

Office of the Comptroller General of India

Request for Proposal for IAAD Centralised Pension Processing Project

Notice for Inviting Comments on Draft RFP Document (Part -3)

Ref: IAAD/PPP/RFP/Notice/04

18 September 2021

Dear Prospective Bidders,

The Indian Audit & Accounts Department under the Comptroller & Auditor General of India (C&AG) is envisaging design and development of a centralized IT Application for facilitating processing of pension of state government employees across 19 states in India. In this regard, IAAD conducted a workshop for prospective solution providers on March 11, 2021.

The Department is currently in process of finalizing Request for Proposal (RFP) document for this Project. The RFP consists of three volumes – Volume I: Functional, Technical, Operational and Other Requirements (supported by Annexures – A, B, C and D), Volume II: Commercial and Bidding Terms and Volume III: Master Service Agreement (supported by Annexure A).

In our endeavor to seek comments/ suggestions from prospective System Integrators, the department has publicly shared first part of draft RFP (Annexure -A to Vol -I, Vol -III and Annexure -A to Vol -III) *vide* notice IAAD/PPP/RFP/Notice/02 dated 10.06.2021 and second part of draft RFP (Annexure -B to Vol -I and Annexure -C to Vol -I) *vide* notice IAAD/PPP/RFP/Notice/03 dated 28.07.2021. Now the following remaining parts of draft RFP are being published for comments:

1. RFP Vol I (Functional, Technical, Operational and Other Requirements)
2. RFP Vol I - Annexure D (Key Data Indicators)
3. RFP Vol II (Commercial and Bidding Terms)
4. BoQ Template

The MS Excel file for the BoQ Template can be downloaded from the below link:

https://cagiaad-my.sharepoint.com/:x:/g/personal/singhr1_cag_gov_in/ESqP9odyLAlDnZlwfl3FLO4BTulaiTjTPxoEJUzrCuxddQ?e=NUePyW

Comments/suggestions may be sent to cppproject@cag.gov.in by 26 September 2021.

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Director (IS)
O/o the C&AG of India

2021

Request for Proposal

Selection of System Integrator for
Implementation, Rollout and Operations &
Maintenance of

**“Centralized Pension Processing System
(CPP project)”**

Volume - 1



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Disclaimer

The information contained in this Request for Proposal document (“RFP”) or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the Comptroller & Auditor General of India (C&AG/ IA&AD), or any of its employees or advisors, is provided to Bidders on the Terms and Conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor an invitation by IA&AD to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

This RFP may not be appropriate for all companies, and it is not possible for IA&AD, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of facts. The information given is not an exhaustive account of requirements and should not be regarded as a complete or authoritative statement of facts. The specifications laid out in this RFP are indicated as the minimum requirements whereas the bidders are expected to focus on the objectives of the project and formulate their solution offerings in a manner that enables achieving those objectives in letter as well as spirit.

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Glossary of Acronyms

Acronym	Full text
AD	Active Directory
AG	Accountant General
AMC	Annual Maintenance Contract
API	Application Program Interface
APM	Application Performance Monitoring
APT	Advanced Persistent Threat
BI	Business Intelligence
BCP	Business Continuity Planning
BPM	Business Process Management
C&AG	Comptroller and Auditor General of India
CERT-In	Indian Computer Emergency Response Team
CMMI	Capability Maturity Model Integration
CPU	Central Processing Unit
COTS	Commercial Off-The-Shelf product
CPPP	Central Public Procurement Portal
CSC	CPP Steering Committee
CSP	Cloud Service Provider
DC	Data Center
DDO	Draw and Disbursing Officer
DMS	Document Management System
DMZ	Demilitarized zone
DR	Disaster recovery
DRC	Disaster Recovery Centre
DW	Data Warehouse
EMD	Earnest Money Deposito
EMS	Event Monitoring Service
GFR	General Financial Rules
GIS	Geographical Information System

Acronym	Full text
GOI / GoI	Government of India
GST	Goods & Services Tax
GUI	Graphical User Interface
HQ	Headquarters
HR	Human Resources
HSM	Hardware Security Module
IA&AD	Indian Audit and Accounts Department; often used interchangeably with C&AG (Comptroller and Auditor General of India)
ICISA	International Centre for Information Systems and Audit
ICT	Information & Communication Technology
IEC	International Electro-technical Commission
IFMS	Integrated Financial Management System
INR	Indian Rupee
IP	Internet Protocol
IPMP	Integrated Project Management Plan
IR	Inspection Report
IS	Information System
ISO	International Organization for Standardization
ISP	Internet Service Provider
IT	Information Technology
ITA	Internal Test Audit
KMS	Knowledge Management System
KPI	Key Performance Indicator
LAN	Local Area Network
LOI	Letter of Intent
LTO	Linear Tape Open
MeitY	Ministry of Electronics & Information Technology
MIS	Management Information System
MPLS	Multi-Protocol Label Switching
MSA	Master Services Agreement

Acronym	Full text
MZ	Militarized Zone
NAC	Network Access Control
NCR	National Capital Region
NICNET	National Informatics Centre Network
NLDC	Near Line Data Center
NLSAS	Near Line SAS
NPV	Net Present Value
O&M	Operations and Maintenance
OEM	Original Equipment Manufacturer
OS	Operating System
OWASP	Open Web Application Security Project
PAC	Public Accounts Committee
PAN	Permanent Account Number
PAO	Pay and Accounts Officer
PBG	Performance Bank Guarantee
PC	Personal Computer
PDC	Primary Data Centre
PECMC	Project Execution and Change Management Committee
PFMS	Public Financial Management System
PPA	Pension Payment Authority
PR	Peer Review
PSA	Pension Sanctioning Authority
QA/QC	Quality Assurance/ Quality Control
QCBS	Quality cum Cost Based Selection
RAM	Random Access Memory
RDBMS	Relational Database Management System
RFP	Request For Proposal
ROC	Registrar of Companies
RPO	Recovery Point Objective
RTI	Right To Information Act

Acronym	Full text
RTO	Recovery Time Objective
SAI	Supreme Audit Institution
SAN	Storage Area Network
SAS	Serial Attached SCSI
SCSI	Small Computer System Interface
SI	System Integrator
SIEM	Security information and event management
SLA	Service Level Agreement
SQL	Structure Querying Language
SSD	Solid State Device
STQC	Standardization Testing and Quality Certification
TGS	Technical Guidance and Support
TK	Toolkit
UAT	User Acceptance Testing
UTF	Unicode Transformation Format
VAPT	Vulnerability Assessment Penetration Testing
VLAN	Virtual Local Area Network
VLC	Voucher Level Computerization
VPC	Virtual Private Cloud
VPN	Virtual Private Network
WAF	Web Application Firewall

1 Request for Proposal

Tenders are invited from eligible, reputed, qualified Information Technology (IT) firms with sound technical and financial capabilities for design, development, implementation and maintenance of an enterprise-wide end to end IT solution as detailed out in the scope of work of this RFP Vol-1. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in RFP Vol-2 document.

2 Structure of the RFP

The structure of this RFP is as follows.

Vol-1: Functional, Technical, Operational and Other Requirements

Vol-1 of the RFP intends to bring out all the details with respect to scope of work, project implementation, timelines, solution and other requirements that IA&AD deems necessary to share with the potential bidders. The information set out in this volume has been broadly categorized as Functional, Technical and Operational requirements covering multiple aspects of the requirements.

Vol-2: Commercial and Bidding Terms

Vol-2 of the RFP intends to detail out all that may be needed by the potential bidders to understand the commercial terms and bidding process details.

Vol-3: Master Service Agreement

Vol-3 of the RFP is essentially devoted to explaining the contractual terms that IA&AD wishes to specify at this stage. It basically consists of a draft of Master Services Agreement (MSA) that needs to be signed between the IA&AD and the selected Bidder. This MSA includes a separate schedule on Service Level Agreement (SLA).

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

This document is Vol-1.

3 Background information

The background information regarding the Department, project and the vision of the project is detailed below.

3.1 About IA&AD

The Comptroller and Auditor General (C&AG) of India is a Constitutional Authority who derives his powers from Article 148 to 151 of the Constitution of India and the Comptroller and Auditor General's, Duties, Power and Conditions of Service Act, 1971 (CAG's DPC Act 1971). The C&AG discharges his functions through the Indian Audit and Accounts Department (IA&AD).

As per this mandate, a key function that has been delegated to some of the IA&AD offices is to authorize the retirement benefits (including Pension and General Provident Fund) of employees of the state government, including those that belong to the All India Services, Honorable judges of the High Court, Freedom Fighters etc.

3.2 Project Background

The IA&AD Department is headquartered at New Delhi and has several categories of Field Offices (FOs), viz. Field Audit Offices (FAOs), Accounts & Entitlement (A&E) offices and training institutes. There are 28 Accounts & Entitlement (A&E) offices spread across the country, with some having branch offices as well. The Accounts & Entitlement (A&E) offices engage in various functions, the primary ones being the preparation of the State's Finance & Appropriation Accounts to be laid before the Legislature every financial year and the authorization of retirement benefits of the state government employees. Currently Twenty¹ A&E offices in Nineteen states across the country are responsible for authorizing pension and they form the sample space of this project.

The purpose of the Centralized Pension Project is to create a web-based application to and to provide a single Pension Processing platform. The application, so developed is to be designed in such a manner that pension rules pertaining to different states can be configured separately in a rule engine in a centralized hosting environment. Another facet of the CPP system is to replace any and all manual/paper form within the present system and re-engineer workflows of all the A&E offices and state government departments

¹ Andhra Pradesh, Assam, Bihar, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Maharashtra-1 (Mumbai), Maharashtra-2 (Nagpur), Manipur, Meghalaya, Nagaland, Odisha, Punjab, Tamil Nadu, Telangana, Tripura



to reduce human interface when it comes to pension processing. Also, the CPP application should also be futuristic and configurable to adopt changes in any aspect of pension processing.

3.3 CPP Vision

Vision Statement

“To create a system which would ensure that every employee receives his/her retirement benefits on the day of retirement and at the same time to re-engineer the existing manual workflows into one that befits the digital era that we live in presently thereby increasing the efficiency and effectiveness of the process.”

3.4 As-Is system of Pension Processing

The current scenario of Pension Processing within the IA&AD and state government departments is as follows:

- **Manual receipt of Pension Proposals:** IA&AD receives paper-based pension application forms from various State Government departments through designated Pension Sanctioning Authorities (PSA) or Draw & Disbursing Officer (DDO) along with physical Service Registers, various Clearance Certificates, Descriptive Rolls and Nomination Forms for verification and authorization of Pension.
- **Issue of Paper-based payment orders:** On receipt of the physical pension application, various details are captured (through data entry) in the home-grown pension software of respective IA&AD offices for processing the application. The Service Registers are then verified and pensionary benefits are calculated within the local system. This is done in a three-tier manner to ensure that there are no errors in the calculated amounts. At the end of the process, system generated payment orders are made available to the pensioner, the concerned department and the pension disbursing treasury in physical (paper) format.

The flow diagram below shows the end-to-end process (both state Government and AG(A&E) office) involved in processing pension cases:

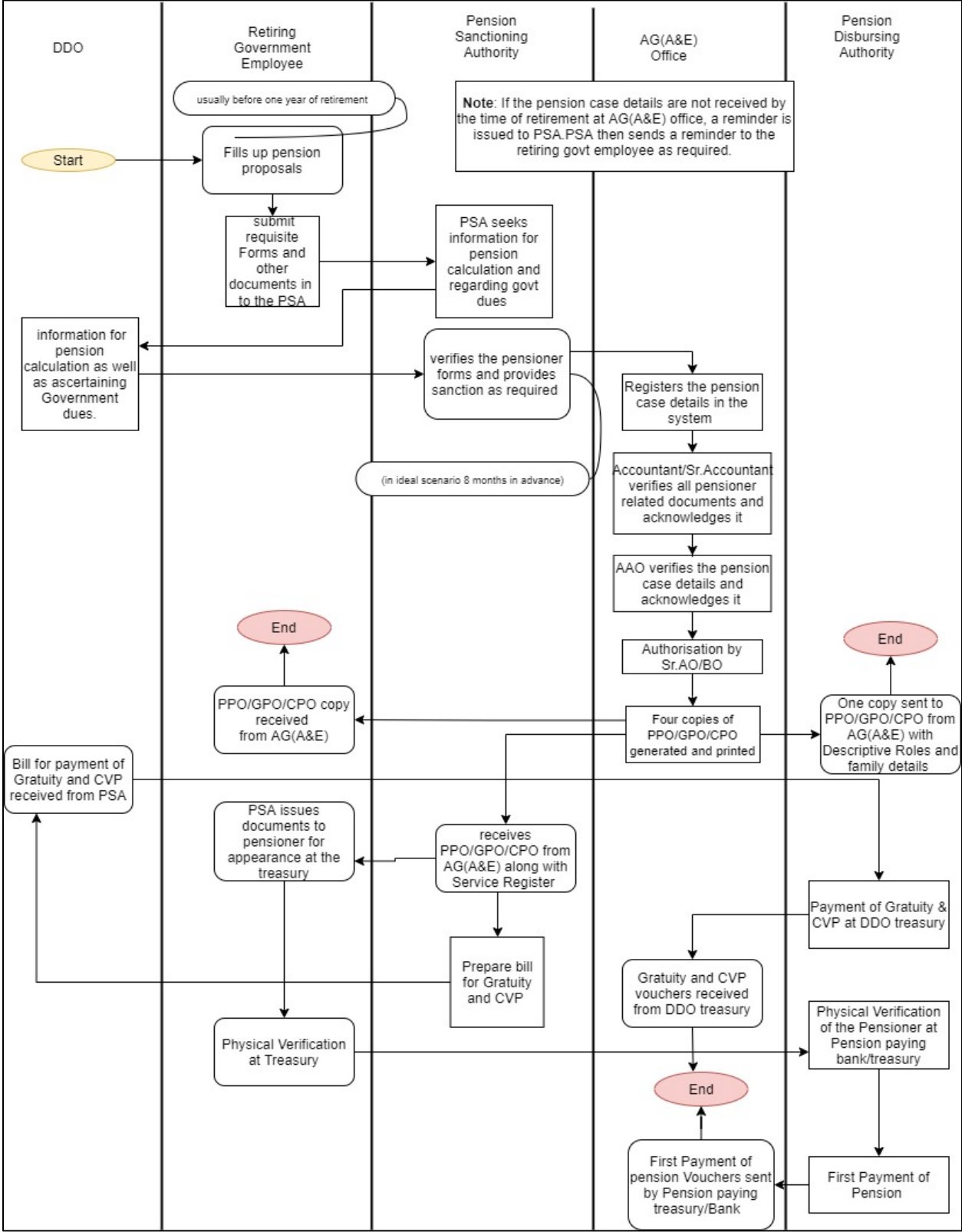


Figure 1 End to End pension case processing

Following are the issues prevalent in the existing system of Pension Processing:

- **Delays inherent in the present system:** Due to various factors and reasons, the delays related to pension processing have become systemic – from the pensioner filing his/her application after retirement instead of the government ordained time of nearly 6-8 months prior to retirement, the departments taking months to verify the cases and delayed issuance of clearance certificates to the treasuries taking time for disbursement of the pensionary amounts.
- **Storage of Pension Files:** The pension files processed in IA & AD offices occupy substantial spaces in most office complexes due to the need to preserve them for future revision processes. However, recent digitization initiatives have resulted in some offices moving their pension files into DMS applications. The process is still on-going and would take a few years to be completed in all offices.
- **Manual process of calculation of pension at state government departments:** Calculation of pensionary benefits is being done manually in most of state departments, which gives a scope for error.

3.5 Objectives of CPP

Our high-level vision for CPP in IA&AD is as follows:

Project CPP is being envisioned to fulfil the following objectives:

- CPP will be a web-based pension application that provides a single platform for Pension Processing in 19 states.
- CPP will provide for “flexible and configurable” Business Rules for hosting state specific rules for determining eligibility of Pension and for quantification of pensionary benefits. , these rules shall be configured and re-configured over time based on changes in pension rules.
- CPP will replace all paper based and manual workflows and will ensure efficient seamless pension processing at all levels.
- CPP Application shall support the following two models of Pension Processing:
 - A. **Model-1:** (For States without a planned Pension module within their IFMS applications) – Here, end to end pension processing would happen in the CPP application, where all stakeholders will be provided role-based access.

B. Model-2: (For those states with their own pension module) – In this model, the idea is to integrate the CPP application with the HR/Pension module of the States' IFMS applications such that data needed for pension processing be made available in the CPP system. Only the processes involved in AG (A&E) offices are to be developed in CPP system.

- CPP is not just a pension processing platform. An equally important objective of CPP is to improve public service delivery. CPP shall have a pensioner portal and mobile application (only for pensioners). The mobile application would support multiple languages and will have all functionalities of pensioner portal.
- CPP will also have rigorous information security controls (for maintaining confidentiality, integrity, availability and non-reputability) and access to data will be controlled on a need-to-know basis.

4 Functional Requirements

The CPP project aims at a custom-built, enterprise-wide IT platform for all pension authorization activities of IA&AD. The CPP solution is to be designed, developed, tested, implemented and rolled out in the various Accounts and Entitlement Offices. This system will automate the existing pension processes in all A&E offices and should allow for configuration of business rules for different states. The functional requirements for CPP applications are elaborated in '**Annexure A: Functional requirement specifications for CPP Application**' to this document. The selected bidder is expected to deliver the functional services as described in the Annexure A.

The architecture should be scalable to include new offices during rollout. The non-functional Requirements are provided in **Section 5** of this RFP document.

4.1 High level Functional Overview of services

The following high-level functionalities and services are to be provided as part of Phase-1 implementation of CPP:

- Configuring Organisations of IA&AD in CPP application
- User management of field A&E offices
- Pensioner user management in CPP
- Receiving pension cases for processing
- Processing of pension cases in A&E offices

- Management of RTI cases, Legal cases and Adalats
- Business rule management
- Communication management
- Foreign service contribution maintenance
- Functionality to integrate with other systems
- Pensioner portal
- Audit services
- Grievance redressal services
- Knowledge management service
- Mobile app for pensioner portal
- Reports and dashboard services
- Legacy data migration services

For Phase-2 implementation, which includes state government departments also as users, the following high-level services and functionalities are envisaged for implementation:

- User management of State Government
- Creating a Pension case
- Pension application/proposal processing in State Government

Bidder to provide the following:

- **Format 6, 6A, 6B, 6C, 6D of the Appendix 1 of RFP Vol-2:** Details on implementing the complete functional scope of CPP Applications as specified in RFP Vol-1 Annexure A.

5 Non-Functional Requirements

The following are the non-functional requirements for the CPP IT solution/project:

5.1 Performance

1. Performance of a component or service is measured in terms of throughput and latency. Higher throughput and lower latency values represent good performance of a service. Throughput represents the number of service requests served. Latency is the round-trip time between sending a request and receiving the response.

2. This test process will include the following activities:
 - i. Determination of performance metrics
 - ii. Designing performance tests
 - iii. Development of workload
 - iv. Performance testing
 - v. Identification of bottlenecks and providing solutions
 - vi. Determining final performance figures.
 - vii. Communication of final results to all stakeholders

Final output of this process would be a sizing guide for the solution tested. The sizing guide will document the details of the performance tests, test data, bottlenecks identified, alternate solutions provided, and the final performance data.

The system should provide fast and steady response times (Quality of Service). The performance criteria are detailed in '**RFP Vol-3, Annexure A: Service Level Agreement**'.

5.2 Availability

1. Availability of CPP Application is a key requirement. The project must provide employees with timely, continuous access to information as per defined SLA. The project must also be able to rebound or recover from any planned or unplanned system downtime, ensuring a minimal impact on the operations.
2. Availability is the quality aspect of whether the service is present or ready for immediate use. Availability represents the probability that a service is available. Larger values represent that the service is always ready to use while smaller values indicate unpredictability of whether the service will be available at a particular time.
3. Also associated with availability is time-to-repair (TTR). TTR represents the time it takes to repair a service that has failed. Ideally smaller values of TTR are desirable.
4. The availability test would include the following activities
 - i. Designing test for availability testing
 - ii. Execution of availability tests
 - iii. Assessment of transaction/data losses in relation to Disaster Recovery system
 - iv. Communication of final results to all stakeholders

Note: Availability at all Web, App and Database server, Security Components and Network levels will be targeted. It is expected that selected bidder would maintain an average availability/uptime as mentioned in the SLA, of all components included but not restricted to hardware items, servers, database servers, system software, enterprise wide application software etc.

5.3 Security

1. Security of a service or component provides confidentiality and non-repudiation by authenticating the parties involved, encrypting messages, and providing access control. The applications can have different approaches and levels of providing security, depending on the service requester.
2. Security Process will include:
 - Audit of Network, Server and Application security mechanisms.
 - Assessment of authentication mechanism provided in the application/ components/ modules.
 - Assessment of data encryption mechanism.
 - Assessment of data access privileges, retention periods and archival mechanisms, etc.
3. Final outcome of this process would be a comprehensive audit report including all the Network, Server and Application security features incorporated in the CPP Project.

The following security requirements are the common, minimum requirements that will apply to the portal and all associated application systems:

- i. The portal shall comply with a designated policy for the processes of secure data disposal from the system.
- ii. Sensitive data transmission and all administrative activities in the portal must be done in a secure channel (SSL).
- iii. Developers are expected to develop the portal security (SQL Injection, Cross Site Scripting etc.) while developing the web functionalities. Developer must adopt appropriate architecture and design guideline to avoid such web vulnerabilities.
- iv. The portal should provide transparent and automated security management, security policy enforcement and automated password resets.
- v. A range of web transactions will need to be secured in order that users' personal details are not exposed to inappropriate view. Where personal data is collected there shall be appropriate

data protection notices provided to raise awareness on how that personal data will be processed. This shall be reinforced with an accessible Data Protection Policy Statement.

- vi. The system shall meet Information Security Management requirements as detailed in ISO 27001.
- vii. CPP Application should be free from Top 10 OWASP 2017 or the latest revised vulnerabilities which can be found at < https://www.owasp.org/index.php/Top_10-2017_Top_10>

For detailed information pertaining to Security requirements, architecture and specifications, refer Annexure B and Annexure C of this document.

5.4 Usability

Usability is concerned with specifying the user interface and end-user interactions with the system. Usability incorporates well-structured user manual, explanatory error messages, help facilities and consistent interfaces enhance usability. The user interface must be very intuitive to facilitate easy on-boarding of first-time web application users.

The CPP applications must comply with ISO 9241-210:2010 Standards (Ergonomics of human- system interaction), GIGW Standards and other standards as stipulated by GoI.

The system should have the following flexibilities and functionalities in terms of usability:

- Comprehensive sitemap details in an easy to browse format.
- The system should ensure that same screen appears each time it is launched.
- Consistent and logical navigation flow.
- Usage of standard GUI features (E.g., pull-down menus, dialog boxes, toolbar buttons)
- Consistent look and feel
- The application windows colors must respond correctly to user changing of color settings (i.e., must change with the colors, or all must stay fixed).
- Data formats are consistent throughout application windows
- The menu options in the pages can be accessed via keyboard commands and/or arrow keys. Mouse-only access to options should be avoided.
- The system should ensure that controls on page must respond properly to Tab order and hot-keys (alt-keys).
- Provision for tool tips at each field and also online Help at the field level
- The system should prevent the users from errors and allow error recovery

System should have user friendly submission guidelines for each form which is easily understandable by the user. For example, pop up for date should be “dd-mm-yyyy”.

