto	10	10

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		? to maintain, upkeep, store & update all database at the local level		
Application Users	Systems operators	? to work on all modules of the application software ? to use all relevant facilities of proposed application software ? to train remaining staff in working on application software	40	20

The Committee will provide the equipment, place and/or any other facility for the purpose of training.

3.8 WARRANTY/ MAINTENANCE

The TSP shall provide warranty/maintenance services as follows:

- ✍ **Warranty / Maintenance on Application Software will be for 1 year from the date of successful Installation which will cover debugging, modification and updation in the application software for its better performance, which may be required for smooth and efficient running of the system. Thereafter, additional two year maintenance for Application Software which includes tuning, monitoring, patches minor modifications for smooth functioning of application will be responsibility of TSP.**
- ✍ **Comprehensive Warranty on Servers will be for 3 year from the date of Installation.**
- ✍ **TSP will also provide handholding after training and implementation.**

3.9 ROLES & RESPONSIBILITIES

Roles & Responsibilities of TSP & the Department are given below:

(i) TSP will -

- ✍ **Appoint a Project Manager (MCA) with minimum 2 years experience of handling Web enabled projects, who will act on TSP's behalf & be responsible for successful execution of this project. This Project Manager will be a single point of contact for all matters pertaining to**

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the project & will be available for discussions whenever asked by the Department.

- ✍ Appoint as many team members as required for successful execution of this project**
- ✍ Supply & Install Servers as per Desired Specifications**
- ✍ Supply & Install RDBMS**
- ✍ Supply, Install & Commission Application Software as per SRS**
- ✍ Provide Training, Warranty, Handholding as per the Scope of Work**

(ii) Department will-

- ✍ Appoint a committee for this project which will grant approvals to various deliverables, issue certificates for milestone accomplishment, receive Bills/PIs & release payment, arrange necessary access permissions for system study, provide all information required for software development, provide test/live data in desired format for Acceptance Testing, provide facilities for training & will be a single point of contact for all matters pertaining to the project**
- ✍ Provide ready Installation Sites to the TSP with proper Electricity Connection, sufficient Power Points, and Networking & Connectivity of all the offices to the Central Server Location.**

The above details are provided just for giving an idea about the scope of work. They should not be taken as final requirement and are subject to revision.

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Schedule 4

DETAILS OF TASKS AND DELIVERABLES

Details of the tasks are given below:

4.1. **Hardware : -**

TSP shall supply & install Servers along with System Software (OS, RDBMS) at State Data Centre, DoIT&C, Yojana Bhwan, Jaipur as per the specifications given below:

Sl.No	Item Description	Quantity
1.	Database Server (Rack Mountable)- ISO 9001 Manufacturer, Red Hat Enterprise Linux AS 4.0 and Windows 2003 Certified - Mandatory	1
	<p>Processor/CPU Intel Dual Core Xeon Number of Processors Two Speed Intel 3.2 GHz (FSB – 1066 Mhz) Chipset Intel S5000 V Cache Memory 2 x 2 MB Integrated L2 Cache RAM/main memory 4 x 1 GB registered ECC FB DIMM DDR2 533 MHz RAM Exp' ble to min. 16 GB (Min 8 FBDIMM) Hard disk Capacity & type 2 x 73 and 3 x146 GB HS SCSI (Hot swap) HDD (10 k) Raid controller Dual Channel Hardware Raid Controller Level 5 with 256MB battery back cache Monitor / display unit 17" Color Monitor Integrated Video memory Min. 16 MB Dynamic Video Memory Backup Device 36/72 GB DAT Drive Network interface On board Dual Gigabit-Ethernet Controller Mouse with pad Two button scroll Mouse (optical) with antistatic pad One High Speed Serial Ports Min. 4 USB Ports PS/2 Port for Mouse and Keyboard Bays Min. 8 HS Bays Slots 5 I/O slots including PIC-e Keyboard 104 Keys Keyboard OEM (cherry mechanical) or TVSE Gold DVD-Writer Internal DVD-Writer Redundant Power supply and redundant fans The system should have onboard management controller for monitoring health of the server Hardware Should have 3 years Comprehensive Warranty Operating System Red Hat Enterprise Linux Advance Server 4.0 with 3 year upgrade protection which includes updates, patches and errata.</p>	
2.	Application/Web Server (Rack Mountable)- ISO 9001 Manufacturer, Red Hat Enterprise Linux AS 4.0 and Windows	1