5.5 Scalability

The system should meet the following scalability requirements:

- Support the deployment of additional modules at a later point in time with minimal downtime and loss of productivity.
- Support multi-tier architecture and should have the capability to integrate with external / third party components like Rules Engine, Applications/services, etc. which should have well-defined interfaces for data integration using enterprise data model.
- Ability to scale horizontally without redesign:
 - Multiple similar components / services and mix of multiple components / services in a horizontal setup.
 - External components should not restrict scalability.
- Support message patterns and protocols supported - e.g. publish/subscribe, synchronous/asynchronous, push/ pull/ pool, topics/ queues.

5.6 Portability

The portability requirements may be provided as follows:

- The solution should support ease of migrating applications and databases from one platform or technology to another.
- No OEM specific functionality of DBMS to be used, which may become obstacle in changing RDBMs at a later stage.
- The users at IA&AD/ IA&AD should be able to access the applications on the existing OS, browsers etc. or platforms of similar nature or family without any machine-dependent installations.
- The solution should also be compatible to platforms commonly available in mobile devices.

5.7 Manageability

Manageability needs to be a crucial aspect of an Enterprise Solution. SI has to ensure that the solution deployed has adequate monitoring and tracking features for measuring the utilization and availability of resources. This includes:

- Remote monitoring of Status and Statistics of all high-level components
- Management capability to start/ stop/ restart services and systems
- Auto discovery of all components manageable
- Auto discovery of all other system components
- Ability to track changes in configuration of the system components to help track service
- System disruptions

6 CPP Architecture Requirements and Solutioning

- The Solution Architecture comprising of Functional Architecture, Application Architecture, Data Architecture, Technical Architecture and Security Architecture are provided in a separate document as a part of the RFP labelled as Annexure B: CPP Architecture to this document.
- The technical specifications for the various items are provided in a separate document as part of this RFP labelled as **Annexure C: IT Infrastructure and Technical components to this document.**

Technical Response from the Bidder in following formats. (Formats given in Appendix I of RFP Vol-2)

- Format 6: Solution Proposed
- Format 6A: Technical Solutioning Approach
- Format 6B: Software Architecture and Design to meet the Non-functional Requirements
- Format 6C: Technologies & Components/Solutions proposed
- Format 6D: Calculations on the sizing of resources w.r.t. CPP requirements and compliance to SLA
- Format 6E: PaaS based components hosting capabilities on VPC
- Format 6F: References to the Technical Evaluation Criteria
- Format 7: BoQ Details of Infrastructure & Security Components/Services

The Bidder in the Technical proposal should propose the overall solution, the architecture, the required hardware and software components to satisfy the requirements (functional, non-functional and others detailed in this RFP). The bidder is at liberty to add any extra item required for successful meeting of the requirements (including SLA) of IA&AD.

7 Requirements for setting up Datacenters in Virtual Private Cloud (VPC)

The selected bidder shall provision, configure and test the following categories of Infrastructure components and services in a MeITY empaneled Virtual Private Cloud environment in a phased manner as per Implementation Timelines:

- a. System Software Components and Services
- b. Security
- c. Disaster Recovery
- d. Network connectivity

The detailed requirements for Infrastructure and Security architectures and components/services are specified in Annexure B of this document.

7.1 Role of Selected Bidder

The role and scope of work of the Bidder for Infrastructure and Security setup is defined in Section 10.3 and 7 of this document. The Bidder is expected to comply with the timelines specified in Section 18 & 19. The detailed technical requirements and specifications are mentioned in Annexure B and C of this document.

- SI to share the Network, Infrastructure and Security Design Documents for approval by IA&AD, as per the defined timelines, including justifications for the sizing of the components/services proposed by the Bidder in their BoQ.
- Procure and setup the Production environments as specified in the BoQ in **RFP Vol-2 Appendix II**.

7.2 Procurement of IT infrastructure components / services

- a. SI shall be responsible for procurement, supply and installation of entire IT infrastructure required for setting up, operating and maintaining the CPP IT solution.
- b. The IT infrastructure includes cloud services, storages, back up, networking, security components/services, operating systems, database, Contact Centre solution and other related infrastructure required for running and operating the CPP IT solution.
- c. The planning of IT infrastructure procurement should consider the following factors:
 - Ensure redundancy at each level.

- Support peak loads.
- d. SI shall plan procurement of infrastructure in a staggered manner as provided in RFP Vol-2 Appendix II and after receipt of approval from Product Owner to support increase in number of offices being on-boarded and increase in data.
- e. IT infrastructure procured for the CPP project shall not be used/shared by the SI for any other purpose.
- f. In case of procurement of infrastructure service in phases, the payment for the same shall be made in phases as per Vol-2 after actual delivery and acceptance of such infrastructure procurements.
- g. SI shall provide details and quote charges for additional compute (cloud service, storage and related infrastructure items) that would be required on a year-on-year basis after the Go-Live. The networking and security components may be sized suitably as well to meet the requirements defined in SLA based on the indicative key data points detailed in **Annexure D** to this document.
- h. SI shall ensure to procure warranties/AMCs for the all the components / services for the entire duration of the project.
- i. SI shall obtain Enterprise level support from OEMs for all components/services.
- j. The SI shall size and provide IT infrastructure to meet the functional and non-functional requirements and the Service Level Agreement parameters. The minimum specifications of IT infrastructure and information security are detailed in Annexure C.
- k. The bidder shall prepare and submit the details of methodology and computations for sizing and capacity of storage, compute, security components along with their technical proposal, including schedule for gradual on-boarding.

7.3 Hosting requirements

- a. It is the sole responsibility of the Bidder to provide the hosting services as per the RFP requirements.
- b. The agreement between SI and Cloud Service Provider must be in line with the SLAs defined in the RFP.
- c. The Disaster Recovery site will also be required to be hosted in a VPC in a different location that mitigates the risk of both sites being affected by location specific threats.
- d. However, the recorded feed of PAM shall be provided by the SI at pre-defined interval of every 30 days or frequency mutually decided or on request.

- e. SI shall not change the hosting provider during the contract duration, without prior approval of IA&AD.
- f. Facilities proposed for Datacentres should meet the criteria mentioned in RFP Vol-1 Annexure C. Compliance to these parameters also need to be submitted along with the technical proposal.
- g. The implementation must ensure that necessary backup copies are valid and can be successfully restored, which requires ranking the importance of data and establish ways that the most important data is backed up first and restored first. The ranking of importance of Data shall be submitted by SI to the IA&AD and shall be implemented after IA&AD's approval.

7.4 Other Requirements

- a. Each of the environments provisioned for CPP application should be logically isolated in line with the infrastructure architecture specified in Annexure B of this document.
- b. The selected bidder should configure, schedule and manage backups of all the data including but not limited to files, folders, images, system states, databases and enterprise applications as per the backup policy.
 - i. Bidder has to provide a dedicated or shared backup service/tool for backup of the Database, Applications etc. The backup service/tool has to be automated through backup agents.
 - ii. Backup of non-production and production environment will be daily incremental, weekly full and monthly full. The period of retention of backups for weekly will be 30 days and for monthly backups will be 90 days.
 - iii. Bidder has to ensure the data backup for DR and other environments on weekly basis and data retention period will be 30 days.
 - iv. The Bidder shall perform restoration test every Quarter and provide reports pertaining to the outcome of these restoration tests.
 - v. All backups have to be completed between a 6-hour window i.e., between 12 AM to 6 AM.
- c. The database server storage has to be provided on high-speed disks for better performance.
- d. Bidder shall provide Private static IP address for all the VM's and provide minimum of 10 Public IP address each in DC-1 and DC-2. All infrastructure being implemented should be ready with IPv6 from day 1.

- e. The SI shall provision VPN gateway for accessing the Servers for troubleshooting. The connectivity is to be provided for 5 (Five) IA&AD officials for troubleshooting issues.
- f. DRC should meet all the requirements as specified in Annexure C of this document.
- g. RTO and RPO should be as per Disaster Recovery and Business Continuity Requirements as specified in Annexure B of this document.
- h. DR drills need to be performed by the Bidder half yearly and/or on demand basis to check disaster preparedness as specified in Annexure B of this document.
- i. A change release management and configuration management procedure are to be defined and implemented to process any change to the services. This procedure must include the capability to support the transition between the aforementioned environments prior to production deployment.
- j. The infrastructure provisioned by the Bidder must be scalable.
- k. The Bidder shall conduct vulnerability and penetration testing (from third party agency empanelled with CERT-In/ STQC) on the facility on each development milestone release as well as in each year during the O&M year and the report should be shared with IA&AD. The Bidder would ensure that the updates are made to the systems in response to any adverse findings in the report without any additional cost to IA&AD.
- l. All infrastructure should be patched as per the patch management policy. All patches should follow the change management policy and should be tested in lower environment before patching production environment.
- m. Provide support to technical team of IA&AD or nominated agency for optimization of resources for better performance and also provide physical and virtual access to the technical persons for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by IA&AD.
- n. The service provider should provide Application Technical support during Prime Business Hours which will be used by IA&AD or by IA&AD nominated partners to raise any issues related to the services provided by the bidder.

7.5 Certification and Compliance Requirements

- a. The facilities/services for both Primary Data Centre and Secondary Data Centre need to be certified / compliant for the entire duration of the contract to the following standards based on the project requirements:

- i. ISO 27001 - the services should be certified for the latest version of the standards
- ii. ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology
- iii. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in Virtual Public clouds
- iv. Privacy Standard: ISO 27018:2014
- v. Quality Management System: ISO 9001:2015
- vi. Certification for SOC 1, 2, 3

Detailed specifications on the Certifications and compliances required for Cloud Datacentres are laid in Vol-1 Annexure C.

- b. The SI shall meet all the security requirements indicated in the IT Act 2000.
- c. The bidder shall submit the respective certificates issued by the authorized agency/persons to IA&AD.

7.6 Privacy and Security Safeguards

- a. The Bidder shall ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application and may choose from multiple key management options. Refer Annexure A for functional requirement.
- b. SI shall notify IA&AD promptly in the event of security incidents or intrusions to enable IA&AD to manage these events proactively.
- c. SI shall notify and seek prior approval on requests from any external / foreign Government / Non-Government agencies for access any data from CPP system.
- d. The SI shall report forthwith in writing of information security breaches to the IA&AD by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Project's Data, facilities or Confidential Information.
- e. The SI shall ensure to treat information passed on to them under this Agreement as classified. Such Information will not be communicated / published / advertised by the SI to any person/organization without the explicit permission of the IA&AD.

7.7 Confidentiality Requirements

- a. The SI shall execute non-disclosure agreements with the IA&AD with respect to IA&AD confidentiality of CPP and / or IA&AD data.
- b. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:
 - i. information already available in the public domain;
 - ii. information which has been developed independently by the Service Provider;
 - iii. information which has been received from a third party who had the right to disclose the aforesaid information;
 - iv. Information which has been disclosed to the public pursuant to a court order.
- c. The SI shall ensure that the service provider does not get access to IA&AD data.
- d. The bidder remains responsible for its subcontractors' compliance with bidder's obligations under the Project.

7.8 Performance Management Requirements

The SLAs for Datacenter and other components / services are covered under RFP Vol-3 Annexure A.

7.9 Audit & Governance Requirements

The SI shall implement the audit & compliance features to enable the IA&AD to monitor the provisioned resources, performance, resource utilization, and security compliance:

- i. View into the performance and availability of the services being used, as well as alerts that are automatically triggered by changes in the health of those services.
- ii. Event-based alerts, to provide proactive notifications of scheduled activities, such as any changes to the infrastructure.
- iii. System-wide visibility into resource utilization, application performance, and operational health through proactive monitoring (collect and track metrics, collect and monitor log files, and set alarms).
- iv. Logs of all user activity within an account. The recorded information should include the identity of the API caller, the time of the API call, the source IP address of the API caller, the request parameters, and the response elements returned by the service. This is required to enable security analysis, resource change tracking, and compliance auditing.

- v. Ability to discover all the provisioned resources and view the configuration of each. Notifications should be triggered each time a configuration changes, and Agencies should be given the ability to dig into the configuration history to perform incident analysis.
- vi. Monitoring of resources with alerts to customers on security configuration gaps such as overly permissive access to certain compute instance ports, minimal use of role segregation using Identity and Access Management (IDAM), and weak password policies.
- vii. Provision of security assessment / audit services that helps improve the security and compliance of applications by automatically assessing applications for vulnerabilities or deviations from best practices. After performing an assessment, the tools should produce a detailed list of security findings prioritized by level of severity.

7.10 Exit Management / Transition Requirements

Continuity and performance of the Services at all times including the duration of the Agreement and post expiry of the Agreement is a critical requirement of IA&AD. It is the prime responsibility of SI to ensure continuity of service at all times of the Agreement including exit management period (six months). SI shall ensure the continuity during transition period and in no way any facility/services shall be affected/degraded.

Amongst others, a service provider could be changed/decommissioned subject to the following two triggers as explained below:

1. **Non-performance:** The performance will be monitored against set SLAs and if the service provider fails to meet the SLAs for two consecutive quarters the SI shall migrate to a different service provider at no extra cost and ensure the SLAs are met with the new service provider.
2. **Material breach:** In case of a data breach resulting in material breach, the IA&AD have rights to terminate both SI and service provider on an immediate basis along with revoking the PBG submitted by SI.

The responsibilities of service provider with respect to Exit Management / Transition-Out services include:

- a. Provide necessary handholding and transition support to ensure the continuity and performance of the Services to the complete satisfaction of IA&AD.
- b. Support IA&AD in migration of the infrastructure, data, content and any other assets to the new environment created by IA&AD or any Agency on behalf of IA&AD to alternate service provider

for successful redeployment and running of the IA&AD solution on the new infrastructure by providing a mechanism to IA&AD for the bulk retrieval of all data, scripts, software, virtual machine images, and so forth to enable mirroring or copying to IA&AD supplied industry standard media.

- c. The format of the data transmitted from the service provider to IA&AD should leverage standard data formats whenever possible to ease and enhance portability.
- d. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with IA&AD.
- e. Ensure that all the documentation required by IA&AD for smooth transition including configuration documents are kept up to date and all such documentation is handed over to IA&AD during regular intervals as well as during the exit management process.
- f. Shall not delete any data at the end of the agreement (for a maximum of 45 days beyond the expiry of the Agreement) without the express approval of IA&AD.
- g. Once the exit process is completed, remove the IA&AD's data, content and other assets from the environment and certify that the infrastructure, content and data destruction to IA&AD as per stipulations. SI shall also ensure that the data cannot be forensically recovered subsequently.
- h. There shall not be any additional cost associated with the Exit / Transition-out process.

8 Training and Capacity Building Requirements

Training and Capacity Building is a critical component for the adoption of CPP system. The purpose of this initiative is to equip the end-users and other stakeholders of the CPP system with the right skills and knowledge to use CPP in the most effective manner. This is critical to the sustainability of use of the CPP IT solution by the end-user community.

The selected Bidder will be responsible for creation of a detailed and effective training strategy, user groups and classifications, training plan and guidelines, detailed training material and training program designed for delivery to the target users. The selected bidder will also be responsible for drawing out an effective methodology for evaluation of each training and to measure the effectiveness of the training. The training and capacity building requirements are detailed in the sections below. Any additional training requirement/requirement of additional batches would be taken up on a time & material basis based on the rates provided by the bidder.

The core components of training will have to be delivered using the SI's own resources; however, SI can consider using sub-contracting for part of the training and capacity building requirements as part of the overall Training Plan after prior approval of the IA&AD.

8.1 Training / capacity building of Product Owner's core team

The bidder has to provide training for the Product Owner's core team in the following areas. The overarching requirement for product delivery is to employ Agile development methodology to develop the CPP IT solution. Further details on Agile development are provided in 'section 13.1'.

Sl. No.	Training Type	Number of Trainees	Batch Size	Number of Batches	Number of Days per batch
1.	Agile methodology Training	10	1	1	3
2.	Tool chain training	10	1	1	3
3.	Training on the functional help desk tool	10	1	1	3
4.	Training for conducting UAT (For every sprint)	10	1	For every sprint	1
5.	Designing of MIS Reports/ dashboards	10	1	1	3

8.2 Training of Master Trainers

Master trainers are a set of ten (10) officials of IA&AD from each of the 20 field A & E offices who have to be imparted training in functional aspects of the CPP Application. The trainees identified by IA&AD for training are envisaged to act as Master Trainers for IA&AD. Upon successful training, these Master Trainers are envisaged to become trainers for their own respective offices. It, therefore, becomes imperative on the selected bidder to impart effective training to such Master Trainers.

Training would be conducted office wise and hence there would be 20 batches. There would be two set of training conducted for master trainers:

1. After the release of CPP
2. Incremental training after fixing the issues pointed out in the previous training. Imparting training to state government users would be the responsibility of master trainers of IA&AD

It is very important that the master trainers become Subject Matter Experts with respect to using the CPP IT solution, so that they can hand hold and assist the other officials in their respective offices throughout the journey of implementation. These master trainers are responsible for training all the employees of their respective field A&E and stakeholder offices. The training material for these trainings must be carefully designed so that it is replicable across various offices. The material must provide for self-learning and continued learning even after the training. The training plan must include appropriate methodology to evaluate the trainees and measure the effectiveness of the training. Further, the learning/training modules may also be prepared in a multi-lingual format so as to enable their usage in different states.

Sl. No.	Training Type	Number of Trainees	Batch Size	Number of Batches	Number of Days per batch
1.	CPP Application Training for Office administrators	100	5	20	5
2.	BRE training for OAs	100	5	20	5
3.	CPP System Admin Training	100	5	20	5
4.	Designing of MIS Reports/ dashboards	100	5	20	5
5.	Level 1, Level 2 and Level 3 processors	200	10	20	5
6.	Training the master trainers (Office administrators and Nodal team) of IA&AD (Training of remaining users will be performed by master	200	10	20	5

8.3 Indicative Training Coverage

The table below broadly illustrates the training type and the respective coverage from each training type.

Sl. No.	Type of Training	Broad Coverage in Training
1.	Agile development methodology	SI to train the Product Owner's core team on the flavor of Agile methodology to be used including concepts, terms and processes.
2.	Tool chain methodology	SI to train on the specific toolchain and using the same for defining and updating backlogs, updating statuses, watching progress of user stories, etc.
3.	Functional help desk tool training	SI to train functional help desk to add tickets, follow-up on tickets, escalate tickets and act as a coordinator between end-user community and technical help desk.
4.	Training for conducting UAT (For every sprint)	Complete end to end walkthrough of all user stories delivered in a sprint.
<u>Master Training Coverage</u>		
5.	Application Training Phase-1 and Phase-2	<p>The training should focus on the Master Trainer getting adequate coverage so they can train end users in their field A&E offices to use the CPP application:</p> <ul style="list-style-type: none"> a) The Training shall be planned to cover role based and would focus based on every user category. b) The Training shall be planned to cover functionalities and services deployed in the respective phase. c) Training would cover basic knowledge on the application and its benefits. And also, it should cover specific use/working knowledge in depth of each module for the end user. d) This training should be in a role based, benchmarked and standardized format. It should also allow for self-learning and retraining.

Sl. No.	Type of Training	Broad Coverage in Training
6.	CPP System Admin Training	<p>The training will cover:</p> <ul style="list-style-type: none"> a) administrative activities such as User Creation and maintenance, and creation of other master data for CPP system b) Training on Cloud hosting, Application performance management, Security Components, EMS/ equivalent console, SLA monitoring tools and any other technical aspect for monitoring of CPP System security and operations. <p>The names of the trainees will be provided by IA&AD</p>
7.	Designing of MIS Reports/ dashboards	<p>The training will cover:</p> <ul style="list-style-type: none"> a) Reporting tool training to enable users to design, review/approve, generate reports required at various level of the organization b) Dashboard tool training to enable users to design, build and publish dashboards c) Download reports (in various formats) generated in the organization d) Allocate access control to reports/dashboards at various levels

8.4 Training Infrastructure and Location

Location: The preferred mode of training would be online through video conference. If situation permits, UAT Training and the End User Trainings would also be conducted at premise of field offices of IA&AD and other planned locations. IA&AD would bear the travel cost.

Training Infrastructure: The training facility would include the infrastructure required for conducting the training. It would include location/space for training, projector and laptop/ desktop for each participant which would be used during the training. This would be provided by the IA&AD, in case of physical training.

8.5 Evaluation

Evaluation of trainee: The SI would propose suitable evaluation methodology (in consultation with Product Owner) for the following:

- Measure the understanding and capacity building of trainees.
- In case of the master trainers, the methodology with which the master trainers can evaluate their trainees must also be developed.

Evaluation of training: Training effectiveness would be measured primarily using feedback mechanism. For that, questionnaire would be designed accordingly by the SI and submitted to IA&AD for approval. The questionnaire would be handed over to the participants after the training and they would rate the training effectiveness. The parameters and the scale for measurement would be mutually agreed between the Product Owner and SI. In case the average score of the training falls below expected level, then the training would be considered as ineffective and hence re-training has to be arranged by the selected Bidder at no additional cost.

8.6 Online Help

In addition to the capacity building activities, the selected Bidder shall be responsible to provide a detailed context-sensitive help material for all the possible actions and scenarios on all user interfaces in the CPP System. The User Interface of the CPP System will provide help facility which include:

- a. Help Menu
- b. Help Buttons
- c. Help text
- d. Multimedia Learning Materials (Videos, Interactive tools)
- e. E-learning
- f. Standard Operating Procedure
- g. User Manuals

Technical Response from the Bidder in Technical Format 9: The Bidder in the Technical Proposal should propose the:

- a. Approach, plan and proposed Training for conducting Training on UAT.
- b. Strategy, approach, plan and proposed Trainers for conducting Training of Master Trainer in both phases of implementation.
- c. Strategy and approach for training on designing of MIS reports and dashboards.
- d. Approach for evaluation and measurement of effectiveness of training.

9 Operations, Maintenance and Security Management Requirements

SI shall provide Operations and Maintenance (O&M) support for envisaged CPP system from the date of CPP Application Phase-1 Stage-1 Go-live (Refer Section 10.2.1 for more details) and continue support for the next 8 years. This will be followed by 6 months of Warranty period to facilitate the handover of CPP system to another SI, if IA&AD decides to do so. The Operations, maintenance and security management requirements are detailed in the subsequent sections. The Bidder will need to provide costs associated with O&M phase as per the minimum resource requirements mentioned in the BoQ sheet as given in RFP Vol-2 Annexure -II. The Bidder may increase the resource counts, if deemed necessary, at the time of bid. However, IA&AD shall reserve the right to increase / decrease the resources during the O&M period (with agreement of the Bidder) based on the nature, complexity and number of issues/incidents being reported in the CPP System.

9.1 CPP Contact Centre Requirements

The operational support will have to be provided by the Bidder through a Contact Centre system, to ensure that the solution is functioning as intended and that all problems associated with operations are resolved satisfactorily. The selected bidder shall set up an appropriately staffed centralized Contact center for providing IT support to the back-office users of the CPP application. The CPP Contact center solution components deployment and their setup/configuration shall be done as required by IA&AD. The CPP Contact Centre staff shall operate out of IA&AD premises at Hyderabad.

- The CPP Contact centre will serve as a single point of contact which shall be providing support on both technical and domain (business process) related assistance to all CPP back-office application users.

- The service will serve as a single point of contact for reporting / resolution of all tickets queries, errors, incidents, issues either business or application or infrastructure or operations.
- Troubleshooting Services including maintenance for overall system stabilization, defect resolution, system maintenance, system administration, availability & performance issues, security administration and database administration etc.
- Any User should be able to contact the CPP Contact Centre through a toll-free number, email or through a web-based interface.
- A web-based contact centre solution shall be implemented for receiving the calls, recording the call details and logging tickets in the ITSM tool with the severity levels within the CPP system.

The levels of support provided through the CPP Contact center is detailed below. All the levels detailed below will utilize the same platform.