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	2003 Certified - Mandatory	
	Processor/CPU Intel Dual Core Xeon Number of Processors One Speed Intel 3.2 GHz (FSB – 1066 Mhz) Chipset Intel S5000 V Cache Memory 2 x 2 MB Integrated L2 Cache RAM/main memory 2x 1 GB registered ECC FB DIMM DDR2 533 MHz RAM Exp' ble to min. 16 GB (Min 8 FBDIMM) Hard disk Capacity & type 4 x 73 GB HS SCSI (Hot swap) HDD (10 k) Raid controller Dual Channel Hardware Raid Controller Level5 with 128 MB battery back cache Monitor / display unit 17" Color Monitor Integrated Video Memory Min. 16 MB Dynamic Video Memory Backup Device 36/72 GB DAT Drive Network interface On board Dual Gigabit-Ethernet Controller Mouse with pad Two button scroll Mouse (optical) with antistatic pad One High Speed Serial Ports Min. 4 USB Ports PS/2 Port for Mouse and Keyboard Bays Min. 8 HS Bays Slots 5 I/O slots including PIC-e Keyboard 104 Keys Keyboard OEM (cherry mechanical) or TVSE Gold DVD-Writer Internal DVD-Writer Redundant Power supply and redundant fans The system should have onboard management controller for monitoring health of the server Hardware Should have 3 years Comprehensive Warranty. Operating System Red Hat Enterprise Linux Advance Server 4.0 with 3 year upgrade projection which includes updates, patches and errata.	
3.	RDBMS	
	Oracle 10g- Std-One for 2 CPU	

4.2. Application Software: -

TSP shall supply & install application software & will perform following tasks:

Task I - Detailed System Analysis and Preparation of SRS

A. For this purpose System Analysis for the identified application systems shall include the following tasks:

1. Detailed analysis of the existing systems, whether automated or manual.
2. Identification of unique data elements, their size, format, source, use and sequence of data storage, data volume, its

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frequency of updating, inter-system flow of data, current volume and growth rate.

3. Detailed analysis of types of queries being supported, their volumes, trends, and frequencies.
4. Preparation of Data Flow Diagrams / Charts.
5. Input forms/screens.
6. Output report formats.

B. Preparation of SRS shall include the following tasks:

1. Though a proposed list of activities for computerization has been mentioned in Schedule 3, the TSP on the basis of system analysis, will suggest additional activities/ clubbing of activities or deletion of activities with a view to achieve the objective of integrated computerization of the SI & PF Department.
2. The committee after its due examination will grant its approval to the proposed SRS. The system design shall be based on the approved SRS only.

Deliverables:

Documentation containing System Requirement Specification (SRS) report covering all the aspects described above as per current IEEE standards.

Task II - System Design:

A. For the identified application system, the system design shall be undertaken by the TSP on the basis of approved SRS, which will include:

1. Preparation of systems flow-charts, depicting boundaries of each system and inter-system linkages.
2. Designing of input screens.
3. Designing of output report forms and reporting procedures including reporting levels, frequency of reporting.
4. Designing of screen formats and menus for queries.
5. Designing of database structures.
6. Design of security levels.
7. System for 'scalability' of the application software for each of its activities/operations.
8. Backup and restore facility for all transactions.
9. Facility for logging of transactions

B. Based on the SRS the TSP is expected to design and install the proposed computerization system keeping in view the following points:

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1. The application should be web enabled/based.
2. Ensuring quick response time.
3. Making provision for interface and Networking requirements between various other facilities.
4. The TSP shall also ensure that it is possible to link the system with the local area network (LAN), wide area network (WAN) or network/ system of any other department/ organization.
5. Ensuring a robust system, which is crash proof, fail safe, easy to restore and secure.
6. Maximum level of parameterization to meet the frequent need for changes without disturbing the software.
7. Provision to mark reports as optional or mandatory through parameters.
8. User classification will be based upon their functional areas like clerk, Officers and Senior Officers. User level should be assigned to each user depending upon their functional areas; accessibility of various operations would be based on that classification.
9. User-id and password allocation to each user so that no unauthorized person can have access to the system.
10. Access to databases and certain selected modules requiring high degree of security will be through personal passwords.
11. Access to menu items for execution should be restricted up to the user level.
12. Provision for disallowing users from un-authorized use, selection and installation of firewall software etc. to prevent unauthorized access to databases.
13. Provision for locking of user screen, auto locking of screen should also be incorporated, when no activity is performed for specified time.
14. Ensuring security requirements as per Clause 6 of Scope of Work and Technical Specifications.
15. System should not allow marking end of day until all mandatory activities have been performed ensuring that no mandatory activities are skipped.
16. Provision for alert / reminder (Dashboard) facility for any incomplete / pending activities.
17. Design should be an Open standard based Architecture for investment protection and future proofing.
18. User (Employee) should have facility to view his own record using any browser.

Deliverables:

- ? System flow chart
- ? Database design
- ? Activity Sequence and State Diagrams

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- ? **Data terms dictionary**
- ? **Inter system linkages/interfaces**
- ? **Security and backup considerations**

Task III - System Development and System Testing

System Development and System testing for each of the applications will include:

1. Designing of program specifications on the basis of System Requirement Specifications.
2. Programming and testing on the agreed software platform.
3. System should be developed using Unicode.
4. Preparing test plan for unit test, module test, link testing, integration testing, system testing and pilot testing.
5. Trial run with live data for 2 months at 5 different locations. During this trial run the number of faults in any module or system should not exceed 10 per million operations.
6. The application software before installation will be subjected to Quality Assurance Test prescribed by the committee.

Deliverables:

- ? **Acceptance Testing Plan**
- ? **Validation and Verification Report**
- ? **Coding Documentation and Source Code**

Task IV - System Implementation and Acceptance:

After completion of the above tasks, the TSP shall be asked to implement the System. System Implementation for the application will include:

1. Implementation of system and handing it over to the users for acceptance and operation.
2. Preparation of user manual (both in Hindi and English) in 2 parts – Operations guide and Reference Manual.

Deliverables:

- ? **User manual (1 copy at each site, both in Hindi and English)**
- ? **Application software source code**

Task V-Training:

The TSP required to submit a detailed work plan of training for different level of officers/employees of the Department which shall include the modules of training for different groups, back up study/reference material to be provided by the TSP, parameters of

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skills up gradation, methods of testing the impact of training. The details of training requirements are given in Clause 3.7.

The TSP shall provide training according to the detailed work plan as approved by the committee.

Deliverables:

- ? Training Strategy and Plan
- ? Training Handbook

Task VI - Maintenance of Application Software:

This shall include:

1. Maintenance/Warranty of the Application Software after the completion of system implementation. The details regarding this are given in Clause 3.8.

Deliverables:

- ? Change Request Reports

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Schedule 5

TIME SCHEDULE

5.1 Following Time Schedule will be followed:

S No	Description	Time Duration
1	Date of signing of Agreement between TSP and SI&PF Department	T0 = Date of signing of agreement
2	Supply & Installation of Servers, RDBMS	T1= T0+45 days
3	Development, Installation, Testing, Commissioning of Application Software	T2= T0+120 days

5.2. The TSP has to provide all the deliverables strictly as per the schedule. The Department will grant approvals to all the deliverables/issue delivery challans for all the deliverables thru the Committee appointed for this project. The time consumed in granting approvals is excluded from above & the TSP will not be accountable for the same.

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Schedule 6

ELIGIBILITY CRITERIA

- 6.1** The following criteria must strictly be fulfilled by the bidder. The bidder must submit documentary evidence in support of their claim for fulfilling the criteria and they should submit an undertaking on their letterheads to the fairness of these documents in support of their claim while submitting the Bids. The bids received without documentary evidence and/or the required Earnest Money will be out rightly rejected.
- 6.2** Technical Criteria:
- 6.2.1** The bidding company/firm should have at least five year experience of executing turnkey projects for Central/State Government Departments or large organizations that include SRS, Development, Installation, Testing & Commissioning of Application Software, and Supply & Installation of Hardware. Copy of work order & completion certificate of at least one such project should be enclosed with the bid.
- 6.2.2** The bidding company/firm should have obtained at least two work orders from Central/State Government Department during past five years of which, the scope of work should include Application Software Supply/Installation. The firm should have at least one work order related to handling of Web enabled projects and hosting of Web Site. Copies of work orders should be enclosed with the bid. The value of the work order should be at least 1 crore.
- 6.2.3** The bidding company/firm should be ISO 9001:2000 Series (for Services) certified & SEI-CMM Level 3 Certified.
- 6.2.4** The bidding company/firm should have at least 100 professionals on regular rolls, working on various IT related projects. He should have at least 50 professionals on regular rolls working in the area of hardware & at least 50 professionals on regular rolls working in the area of software development. An undertaking in this regard should be submitted with the technical bid.
- 6.2.5** The bidding company/firm should have proven expertise in integration of servers and IT infrastructure from different OEMs. A certificate in this regard, of the equivalent quantum, (copy of any Purchase Order, completion certificate/last payment detail, etc) has to be submitted along with the bid.