- The **Level 1 Functional support** shall be manned by IA&AD officials at the local level. They shall assist in hand-holding users and provide clarifications on usage issues pertaining to the CPP application for both IA&AD users as well as State level users. If no solution could be provided by them, the ticket gets escalated to Level 2 technical support. They are trained to solve known problems and problems which are domain specific.
- The **Level 2 Technical support** is manned by SI. These technicians are knowledgeable and experienced and will assist in resolving technical issues which could not be resolved by Level 1 functional support. The type of tickets would include issues relating to errors, incidents or operations. If no solution is available, the ticket gets escalated to Level 3 technical support.
- The **Level 3 Technical support** is manned by SI. These technicians are the highest technical resource available to resolve a technical issue without involving development. They would handle incidents which cannot be resolved by Level 2 technical support. If no solution is available, or additional development/code changes is needed to fix the issue, then the ticket gets escalated to O&M team. The fix provided by O&M team may involve rolling out a patch for CPP application.
- CAG Agents (Level 1 functional desk): 100, Concurrency: 10%

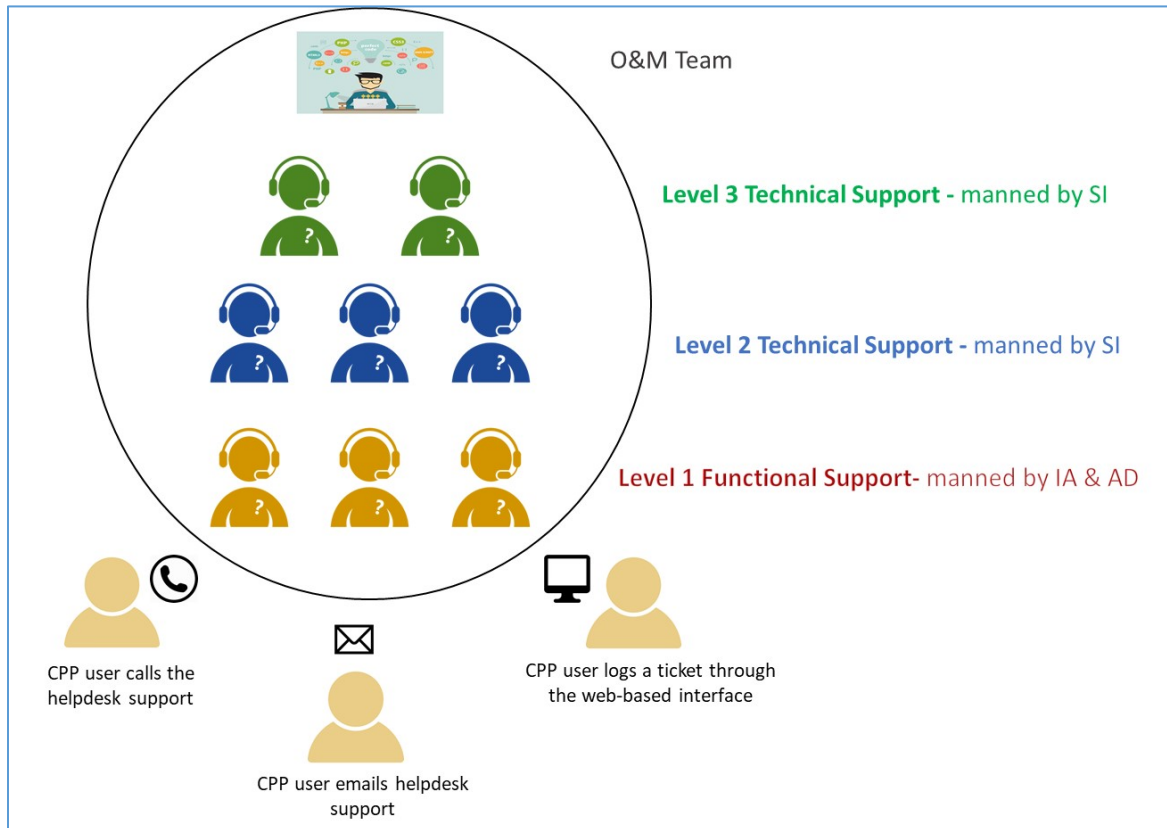


Figure 2 CPP Contact Center

The broad set of activities as part of contact center support includes:

- Receiving incidents/requests through phone or email or web-app. Logging the unresolved incidents in the ITSM tool and communicate the user of the unique incident ID to the user. SI will be responsible for provisioning for converting these phone numbers into multiple lines as required.
- The contact centre shall work during normal working hours of IA&AD.
- The contact centre service is required in English and Hindi.
- Routing incidents internally between teams and tracking till resolution ensuring adherence to SLA.
- Providing updates to users on incidents logged.
- Periodic reporting of incidents providing details including (but not limited to) number of incidents reported, reporting mechanism (email/MIS).
- Creation of knowledge base on frequently asked questions (FAQ) to assist user in resolving basic issues themselves shall be ensured.

The SI will also submit an escalation matrix to IA&AD on the procedures for resolution of different types of issues/error/bugs and implement the same. SI should escalate any untoward incidents to IA&AD, on an immediate basis for reporting purposes / action from IA&AD. The selected bidder should also inform about the mitigation methods it has taken or proposes to take to resolve the issue.

The SI shall deploy CPP Contact Center resources in T&M mode as per the resource requirement detailed in Vol-2 of this RFP. The requirements are indicative and may be augmented based on actual requirements arising with a prior notice of 30 days, which the SI shall comply.

All resources should be minimum B. Tech / B.E/ MCA and have at least 3 years of work experience. The Manager position should have at least 5 years' experience.

Note: In this regard, it is once again stated that the selected bidder shall propose the resumes of the resources before operationalization of CPP Contact Centre to IA&AD or its nominated agency for approval.

9.2 Pensioner helpdesk for Grievance redressal and Service Requests

The relationship between Pensioner helpdesk and grievance/service request redressal of pensioner is explained in this section. There can be three types of grievances, a pensioner would have in CPP namely:

1. Pension case related
2. Service request
3. CPP application related.

The responsibility of resolving grievances lies with the users of grievance redressal cell of each state, either with the support of Pensioner helpdesk or otherwise.

If the grievances raised by the pensioner is related to a service request or pension case related, then it would be resolved by the grievance redressal users. If pensioner faces any issues with the application, which could not be resolved by the grievance redressal user, then it would be escalated to CPP contact center for resolution. Once resolved, pensioner would be intimated by the grievance redressal users. Figure below shows the relationship between grievance redressal cell and CPP contact center.

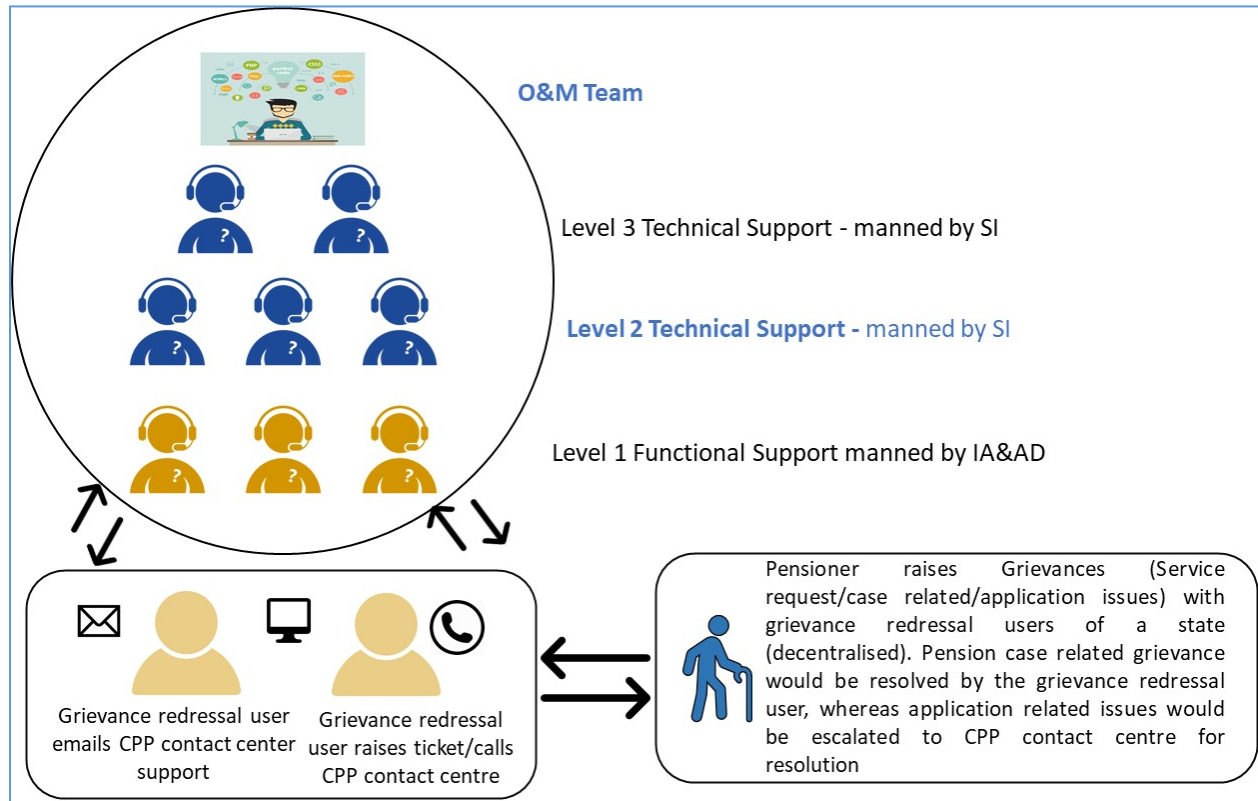


Figure 3 Grievance redressal and CPP Contact Center

9.3 Application Management

- SI shall be responsible for defect free operation of the envisaged system during the O&M period and ensuring its 24x7 availability at all the end-user locations and across all the channels of access. Any bugs / defects reported in the application shall need to be fixed within a time frame mutually agreeable to IA&AD and SI, within the SLAs as defined in Vol-3 Annexure A.
- SI shall also be responsible for version control of the application files and shall need to update application documentation to reflect the current features and functionality of the application.
- SI shall provide a staging/ pre-production environment in the Primary Data Centre for testing of changes/ patches before applying them on production environment.

9.4 Infrastructure Management

Infrastructure management includes overall management and administration of entire IT infrastructure for all environments in VPC Datacenters. SI shall be responsible for the following activities as part of infrastructure management:

- **Incident management**
 - Provide resolution to incidents as per the resolution time limit agreed upon with IA&AD.
- **Problem management**
 - Perform root cause analysis for infrastructure problems/recurring incidents and initiate request for change.
 - Schedule and complete preventive maintenance activities.
- **Business continuity management**
 - Provide necessary support in ensuring business continuity.
- **Change management**
 - Maintain records of all hardware, software installation, movement, upgrade, addition and change (IMAC) in the configuration database.
 - Perform impact analysis, create test plan, and develop rollback plans.
- **Availability management**
 - Review key monitoring parameters from availability point of view.
 - Performance tuning of the system to enhance system's performance and comply to SLAs on a continuous basis with no extra cost to IA&AD.
 - Provide prior communication on outages as per agreed communication processes.
- **Monitoring management**
 - Preparation of monthly dashboard on monitoring coverage, alerts generated/ closed, alerts escalated and other hits/ misses.
- **Database management**
 - Bidder should design database in multi-tenancy mode.
 - Database activity should be monitored
 - Performance tuning of databases
 - Monitoring of database servers
 - Upgrade databases on testing completion and signoff from IA&AD
 - Performance tuning, data error checks
- **Backup management**
 - SI should evolve a backup and archival strategy.
 - Regular backups of project related data.
 - Handling service requests on backup and restoration.
 - Generation of monthly report on the backup/restoration performance.

- **Security management**
 - Real Time Security Threat Monitoring.
 - Reporting and resolution of security incidents.
 - Maintaining secure domain policies.
 - Escalation and co-ordination with other vendors for problem resolution.
- **Disaster recovery management**
 - Managing Disaster Recovery activities pertaining to Primary data centre operations.
 - Conduct mock DR drills as specified in Annexure B of this document.
- **General administration and support**
 - Providing suitable access to resources, designated by IA&AD, to tools being used monitoring infrastructure components.
 - Creation/deletion/modification of user accounts at the OS level.
 - Periodic review of user privileges at the OS level.
 - Password management.
 - Any other day-to-day administration and support activities required.
 - Clean up / archival of CPP system logs operation.

9.5 Disaster Recovery Support

SI shall have complete responsibility in running the Disaster Recovery Center in case of failover of Primary Data Center. In addition, the SI is required to run Mock Drills once in six months.

9.6 Team for Operations & Maintenance of CPP

1. The Operation and Maintenance team of the Bidder shall be based at IA&AD premises at Hyderabad for the entire duration of the project.
2. Operation and Maintenance of the complete CPP System and all associated system software and network for a period as specified in Scope of work post implementation of CPP Application Phase-1 Stage-1.
3. Operation and Maintenance of the CPP IT solution residing in the VPC and all associated system software and network for a period as specified in Scope of work.

An appropriately qualified, skilled and experienced team shall be deployed to perform the Operations and Maintenance responsibilities. The indicative Team size is as follows:

Operations, Security and Maintenance Team: Indicative Team				
#	Resource Type	Quantity	Min Qualification	Minimum Experience
1.	Operations Manager	1	BE/B. Tech/MCA plus MBA	10 years
2.	Application Support	1	BE/B. Tech/MCA	7 years
3.	Developer/ Sr. Developer	2	BE/B. Tech/MCA	5 Years
4.	Tester	1	BE/B. Tech/MCA	5 Years
5.	DBA	2	BE/B. Tech/MCA	5 Years
6.	BRE Specialist	1	BE/B. Tech/MCA	5 Years
7.	Cloud System Administrator	2	BE/B. Tech/MCA	5 Years (on
8.	Infrastructure Manager	1	BE/B. Tech/MCA	10 Years
9.	Analyst – BCP and Disaster Recovery	3	BE/B. Tech/MCA	10 Years
Security Administration Team for Security Operations Centre (SOC)				
10.	Security Manager	1	BE/B. Tech/MCA	10 Years
11.	Cloud Security Administrator	1	BE/B. Tech/MCA	10 Years
11.	SOC Analyst	3	BE/B. Tech/MCA	5 Years

9.7 Reporting Requirements

Phase	Report	Periodicity
O&M Phase	Periodic update on maintenance activities Periodic SLA performance reports	As per SLA requirements/ as mutually agreed between IA&AD and SI

Technical Response from the Bidder in Technical Format 8 and Format 8A of the Appendix 1 of RFP Vol-2. The Bidder in the Technical response should propose Operations, Security, Maintenance, SLA Management Roadmap and Reporting plan for all the project components to IA&AD.

10 Scope of Work

The selected bidder shall be responsible for appropriately designing, developing, implementing and maintaining CPP Application and other project tracks and components for the engagement period. The selected bidder shall design the solution and size the CPP System as per the scope of work and terms and conditions of the RFP. All tracks / components mentioned in the table below shall be integrated and delivered by selected bidder as part of this project. The architecture in **RFP Vol-1 Annexure B: Technical Architecture and Bill of Material (BoM) / Bill of Quantity (BoQ)** specified in the RFP is only indicative. The technical specifications for the various items are provided in a separate document as part of this RFP labeled as **Vol-1 Annexure C: Technical Specifications**. The Bidder will be required to provide the costs associated with the manpower / components / services pertaining to the various Tracks as laid down in **RFP Vol-2 Appendix II**.

It is the responsibility of the bidder to design the solution to meet the functional, non-functional and architectural requirements. The bidder may ask for clarification during the preparation of the proposal. The bidder should also clearly specify if the solution proposed does not meet any of the requirements and/or items which are not covered under the scope of the solution. In case, the selected Bidder has not considered any track/component/service which are necessary for the project requirement, as indicated in this RFP, the same shall be provisioned by the selected bidder at no additional cost to IA&AD. A summary of tracks relating to scope of work of CPP project is listed in the table below.

Track #	Track Summary
Track 1.	Setting up of Development, Testing, UAT, Training and Pre-Production environments in Virtual Private Cloud
Track 2.	CPP Application design, development, roll out and implementation
Track 3.	Setting up of Production environment in Virtual Private Cloud
Track 4.	CPP Contact Centre set up and operations
Track 5.	Training and capacity building



Track 6.	Operations and Maintenance
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Table 1 Tracks relating to scope of work of CPP project

10.1 Track 1: Setting up of Development, Testing, UAT, Training and Pre-Production environments in Virtual Private Cloud

All timelines shall be in reference to the date of signing of contract which will be considered as the Project Start Date. If there is a delay in signing of contract, the timeliness would be postponed to the extent of delay. To meet this time frame, it is essential that the design, development and setting up of components/services in Virtual Private Cloud begins ASAP.

The other activities include the following:

- **Software Development & Deployment Tools for Continuous Integration and Continuous Delivery (CI/CD):** The SI should use DevOps toolchain for delivery, development and management of CPP Application throughout the system development lifecycle. The set of tools for the DevOps toolchain shall be proposed by the SI. The tools should support specific DevOps initiatives such as Plan, Create, Verify, Package, Release, Configure, Monitor and Version control.
- Setup and configuration of system software, supporting platforms and software components (including necessary licenses) that are required for development.
- Site readiness for Development Center at IA&AD premises (to be done by IA&AD).
- End-user computing devices for SI's Team

The releases shall be deployed in the test environment for user acceptance testing. Best practices in setting up Development Center should be adopted by the SI so that the Development and Testing zones should be clearly identified and demarcated. The SI shall notify the Product Owner for all such releases deployed in the test environment and allow selected IA&AD and stakeholders user group to perform testing. It would be relevant here to mention that the user group of IA&AD and stakeholders would be located in different geographical locations.

Quality processes should be laid out in the Development Center and structured Software Engineering and Project Management practices should be adopted while delivering the CPP project.

Technical Response from the Bidder in Technical Format 7: The Bidder in the Technical Proposal should propose Bill of Material as per Format 7 of Appendix 1 of RFP Vol-2 for setting up all the Environments mentioned in this Track. The bidder is at liberty to add any extra item required for successful set up of these environments.

10.2 Track 2: CPP Application design, development, roll out & Implementation

10.2.1 Implementation Strategy

The CPP IT solution is proposed to be implemented in two Phases. Phase-1 is envisaged to have two Stages/Go-live releases and Phase-2 will have multiple Go-live releases, i.e., one Go-live release for each state. The Phases and Stages are as explained below:

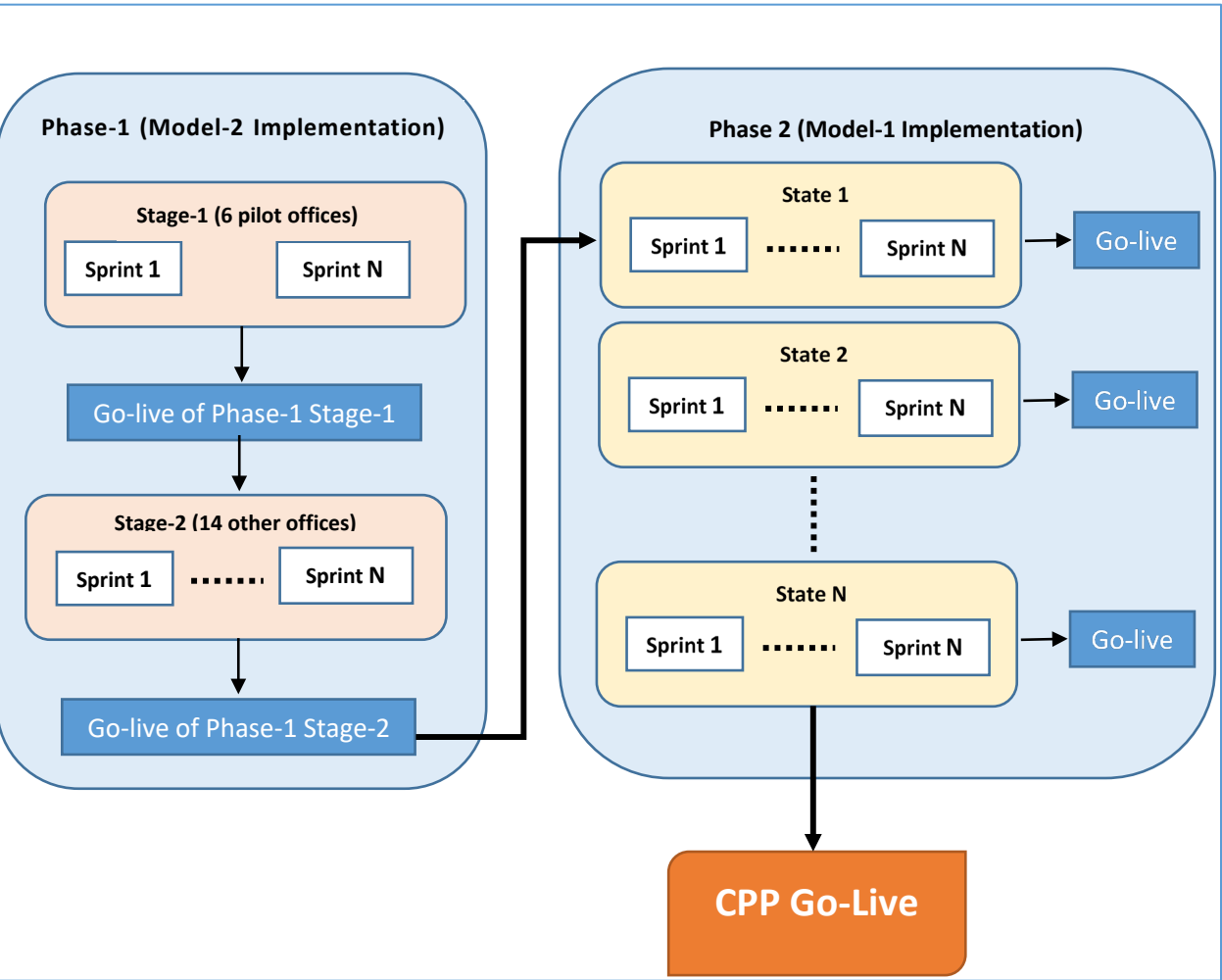


Figure 4 Delivery Phases in CPP project

- Under **Phase-1 Stage-1**, CPP solution shall be implemented and rolled-out for a set of six '**Pilot offices**'² of Model-2. The implementation in these pilot offices will assist in validating the design and development of Model-2 pension authorisation processes in the CPP solution.
- In **Phase-1 Stage-2**, CPP solution shall be implemented and rolled out in all the remaining AG (A & E) Offices of Model-2.
- In **Phase-2**, the CPP application shall be further developed to encompass all the features required for implementation in Model-1 States and will be customised to the needs of the individual states.

Refer Section 11 for more details on “Go-live” releases.

Refer Section 13 for more details on Implementation methodology.

10.2.2 Implementation activities

- Prescription of the flavour of Agile software development methodology for design, development, testing and implementation of CPP Software Application. The overarching requirement for product delivery is to employ Agile development methodology to develop the CPP IT solution. Further details on Agile development are provided in 'section 13.1'.
- Mandatory Onsite deployment of qualified and experienced resources at Development Center at IA&AD Hyderabad premises for Phase-1. The detailed requirements for human resource deployment are provided in **Section 17** of this document.
- The Development team's resources to be onboarded within the timelines specified in RFP Vol-3 Annexure A.
- Planning including finalization of Product backlog, release backlog and sprint backlogs.
- Design, development and testing of CPP Application services, various functionalities of CPP application in a phased manner as per the product / release / sprint backlogs. Various functionalities and services forming part of CPP Phase-1 and Phase-2 scope are provided in **Section 4: Functional Requirements** of this document. The functional requirement specifications of CPP application are further detailed in a separate document as part of this RFP labelled as '**Annexure A: Functional Requirement Specifications for –Centralized Pension Project**'.
- Procurement, customization and integration of other applications/utilities, as required.