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6.2.6 The bidding company/firm should have authorized channel/partner certification from OEM's as well as certification of back to back support during the period of warranty.

6.2.7 This project would be required to be implemented on turnkey basis.

6.3 Financial Criteria :

6.3.1 The bidding company/firm should have annual turn over (Operating Revenue + Other Revenue) averaged over the last three years, more than Indian Rs. 5.0 crores (Rupees Five Crores) with an average annual turnover from software services of Rs 1.25 crores (Rupees one Crore twenty five lacs) over the past three years. Copy of Final Accounts should be enclosed.

6.4 General Criteria:

6.4.1 This invitation to respond to the RFP is open to a Company Registered under Indian Companies Act 1956.

6.4.2 The bidding company/firm should not have been black listed by any State or Central Government Department in India and should not quote products from any OEM black listed by any State or Central Government Department in India.

6.4.3 The bidding company/firm should have proper service network at Rajasthan with a branch office at Jaipur. A list of service engineers at Rajasthan along with a proof of branch office at Jaipur should be submitted with the bid. Address & Telephone number of branch office, name of contact person should also be submitted with the bid.

The department may check the authenticity of the information submitted by the bidder anytime after the submission of bids & even during the currency of the project. If, anytime it is found that the information submitted by the bidder with it's bid is incorrect, his EMD will be forfeited & he will be disqualified (before award of contract) or his Performance Security will be forfeited & contract cancelled (after award of the contract) without any compensation etc.

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Schedule 7

BIDDING PROCESS

- 7.1 The bidding comprises of two bid system. The Technical Bid consists of Schedules 1 to Schedule 16 and Financial Bid consists of Schedule 17 only.
- 7.2 The bidder has to submit an earnest money of **Rs. 1, 02,000/-** along with the technical bid. The technical bid along with earnest money should be placed in one envelop and should be marked as "Technical Bid for Customized Application Software Development for SI & PF Department, Jaipur" and the financial bid in another envelop marked as "Financial Bid for Customized Application Software Development for SI & PF Department, Jaipur". Both these envelops should be sealed separately and should further be kept in a third envelop marked as "Bid for Customized Application Software Development SI & PF Department, Jaipur" and sealed properly.
- 7.3 The Technical bids will be opened on 17-07-2007 at **15.30 Hrs** in the Conference Hall, Vitt Bhawan, Near New Assembly, Janpath, Jaipur. Thereafter the technical bids will be evaluated by the Department.
- 7.4 The Financial bid of only the technically short listed bidders would be opened for which, the date & time will be communicated by the Department.
- 7.5 Pre-bid meeting**
- 7.5.1 The bidder or its official representative is invited to attend a pre-bid meeting which will take place in the Office of Commissioner, State Insurance & Provident Fund Department, Rajasthan, Jaipur on 04-07-2007 from 11:00 A.M. to 4.00 P.M.
- 7.5.2 The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- 7.5.3 The bidder is requested to submit any question in writing or by any other means, to reach Department not later than four days before the meeting.
- 7.5.4 Minutes of the meeting, including the text of the questions raised and the responses given, will be transmitted to all purchasers of the bidding document / participants of pre bid meeting. Any modifications in the bidding documents which may become necessary as a result of the pre-bid meeting shall be made by Department exclusively through the issue of an Addendum within the due time period.