² Pilot offices are O/o AG (A&E), Telangana, PAG (A&E), Andhra Pradesh, PAG (A&E), Bihar & AG (A&E), Tamil Nadu, O/o AG(A&E), Odisha and O/o PAG(A&E), West Bengal

- **System Testing:** The SI should have a QA/QC process including system testing of each of the user story, to ensure satisfaction of criteria for acceptance before various stages of User Acceptance Testing. SI will submit System testing report to the IA&AD including the list of test cases, defects identified and resolved before UAT.
- Conduct the sprint demo of each user story of CPP application to the Product Owner. Necessary modifications and rectifications should be incorporated based on feedback received during sprint demo.
- Deploy CPP System in the UAT, training and pre-production environments.
- **User Acceptance Testing:** The User acceptance testing for Phase-1 and Phase-2 will be performed as described in **Section 13.1** in this document.

Every stage includes deployment in suitable environments, testing, raising of issues by the Product Owner and resolution of issues by the SI. This may be iterated until all issues are resolved. The UAT ends with the acceptance by Product Owner.

During UAT, the SI would deploy human resources to support the Product Owner's team. The co-ordination regarding UAT by geographically distributed pilot offices and with state stakeholders would be led by the core team of Product Owner.

- **Vulnerability Assessment and Penetration Testing (VAPT):** The SI shall be responsible for onboarding STQC/CERT-IN empanelled agency to perform VAPT of each release and submit the VAPT report to the Product Owner. The SI shall take necessary corrective actions on the suggestions of the Product Owner. **The Cost of VAPT testing shall be borne by the Bidder and must be included in the Format 7 specified in RFP Vol-2 Appendix I.** The amount payable to the bidder for the VAPT shall be on actuals as per the invoice submitted by the STQC/CERT-IN empanelled agency subject to a maximum entitlement of the cost specified by the bidder in the BoQ.
- **Testing for sign-off of a phase:** The core team of Product Owner will conduct a testing for sign-off of a phase/stage for each phase/stage of CPP application. The sign-off for completion of a phase/stage would be given by the Product Owner.
- **Security Audit:** The selected Bidder shall engage STQC or CERT-In empanelled agency to perform " Safe to Host Security Audit" of each release of CPP Application Go-Live. **The Cost of Security audit shall be borne by the Bidder and must be included in the Format 7 specified in RFP Vol-2**

Appendix I. The amount payable to the bidder for the Security audit shall be on actuals as per the invoice submitted by the STQC/CERT-IN empanelled agency subject to a maximum entitlement of the cost specified by the bidder in the BoQ.

- **Deployment in pre-production environment:** Walkthrough the modules/sub-modules in a pre-production environment similar to the actual work environment of various IA&AD and Stakeholder Offices before final deployment in production environment.
- **Scheduling of resources:** The resources would be augmented based on the prescribed schedule for roll out of the CPP Application releases, as necessary.
- **Onboarding of offices other than pilot offices:** After the implementation of the releases in the pilot offices, the remaining offices of IA&AD would be on-boarded. This onboarding would be done by the core team of Product Owner.
- Employees of each state will manage(add/modify) the rules for that state and their user role shall be 'Rule Managers'.
- Bidder shall perform the end-to-end data migration activities including quality checks and data validations before start of Level - 2 UAT acceptance testing.
- For Phase-2, The bidder has to prepare and submit the effort estimate for each state. IA &AD would verify and approve the effort estimate for each state. The bidder would then Develop, Implement & Roll Out the application for each state.

10.3 Track 3: Setting Up of Production environment in VPC

- Set Up, configure and test Production environments at VPC for the CPP application.
- SI shall provision replication system and network between Primary and Secondary Data centers.
- SI shall obtain rates from Telcos and include them in the financial bid, if required.
- SI to share the Network, Infrastructure and Security Design Documents for approval by IA&AD, as per the defined timelines. This will be a pre-condition for approving payments against procurements of the various Hardware/Software products specified in the BoM.
- Provide justifications to the sizing of the Infrastructure and Security components/services in line with the SLAs provided in RFP Vol-3 Annexure A and as specified in the BoQ in RFP Vol-2 Appendix II. The indicative key data points related to have been provided in 'Vol-I Annexure D' document.
- Procure and setup the Production environments as specified in the BoQ in RFP Vol-2 Appendix II.

The detailed requirements for track 1 through track 3 are provided in **Section 4 to section 7**.

10.4 Track 4: CPP Contact Centre set up and operations

- Set up and operate a centralized Contact Centre.
- Deploy trained resources for CPP Contact Centre. The detailed requirement for CPP Contact Centre is elicited in **Section 9.1** of this document.
- Bidder must setup and operationalize the Contact Centre by the time the Level-2 UAT of Milestone M1 starts, so that the States' users of the CPP application performing the Level-2 UAT can seek necessary support from the Contact Centre during their UAT testing.

10.5 Track 5: Training and capacity building

This track deals with the training and capacity building requirements at various levels:

- Training on Agile/SCRUM methodology (or any other flavour of Agile methodology which was prescribed by SI and accepted by Product Owner) and toolchain to the members of the core team of Product Owner before the commencement of the CPP Application Phase-1. Further details on Agile development methodology are provided in 'section 13' of this document.
- Training the Master Trainers (identified by IA&AD) for Phase-1 and Phase-2 of CPP. These master trainers are responsible for training all the employees of their respective field A&E and stakeholder offices.
- Training for UAT team for each release in Phase-1 and Phase-2 of CPP. The UAT team is responsible for review of the developed user stories at various stages. SI shall also provide training to the members of the core team to support UAT and rollout of CPP in field A&E and stakeholder offices for each release of the CPP Application.
- Training for CPP System Administration to the identified personnel of IA&AD and State governments.
- Training for team of IA&AD who would discharge functions relating to Level 1 functional support.

The bidder shall propose a training team and plan for adequately training the user for adoption of the CPP System. The detailed requirement is provided in **RFP Vol-1, Section 8** in this document.

10.6 Track 6: Operations and Maintenance

The bidder should provide services relating to Operation and Maintenance of the complete CPP solution and all associated project tracks for a period of EIGHT years post CPP Application Phase-1 Stage-1 Go-live. This will be followed with another 6 months of warranty period during which the SI shall enable the



smooth transition to the incumbent SI in case IA&AD decides to onboard a new SI after completion of project life. During the warranty period, the existing SI shall facilitate/enable the handover of the CPP application and the relevant code, entire infrastructure and security components, O&M practices & procedures as well as the latest statuses of all activities being performed by the O&M team during the life of the project to the incumbent SI.

The detailed requirements of O&M Track are provided in **RFP Vol-1, Section 9** in this document.

10.7 Common Requirements

- A. Resource Deployment:** The detailed requirements relating to requirement of resources of SI and the deployment is provided in **Section 17** of this document.
- B. Documentation:** Complete documentation of the CPP Project is required at all relevant stages. The detailed requirements relating to documentation is provided in **Section 20** of this document.
- C. Exit Management Plan:** The selected Bidder shall provide Exit Management Plan to IA&AD before System Go-Live of Phase-1 CPP and subsequently before Go-live of CPP System (i.e., before Phase-2 Go-live). The detailed requirement of this plan is elicited in **Section 23** of this document.
- D. Adherence to other requirements:** The following other requirements are detailed in various sections of the RFP document.
 - a. Technical/Architecture requirements (RFP Vol-1, Section 6)
 - b. Non-Functional requirements (RFP Vol-1, Section 5)
 - c. Project Management requirements (RFP Vol-1, Section 14)
 - d. Quality requirements (RFP Vol-1, Section 21) and
 - e. Compliance requirements (RFP Vol-1, Section 22).

The definition of “Go Live” is elaborated in ‘**Section 11**’ of this document.

10.8 CPP Track-wise Responsibility Matrix

Based on the responsibilities listed in **Section 16** of this document, the table below indicates the broad set of track-wise activities related to implementation of CPP Application and responsibilities of these activities.

Track #	CPP Application Activities	Responsibility
1	Setting Up of Development, Testing, UAT, Pre-production and Training environments in VPC	
	Set up the Development, Testing, UAT, Pre-production and Training environments in VPC	SI
	Software Development & Deployment Tools for Continuous Integration and Continuous Delivery (CI/CD)	SI
	Setup and configuration of system software, supporting platforms and software components (including necessary licenses) that are required for development.	SI
	Site readiness for Development Center at IA&AD premises, including Network connectivity	IA&AD
	End-user computing devices for SI's Team	SI
2	CPP Application Development, Implementation & Rollout	
	Prescription of the flavor of Agile software development methodology for design, development, testing and implementation of CPP Software Application.	SI (with consent from Product Owner)
	Onsite Deployment of qualified and experienced resources at Development Center at IA&AD premises Hyderabad Phase I.	SI
	Planning including finalization of Product backlog, release backlog and sprint backlogs.	SI, Product Owner
	Design, Development and Testing of CPP Application modules, sub-modules and services in a phased manner as per the	SI

Track #	CPP Application Activities	Responsibility
	product / release / sprint backlogs, along with all documentation as mentioned in Section 20.	
	Procurement, customization and integration of other applications/utilities, as required.	SI
	System Testing	SI
	Walkthrough (sprint demo) of each user story of CPP application and resolution of issues raised during sprint demo	SI (review shall be done by Product Owner)
	Deploy CPP System in the UAT, training and pre- production environments.	SI
	User Acceptance Testing (Level-0, Level-1)	IA&AD and stakeholders
	Resolution of issues raised during UATs (Level-0, Level-1)	SI
	Vulnerability Assessment and Penetration Testing (VAPT)	SI (thru STQC or CERT-In empaneled agency)
	Testing for sign-off / acceptance of a release after Level-1 UAT	IA&AD
	Security Audit	SI (thru STQC or CERT-In empaneled agency)
	Getting necessary support from AG offices, States and other stakeholders towards onboarding (on activities such as data migration, integration, rules setup, configuration of business processes, organogram setup, UAT etc.)	States stakeholders and IA&AD

Track #	CPP Application Activities	Responsibility
	User Acceptance Testing (Level-2)	States stakeholders and IA&AD
	Resolution of issues raised during UATs (Level-2)	SI
	Testing for sign-off / acceptance of a release after Level-2 UAT	States stakeholders and IA&AD
	Issuance of Go-live Notice	IA&AD / PO
3	Set Up, Configure & Test Production environment in Virtual Private Cloud	
	Set Up, configure and test Primary site and Disaster Recovery site of VPC for all phases of CPP application.	SI
	Provide design documentations and justification for CPP System Sizing for Phase-1 and Phase-2	SI
4	CPP Contact Centre Set Up and Operations	
	Set Up, Configure and operate a CPP Contact Centre as per the requirements listed in Section 9.1 of this document	SI
	Deploy trained resources for CPP Contact Centre	SI
	Approval of the resumes of the proposed resources before operationalization of CPP Contact Centre	IA&AD or its nominated agency for approval.
5	Training and Capacity Building	

Track #	CPP Application Activities	Responsibility
	Training on Agile/SCRUM methodology and tool chain (or any another flavor of Agile methodology which was prescribed by SI and accepted by Product Owner)	SI
	Master Training to the IA&AD identified Master Trainers for Phase-1 and 2 of CPP IT solution.	SI
	Training for UAT for Phase-1 and 2. Provide training to the members of the core team to support UAT and rollout of CPP in field offices for each quarterly release of the CPP Application.	SI
	Training for CPP System Administration to the identified personnel of IA&AD.	SI
	Training for team of IA&AD who would discharge functions relating to Level 1 functional desk.	SI
	Preparation of required training documentation, including batch-wise Training Schedule, Curriculum, and Training Material.	SI (with review and sign-off by IA&AD)
	Identification of Trainees for Training envisaged to act as Master Trainers for IA&AD and individual State Governments	IA&AD
	Training Infrastructure to be used for training	IA&AD
6	Operation and Maintenance of the complete CPP solution and all associated project tracks for a period of 8 years post CPP Application Phase-1 Stage-1 go-live, followed by 6 months of warranty period.	SI

Track #	CPP Application Activities	Responsibility
7	Documentation (for more details refer Section 20 of this document)	SI (with review and sign-off by IA&AD)
8	Exit management plan (for more details refer Section 23 of this document)	SI (with review and sign-off by IA&AD)
9	Adherence to other requirements and standards (for more details refer Section 21 and 22 of this document)	SI

11 Definition of “Go Live”

CPP project is envisaged for multiple Go-live releases as follows:

- 1) Two Go-Live releases in Phase-1 for onboarding the States in Model-2 (i.e., First Go-Live for Phase-1 Stage-1 for 6 Pilot States and Second Go-Live for Phase-1 Stage-2 for remaining 14 States)
- 2) Multiple Go-Live in Phase-2 for States onboarded in Model-1 (i.e., one Go-Live for each state in Phase-2)

The Go-Live sign off will be given by IA&AD after completion of development and rollout of each phase as discussed in this chapter.

After achieving acceptance of Phase-1 Stage-2, the ‘Phase-1 Go-Live’ acceptance would be provided by IA&AD. After achieving acceptance for all States of Phase-2, “CPP Go-Live’ acceptance will be provided by IA&AD.

11.1 Definition of “Done” of a User Story

Following activities/deliverables/criteria shall provide the definition of “Done” for a user story and will be defined by the Product Owner at the beginning of each Sprint.

- a. Development of the User stories as explained by the Product Owner during the Sprint planning
- b. The functional and non-functional tests that were defined within the scope of the user story have been conducted and passed

- c. All code has been reviewed
- d. All coding standards have been met and code has been re-factored wherever necessary
- e. Any necessary documentation has been completed
- f. All of the above have been accepted by the Product Owner.

11.2 The definition of “Go Live”

The CPP Platform is considered Go-Live when the following are accomplished or delivered:

- a. All user stories in the updated product backlog of relevant phase, as agreed by the Product Owner, are “done and delivered”.
- b. The resources have been commissioned at the Datacentres in VPC and integrated as per the RFP and are accepted by Product Owner.
- c. The VAPT is completed for modules released prior to Go-Live and accepted by the Product Owner.
- d. Completion of security audit by STQC or CERT-In empanelled vendor and the application reaches the status of “Safe-to-host”.
- e. Product Owner in consultation with SI identify the issues which are critical for Go-Live. The issues which are not critical for Go-Live will be resolved during operation and maintenance phase.
- f. All the outstanding issues are resolved
- g. All the deliverables are delivered and are accepted by the Product Owner.
- h. All the required documentation has been delivered and accepted by the Product Owner.
- i. Approval notice from IA&AD for Go-live.

11.3 Process for acceptance of “Go-Live” for each phase

The Product Owner from the IA&AD and Project Manager, Scrum of scrum from SI will jointly initiate the notice for declaring “Go-Live” after satisfactory completion of all of the following.

- a. All the activities as listed in Vol-1 of this RFP.
- b. After scrutinizing all the deliverables, reports, audit findings, Contracts, licensing agreements etc.
- i. The “Go-Live” notice is submitted to the Product Owner for action.
- ii. Within thirty days of receiving the notice, the Product Owner will decide on the actions to be taken on “Go-Live”.

- iii. The Go-Live date comes into effect only when the Product Owner approves the notice for “Go-Live”.
- iv. In the event that Product Owner does not approve or suggest further action, the notices are reinitiated only after the recommended actions have been satisfactorily completed.

Note: Acceptance for “Go-live” shall be provided by Product Owner and not individual States/AG offices/ Departments.

12 Engagement Models for Project Tracks & Phases

CPP is a multi-dimensional project comprising of different project tracks having one or more phase. The engagement model for different phases of each project track is detailed below.

Track #	Track Name	Track Items	Engagement Model	Remarks
1.	Setting up of Development, Testing, UAT, Training and Pre-Production environments in Virtual Private Cloud	Setting up of Development, Testing, UAT, Training and Pre-Production environments in Virtual Private Cloud	Pay as you go (as per BoQ and Payment plan mentioned in RFP Vol-2)	
2.	CPP Application Development, Implementation & Roll Out	CPP Application Phase-1 Stage-1 (Roll out in Pilot Offices)	Fixed Cost	A dedicated development team shall be deployed at IA&AD premises at Hyderabad.
		CPP Application Phase-1 Stage-2 (Roll out in other offices)	Fixed cost	Upon completion of Phase-1 Stage-1, resources who were a part of Phase-1 Stage-1 should continue for Phase-1 Stage-2 to the maximum possible extent.
		CPP Application Phase-2	Time and Material	Upon completion of Phase-1, the same team shall continue to the maximum possible extent.

Track #	Track Name	Track Items	Engagement Model	Remarks
3.	Setting Up of Production Environment in VPC	Primary and Secondary data center sites for Phase-1	Pay as you go (as per BoQ and Payment plan mentioned in RFP Vol-2)	Procure, Provide, Configure and Test the following for Primary site and Secondary site: <ul style="list-style-type: none"> • System software • Security components/services • Disaster Recovery and backup • Provide and Configure network between DC-1 and DC-2. • The infrastructure deployment should be done based on schedule prescribed by SI and approved by IA&AD.
		Primary and Secondary data center sites for Phase-2	Pay as you go (as per BoQ and Payment plan mentioned in RFP Vol-2)	
4.	CPP Contact Centre Set Up and Operations	CPP Contact Centre Solution and Resources	Time & Material for Solution and Resources	A separate and dedicated team shall be deployed for operating the CPP Contact Centre
5.	Training and Capacity Building		Fixed Cost (as per BoQ and Payment plan mentioned in RFP Vol-2)	
6.	Operations & Maintenance	Starts from Phase-1 Stage-1 Go-live	Time & Material	Bidder should ensure that key resources from Phase-1 Stage-1 team should be included in the O&M team as far as possible to provide continuity of knowledge and enhance productivity of O&M team.

13 Implementation methodology for CPP IT solution delivery

13.1 Adapting Agile for CPP project

IA&AD envisages to employ Agile based methodology for the development and implementation of the CPP IT solution. There are many different flavors of software development models which are based on Agile methodology. For this RFP, concepts and terminologies of Agile-SCRUM methodology has been used. However, the bidder may suggest an alternative Agile flavor. IA&AD is also not describing a specific Toolchain that for use in the development, delivery, and management of software. The specific Toolchain may be suggested by the bidder.

In a typical Agile SCRUM development methodology, the following activities are required to be performed during each incremental delivery called Sprint:

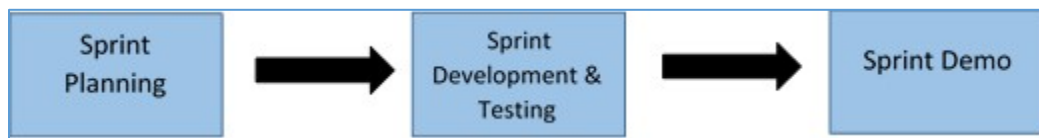


Figure 5 Sprint Activities

The requirements would be made as Epics/Themes/User stories and executed in Sprints. The criteria for acceptance of a user story would be defined by the Product Owner as per the “Definition of Done” described in Section 11 of this document. The size of a User Story is measured in terms of Story points.

13.2 Three level UAT Acceptance

The Bidder will be required to achieve Three levels of acceptance from the respective Users before claiming Go-live for any Go-live release in Phase-1 as well as Phase-2.

13.2.1 Level-0 UAT Acceptance by PO (Sprint acceptance)

The Product Owner would provide ‘Level-0 acceptance’ based on review conducted by his/her core team. This acceptance testing would be done by the core team, as part of Sprint review. SI shall undertake the suggested corrective actions, host another round of Sprint review and seek Level-0 acceptance from the Product Owner after validating the rectified User stories once again.

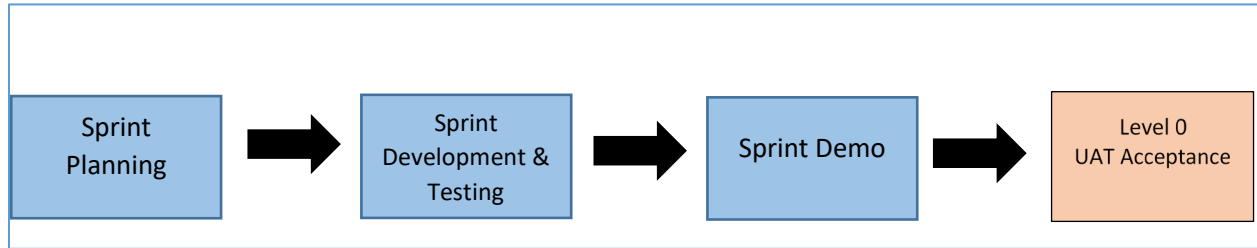


Figure 6 Sprint Planning & Acceptance

13.2.2 Level-1 UAT Acceptance by PO (Release acceptance)

The Product Owner would provide Level-1 UAT acceptance based on the review / testing conducted by his/her core team for all the functionalities that were planned for delivery in that release after completion of all sprints pertaining to that release. This acceptance testing would be done by the core team as well as IA&AD team, and all correction actions / defects shall be identified. SI shall undertake the corrective action and host the revised release, notify the Product Owner to validate the functionalities once again. Once satisfied, the Product Owner shall provide Level-1 UAT acceptance as shown in Figure 7.

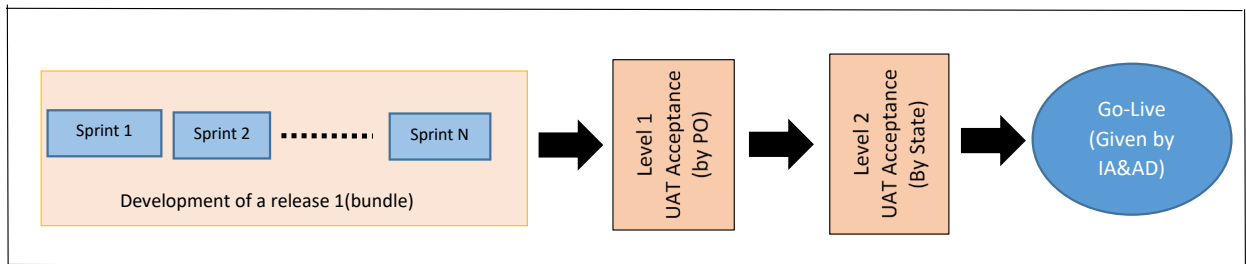


Figure 7: UAT Acceptance and Go-live

13.2.3 Level-2 UAT Acceptance by States (Milestone acceptance)

As depicted in Figure 7 above, once Level-1 UAT acceptance is done, the CPP solution shall be deployed in Production environment. The Product Owner shall now inform the onboarded States to start using the System and provide their feedback on the functionalities, usability and performance of the CPP system within a stipulated timeframe. Once the feedback is received from these States, SI will be required to resolve the reported issues/defects, get these fixes validated by the Product Owner and re-deploy the

application in Production environment. Once all the States provide their acceptance, the Product Owner shall provide 'Level 2 UAT acceptance'.

IA&AD / Product Owner shall provide the “Go-live” notice for a milestone once ‘Level 2 UAT acceptance’ is accomplished for that Milestone (i.e., at Phase-1 Stage-1, Phase-1 Stage-2 and then for each State of Phase-2).

Technical Response from the Bidder in Technical Format 8 and 8A of the Appendix I of RFP Vol-2: The Bidder in the Technical response should propose a detailed Software Engineering approach for successfully completing CPP Application for both Phase-1 and Phase-2 in **Technical Bid Format 8 with clear and precise reference to the Business Modules/ sub-modules of the said phases.**

The Bidder in the Technical response should propose Software Engineering approach for successfully developing CPP Application Phase-2 requirements in **Technical Bid Format 8 B.**

14 Project Management Requirements

CPP system is a multi-dimensional initiative and therefore, an effective Project Management Plan and commitment to adhere to it is a mandatory requirement. The SI shall prepare a Project Management Plan for Development and Implementation for each phase and submit to IA&AD for review, feedback and acceptance. The project plan should be based on CMMI Level 5 template and must also include the resource, task and timelines for the entire duration for the respective phase for each of the project track.

The indicative list of contents that a project management plan should comprise of is given below.

- Project Organization and Management Plan
- CPP System Development Plan with milestones and timelines
- Configuration Management Plan
- Resource Plan
- Stakeholders Reporting Plan
- Project Metrics and their Tracking
- Delivery and Commissioning Plan
- Testing plan and Methodology
- Quality Management Plan
- Training Plan, Methodology and Training Details

- Change Management Plan
- Any other relevant items related to the CPP Systems Implementation

Further details pertaining to the documentation required are specified in Vol-2.

The delivery of Project Management Plan shall be deemed as complete only after it is formally approved by IA&AD. Related SLAs shall get applied in case of delays in delivery of Project Management Plan.

The selected bidder must employ best practices in project management methodology to ensure that the CPP Application, tracks and components are developed and implemented within the defined time period. A copy of the project management schedule shall be handed over to Product Owner to keep track of the progress of the project.

SI would be required to deploy a full time Project Manager for the entire duration of project and a dedicated project team to deliver the project. The project manager shall act as the single point of contact for IA&AD. The selected bidder is required to propose a project team for Phase-1, Phase-2 CPP Implementation as well as Operations & Maintenance phase of the CPP System.

14.1 Project Monitoring and Status Reporting

The SI would be required to provide periodic reports on the project progress. The status reporting shall be suitably adopted as per agreement with the IA&AD. The formats of the reports would be finalized after commencement of the project. During interim period, SI would provide adhoc report as per need basis. The Project Manager would also be responsible for escalating all issues in a timely manner. The documents and the status reporting must be part of the toolchain as far as possible or through a systematic document management system. The exact list of plan and reports that are required by IA&AD would be finalized after selection of the flavor of the Agile methodology that is decided to be used during the development.

The SI should provide all the project monitoring reports requested by IA&AD to assist in CPP Project Monitoring on a weekly/monthly or on a need basis.

- Periodic Project progress vis-à-vis planned as per the Sprint scope.
- Compliance of potential improvements in future plan/sprints as per the Sprint Reviews
- Report on adherence/deviation from accepted CPP architecture and concomitant compute resources



- Cumulative deviations to date from schedule of progress on milestones as specified in the agreed and finalized Project Plan
- Pending actions items from previous reporting period
- Forecast for the next reporting period
- Risk Reporting and Mitigation steps
- Corrective actions to be taken to return to planned schedule of progress, if any
- Proposed revisions to planned schedule
- Interventions which the selected bidder expects to be made by the Product Owner
- Other issues and outstanding problems, and actions proposed to be taken
- Results of training

Further details on documentation/reports are provided in 'section 7' of Vol-2 of this RFP.

Technical Response from the Bidder in Technical Format 8 of the Appendix I of RFP Vol-2: The Bidder in the Technical response shall propose a Project Delivery and Management Plan covering all the project tracks for successfully delivering CPP project. Technical proposal should comprise of amongst others project team structure, key activities with timelines, Rollout Plan, UAT Plan, risks and mitigation plan, quality plan, communications plan etc. The Plan should be logically organized for CPP Application Phase-1 and 2.

15 Project Governance Structure

The CPP project would require an institutional mechanism for effective supervision and appropriate project control. The high-level Project Governance Structure proposed to be employed for CPP is depicted below. Since the software application development for CPP is based on Agile methodology, this is appropriately reflected in the Project Governance Structure³.

³ For the purpose of laying down requirements, IA&AD has used the structure and terminology used in the Agile-Scrum methodology. However, the bidder may propose an alternate Agile flavour.

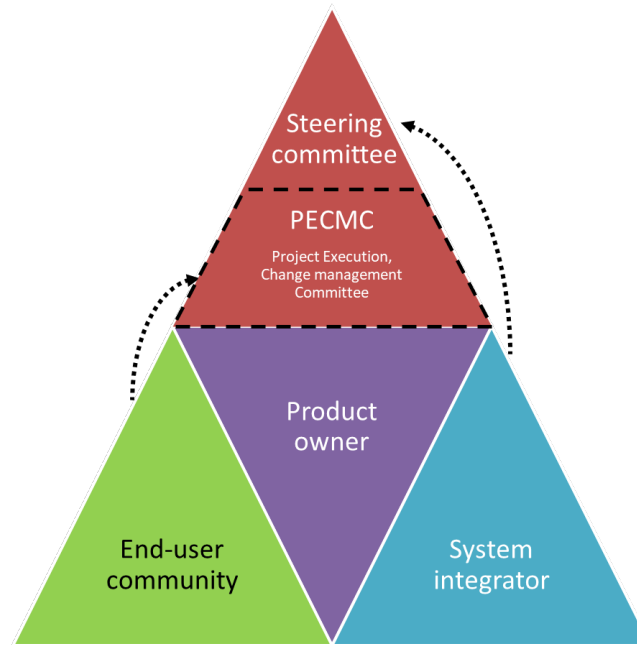


Figure 8: Project Governance Structure

A summary of the key functions and roles for different components of the CPP Project Governance Structure is given below. The roles and responsibilities are elaborated in **Section 16: Key stake holders, roles and responsibilities** in this document.

End-user community: The end-user community includes include internal users such as, officials of field Accounts & Entitlement offices with Pension function, C&AG HQ and other relevant offices within IA&AD. They also include external users such as State government departments from nineteen different states and / or other agencies who may interact with the CPP IT solution.

Product Owner: The Product Owner is the key representative of IA&AD who is responsible for communicating the vision, objectives, and the requirements for the project to the System Integrator (SI). The Product Owner is responsible for defining the deliverables of SI, determining the criteria for acceptance of deliverables made by the SI. He/she is the sole-authority for signing-off of deliverables of SI after evaluating whether the deliverable meets the acceptance criteria. The Product Owner is also responsible for reporting project status to the project steering committee. The team of the Product Owner would consist of officials of IA&AD and other relevant specialists (internal and external). The team will be responsible for coordinating efforts of the end-user community and other agencies involved in CPP project design, development, testing and implementation.

Project Execution and Change Management Committee (PECMC): This committee would consist of the Product Owner and other officials representing stakeholders across IA&AD (mostly officials nominated or chosen from the pilot offices). The committee would aid in building organizational synergy in IA&AD that is essential for the change management process during implementation and roll-out of the CPP IT solution. The core team of the Product Owner would need to work in tandem with the PECMC for smooth execution of the CPP project.

Steering Committee: This committee would consist of senior officials of IA&AD. It would provide the required level of advocacy for the Project and also set directions which are acceptable to all stakeholders. The role of this steering committee would be to provide strategic direction to the development and implementation of this project.

System integrator: The SI is responsible for design, development, implementation, operation and maintenance of the CPP IT solution. The SI is responsible for timely delivery of identified deliverables with adequate quality, satisfying the criteria of the Product Owner. The SI may also be required to participate in the meetings with project steering committee, as and when required and address key issues raised by the Product Owner and project steering committee. The term 'System Integrator' primarily refers to the bidder. This may include, besides the SI, service provider of hosting services in Cloud, OEM Solution Providers and any other sub-contractor and outsourced resource(s) employed by SI.

The roles and responsibilities (including track-wise responsibilities) of stakeholders of the CPP project are elaborated in '**Section 10.8: CPP Track-wise Responsibility Matrix**' in this document.

15.1 Project Governance Reporting Charter

S No	Committee/Team	Frequency of Meetings
1.	Steering Committee	Monthly for Phase-1 and as & when required.
2.	Project Execution and Change Management Committee	Twice a month for Phase-1 and as & when required.
3.	Product owner and System Integrator	Weekly for Phase-1 and as & when required.

16 Key stake holders - Roles and Responsibilities

The Governance structure of the project consists of

1. CPP Steering Committee (CSC)
2. Project Execution and Change Management Committee (PECMC)
3. Product Owner (and his team)
4. System Integrator (SI)

The responsibilities, amongst others, are broadly described in the subsequent sections.

16.1 CPP Steering Committee

The IA&AD will have the responsibility for overall policy directives, guidance and coordination for all project activities related to CPP System. At a strategic level, this responsibility will be vested in the CPP Steering Committee (CSC). The CSC will be responsible for:

- Guiding the work of the Product Owner and his team.
- Reviewing implementation progress periodically.
- Considering recommendations put forward by Product Owner.
- Strategic control over the CPP project.
- Identification of IA&AD offices for phase wise Rollout of CPP System.

16.2 Product Owner and team (in tandem with PECMC)

The Product Owner will be an officer from IA&AD who is the key representative of the department and will be communicating the vision, objectives and the requirements for the project to the System Integrator (SI). The Product Owner is supported by a core team consisting of officials of IA&AD and specialists (internal and external). The Product Owner has the authority to delegate some of the functions detailed below to one or more members of the core team. Further, the Product Owner and the PECMC would need to work in tandem in areas of project management, support for training, IT infrastructure and other functions. As part of Agile development, the Product Owner is the sign-off authority for UAT at various relevant stages. In case of other functions, the Product Owner, his core team and PECMC would be jointly responsible for the following.

16.2.1 Design and development

- Co-ordination with End-user community for gathering requirements.
- Conducts release planning, sprint planning and sprint demo meetings.
- The Product Owner will be responsible for maintaining the Product Backlog and prioritizing the items to achieve the goals.
- Clearly express the requirements (including prioritization) as user stories in the product backlog items.
- Ensure that the Product backlog is visible, transparent, and clear so as to ensure the Development Team understands the user stories.
- Re-prioritization of items by the Product Owner at any time.
- Add New items from time to time to the backlog and prioritize as necessary.
- Remove items from the Product Backlog at any time.
- Defining criteria for acceptance of user stories in each sprint.
- Participate in meetings with the Development Team during each Sprint, including to assess developed items.
- Review and provide input for all the deliverables such as Product Backlog, Release Backlog, Sprint Backlog, Sprint Retrospective, Major Release, Product Increments etc., submitted by the selected Bidder within a defined timeline throughout the implementation phase.
- Review, approve and/or provide recommendations on the change requests identified by the SI.

16.2.2 Acceptance of development

- Identify the UAT team from IA&AD and State Governments, who will be executing the User Acceptance Tests.
- Report observations to the selected Bidder and monitor action taken by SI for timely closure of all defects.
- Acceptance in Level-0.
 - Code review and review of compliance to coding standards.
 - Executing Level-0 UAT
 - Document review and sign-off.
 - Sign-off / Acceptance of user stories.
- Acceptance in Level-1

- Executing Level-1 UAT
 - Document reviews and sign-off.
 - Sign-off / Acceptance of Release
- Acceptance in Level-2
 - Co-ordination with End-User community for supporting UAT.
 - Document reviews and sign-off.
 - Receiving Sign-off / Acceptance from States
 - Sign-off / Acceptance of Milestone
- Review and monitor the completeness of the CPP Phase-1 and Phase-2 with respect to requirements scope and performance/acceptance expectations from the solution.
- Review, Acceptance and provide notice for “Go-Live” of each Milestone after achieving Level-2 acceptance.

16.2.3 Support for Training and capacity building

- Overseeing the planning and progress of trainings such as Master Trainer training, UAT Training, CPP System Administration and coordinate signoff activities.
- selected Review and approve Training Plan and Training content prepared by the selected Bidder for various trainings planned for CPP System.
- Provide the names (nominations) of the personnel to be trained by the selected Bidder on CPP system and its components.
- Review Training results on a periodic basis and provide input on improving the training plan further based upon the feedback received.
- Supporting field accounts offices and State government offices for capacity building.

16.2.4 Project management

- Shall ensure provisioning of adequate seating space and furniture for all the Team members of the bidder at the IA&AD premises in Hyderabad.
- Approving the Integrated Project Management Plan and CPP Inception Report submitted by the Selected Bidder to implement all CPP milestones within the pre-defined timelines.
- Approving the project reporting formats submitted by the selected Bidder to monitor and analyze the progress of the Project.

- Co-ordinate with the selected Bidder for all the activities needed for successful rollout of the CPP solution as per the Schedule.
- Coordinate with all the Stake holders including States' AG Offices, Departments, etc. to get necessary access and information about the various HRMS, IFMS, AG Office systems and applications/services, and make this information available to the SI for design, development, testing and Data migration.
- Apprising the CSC about the progress of the project and report any risk arising.
- Establishing appropriate processes for notifying the selected Bidder of any deviations from the norms, standards, or guidelines at the earliest instance after noticing the same to enable them to take corrective action.
- Review results of post Go-Live workshops conducted by selected Bidders to understand the overall acceptance of the CPP System, review and approve remedial actions proposed by the Selected Bidder for increasing the acceptance of CPP in the User Base.
- Conducting Daily/Weekly / Biweekly / Monthly project review with the selected Bidder regarding the progress of the project.
- Facilitate necessary administrative approvals required for setting up CPP Contact Centre by the selected Bidder.
- Coordinate with selected Bidder to ensure successful setting up of the CPP contact centre with adequate customer support executives and communication facilities

16.2.5 IT Infrastructure

- Critically review IT resource augmentation requirements proposed by the Selected Bidder at relevant stages/phases of the CPP project.
- Approve the IT resource augmentation proposed by the selected Bidder at relevant stages/phases of the CPP project.
- Reviewing the installation/configuration and deployment of the CPP System and its sub-components in Virtual private cloud (VP) for UAT, Staging, Training and Production environment.
- Infrastructure readiness of field A & E offices as well as the different State Government entities.
- Coordinating and overseeing procedures for undertaking quality audits of the system on a periodic basis.
- Co-ordinate with the selected Bidder and third party (if required) for audit of the CPP system.

- Engage with the selected Bidder to decide on the mode of digital authentication for the CPP generated documents and facilitate the procurement of Digital Signatures/ any other for the concerned IA&AD officials, if required.
- Review/monitor the disaster management plans / readiness and mock drills on a periodic basis and oversee the remedial action taken by SI.
- Provide approval on the Incident response and reporting procedure prepared by selected Bidder. Also monitor adverse incidents reported by the selected bidder.
- Monitor adverse incidents reported by the SI and closely monitor it to closure.
- Review and provide recommendations on the Incident response and reporting procedure prepared by SI.
- Monitor and supervise the activities needed for stabilizing the system and tuning the system for meeting the performance expectations during the early phase of O&M.
- Review patches/upgrades identified by the SI in the CPP application environment.
- Apprising the Product Owner/ CSC about the acceptance/utilization of the system and report any risk arising.
- Monitor SLAs reporting on a continuous basis along with overall timelines and calculation of penalties accordingly.

16.2.6 Others

- Handholding of field A&E offices and State government offices through Level-1 and Level - 2 functional help desk.
- Master data readiness.
- Sign-off on data migration strategy and design.
- Support for data migration.

16.3 System Integrator

The major items of responsibility of the SI are listed below. The listing is followed by links to appropriate sections where the responsibility of the SI and requirement of the IA&AD is detailed.

16.3.1 Project Management

- Appoint a project manager.

- The Project Manager will serve as a single-point contact within the institutional framework for the purpose of project monitoring / reporting purposes and shall be deployed by the selected Bidder. He / She will be responsible for all the activities within the CPP and will report to Product Owner. He/she will be directly responsible for providing periodic project statuses, tasks schedule and Action Taken Reports (ATRs).
- Prepare and submit the Integrated Project Management Plan (IPMP) for implementation of the CPP project to Product owner for approval. The IPMP shall comprise of the all the components of deliverables prepared for the CPP Inception and shall adhere to the Scope of work of the CPP system.
- Prepare the project reporting formats to report the progress of the project and submit to Product Owner for approval.
- Participate in Weekly / Monthly project review in regard to the progress of the project.
- Participate in meeting with CSC, as and when necessary.
- Identify and escalate issues/risks to the Product Owner and provide the mitigation plan.
- Adhere to the directions of Product Owner as and when provided.
- Prepare and deliver for approval all the deliverables as per Section 7 of CPP RFP Vol-2-within a defined timeline, as agreed in the IPMP and to the satisfaction of Product Owner/CSC, throughout the implementation of the CPP.
- Meet all the necessary pre-conditions for system go-live of both the CPP Phase-1 and Phase-2 .
- Configure and rollout the CPP Application in a timely manner as per the schedule defined in the IPMP.
- Provide a periodic report on successful rollout to Product Owner including justifications for any variance from the finalized rollout plan.
- Prepare exit management plan and get it signed-off by Product Owner.

16.3.2 IT Infrastructure

- Appoint a project manager for hosting and managing all the Network, Infrastructure and Security implementation related activities.
- The selected Bidder shall identify and inform Product Owner about the usage of Digital Signatures for various officials in the business process workflow.

- Collaborate with the hardware/ software OEMs/ vendors for timely installation of products. Also maintain all kinds of interactions with the service provider of Virtual Private Cloud (VPC) and provide regular report to Product Owner on infrastructure usage, performance, and security.
- The SI shall propose the plan of setting up the VPC for the entire CPP implementation and Rollout and submit the same to Product owner for review and approval. Any Resizing in the planned configuration, if required, must be submitted to Product Owner along with proper justification for approval.
- Procure/Install/configure/deploy all the components (IT and non-IT) of the CPP system and get approval from Product Owner.
- SI to ensure that the Design documents and BoM (with sizing justifications) are submitted to IA&AD and approvals are received before invoices are submitted to IA&AD against procurements.

16.3.3 Design and development

Scrum of scrum (or equivalent)

- Project Manager / Scrum Master / Technical contributor or equivalent should be designated to manage the scrum of scrum meetings that will provide a platform for cross-team collaboration and planning, highlighting dependencies, and addressing points of integration or conflict.
- Ensure user stories are well understood by the other scrum masters.
- Responsible for co-ordination between the parallel development teams.
- Identify common user stories and inter-related user stories amongst the parallel development teams and facilitate coordinated effort to produce an integrated product.
- Ensure user stories meet acceptance criteria of Product Owner.
- Coordinate with other Third party applications/systems as may be required, for ensuring that the CPP system can seamlessly exchange data with them.
- Identify any patches/upgrades required and report it to Product Owner and if agreed by Product Owner, implement the same.
- Identify change requests and report to Product Owner for necessary action.
- Prepare relevant documentation and get it signed-off by product manager.
- Assist IA&AD and third party for system audit on various parameters of the CPP system, if required. IA&AD shall bear the cost of the System Audit.
- Assisting in quality audits of the system as and when required by the Product Owner.

- Other responsibilities as mentioned in this RFP document.

Scrum master of a development team (or equivalent)

- Design, development and system testing of user stories as per the prioritization in the backlogs and the requirements signed-off by Product Owner for every Sprint.
- Ensure UAT readiness of the developed user stories and act upon the feedback received during sprint demo and UAT at various stages.
- Ensure completeness of the CPP System with respect to meeting functional requirements, performance requirements and the acceptance criteria defined by the Product Owner and get sign-off on the deliverables from the Product Owner.

Development teams

- Need for parallel development teams to achieve timely delivery of all project milestones.
- Responsible for actual development activities with each Sprint.
- Cross-functional – having all the skills needed to create a Product Increment.
- Accountable as a team to ensure meeting acceptance criteria of Product Owner for user stories.

16.3.4 Training and capacity building

- Prepare training plan, required training material/documentation, user manuals, evaluation methodology to measure learning and execute the training plan as per training requirements of IA&AD provided in Section 8 of this document.
- Design and develop course curriculum, training material and methodology for evaluating the trainee and the effectiveness of training
- Conduct trainings and ensure effective capacity building of the participants.
- Hand-holding support for core team of Product Owner and empowering them to support UAT testing and also to provide support during on-boarding of offices other than pilot and nodal offices.
- Collect feedback from participants and submit to IA&AD.

16.3.5 Operations & Maintenance

- Support core team of Product Owner during the entire O&M phase starting post Go-live of Phase-1 Stage-1.

- Monitor Operations and maintenance Phase post roll-out of both CPP Phase-1 and Phase-2.
- Deploy and manage technical support team for addressing the issues and incidents raised by users; resolve such issues and report the status to the Product Owner on a periodic basis.
- Tune and stabilize the system to meet the performance expectations during all phases based on the System Audit Report of O&M post-go live at no extra cost to IA&AD.
- Prepare an incident response and reporting procedure and submit the same to Product Owner for approval. In addition to this, incidents encountered during the O&M phase need to be prioritized, reported and resolved in a timely manner.
- Prepare SLA report based on the SLA parameters given in RFP Vol-3 Annexure A on a continuous basis and submit it to Product Owner for review and necessary action.
- Prepare and deliver for approval all the deliverables such as Disaster Management Readiness Mock Drill Report, O&M SLA Metrics, Issue Log and Resolutions etc. within a defined timeline, as agreed, and to the satisfaction of Product Owner, throughout the O&M phase.
- IVR: Not in scope
- Toll-free: Shall be provisioned by IA&AD
- Landline phones: shall be provisioned by IA&AD
- Laptops/PCs/Peripherals: Shall be provisioned by SI
- Ticketing tool: by SI as per RFP.

17 Human Resource Deployment requirements

The SI shall deploy project delivery team of suitably qualified and experienced managerial and technical resources for the successful development and rollout of CPP System. The envisioned CPP project shall be developed in a phased and staggered manner.

It is made clear that the entire team should be mandatorily deployed onsite at IA&AD provided premises at Hyderabad for project delivery at least up to **Phase-1 Go-Live**. The need for continued requirement for onsite deployment would be reviewed at least 30 days before end of **Phase-1 Go-Live** depending on the progress of the project, thus far.

The Development Center shall be provided by IA&AD and would be equipped with required furniture and internet facilities. The SI team should bring their end user computing device (Laptop/ Desktop) with all the necessary development and end point security software required for development of CPP System.

17.1 Synopsis of Track-wise requirements

The table below provides an abridged requirement of CPP project delivery requirements

Team Deployment Schedule for CPP Project Delivery		
Phase	Requirements	Duration
Track 2	As required to fulfil requirements in Section 10.2 Dedicated Onsite (IA&AD premise at Hyderabad) Resource Deployment for Development & testing of CPP Application for Phase-1 Stage-2 UAT (at the minimum). The need for continued onsite presence, thereafter, will be reviewed at least 30 days before completion of Phase-1 Stage-2 UAT based on status of implementation thus far. The same team will continue for the CPP Application Phase-2. For further details, see subsequent sections.	During the duration of development as per Implementation timelines till Phase-1 Go-Live
Track 3	As required to fulfil requirements in Section 7	During the duration of development, operation and maintenance Same as Track 1
Track 4	Onsite during the training schedule to fulfil requirements in Section 8	As and when training is scheduled.
Track 5	As specified in section 8 the CPP training and capacity building related resources shall be based onsite at IA&AD premises at Hyderabad for the entire duration of the project	For the entire duration of the project
Track 6	As specified in section 9.1 the CPP Contact Centre resources shall be based onsite at IA&AD premises at Hyderabad for the entire duration of the project	For the entire duration of the project

17.2 Key Personnel

The CPP is a multi-disciplinary initiative with different phases and project tracks. This would require the SI to deploy best in class resources having specialized skills, education and relevant experience

for successfully implementing the project within time, meeting the scope and quality. The continuity of deployed resources in all the phases shall play a key role in meeting the project objectives. In the above context, the SI should propose a **Team for Track 2: CPP Application development of Phase-1 and Phase-2.**

The following points are stated in an objective manner:

- The SI would propose the name and CVs of those Key members in the proposal who would be working in development and implementation of the CPP System.
- Only these Key members who would be working in the CPP System shall be present for the Technical Presentation during the Bid process.
- The SI would retain these Key members till the completion of CPP Application Phase-2. These key resources should not be withdrawn from the CPP Project, unless an explicit approval from IA&AD is sought for and received.