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Schedule 8

TERMS OF PAYMENT

8.1 Payment schedule to the TSP shall be as follows:

a) Servers & RDBMS-

70% on delivery & 30% on installation

b) Application Software-

Submission & approval of SRS	25%
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Development & testing of application software	25%
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Installation & successful Commissioning of application software	25%
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Training, Execution & Documentation	25%
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Schedule 9

PERFORMANCE SECURITY AND LIQUIDATED DAMAGES

- 9.1** The TSP shall carry out the services in conformity with general professionally and technically accepted norms relevant to such assignments that are required for the Project which are to the entire satisfaction of Department.
- 9.2** In the event of any deficiency in services, the TSP shall promptly redo such design and engineering, at no additional fees to the Department.
- 9.3** Within 15 days of receipt of the notification of award from the Department, the TSP shall furnish to the Department performance security amounting to 5% of the Contract Price for the entire contract period from a scheduled Bank in the form of Bank Guarantee. The performance security should be in favour of the Director, SI & PF, Beema Bhavan, Bani Park, Jaisingh Highway, Jaipur.
- 9.4** Failure of the TSP to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.
- 9.5** Liquidated Damages (Penalty Clauses)
- 9.5.1** If the TSP requires an extension of time in completion of any of the deliverable as per Schedule 4, he shall apply in writing to the authority, which has placed the work order, for the same immediately after the Project Consultant becomes aware of the eventuality but not after the stipulated date of completion of work.
- 9.5.2** Extension in the period may be granted with or without liquidated damages by the Purchase Committee.
- 9.5.3** In case of extension in the period of completion of work with liquidated damages the recovery shall be made on the basis of following percentages of value of work which the TSP has delayed:

Liquidated Damages		
No.	Condition	LD Percentage
a.	Delay up-to one fourth period of the prescribed period of deliverable as per milestones given in Schedule 5	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period of deliverable as per milestone given in Schedule 5	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period of deliverable as per milestone given in Schedule 5	7.5 %

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d.	Delay exceeding three fourth but not exceeding the period equal to the total period allowed for that activity from the prescribed period of deliverable as per milestone given in Schedule 5	10 %
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9.5.4 Fraction of a day in reckoning period in supplies shall be eliminated if it is less than half a day.

9.5.5 The maximum amount of liquidated damages shall be 10%.

9.5.6 Liquidated Damages may be deducted from the payment due for that milestone as mentioned in schedule of Terms of Payment.

9.6 Forfeiture of Performance Security

9.6.1 The performance security submitted by the TSP could be forfeited if the TSP fails to deliver the deliverables as per terms laid down in this document even after the expiry of one week from the maximum delay allowable as per point no9.5.3 (d) of Liquidated Damages mentioned above or in case of breach of contract.

9.7 Release of Performance Security

9.7.1 The performance security would be released only after the expiry of the warranty period of all the deliverables covered under this contract.

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Schedule 10

GENERAL TERMS AND CONDITIONS

- 10.1 The Bidder shall bear all costs associated with the preparation and submission of the bid, Department will not be responsible for those costs regardless of the conduct or outcome of the bidding process.
- 10.2 Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required in the bidding documents or submits a Bid not substantially responsive to the bidding documents in any respect may result in the rejection of the Bid.
- 10.3 The bidder would be required to submit his Financial Bid separately and it would be mandatory for the bidder to quote for all the items.
- 10.4 Subletting of any part of the assignment by the TSP to any person would not be allowed through out the project duration.
- 10.5 The bidder would not be allowed to form a consortium and bid jointly.
- 10.6 If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the parties to the Tendering Authority who shall be the Sole Arbitrator of the dispute and whose decision shall be final and binding for all.
- 10.7 All disputes arising because of difference in opinion or otherwise would be subject to the jurisdiction of courts in Jaipur only.
- 10.8 Purchase Committee is not bound to accept the lowest tender and may reject any tender or any part of the tender without assigning any reason thereof.
- 10.9 Department reserves the right to abandon the relationship at any stage during the contract without giving any prior notice to the TSP. In such cases, payment of the works completed till date will be made to the TSP and in case of work in progress, value of the work done by the TSP till date will be assessed & payment will be made accordingly.