During the project execution phase, IA&AD may re-visit the list of profiles / roles of “Key Resources” and designate or remove certain profiles to the list of ‘Key resources’, and the revised list shall be communicated to the Bidder. The general principles described in Section 17.4 of this document and the SLAs described in Vol-3 Annexure A pertaining to the “Key resources” shall be applicable on the revised list also.

The requirements with regard to the key personnel are listed below:

S. No	Proposed Resource	Minimum Qualification	Minimum Experience	Full Time / On Demand (Remarks)
1.	Project Manager	BE/B. Tech/ MCA/ MBA/ Any other Master's degree.	<ul style="list-style-type: none"> • Agile Certified Practitioner (ACP) from the Project Management Institute or the SI shall provide details of certification such as course duration, synopsis of course content and evaluation methodology. • Min 5+ years of experience in executing Project in Agile Methodology 	100% Full Time

S. No	Proposed Resource	Minimum Qualification	Minimum Experience	Full Time / On Demand (Remarks)
			<ul style="list-style-type: none"> Min 16+ years of experience in IT industry 	
2.	Scrum Master (one of the scrum masters will act as scrum of scrum).	BE/B. Tech/ MCA/ MBA/ Any other Master's degree.	<ul style="list-style-type: none"> At least one Agile Certified Practitioner (ACP) from the Project Management Institute or the SI shall provide details of certification such as course duration, synopsis of course content and evaluation methodology. Certified Professional Scrum Master or equivalent Min 12+ years of professional experience Min 5+ years of experience in executing Project in Agile Methodology 	100% Full Time SI may choose to combine one of the scrum masters. But a minimum of two scrum masters must be provided.
3.	Enterprise Solution Architect	B.E./B. Tech/MCA.	<ul style="list-style-type: none"> 3 application implementation experience on the different business functions 12+ years of experience Min 5+ years of experience in executing Project in Agile Methodology Should have industry standard certification 	25% Availability Onsite Available Onsite on Demand
4.	Technical Architect	B.E./B. Tech/MCA	<ul style="list-style-type: none"> 3 relevant application architecting and implementation experience 10+ years of experience in technologies and frameworks being used for Application Development. Min 3+ years of experience in executing Project in Agile Methodology 	100% Full time

S. No	Proposed Resource	Minimum Qualification	Minimum Experience	Full Time / On Demand (Remarks)
5.	Senior Business Analyst	B.E./B. Tech/MCA	<ul style="list-style-type: none"> 2 relevant application implementation experience Minimum 14+ years of experience 4+ years of experience in relevant business function Min 4+ years of experience in executing Project in Agile Methodology 	100% Full time
6.	Cloud Database Administrator	BE / B. Tech / MCA	<ul style="list-style-type: none"> More than or equal to 9+ years' experience as a DBA Min 3+ years of experience on database proposed by bidder 	100% Full Time
7.	Security Architect	BE/B Tech/MCA	<ul style="list-style-type: none"> Minimum 12+ years of experience At least 3 large data center and enterprise security experience Conversant with ITIL, ISO 27001 standards At least one vendor neutral certification 	50% Availability Onsite Available Onsite on Demand
8.	Cloud System Admin	BE / B. Tech / MCA	<ul style="list-style-type: none"> Minimum 8+ years' experience as a sys admin Min 3+ years of experience on CSP proposed by bidder 	
9.	QC Expert	BE/MCA	<ul style="list-style-type: none"> Experience in Functional Testing (Web, Mobile) Min 10 years of IT experience 	100% Full Time

Technical Response from the Bidder in Technical Format 10 and 10A: The Bidder in the Technical Proposal should propose the name of the Key Personnel in the Technical Bid Format 10 of the Appendix I of RFP Vol-2 along with their role. The detailed CV of the Key Personnel should be provided in Format **10A** of the Appendix I of RFP Vol-2

17.3 Track 2: Phase-1 and 2 Resource Deployment Requirement

The table below provides an indicative baseline resource category wise quantity, duration, minimum qualification and experience for the proposed development team.

Phase-1 and Phase-2 : Indicative Team				
#	Resource Type	Quantity	Min Qualification	Minimum Experience
1.	Project Manager	1	Provided in Key Personnel Section (Section 17.2)	
2.	Scrum Master ⁴	3		
3.	Enterprise Solution Architect	1		
4.	Security Architect	1		
5.	QC Expert	1		
6.	Business Analyst	3		
7.	Developers / Sr. Developers	15	BE/B. Tech/MCA	5 Years
8.	UX/ UI Designer	3	BE/B. Tech/MCA	5 Years
9.	Test Lead	2	BE/B. Tech/MCA	7 Years
10.	Testers	6	BE/B. Tech/MCA	5 Years
11.	Data Preparation / Migration Expert	1	BE/B. Tech/MCA	5 Years
12.	Database Administrator	1	Provided in Key Personnel Section (Section 17.2)	
13.	System / Cloud Administrator	1		

The table above depicting the team is indicative baseline only. The SI is at liberty to augment the team composition and size over and above the baseline mentioned in above table whilst ensuring that the project timelines are met successfully. SI will not change the personnel deployed as Development team without due justification and prior approval of IA&AD. Change of personnel in the development team,

⁴ It may be also noted that one of the Scrum masters shall perform the role of Scrum of Scrum so as to maintain the consistency in approach across different Teams.



shall be done only in case, if the personnel resigns from his/her organization or due to medical incapacity; any such change in resource deployment shall be done only after the approval of IA&AD.

It is made clear, that IA&AD or its nominated agency reserves the option to insist SI to augment the Development Team for Track 2 Phase-1 and Phase-2, with a three-week prior notice, which the selected bidder shall comply with.

It is again reiterated that the various teams deployed by the selected bidder shall bring their own end user computing devices. The end user computing devices (laptops / desktops) should have appropriate security solutions such as (Anti-Virus – Anti Malware etc.) to avoid security breach.

Technical Response from the Bidder in Technical Format 7, 8 and 10 of Appendix I of Vol-2 RFP: The Bidder in the Technical Proposal should propose the

- a. Effort Estimate for Development of CPP Phase-1 and Phase-2 Application.
- b. Team composition with quantity for both Phase-1 and Phase-2.
- c. Resource Deployment Plan as part of this Technical proposal for both Phase-1 and Phase-2. (Premium, if any, for onsite deployment after Phase-1 may be mentioned only in the financial bid).

It is made clear that the roles of each category of resource should be clearly defined and it is also made clear that one category of resource cannot be used interchangeably for another role, except as specified in the tables above. Any other interchangeable use of resources (other than mentioned above) should be fully justified and require prior approval of the Product Owner.

The Bidder's team shall carry out the requirements gatherings for CPP System Phase-2 for each state in consultation with IA&AD. The outcome of the exercise would be the finalization of Phase-2 requirements. Upon approval of the Phase-2 CPP requirements, the team shall propose an effort estimate, detailed project plan with deliverables and team composition for successfully developing the Phase-2 requirements for CPP, and seek approval from IA&AD prior to implementing the system as per the Implementation and rollout plan.

17.4 Mandatory Process before Deployment of Proposed Team

As a general principle, in any phase of the project, at the relevant stage the selected bidder shall propose the names of the resources for deployment. IA&AD or its nominated agency shall scrutinize the resumes

and interact with the proposed resources before their deployment. After the approval of IA&AD the resources shall be deployed.

In addition to the above, the performance of the deployed resources would be periodically assessed.

17.5 Performance Review of Team

The team members' performance shall be reviewed by IA&AD and its nominated agency on an ongoing, periodic basis. If IA&AD or its nominated agency finds the performance of one or more resources to be unsatisfactory, IA&AD shall have the option to ask for a replace with an adequately qualified and experienced replacement resource, with a three-week prior notice, which the SI shall comply with.

18 Project Milestones

The CPP project shall have the following major milestones spread over the entire life of the project:

Milestone	Description	Type of Milestone	Timeline (in Months) (from T0)	Timeline (in Months) (from start of O&M phase)
M1	Completion of Phase-1: Stage – 1	Development	T0 + 9M	Y1
M2	Completion of Phase-1: Stage-2 (i.e., Phase-1 Go live)	Development	T0 + 15M	Y1 + 6M
M3	Completion of Phase-2: Stage-1&2 completion (i.e., Project Go live)	Development	T0 + 24M	Y1 + 15M
Y1	Coincides with M1 (i.e., Completion of Phase-1: Stage-1) and marks the commencement of O&M period.	O&M	T0 + 9M	Y1
Y2	Commencement of Second year of O&M phase	O&M	T0 + 21M	Y1 + 12 M

Milestone	Description	Type of Milestone	Timeline (in Months) (from T0)	Timeline (in Months) (from start of O&M phase)
Y3	Commencement of Third year of O&M phase	O&M	T0 + 33M	Y1 + 24 M
Y4	Commencement of Fourth year of O&M phase	O&M	T0 + 45M	Y1 + 36 M
Y5	Commencement of Fifth year of O&M phase	O&M	T0 + 57M	Y1 + 48 M
Y6	Commencement of Sixth year of O&M phase	O&M	T0 + 69M	Y1 + 60 M
Y7	Commencement of Seventh year of O&M phase	O&M	T0 + 81M	Y1 + 72 M
Y8	Commencement of Eighth year of O&M phase	O&M	T0 + 93M	Y1 + 84 M
YW	Commencement of Warranty period of O&M phase for a period of 6 months post completion of Y8.	Warranty	T0 + 105M	Y1 + 96 M
Note: <ul style="list-style-type: none"> T0 – Date of signing of Contract implying the Start date of the Project 				

Please refer section 19 of this document for further details pertaining to Project Timelines.

19 Project Timelines: High Level Implementation Timelines of CPP Project

CPP application is envisaged to be developed, implemented and rolled out in a staggered manner. The table in the subsequent page provides a high-level breakdown of CPP System into different Tracks and phases with corresponding timelines for each Tracks and Phases thereof. The table also provides development and operationalization of other project tracks along with the timelines.

The legend of the timeline is explained below:

- The **Purple** cells represents the duration for which the Track would be required.
- The **Light Blue** cells represent the time period during which the Sprints (relating to the release/phase) including planning, design, development, system testing are done and Level-0 & Level-1 acceptance testing are envisaged.
- The **Blue** cells represent the time period during which the Level-2 acceptance testing and Phase-1 Stage-1 roll-out is envisaged.
- The **Orange** cells represent the time period during which the Phase-1 Stage-2 roll-out and acceptance testing is envisaged.
- The **yellow** cell represents warranty period after O&M phase
- The **Green** cell represents the duration for which development team would support Pilot offices in fixing the bugs/issues after rollout

For the purposes of measuring completion, the last working day of the concerned quarter, as specified in the High-Level implementation timeline, is deemed to be the Project milestone for the relevant milestone for the purpose of this RFP, including the Service Level Agreement. This is applicable for Phase-1 and Phase-2.

High Level implementation time line of Project Tracks																										
		Year0									Year 1						Year2		Year3	Year4	Year5	Year6	Year7	Year8	Year9	
Track #	Months	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16-M21	M22-M24	M25-M33	M34-M45	M46-M57	M57-M68	M69-M80	M81-M92	M93-M104	M105-M110
Track 1	Set up of development, Testing, UAT, Training and Pre-Production environment in VPC																									
	Setting up of Development,UAT,training and Pre-																									
	Onboarding of dev teams and other activities																									
Track 2	CPP Application design, development, rollout & implementation																									
Phase 1	CPP Application Phase 1																									
	Design, development & system testing (Stage 1)																									
	Level 1 acceptance for stage 1 by PO team																									
	Level 2 acceptance by states for Stage 1 (pilot																									
	Design, development & system testing (Stage 2)																									
	Level 1 acceptance for stage 2 by PO team																									
	Level 2 acceptance by states for Stage 2																									
Phase 2	CPP Application Phase 2																									
	Finalisation of requirements																									
	Design, development & system testing																									
	Level 1 UAT by PO																									
	Level 2 UAT by State																									
	Go-Live of CPP																									
Track 3	Setting up of Production environment in VPC																									
	Setting up of Prod env- Phase-1 Stage-1 (DC-1)																									
	Setting up of Prod env- Phase-1 Stage-1 (DC-2)																									
	Setting up of Prod env- Phase-1 Stage-2 (DC-1)																									
	Setting up of Prod env- Phase-1 Stage-2 (DC-2)																									
Track 4	Contact Center setup and operation																									
	Setting up of Contact Center																									
	Operations of contact center																									
Track 5	Training and Capacity Building																									
	Training of product owner's team																									
	Master Training CPP Phase 1																									
	Master Training CPP Phase 2																									
	UAT Training																									
Track 6	Operations and Maintenance																									
	CPP phase 1																									
	CPP phase 2																									

20 Documentation Requirements

The Agreed and Final, Project Plan for both phases of CPP must include a complete description of the proposed approach to the user and system documentation. All End-User documentations like end-user manuals, training materials and system operation and maintenance etc. should be in English.

The documentation relating to design and development should be maintained in the tool chain and other documentation should be maintained systematically in a document management system with appropriate version and configuration control.

User documents must be presented through the CPP user interface and made available for download in acceptable formats such as Portable Document Format (pdf) and similar formats as needed. System Documentation is intended primarily for internal CPP management team use and will not be made available through the portal.

Documentation must provide configuration management and document control information at the start of each version of the document. All documents should be provided to IA&AD in soft copy. The following are minimum documentation requirement in relation to CPP project. Further details on documentation is provided in 'section 7' of Vol-2 of this RFP.

20.1 Design and development documentation

The following documentation should be created as part of Development lifecycle and maintained as part of the tool chain.

- Integrated Project Management Plan, including project Schedule
- Product Backlog – User stories, priority, estimate of effort, Use Cases etc.
- Release backlog
- Minutes of release planning
- Application Technical Design Document
- Network, Infrastructure and Security Design document
- BoQ (with justification for Sizing)
- Sprint Planning document and its minutes
- Sprint Backlog
- Sprint metrics for monitoring progress

- Sprint Retrospective
- User Acceptance Report – Sprint review, Demo of Features, Definition of Done
- Issue Tracker and resolution of outstanding issues post Go-Live
- Test Plan & Test Reports
- Final CPP document (to be given sprint wise) – Requirement specifications, Design (technical & functional), Code and Test
- Change Request Documents, if any

All the aforesaid documents should be submitted within the planned timelines and must be duly approved by IA&AD Project team. Further details

20.2 Documentation relating to training and capacity building

The user & training documentation shall provide complete and comprehensive user manuals that cover, but not limited to, the following aspects:

- Functional user manual (for all role-based users)
- Training videos
- E-learning material
- Training documentation including material and evaluation
- Troubleshooting guide
- Quarterly Release Training documentation

20.3 Application system administration

The documentation relating to application system administration shall include, but not be limited to, the following:

- Installation and Configuration
- Database Structure
- System Structure and control flow
- Interface to other systems
- Security control matrix
- Privacy control, integrity control, backup and recovery operation etc.

20.4 Documentation relating to operations, maintenance and security

The system operation and maintenance documents shall include, but not be limited to, the following:

- Equipment level operations
- System level operations
- Maintenance schedules and procedures
- Configuration Management Plan
- Troubleshooting including list of error messages
- Performance tuning and capacity planning
- Security administration
- Backup and recovery procedure

In addition, the security design document shall address following issues:

- Application security
- Database and Middleware security

20.5 Documentation relating to OEM/COTS/Open source components used

The documentation relating to OEM/COTS/Open source components used in IT solution shall cover, but not limited to, the following:

- IT Service management
- Management, Configuration and Deployment of the software and standard software updates
- Management of the system's user move/add/change requests

Note: The document submitted to IA&AD should adhere to standards conforming to the best practices such as CMMI 5, ISO 27001, as applicable. These documents would be reviewed by IA&AD before final acceptance for its conformity with the relevant applicable standards.

21 Quality Control Requirements

The following quality control requirements are envisaged for CPP project. The quality control requirements may be suitably adapted for the exact flavor of Agile development technology that is decided to be used during the development.

21.1 Quality Control for development

The purpose of quality control is to identify defects/issues from the work products early in the life cycle. Quality Control occurs throughout the development from the beginning with verification of the requirements, progressing through the verification of the evolving deliverables, and culminating in the verification of the completed product. The verification process should address whether the work product properly reflects the specified requirements. The validation demonstrates that the product/applications and deliverables, as provided, will fulfil its intended use. The end users and other relevant stakeholders are involved in the validation activities including requirements and design review by IA&AD and User Acceptance Test (UAT).

With respect to Quality Control activities, the selected bidder will propose standards and guidelines for Quality Control requirements. It should include (but not restricted to) code review, unit test, integration test, system test and Load testing. SI will undertake code reviews to ensure quality and to implement the standards and guidelines. The selected bidder will also plan for peer review and test activities in detail. Coding standard needs to be identified and followed by selected bidder during the development phase. The selected bidder will prepare required test scenarios and test cases to verify the functionalities as mentioned in requirements. Test defects need to be captured, analysed, reported and closed. It is expected that selected bidder will develop a bi-directional Requirements Traceability Matrix (RTM) that maps the functional/non-functional requirements to the appropriate Design, Code/Configuration and the Test cases.

To ensure timelines and quality, IA&AD envisaged solution delivery through iterations in CPP Application development using Agile/Scrum methodology (or any other flavour prescribed by SI in consultation with Product Owner). The criteria for acceptance will be defined by the Product Owner.

The review of IA&AD would include a UAT, code review and documentation review. Hence, the selected bidder should prepare user manual for the sprint and impart UAT training for every release. The code review and documentation review shall be undertaken by the Product Owner's team or his/her nominated agency. SI shall propose use of an automated toolchain to carry out testing at different stages.

21.2 Test Documentation

Test Plan/Review Plan:

The scope of the test activities, the methods and tools, the schedule and sequence of all test activities related to the CPP have to be stated and defined in this plan. The test objects have to be identified as well as the attributes which have to be tested and the related end of test criteria must be fixed. Responsibilities and risks have to be identified and documented.

Test Case:

In the test case specification, the test object has to be identified as well as the attributes which have to be tested. It has to be made clear which steps and measures have to be applied to execute the test cases and which results are expected.

Test Data:

The test data to execute the test cases would be provided by IA&AD.

Test Result:

The test results have to be documented and it has to be identified if the test ended with the expected results i.e. if they passed or failed. Setup and use of a Defect Logging tool is mandatorily required for logging the defects emanating from the various testing cycles. This may also be supplemented with a check list which is ticked by the tester (may be even included in the test procedure / test case specific). It may be even necessary to apply different methods within the same project, depending on the kind of test object and the kind of test employed. A preparation of the test results in a report is required, which must be derived from the Defect Logging Tool. Test logs may be voluminous and have to be condensed to have their contents prepared for a quick overview and reference as well as for management or customer presentations.

21.3 Defect Management Guideline

The defect management process involves documenting, tracking, resolving and closing issues or defects in the test environment. The defects shall be logged and tracked using a web-based Defect Tracking Tool. The process defined within this section highlights how defects will be prioritized and assigned to responsible parties for analysis.

A defect can be identified when:

- A test case fails (actual results differ from expected results).

- A code deployment, configuration, or data issue is discovered during test environment verification.
- A connectivity, security, or workstation related issue is discovered that prevents test case execution.

The Test Team will examine and classify each identified defect by the severity of the problem and fix the same. The severity and priority of defects shall be finalized by the SI in consultation with IA&AD team at the start of the project. SI team will conduct defect triage meetings with IA&AD team regularly during each testing cycle to correctly categorize the severity of defects and prioritizing them for their timely resolution.

22 Adherence to Standards, Policies and Guidelines

The requirements relating to adherence to standards, policies and guidelines are detailed below.

22.1 Portal Design Guidelines

1. The system should support Unicode UTF-8 encoding facility.
2. All the forms / screens should be in English. However, all scheduled languages should be supported in word processing, data elements and documents stored in document management system.
3. Support multiple dates and time formats (especially dd-mm-yyyy which is the most prevalent in India). The user on the web portal should be able to change the date format as required.
4. The portal must comply with guidelines as specified by Government of India and available at www.web.guidelines.gov.in
5. Documents may be stored in the portal document repository using many formats, such as Word, Excel, Pdf etc. It should also have the capability to convert documents to another desired format. The portal must maintain the capability to read all the formats of all the documents that it manages, or has links to, irrespective of the age and version of the original native format of the document.
6. All data and applications delivered through the portal must be fully usable with all common web browsers, including at minimum Microsoft Internet Explorer, Safari, Chrome and Firefox.
7. No special client software shall be required to use any aspect of the data or applications delivered through the website.

8. The system must be “device aware” and vary content and access based on which device a user is utilizing i.e. users can securely access the portal via alternate devices, such as Tablet and mobile phones.
9. The portal should be able to integrate with all the components.
10. A user may be having more than one post assigned to him at the same time. Portal should be able to distinguish different posts assigned to him and should assist in customizing the dashboard accordingly and should support seamless transition from one post to another.

For detailed information pertaining to Portal requirements, refer Annexure B and Annexure C of this document.

22.2 Conformance to Technology, Standards Open Source Software Policy of GoI

During the implementation following standards & guidelines of MEITY would be referred/ used:

- The solutions would be centralized, multi-tenant, integrable and should support open APIs.
- **The application should be built using preferably open source software and open standard platform and adhere to policies set out by MEITY on Open Source, Open APIs, Principle of e-Kranti, Software development and Reengineering guidelines.**
- The solution should leverage use of Controller of Certifying Agency empanelled agencies for authentication (Aadhaar based authentication and e-KYC using biometric devices), Digital-Locker, Digitize India, e-sign, PayGov India, National Payment Gateway platform, Mobile-Seva etc.
- The solution should be scalable and replicable with minimum changes, for similar kind of operations.

Note: The bidder has the liberty to propose proprietary software with a justification for adopting the same to meet the functional, technical and non-functional requirements. The bidder shall clearly state in the technical proposal why the same cannot be achieved using open-source software. The justification will be assessed by IA&AD evaluation team.

Interoperability is defined as the ability of two or more systems or components to exchange information and use the information that has been exchanged. Data standardization and interoperability are prerequisites for sharing and interfacing Department / Directorate systems/ Data with other National Agencies / State Agencies and businesses. To this end, the Solution should be based on Open standards. Interoperability related projects should be compliant to CMIS standards for Content and Document

management, HTTP/HTTPS/SOAP standards for SOA, BPEL 2.0/BPMN 2.0 for Integration and Workflow. The Web portal should follow the GIGW guidelines.

The list of standards is indicated for reference and may not be treated as exhaustive:

- Portal (Web pages) development W3C standards
- Information access / transfer protocol SOAP, HTTP/HTTPS
- Interoperability Web services open standards
- Digital Signature RSA standards
- Document Encryption PKCS specifications
- Secure Communication SSL protocol
- PDF 417 as 2D Bar Code standard
- Information Security ISO 27001 Standards
- 2-Factor RBAC Authentication and Authorization (user ID, password, and a digital certificate or
- Documentation IEEE/ ISO/ CMMi specification

22.3 Compliance to IndEA Framework

The solution architecture for the application should be based on the layered architecture approach, allocated with a different set of service components like presentation, business, security, data access and data storage components. Each layer should be loosely coupled with the adjacent layers providing demarcation of functionalities. Components in each layer will interact with components of neighboring layers only. The layered approach ensures a clean division of responsibility and makes the system more scalable, flexible, maintainable and extensible with a high level of cohesion between components. Proposed solution should be exposing the services in a Service Oriented Architecture (SOA).

For detailed guidelines pertaining to implementation of IndEA framework in areas of Application, Infrastructure and Security for the CPP Applications, refer Annexure B of this document.

22.4 Compliance with Open Standards

Open standards are of major importance for the success of all such ICT based governance projects in both the short- and long-term duration. By adopting open standards, the vendor lock-in and technology lock-in can be avoided. Open Standards provide standard interfaces and models for the data to be exchanged and are the key enablers for establishing well-functioning service-oriented architecture.

S No	Technology Standards
1.	Architecture- The application architecture should be n-tiered and must include all necessary software components. Architecture shall allow for future scalability and scope addition by way of defining new services.
2.	Interoperability - SI shall propose the solution and technology platform that is based on the open standards, provide interoperability with other operating systems and application servers, guarantee portability of data and content and that the best meets the functional, non-functional and technical specifications provided in the RFP. SI must follow the Deity guidelines on open standards available at http://egovstandards.gov.in/
3.	Integration with Existing IT Applications: SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.
4.	Web Services- SI should ensure that the solutions proposed be integrated based on open standards supporting Web Services principles
5.	Multilingual interface - The user interface/labels may only be in English.
6.	Compatibility -The system should run on multiple browsers
7.	The solution architecture should be platform, database and vendor independent.
8.	The solution is required to provide modularity (business function and process) that should support addition/removal of one or more modules as and when required.
9.	The solution should ensure data safety and integrity in the event of communication channels operation failures, software and hardware operability failures.
10.	The solution should have the ability to scale up as and when the new business applications and services are added without compromising the performance of the overall solution. The architecture should be proven to be highly scalable and capable of delivering high performance as and when the transaction volumes increase.
11.	System should employ a common user access and authentication service to ensure Single-Sign on for the end-user.
12.	The system should be developed to be deployed in n-tier data center Architecture.
13.	System should be extensible to provide access to the interfaces through mobile data terminals.
14.	System should support secure transmission of data over the network and support Secured Socket Layer (SSL).
15.	Any access to the solution database shall only be via application after appropriate authentication
16.	System should support requirement of OTP and digital certificates for authentication and non-repudiation.
17.	As part of their Technical Bid Response, the SI shall provide the detailed architecture and comprehensive Bill of Materials/rate card matrix for all components of the proposed solution.
18.	Mobile App - Offline – Online Mode

S No	Technology Standards
	The Mobile Application should work in both online and offline mode and have the capability to synchronize with the central application once the data generated in offline mode gets the required connectivity.

23 Exit Management Plan and Handover Mechanism

The selected bidder shall prepare and provide the IA&AD a clear and unambiguous Exit Management Plan. Details of the Exit Management are furnished in Vol-3 of this RFP.

The Exit Management Plan shall contain the details thereof including the following:

- A detailed program of the transfer process that could be used in conjunction with IA&AD or the Replacement Vendor, including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure during the transfer;
- Modalities for communication with SI's sub-contractors, staff, suppliers, service providers and any related third party as are necessary to avoid any detrimental impact on the Systems operations as a result of the transfer;
- Plans for provision of contingent support to the project and IA&AD or the Replacement Vendor for a reasonable period after the transfer.

Handover Mechanism:

- At the end of the specified O&M services period, the IA&AD may exercise its option to renew the O&M services with the existing SI or decide to undertake these activities on its own or through a third-party.

If Handover is required to be made to IA&AD / any other vendor at the end of the existing O&M or otherwise, SI shall be responsible for handing over the complete know-how, documentation records, software logs and all such relevant items that may be necessary for the transition process.

The Bidder will be required to submit the Exit Management Plan within 2 (TWO) months of achieving M1. The Exit Management Plan will need to be updated within 2 (TWO) months of achieving M2 and each state of M3. Further, the Bidder will be required to update the Exit Management Plan on an Annual basis at the start of every O&M year (i.e., Y3 onwards upto YW). Bidder will be required to get approval from



IA&AD on each version of the Exit Management Plan within 2 (TWO) months of submitting that Exit Management Plan.

Technical Response from the Bidder in Technical Format 11 and 11A: The Bidder in the Technical Proposal should propose clear Exit Management Plan and Handover Mechanism to ensure smooth transition.



***** End of Document *****

2021

Request for Proposal

Selection of System Integrator for
Implementation, Rollout and Operations &
Maintenance of

**“Centralized Pension Processing System
(CPP project)”**

Volume – I

Annexure



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1 Key Indicative Data Points

The indicative key data points relating to the CPP application are detailed in this document. The data points mentioned below are indicative from the system design perspective. The bidder needs to validate this data and do their estimation. IA&AD does not take any responsibility for the accuracy of the data points and sizing as these may change.

1.1 Intended User Estimation

State	IA&AD Users	State Users		Legacy Pensioners	Pensioners (Per Year)
		DDOs	PSAs		
Andhra Pradesh	125			390437	10500
Assam*	75	9485		282127	14000
Bihar	150			250000	21645
Haryana*	100	5000		250000	20000
Himachal Pradesh	50			250000	20000
Jammu & Kashmir and Ladakh*	150	9000	9500	250000	11000
Jharkhand*	75	8500	2372	0	3000
Karnataka	150			430000	25000
Kerala	200			412000	22000
Maharashtra - I (Mumbai)	275			538900	30000
Maharashtra - II (Nagpur)	200			298885	14000
Manipur*	50	1095		59750	3500
Meghalaya*	50	1150		45000	3000
Nagaland*	50	1227	165	65000	3500
Orissa	150			357419	10500
Punjab	120			299030	12000
Tamil Nadu	250			750000	25000
Telangana*	125	29492	9895	507596	7590
Tripura*	50	1400		103000	4700
West Bengal	300			532411	24500
TOTAL	2695	66349	21932	6071555	285435
Concurrent Active logins	3000	5000		6000	
Concurrent Transactions	32	50		2	

Table 1 Number of Intended Users

*Model 1 implementation States.

Concurrent active logins¹ and concurrent transactions² count is an approximation and may change when the application goes live.

Currently, IA&AD undertakes entitlement i.e., pension authorization function in 20 Offices and in 19 States. The IA&AD field formations i.e., AG (A&E) Offices function in tandem with state actors i.e. Drawing and Disbursing Officers (DDO) and Pension Sanctioning Authorities (PSA) for pension delivery.

As per the current workflow, in some states, the number of DDOs (3) and PSAs (4) may/may not be the same. Also, some states may have either DDOs or PSAs only. In each of the model 1 states, the DDO/PSA user can have a group of users under him to whom the tasks can be delegated. These state government users are in large numbers but uses CPP application rarely (like on an average once in a month) and hence their concurrency is kept low.

Column (6) represents the approximate number of new pensioner users who will get added each year post 'Go-live' of this system, whose pension applications would be processed by the system.

The number of legacy pensioners (5) represents the pensioners as-on go-live date, for whom pension cases are being processed by currently existing applications. As defined pension benefit is a regressing function in almost all the States, this estimation represents the peak user numbers that the system will be expected to handle during its life cycle.

1.2 Indicative Data sizing

1.2.1 Legacy Data

IA&AD has the legacy records of approximately 55,00,000 pensioners, who are currently drawing pension from the respective State Governments. These records are in two forms:

(1) Electronic records available in existing IT systems used by various AG offices. The existing database size at the field offices of IA&AD has been mentioned in table 2.

(2) Physical pension files of the pre-IT era, which have been digitized/are being digitized by various state AG offices. The digitization of the physical pension files is not within the scope of this project. It has been

¹ Concurrent active logins are the users who have a valid session in the server.

² Concurrent transactions are the users who have a valid session in the server and are performing the same task.

taken up independently and is in progress. However, the CPP system must be able to integrate with the document storage system (DMS) of the digitized data, as and when the digitization and DMS creation is completed. SI must also consider the required scalability of the technical architecture suitably.

State	DB size (GB)
Andhra Pradesh	3
Assam	8
Bihar	32
Haryana	50
Himachal Pradesh	50
Jammu, Kashmir and Ladakh	3.5
Jharkhand	4
Karnataka	24
Kerala	50
Maharashtra - I (Mumbai)	18
Maharashtra - II (Nagpur)	22
Manipur	1.5
Meghalaya	1.5
Nagaland	1
Orissa	5
Punjab	5.5
Tamil Nadu	35
Telangana	3
Tripura	35
West Bengal	27
TOTAL	379

Table 2 Existing Database at AG offices

Assuming existing DB size of the pension-related data in one AG office to be 25 GB. For 20 offices, the legacy DB data size would be approximately between 475-500 GB. As mentioned in point 1, this data would be migrated to the new database of the CPP application.

2 Incremental Data Generation

The expected number of new pension cases to be processed by this system each year is approximately 2,75,000 (~1200 new users per state per month). The indicative data sizing for these new pension cases and for those pension cases where revision of pension is expected to be carried out, has been estimated in terms of database size estimation and DMS size estimation as shown in Table 3a and 3b respectively. This estimation has been done for the first seven years of the system life-cycle post 'go-live' date.

Document Type	Size (KB)	Number of records	Total Size (GB)	Remarks
Pensioner data	15.63	2,75,000	4.10	Assumption: 80 fields of 200 bytes each
Pensioner data (Revision cases)	15.63	5,50,000	8.20	revision cases: 10% of 55 lacs existing cases
Y1 data			12.29	
Total for 7 years			86.05	Y1 data * 7
Margin (%)			30%	
Total for 7 years (including Margin)			111.87	

Table 3 Indicative Data Sizing-DMS (For new pensioners in CPP application)

Document Type	Size (KB)	Number of records	Total Size (GB)	Remarks
Related documents	5000	2,75,000	1311.30	10 documents of 500 KB each
PPOs (original)	1500	8,25,000	1180.17	3 copies per pensioner
PPOs (Revision)	1500	11,00,000	1573.56	revision cases: 10% of 55 lacs ; 2 copies per pensioner
Y1 data			4065.04	
Total for 7 years			28455.26	Y1 data * 7
Margin (%)			30%	
Total for 7 years (including Margin)			36991.83	

Table 4 Indicative Data Sizing-Database (For new pensioners in CPP application)



The retention policy for the above data will be perpetual retention. The data will be archived for all the customers whose case is not under processing. All such records/documents will be retrieved from the archival on a need basis.



***** End of Document *****

2021

Request for Proposal

Selection of System Integrator for
Implementation, Rollout and Operations &
Maintenance of

**“Centralized Pension Processing System
(CPP project)”**

Volume – 2

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The information contained in this Request for Proposal document (“RFP”) or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the Comptroller & Auditor General of India (C&AG/ IA&AD), or any of its employees or advisors, is provided to the Bidders on the Terms and Conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor an invitation by IA&AD to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

This RFP may not be appropriate for all companies, and it is not possible for IA&AD, its employees, or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP may not be complete, accurate, adequate, or correct. Each bidder should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which depend upon interpretation of facts. The information given is not an exhaustive account of requirements and should not be regarded as a complete or authoritative statement of facts. The specifications laid out in this RFP are indicated as the minimum requirements whereas the bidders are expected to focus on the objectives of the project and formulate their solution offerings in a manner that enables achieving those objectives in letter as well as spirit.

IA&AD accepts no responsibility for the accuracy or otherwise for any interpretation or opinion expressed herein. IA&AD , its employees and advisors make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

Glossary of Acronyms

Acronym	Full text
AD	Active Directory
AMC	Annual Maintenance Contract
API	Application Program Interface
APM	Application Performance Monitoring
APT	Advanced Persistent Threat
BI	Business Intelligence
BCP	Business Continuity Planning
BPM	Business Process Management
BRE	Business Rule Engine
C&AG	Comptroller and Auditor General of India
CERT-In	Indian Computer Emergency Response Team
CFMS	Centralized Financial Management System
CIN	Corporate Identification Number
CMMI	Capability Maturity Model Integration
CPU	Central Processing Unit
COTS	Commercial Off-The-Shelf product
CPP	Central Public Procurement
CPP	Centralized Pension Project
DC	Data Center
DMS	Document Management System
DMZ	Demilitarized zone
DR	Disaster recovery
DRC	Disaster Recovery Centre
EMS	Event Monitoring Service
FAO	Field Audit Office
GFR	General Financial Rules
GOI	Government of India
GST	Goods & Services Tax
GUI	Graphical User Interface

Acronym	Full text
HQ	Headquarters
HR	Human Resources
HRMS	Human Resources Management System
HSM	Hardware Security Module
IA&AD	Indian Audit and Accounts Department; often used interchangeably with C&AG (Comptroller and Auditor General of India)
ICISA	International Centre for Information Systems and Audit
ICT	Information & Communication Technology
IFMS	Integrated Financial Management System
INR	Indian Rupee
IP	Internet Protocol
IPMP	Integrated Project Management Plan
IR	Inspection Report
IS	Information System
ISO	International Organization for Standardization
ISP	Internet Service Provider
IT	Information Technology
ITA	Internal Test Audit
KMS	Knowledge Management System
KPI	Key Performance Indicator
LAN	Local Area Network
LLP	Limited Liability Partnership
LOI	Letter of Intent
MeitY	Ministry of Electronics & Information Technology
MIS	Management Information System
MPLS	Multi-Protocol Label Switching
MSA	Master Services Agreement
MZ	Militarized Zone
NAC	Network Access Control
NPV	Net Present Value

Acronym	Full text
NCR	National Capital Region
NICNET	National Informatics Centre Network
NLDC	Near Line Data Center
NLSAS	Near Line SAS
O&M	Operations and Maintenance
OEM	Original Equipment Manufacturer
OS	Operating System
OWASP	Open Web Application Security Project
PAN	Permanent Account Number
PAO	Pay and Accounts Officer
PBG	Performance Bank Guarantee
PC	Personal Computer
PDC	Primary Data Centre
PECMC	Project Execution and Change Management Committee
PFMS	Public Financial Management System
PR	Peer Review
QA/QC	Quality Assurance/ Quality Control
QCBS	Quality cum Cost Based Selection
RAM	Random Access Memory
RDBMS	Relational Database Management System
RFP	Request For Proposal
ROC	Registrar of Companies
RPO	Recovery Point Objective
RTI	Right To Information Act
RTO	Recovery Time Objective
SAI	Supreme Audit Institution
SAN	Storage Area Network
SI	System Integrator / Bidder
SIEM	Security information and event management
SLA	Service Level Agreement



Acronym	Full text
SQL	Structure Querying Language
STQC	Standardization Testing and Quality Certification
TGS	Technical Guidance and Support
UAT	User Acceptance Testing
VAPT	Vulnerability Assessment Penetration Testing
VLAN	Virtual Local Area Network
VM	Virtual Machine
VPN	Virtual Private Network
WAF	Web Application Firewall

1. RFP Issuing Authority

I.	Project Title
	"Centralized Pension Project (CPP)"
II.	RFP Issuer Director (IS) Office of the Comptroller and Auditor General of India, 9, Deen Dayal Upadhyaya Marg New Delhi - 110124
III.	Contact Person – Nodal Officer
	Name: Raghvendra Singh
	Phone No: 011-23235055
	Email Id: CPP@cag.gov.in
IV.	Important dates: Refer section 6

2. Fact Sheet

S. No.	Clause Reference	Description
1.	RFP Vol - 2 - Section 5	Tender Schedule: Important Dates
2.	RFP Vol - 2 – Section 6.18	Method of Selection: The method of Selection is Quality Cum Cost Based Selection (QCBS) ; the technical proposals would be allotted a weightage of 70% while the financial proposals will be allotted a weightage of 30%
3.	RFP Vol - 2 Section 6.15.1	The RFP can be downloaded from https://cag.gov.in and https://eprocure.gov.in/eprocure/app
4.	RFP Vol – 2 Section 6.14.3	Bid Security Declaration: As per GOI mandate dated 12 th Nov 2021 the requirement of EMD has been waived off for MSEs and other firms till 31 st Dec 2021, but Bid Security Declaration as described in Appendix I - Format 3A of this RFP needs to be submitted.
5.	RFP Vol - 2 Section 5 & Section 6.13	Pre-Bid Meeting and Clarification

S. No.	Clause Reference	Description
		<p>A pre-bid meeting will be held on the date as mentioned in Section 5 of this document.</p> <p>The name, address, and telephone numbers of the nodal officer is:</p> <p>Raghavendra Singh, Director (IS) Office of the Comptroller and Auditor General of India 9, Deen Dayal Upadhyaya Marg, New Delhi-110124 Phone: 011-23235055 CPP@cag.gov.in</p> <p>The Pre-Bid meeting will be held at << >></p> <p>All queries should be received on or before the date as mentioned in Section 5, through email.</p>
6.	RFP Vol - 2 – Section 6.18	For Pre-Qualification Criteria Refer section 6.7.1 of RFP Vol - 2
7.	RFP Vol – 2 Section 6.16.2	<p>Language of Proposal:</p> <p>Proposals should be submitted in English language only</p>
8.	RFP Vol - 2	<p>Taxes: Taxes must be explicitly mentioned in the provided bid templates.</p>
9.	RFP Vol - 2 Section – 6.17.2	<p>Proposal Validity</p> <p>Proposals must remain valid till 180 days from the Bid Submission Closing Date.</p>
10.	RFP Vol – 2 Section 6.15 and 6.16	<p>Submission of Proposals: Electronic Proposal submission on https://eprocure.gov.in/eprocure/app</p> <p>Proposal Submission / Upload:</p> <p>Bidders must upload and submit on the eProcurement portal https://eprocure.gov.in/eprocure/app all the items (documents), as per the folder structure specified on the</p>

S. No.	Clause Reference	Description
		eProcurement portal. Each of the above documents must be uploaded in the format specified for this purpose.
11.	RFP Vol – 2 Section 6	Proposal Submission Closing Proposals must be submitted before as per the schedule given in Section 6 of this document. Proposals submitted after Proposal Submission Closing Date & Time shall not be accepted by the eProcurement portal
12.	RFP Vol – 2 Section 6.18.2 and 6.18.3	Technical Evaluation: For each section of the Technical Evaluation Matrix, the bidder has to score a minimum cut off marks of 50 %, apart from scoring a minimum of 70% marks in aggregate to qualify Technical Evaluation.
13.	RFP Vol – 2 Downstream Work	IA&AD does not envisage any downstream work
14.	RFP Vol – 2 Section 6.13	Venue for Pre-Bid: Conference Room, iCISA, A-52, Institutional Area, Block A, Industrial Area, Sector 62, Noida, Uttar Pradesh 201301 0120-2400050/52
15.	RFP Vol - 1	Scope of Work For Detailed Scope of Work, refer RFP Vol – 1

- Proposals, in complete form in all respects as specified in the RFP, must be submitted on the portal within the date and time as specified in Section 6.
- IA&AD may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum, in which case all rights and obligations of IA&AD and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

3. Request for Proposal

Tenders are invited from eligible, reputed, qualified Information Technology (IT) firms with sound technical and financial capabilities for design, development, implementation and maintenance of an end-



to-end IT solution as detailed out in the scope of work of this RFP in Vol - 1. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in Vol - 2 of the RFP document.

4. Structure of the RFP

Vol – 1 : Functional and Technical Requirements

Vol - 1 of this RFP intends to bring out the details with respect to scope of work, project implementation, timelines, solution and other requirements that IA&AD deems necessary to share with the potential bidders. The information set out in this volume has been broadly categorized as Functional, Technical and Operational requirements covering multiple aspects of the requirements.

Vol – 2 : Bidding Terms & Conditions and Evaluation Process

Vol - 2 of this RFP purports to detail out all information that may be needed by the potential bidders to understand the commercial terms and bidding process details.

Vol - 3 : Draft Master Service Agreement

Vol - 3 of this RFP is essentially devoted to explaining the contractual terms that IA&AD wishes to specify at this stage. It consists of a draft of the Master Services Agreement (MSA), including Service Level Agreement (SLA) that needs to be signed between IA&AD and the successful bidder (IA).

Note: The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal. **This document is Vol - 2 of the RFP.**

5. Tender Schedule: Important Dates

S. No.	Particular	Details (To Be Filled)
1.	Release of Request For Proposal (RFP)	
2.	Last date for Submission of Written Queries by Bidders	
3.	Pre-Bid Conference	
4.	Date of Publishing of Pre-Bid Response	

S. No.	Particular	Details (To Be Filled)
5.	Proposal Submission Start Date	
6.	Proposal Submission End Date	
7.	Date & time of opening of Pre-Qualification bids	
8.	Date & time of opening of Technical bids	
9.	Date & time of opening of Commercial bids	

6. Instructions to Bidders

6.1 General

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 solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by IA&AD on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of IA&AD. Any notification of preferred Bidder status by IA&AD shall not give rise to any enforceable rights by the Bidder. IA&AD may cancel this public procurement at any time prior to a formal written contract with the shortlisted bidder.

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

6.2 Eligibility to Bid

- This invitation for bids is open to all Indian firms who fulfil pre-qualification criteria as specified in this Volume of RFP.
- Bidders declared by IA&AD or Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.



- c) Breach of general or specific instructions for bidding, general and special conditions of contract with IA&AD during the past 5 years shall make a firm ineligible to participate in bidding process.
- d) A company shall submit only one response to the RFP. In case of alternate/multiple responses by one bidder, both the responses shall be considered invalid.
- e) Consortium is not allowed.

6.3 Acceptance part/ whole bid/ modification – rights thereof

IA&AD reserves the right to modify the technical specifications/ quantities/ requirements/ tenure mentioned in this RFP including addition/ deletion of any of the item or part thereof after pre-bid meeting and the right to accept or reject wholly or partly bid offer, or, without assigning any reason whatsoever. No correspondence in this regard shall be entertained. IA&AD also reserves the unconditional right to place order on wholly or partly bid quantity to the successful bidder.

6.4 Interlineations in Bids

Documents submitted in scanned form shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

6.5 Conditions Under which this RFP is issued

- a) This RFP is not an offer and is issued with no commitment. IA&AD reserves the right to withdraw the RFP and change or vary any part thereof at any stage.
- b) Timing and sequence of events resulting from this RFP shall ultimately be determined by IA&AD.
- c) No oral conversations or agreements with any official, agent, or employee of IA&AD shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any IA&AD, agency, official or employee of IA&AD shall be superseded by the definitive agreement that results from this RFP process. Oral communications by IA&AD to bidders shall not be considered binding on IA&AD, nor shall any written materials provided by any person other than IA&AD.
- d) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever



against IA&AD or any of their respective officials, agents, or employees arising out of, or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder) in accordance with the terms thereof.

- e) All bidders, until the contract is awarded and the successful bidder, during the currency of the contract shall not, directly or indirectly, solicit any employee of IA&AD or any other officials involved in this RFP process in order to accept employment with the organization, or any person acting in concert with the bidder, without prior written approval of IA&AD.

6.6 Rights to the Content of the Proposal

All the bids and accompanying documentation submitted as bids against this RFP will become the property of IA&AD.

IA&AD is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders.

IA&AD shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

IA&AD has the right to use the services of external experts to evaluate the proposal by the bidders and share the content of the proposal either partially or completely with the experts for evaluation.

6.7 Acknowledgment of Understanding of Terms

By submitting a proposal, each Bidder shall be deemed to acknowledge that it has carefully read all volumes and sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

6.8 Confidentiality

Information relating to the examination, clarification, comparison and evaluation of the bids submitted shall not be disclosed to any of the responding firms or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its bid.

6.9 Publicity

Bidder shall not perform any kind of promotion, publicity or advertising etc. at IA&AD and their field offices through any kinds of hoardings, banners or the like without the prior written consent of the IA&AD.