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Schedule 11

DISQUALIFICATION

11.1 Department may in its sole discretion and at any time during the processing of RFP, disqualify any bidder from the RFP process if the bidder has –

- ⌘ **Submitted the RFP after the schedule date and time.**
- ⌘ **Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.**
- ⌘ **If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.**
- ⌘ **Submitted an RFP, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.**
- ⌘ **Failed to provide clarifications related thereto, when sought.**
- ⌘ **Submitted more than one RFP. This will cause disqualification of all or subsequent to first or last RFP submitted by such applicants.**
- ⌘ **It is a turnkey project; bidder has to quote for complete solution (Hardware, RDBMS and Application Software). Failing any one of the component the bidder will be disqualified.**

11.2 Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

11.3 A Bid not valid for at least 180 days shall be considered as non-responsive and would be disqualified.

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Schedule 12

BID SUBMISSION

12.1 The bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the Contract/ Agreement. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.

12.2 The last date for submission of bid is 17-07-2007 up to 14.00 hrs

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Schedule 13

VALIDITY OF BIDS

- 13.1 Bids shall remain valid for 180 days after the date of Bid opening. A Bid valid for a shorter period shall be rejected as non-responsive.**
- 13.2 In exceptional circumstances, Department may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD shall also be suitably extended. A Bidder granting the request is not required nor permitted to modify the Bid.**

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Schedule 14

EARNEST MONEY DEPOSIT

- 14.1 The bidder shall furnish, as part of the Technical Bid, an Earnest Money amounting to **Rs. 1, 02,000/-**.
- 14.2 The EMD shall be in Indian Rupees and shall be a Bankers Cheque or Demand Draft payable to Director, SI & PF Department payable at Jaipur. The instrument should be issued by a Bank having at least one branch at Jaipur. Such negotiable instrument should be valid for a period of Six months (180 days) from the date of opening of Bids.
- 14.3 Earnest Money of unsuccessful bidders will be returned within 60 days after the expiration of the period of bid validity prescribed in the bid document.
- 14.4 Earnest Money of the successful bidder will be released once the bidder signs the agreement and furnishes the performance guarantee.
- 14.5 The Earnest Money will be forfeited on account of one or more of the following reasons:
- a) The Bidder withdraws their bid during the period of bid validity specified by them on the bid letter form.
 - b) Bidder does not respond to requests for clarification of their bid
 - c) Bidder fails to co-operate during the bid evaluation process, and
 - d) In case of a successful Bidder, the said Bidder fails:
 - 1. to sign the Agreement in time (within 15 days of receipt of Purchase Order); or
 - 2. to furnish Performance Guarantee (within 15 days of receipt of Purchase Order)
- 14.6 The EMD may be adjusted in the Performance Security by depositing the difference amount of Performance Security or alternatively EMD could be refunded back by taking fresh Performance Security.

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Schedule 15

Disclaimer

- 15.1 This document is being published in order to enable the bidders to make an offer for **the Customized Application Software Development for SI & PF Department, Rajasthan.**
- 15.2 This document does not constitute nor should it be interpreted as an offer or invitation for the Customized Application Software Development for SI & PF Department, Rajasthan.
- 15.3 This document is meant to provide information only and upon the express understanding that bidders will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the department or be the basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information on the department. While this document has been prepared in good faith, neither department, nor any of their officers or employees make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by the department and any of their officers or employees even if any loss or damage is caused by any act or omission on the part of the department or any of their officers or employees, whether negligent or otherwise.
- 15.4 By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of the department. The department and any of their respective officers or employees undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the proposal or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
- 15.5 Accordingly, interested bidders should carry out an independent assessment and analysis of the requirements of and of the information, facts and observations contained herein.
- 15.6 This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.

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- 15.7 This document constitutes no form of commitment on the part of the department. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed bidding process.

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Schedule 16

TECHNICAL BID

I Addressed to :

a.	Name of the tendering authority	Director, SI & PF Department, Jaipur
b.	Address	SI & PF Department, Beema Bhawan, Jaisingh Highway, Bani Park, Jaipur
c.	Telephone	0141 - 2200786
	TeleFax	0141 - 2203344

II. NIT Reference: -- 1/2007-08 Dated : 11-06-2007

1.	Name of bidder	
2.	Name of Contact Person	
3.	Registered Office Address	
4.	Year of Establishment	
5.	Type of Firm	Public Limited Private Limited
	Put Tick(?) mark	
6.	Telephone Number(s)	
7.	Email Address/ Website	Email: Web-Site:
8.	Fax No.	
9.	Mobile/ Pager Number	Mobile: Pager:
10.	Area of Specialization in the Field of IT	

IV The Tender fee amounting to **Rs 100/-** (Rs. 60/- Postage Charges extra if desired by post) has been deposited vide cash receipt no. _____ Dated _____.

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

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

S.No.	Earnest Money Deposited through	Number	Dated
1.	Cash		
2.	Demand Draft		
3.	Banker's Cheque (Local only)		

VII. We agree to abide by all the conditions mentioned in this Tender Document (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).

VIII. The rates for the services as mentioned in the Financial Bid have been enclosed separately.

Name & Signatures of the Bidder along with Seal

**STATE INSURANCE & PROVIDENT FUND DEPARTMENT, JAIPUR
RAJASTHAN**

F5 /COMP /GAD /2007-08

Jaipur, Dated : 11-06-2007

IX.

S.No.	Eligibility Criteria	Yes/ No	If Yes then documentary proof is annexed at Page No.
1.	Do you have at least five year experience of executing turnkey projects for Central/State Government Departments or large organizations that include SRS, Development, Installation, Testing & Commissioning of Web based Application Software, Supply & Installation of Hardware?		
2.	Have you executed at least two turnkey project for Central/State Government Departments during last five years that include Supply & Installation of Hardware & Application Software? Was one order included web enabled and Web Site hosting project?		
3.	Are you an ISO 9001:2000 Certified (Services) Company?		
4.	Are you also an SEI-CMM level 3 Certified Company?		
5.	Do you have at least 100 qualified professionals on regular rolls working on various IT related projects with at least 50 professionals on regular rolls working in the area of hardware & at least 50 professionals on regular rolls working in the area of software development?		

Name & Signatures of the Bidder along with Seal

**STATE INSURANCE & PROVIDENT FUND DEPARTMENT, JAIPUR
RAJASTHAN**

F5 /COMP /GAD /2007-08

Jaipur, Dated : 11-06-2007

S.No.	Eligibility Criteria	Yes/ No	If Yes then documentary proof is annexed at Page No.
6.	Do you have expertise in integration of servers from different OEMs?		
7.	Do you have authorized channel / partner certification from OEMs as well as certification of back to back support during the period of warranty?		
8.	Do you have annual turnover (Operating Revenue + Other Revenue) averaged over the last three years, of more than Indian Rs. 5 crores (Rupees five crores) with an average annual turnover from software services of Rs 1.25 crores (Rupees one crore and twenty five lacs) over the past three years? Copy of final accounts should be enclosed.		
9.	Are you a Company Registered under Indian Companies Act 1956?		
10.	Have you ever been blacklisted by any State or Central Government in India or have quoted products from any OEM black listed by any State or Central Government Department in India?		
11.	Do you have proper service network at Rajasthan with a branch office at Jaipur?		
12.	Have you submitted Earnest Money with this bid?		Please Provide the Instrument Type and Instrument No. here. Type : _____ Number : _____

Name & Signatures of the Bidder along with Seal

**STATE INSURANCE & PROVIDENT FUND DEPARTMENT, JAIPUR
RAJASTHAN**

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Jaipur, Dated : 11-06-2007

Schedule 17

FINANCIAL BID

Server and RDBMS Charges

S.No.	Item	Cost in Indian Rupees
1.	Database Server	Rs. _____ in figures Rs. _____ in words
2.	Application Server	Rs. _____ in figures Rs. _____ in words
3.	RDBMS	Rs. _____ in figures Rs. _____ in words
Total Cost		Rs. _____ in figures Rs. _____ in words

Please mention tax component separately if any.

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Jaipur, Dated : 11-06-2007

Application Software Charges

S.No.	Cost Item	Cost in Indian Rupees
1.	Cost of Application Software Development Charges which includes SRS, Testing, Installation & Commissioning, Training, Execution & Documentation and 1 year support for Debugging, modification and updation.	Rs. _____ in figures
		Rs. _____ in words

Cost of Additional Two Year Maintenance Charges			
Sno.	Period	Fees to be paid after Successful Completion of First Year, quarterly	
		Fees in Indian Rs. in Figures	Fees in Indian Rs. in Words
1.	1st Year		
2.	2nd year		

Please mention tax component separately if any.

Name & Signatures of the Bidder along with Seal