6.10 Government Regulations

- a) In order to discharge the obligations in respect of supply of products and services, it is essential that the SI / OEMs confirm that there are no Government restrictions or limitations in the country of the supplier or countries from which subcomponents are being procured and / or for the export of any part of the system being supplied.
- b) SI, OEM should further confirm that products/ services are not put to use in India where there are government regulations which prohibit use of such products / services for hosting government applications or sensitive government data.
- c) **Eligibility conditions for bidders in compliance to the Rule 144 (xi) of GFR 2017**

GUIDELINES FOR ELIGIBILITY OF A 'BIDDER FROM A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA ' is mentioned in Annexure III of Order (Public Procurement No 1) dated 23.07.2020, issued by Department of Expenditure, Ministry of Finance, Govt. of India. Details is available on website <https://doe.gov.in/sites/default/files/OM%20dated%2023.07.2020.pdf>

6.11 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid 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. Include all documentation specified in this RFP;
 - II. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - III. Comply with all requirements as set out within this RFP.

6.12 Code of integrity

No official of IA&AD or a bidder shall act in contravention of the codes which includes:

a. Prohibition of

- i. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
- ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
- iii. Any collusion bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
- iv. Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
- v. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.
- vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
- vii. Obstruction of any investigation or auditing of a procurement process
- viii. Making false declaration or providing false information for participation in a tender process or to secure a contract;

b. Disclosure of conflict of interest

Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub- clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, if IA&AD, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, it will take appropriate measures.

6.13 Pre-Bid Meeting & Clarifications

6.13.1 Pre-bid Conference

- IA&AD shall hold a pre-bid meeting with the prospective Bidders on the date as specified in Section 5: Tender Schedule: Important Dates and at the address as mentioned in Section 2 Fact Sheet.
- The Bidders will have to ensure that their queries for pre-bid meeting should reach the contact person through email on or before the date and time as mentioned in the Section 5; Tender Schedule: Important Dates to the Contact person as mentioned in the Section 2: Fact Sheet. RFP Issuing Authority, line item III – Contact Person. The email id and address are mentioned there.
- The queries should necessarily be submitted in the following format:

S. No.	Bidder/OEM Name	RFP document reference(s) (RFP Vol number)	RFP Section and page number	Original Clause of RFP requiring clarification(s)	Observation / Query	Type of observation (Compliance issue, suggestion)	Justification/ Suggestion / Remarks

Note: Bidder may submit query in the above format in a spreadsheet.

- IA&AD shall not be responsible for ensuring that the Bidders' queries have been received by it. Any requests for clarifications post the indicated date and time may not be entertained by IA&AD.

6.13.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- The Nodal Officer notified by IA&AD will endeavor to provide timely response to all queries. However, IA&AD makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does IA&AD 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, IA&AD 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 <https://cag.gov.in>, <https://eprocure.gov.in/eprocure/app> and may be emailed to all participants of the pre-bid conference.
- 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, IA&AD may, at its discretion, extend the last date for the receipt of Proposals

6.14 Key instructions of the bid

6.14.1 Right to Terminate the Process

- a) IA&AD may terminate the RFP process at any time and without assigning any reason. IA&AD makes 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 IA&AD. The Bidder's participation in this process may result IA&AD selecting the Bidder to engage towards execution of the subsequent contract.

6.14.2 RFP document fees

The RFP documents have been made available for download without any fee from the websites as mentioned in the Factsheet.

6.14.3 Bid Security Declaration

- 1. As per the Office memorandum released by GOI dated 12th Nov 2020 , the Earnest Money Deposit (EMD) have been waived off for MSEs and other firms ..
- 2. Bidders shall submit along with their Bids, a Bid Security Declaration in the format as provided in Appendix -I Format 3A of this RFP document.
 - i.

6.15 Submission of Proposals

6.15.1 Online Submission on e-Procurement Portal

IA&AD invites proposals from the qualified bidders on the Electronic Tender Platform as mentioned in the fact sheet. The bidders are required to submit soft copies of their bids electronically, duly signed using Digital Signature Certificates, on the e-tendering platform.

Bidders should submit their responses as per the procedure specified in the e-Procurement portal (<https://eprocure.gov.in/eprocure/app>) being used for this purpose.

The documents must be uploaded in the format specified for this purpose and as per the specified folder structure in the e-Procurement portal.

The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted within the submission timelines. IA&AD will in no case be responsible if the bid is not submitted online within the specified timelines.

All the pages of the Proposal document 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 Bidder's Proposal.

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the relevant contact person indicated in the RFP document within the specified timelines.

Bidder instructions and user guide are available on the Homepage of the e-tendering platform under the link as mentioned in the fact sheet. Bidders are requested to go through the instructions and user guide in advance. In case of any queries relating to the Bid preparation and submission on e-tendering platform, Bidder can contact the e-tendering platform helpdesk.

- i. The Bid shall be typed in English and digitally signed by the Bidder or a person duly authorized to bind the Bidder to the Contract.
- ii. All the documents uploaded in the bid envelopes must be digitally signed by the authorized representative.
- iii. Power-of-attorney Document (in the name of the signatory of the proposal) must be printed on Company letter head and ink signed. It should be scanned & uploaded in the Pre-Q envelope.

- iv. It is mandatory for the Bidder to quote for all the items mentioned in the RFP.
- v. Standard Commercial Bid Formats have been provided with the tender document to be filled in by all the bidders. Bidders are requested to note that they should necessarily submit their Commercial bids in the format provided and no other format is acceptable. If the Commercial bid file format is found to be modified by the bidder, the bid may be rejected. Templates of Technical Bid and Commercial Bid in editable format (.docx) can be downloaded with the RFP Document from the e-procurement portal.
- vi. It is mandatory to provide the Masked/ Unpriced Commercial Bid along with the Technical Bid in the same format provided for in the commercial bid. The Bidder shall ensure that all line items have been carefully checked and none has been left blank. The quantities and specifications mentioned in the Commercial bid shall take precedence over the respective content mentioned in the Masked bid. However, in the event that due to error or oversight:
 - a. the Bidder has mentioned a component as part of the Masked Commercial Bid but either the line item or the price value for the same component has been left blank in the Commercial Bid, the Bidder shall be required to provide the same component to IA&AD, in the quantity mentioned in the Masked Commercial Bid, at no commercial impact to the purchaser;
 - b. If the quantity or specification for the same component has been shown lower in the Commercial Bid than in the Masked Commercial Bid, the Bidder shall be required to provide that component as mentioned in the Masked Commercial Bid.
- vii. The server time will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc.
- viii. All the documents being submitted by the bidders would be encrypted by IA&AD's private key through the e-tendering platform.
- ix. All bidders must fill Electronic Forms (if applicable) for each bid-part sincerely and carefully and avoid any discrepancy between information given in the Electronic Forms and the corresponding Main Bid/documents uploaded. If any variation is noted between the information contained in the Electronic Forms and Main Bid/documents uploaded, the content of the Main Bid/documents shall prevail.
- x. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & **a bid summary will be displayed with the bid no. and the date & time of submission**

of the bid with all other relevant details. Bidders are advised to take printout of the bid summary and the bid receipt and keep it safe for record purpose.

- xi. Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal or the Masked Commercial Bid/ Unpriced Bid accompanying the Technical Proposal but should only be indicated in the Commercial Proposal.
- xii. Commercial Bid sheets must be uploaded in Excel Format as provided by IA&AD along with this RFP.
- xiii. Bidders are advised to study this RFP document carefully before submitting their Pre-qualification, Technical and Commercial bids in response to the bid Invitation.
- xiv. IA&AD will not accept delivery of proposal in any manner other than that specified above.
- xv. If any bidder does not qualify in the prequalification evaluation, the technical and commercial proposals shall not be opened.
- xvi. If any bidder does not qualify in the technical evaluation, the commercial proposal shall not be opened.
- xvii. IA&AD will not accept delivery of proposals by Post or Email. Such proposals shall be rejected.

6.15.2 Bidder's authorized Signatory

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. Power of attorney should be on the company letter head. A copy of the same should be uploaded under the relevant section/folder on the e-Procurement portal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

6.16 Preparation and submission of Proposals

6.16.1 Proposal preparation costs

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 proposals, in providing any additional information required by IA&AD to facilitate the evaluation process, and in negotiating a definitive contract, or all such activities related to the bid process.

IA&AD will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6.16.2 Language of the bid

The Proposal should be filled by the Bidder in the 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 Proposal evaluation, the English translation shall prevail.

6.16.3 Venue & Deadline for Submission of Proposals

The response to RFPs must be submitted on the eProcurement portal by the date and time specified for the RFP and mentioned in RFP Vol - 2, Section 2: Fact Sheet. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. IA&AD shall not be responsible for any delay in the submission of the documents.

6.16.4 Proposals submitted after designated time of submission

Bids submitted after the due date will not be accepted by the e-Procurement portal and hence will automatically be rejected. IA&AD shall not be responsible for any delay in the online submission of the proposal and no correspondence in this regard will be entertained.

6.17 Evaluation Process

- a. IA&AD will constitute a committee to evaluate the responses of the Bidders (Purchase Committee).
- b. The Purchase Committee constituted by IA&AD shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time (as determined by IA&AD) provided to it, may lead to the Bidder's Proposal being declared non-responsive.
- c. The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Purchase Committee.
- d. The Purchase Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Purchase Committee reserves the right to reject any or all Proposals based on any deviations contained in them.

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

6.17.1 Proposal opening

The Proposals submitted as per schedule provided in RFP Vol - 2, Section 5 : Tender Schedule. Important Dates or any revisions will be opened as per the date and time as mentioned in the said section or any revisions thereof by the Nodal Officer or any other officer authorized by IA&AD, in the presence of the Bidder's representatives who may be present at the time of opening.

The representatives of the Bidders shall carry an identity card or a letter of authority from the Bidding entity to identify their bona fides for attending the opening of the Proposal.

6.17.2 Proposal validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of Bid Submission Closing.

- a. A bid valid for a shorter period shall be rejected by IA&AD as non-responsive.
- b. In exceptional circumstances, IA&AD may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (by email). The bid security declaration validity shall also be suitably extended. A bidder may refuse the request without forfeiting his bid security. A bidder granting the request shall not be permitted to modify his bid.

6.17.3 Proposal evaluation

- a. Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been:
 - i. submitted in a manner not conforming with the manner specified in the RFP document
 - ii. submitted without appropriate Bid Security Declaration Form as prescribed herein
 - iii. received without the appropriate authority or power of attorney
 - iv. containing subjective/incomplete information
 - v. submitted without the documents requested in the checklists as mentioned in Annexure I
 - vi. non-compliant with any of the clauses stipulated in the RFP
 - vii. having lesser than the prescribed validity period.
- b. All responsive Bids will be considered for further processing as below.

IA&AD 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.

6.18 Criteria for evaluation

6.18.1 Pre-qualification (PQ) criteria

S No	Basic Requirement	Specific Requirement	Documents Required
1.	Bid Security Declaration	As per Office memorandum released by GOI dated 12 th Nov 2020 ,Earnest Money Deposit (EMD) have been waived off for MSEs and other firms, and only Bid Security declaration need to be submitted	Bid Security Declaration as per format specified in Appendix I - Format 3A of this RFP document.
2.	Power of Attorney	Board resolution or power of attorney in the name of an Authorized Signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal	Notarised copy of Board Resolution or Power of Attorney in the name of the Authorized signatory
3.	Legal Entity	The following Indian Firms are allowed to participate in the bid process: i. Companies registered under Companies Act 1956 or 2013 ii. Partnership firms registered under Limited Liability Partnerships (registered under LLP Act, 2008)	Certificate of Incorporation Registration Certificates (Copy of the certificate to be legible showing the CIN number clearly)

S No	Basic Requirement	Specific Requirement	Documents Required
		Partnership firms registered under Indian Partnership Act, 1932	
4.	Statutory Registrations Tax	The Bidder should have: i. Valid PAN Number Valid GST Number	Copy of PAN Card Copy of GST Registration Certificate
5.	Sales turnover From IT Consultancy/IT Advisory Services	The Bidder should have an annual turnover of not less than INR 1000 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 – 19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Note: Excluding Supply of hardware.	Extracts from the audited balance sheet and profit & loss OR Certificate from the statutory auditor or a Chartered Accountant or Company Secretary. In case revenues from IT Consultancy/ IT Advisory/System Integration Services are not separately mentioned in the audit reports, a Certificate from the bidder's Statutory auditor/Company Secretary shall be provided, specifying the relevant turnover for the respective years.
6.	Net worth Requirements	The Bidder should have positive net worth in each of three financial years i.e., F.Y 2017-18, 2018 -19, 2019-20)	Company Secretaries or a Chartered Accountant's Certificate mentioning Net-Worth
7.	Certifications	The Bidder should have: i. Valid CMMI Level 5 (v 2.0 or 1.3 only) ii. ISO 27001	Copy of Certificates • Maturity level 5(Optimizing) – CMMI Dev Version 2.0

S No	Basic Requirement	Specific Requirement	Documents Required
		<p>The certifications should be valid for atleast 6 months from the date of bid submission.</p> <p>In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment details for consideration in the Bid Process.</p> <p>Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid till the end of the Agreement.</p>	<p>Certificate / Version 1.3 Certificate</p> <ul style="list-style-type: none"> ISO 27001 Certificate
8.	Blacklisting and Debarment	<p>The Bidder and any of the OEM providers including but not limited to the Cloud Service Provider:</p> <p>a) shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/PSU or any other Central Government institutions in India for any reason as on the last date of submission of the Bid.</p> <p>AND</p>	<p>A Self Certified letter as per Appendix I Format 3B of this document, from the Authorized signatory of the Bidder.</p>

S No	Basic Requirement	Specific Requirement	Documents Required
		<p>b) should not have been convicted/ debarred</p> <ul style="list-style-type: none"> Under the Prevention of Corruption Act,1988; <p>OR</p> <ul style="list-style-type: none"> The Indian Penal Code OR Any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. <p>c) should not have been under the debarred list as per GFR 2017, Rule 151</p>	
9.	Technical Capacity	<p>The Bidder should be an IT-solutions- provider incorporated in India and should have successfully implemented similar project(s) in the three financial years i.e., F.Y 2017-18, 2018 -19, 2019-20):</p> <p>i. One System Integration / e-Governance project of minimum – INR 250 Crore</p> <p>OR</p> <p>ii. Two System Integration / e- Governance projects</p>	<p>Copy of work order / client certificates.</p> <p>Completion certificates from the client; OR</p> <p>Work order + Self certificate of completion with details</p>

S No	Basic Requirement	Specific Requirement	Documents Required
		<p>of minimum– INR 150 Crore</p> <p>OR</p> <p>Three System Integration / e-Governance projects of minimum– INR 100 Crore</p>	
10.	Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud	<p>The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India during the three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20) as below:</p> <ul style="list-style-type: none"> - One project of not less than 100 Cr <p>OR</p> <ul style="list-style-type: none"> - Two projects each of not less than 50 Cr <p>OR</p> <ul style="list-style-type: none"> - Three or more projects each of not less than 25 Cr <p>On Going Projects: Project should be Live and in Operations and Maintenance phase.</p> <p>Note: Supply of PC, Laptop, Printers/scanners, non-DC accessory components and any</p>	<p>Copy of work order / client certificates.</p> <p>Completion certificates from the client; OR</p> <p>Work order + Self certificate of completion with details</p>

S No	Basic Requirement	Specific Requirement	Documents Required
		other on-premises data-centre components/ services shall not be counted for Project value.	
11.	CSP credentials, capabilities and experience	<p>a) The CSP must be MeitY empanelled for VPC deployment category and must have minimum TWO Datacentres in India from where the MeitY empanelled Cloud Services are offered.</p> <p>b) CSP must have commissioned/in-progress a minimum of 2 successful deployments of IT projects in three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20), with each project's total Infrastructure cost of atleast 50 Crores (including O&M period).</p> <p>CSP proposed by the Bidder must possess ALL the service quality and security certifications (viz. ISO, Tier III, SOC, STQC, MeitY empanelment, etc.) pertaining to Cloud Datacentre as mentioned in RFP Vol - 1 Annexure C.</p>	<p>Copy of work order / client certificates.</p> <p>Completion certificates from the client; OR</p> <p>Work order + Self certificate of completion with details</p>

S No	Basic Requirement	Specific Requirement	Documents Required
12.	Engagement with a Single CSP for hosting entire CPP applications	The Bidder must engage with only one CSP for hosting the entire CPP application and its various components and services (except storing of additional backup/archived files/data (in addition to DC-2), as mentioned in RFP Vol - 1 Annexure B).	Self-declaration in Format 3C by the Bidder duly signed by authorized signatory.
13.	Manpower Strength	The bidder must have at least 1000 qualified IT professionals on its rolls with experience in software development, testing and other related tasks	Self-declaration in Format 3D by the Bidder duly signed by authorized signatory.

Citations for the projects that were completed/started in the last five financial years (2015-2020) will be considered only for pre-qualification assessment.

6.18.2 Technical Qualification Criteria

Bidders who meet the pre-qualifications/eligibility requirements as on the last date of bid submission would be considered as qualified to move to the next stage of Technical and Financial evaluations.

6.18.3 Technical Scoring Model

The following table describes the Technical scoring model for deriving the Technical Evaluation Score (**Tn**), and includes sub-sections of Technical Evaluation Matrix which shall be evaluated for compliance during the scoring process. For each section of the Technical Evaluation Matrix, the bidder has to score a minimum cut off marks of 45 % apart from scoring a minimum of 65 % marks in aggregate.

Normalized Technical Score of a bidder, $T_n = \{\text{Technical Score of that bidder} / \text{Score of the bidder with the highest technical score}\} \times \text{Maximum marks for Technical Score (adjusted to 2 decimals)}$

Illustration:

If a Bidder X gets 81 marks as part of its Technical Evaluation, and the highest Technical Score from other Bidders is 88 marks (out of maximum marks of 100), then:

Normalized Technical Score of X, $T_n = (81 / 88) * 100 = 92.05$

The Masked Commercial Bid/ Unpriced Commercial Bid will be used by the Evaluation Committee to support the Technical Evaluation, as necessary.

Bidders are required to furnish data with supporting documents in the prescribed format mentioned in the below mentioned table for evaluation.

Technical Evaluation Score (T_n)				
For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65% marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.				
Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks	Supporting Docs/ Bid Reference
S.1	Solutioning of CPP Application Functionalities		22	Compliance Note
	The proposed solution from the Bidder must demonstrate the following: <ul style="list-style-type: none"> Meeting the functional requirements of the CPP Application as specified in Vol-1 Annexure A of this RFP, Providing the necessary configurability while scaling up for more States and Departments. 	Detailed breakup provided in subsequent tables		

Technical Evaluation Score (Tn)				
For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65% marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.				
Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks	Supporting Docs/ Bid Reference
	<ul style="list-style-type: none"> Capabilities of the proposed BPM and BRM solutions for configuring business processes and rules w.r.t. stated and unstated feature requirements. Ability of the solution to integrate with other applications and services as mentioned in the RFP. 			
Row Intentionally left blank				
S.2	Technologies proposed for CPP Application		25	Note
	Demonstrate robustness of the proposed technology solutions, their compliance to the stated requirements and specifications, and fulfilment to the following criteria: <ul style="list-style-type: none"> - Architecture - Hosting capabilities - Scalability & Performance - Disaster Recovery 	Detailed breakup provided in subsequent tables		

Technical Evaluation Score (Tn)

For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65% marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.

Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks	Supporting Docs/ Bid Reference
	management <ul style="list-style-type: none"> - Security - Ease of implementation & maintenance 			
Row Intentionally left blank				
S.3	Project Methodology, Support and Documentation		15	Note
	Qualitative assessment based on <ul style="list-style-type: none"> - Understanding of the objectives of the assignment: The extent to which the Systems Implementer's approach and work plan respond to the objectives indicated in the Statement/Scope of Work - Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of the RFP - Process Maturity: On CMMI 	Detailed breakup provided in subsequent tables		

Technical Evaluation Score (Tn)				
For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65% marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.				
Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks	Supporting Docs/ Bid Reference
	as well as Agile development methodologies			
Row Intentionally left blank				
S.4	Training Plan		5	Note
	a) Training plan & structure b) Training methodology c) Innovation in Training to facilitate learning experience	As per details given in the subsequent section		
Row Intentionally left blank				
S.5	Profile of proposed team members		10	CVs
	Profiles of Key Personnel submitted by the bidder	Detailed breakup provided in subsequent tables		
Row Intentionally left blank				
S.6	Exit Management		8	Note and Checklist(s)
	Clear and concise Exit Management Plan: Please provide an Illustrative exit management & transition checklist used by SI in any previous project. SI shall also separately indicate the			

Technical Evaluation Score (Tn)				
For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65% marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.				
Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks	Supporting Docs/ Bid Reference
	exit management and transition checklist used for moving from one CSP to another or to on-premises DC/ DR solution or vice versa. SI shall also need to submit Format 11 (Exit management) of this RFP document.			
Row Intentionally left blank				
S.7	Technical Presentation and Client Visit/ Client Interaction		10 + 5 = 15	Presentation/ Interaction
	<p>a) Presentation on understanding of the CPP requirements & Technical Proposal, and Interaction with Key Personnel proposed by Bidder</p> <p>b) Client site visit/ Client interaction (Bidder shall propose three Client Site Visits or Client Interactions within India; the clients should be for projects completed/started/ongoing</p>	Please see details in the following section		

Technical Evaluation Score (Tn)				
For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65% marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.				
Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks	Supporting Docs/ Bid Reference
	in the last five financial years. c) Reference projects cannot be that of IA&AD.			
	Total Marks		100	

6.18.3.1 (S.1) Solutioning of CPP Application functionalities

The Bidder must provide comprehensive details of their proposed solution, with well-defined references on the following aspects:

- Functional solution covering all the functionalities and modules of CPP Application as per RFP
- Configurability & Scalability
- BPM and BRM solutions
- Integration capabilities
- Ease of use during project Implementation as well as during Maintenance phase

The solution proposed by the Bidder shall be reviewed and evaluated based on the scoring criteria as listed in the following table.

Evaluation Criterion	Benchmark / Preferences	Max Marks (Individual marks)
Application Solutioning	How will the application be solutioned functionally to provide:	10

Evaluation Criterion	Benchmark / Preferences	Max Marks (Individual marks)
	<p>a) All the functionalities of the CPP system mentioned in RFP Vol-1 Annexure A w.r.t. Model 1 and Model 2 implementations.</p> <p>b) Segregation across various States and AG offices in terms of Configuring, Storing and Maintaining the following:</p> <ul style="list-style-type: none"> i. End-to-end workflow for all pension types ii. Business Rules (Decision rules, Calculation rules, etc.) iii. Master Data, including Organogram and Users data iv. Pensioners' data v. Various ancillary processes 	<p>(6)</p> <p>(4)</p>
Application Configurability and Scalability	<p>How will the system cater to variabilities of multiple States and AG offices while maintaining a common core of framework for mandatory functionalities and integration capabilities:</p> <p>a) Scalability: How will the overall solution scale as the system is rolled out from stage 1 to stage 2 of Phase 1 and subsequently to Phase-2 as additional states are on-boarded on the system.</p> <p>b) Configurability: How will the overall solution architecture provide configurability for provisioning and maintaining basic and ancillary workflows, different pension types, and master data management as additional States and AG offices are added on the CPP system, while keeping a clear segregation of Processes, Rules, Users and Data across various states/offices/departments.</p>	<p>8</p> <p>(3)</p> <p>(2)</p>

Evaluation Criterion	Benchmark / Preferences	Max Marks (Individual marks)
	<p>c) How will solution meet the requirements of setting up of master data such as organograms, user profiles, etc.?</p> <p>d) How will the CPP Application Architecture minimise the requirement for raising change requests by SI, while providing configurability to the CPP Application Administrator (through GUI/Wizard based tool or utility) to add new States/AG offices/Departments?</p>	<p>(1)</p> <p>(1)</p>
ETL and Integration Capabilities	<p>How does the solution cater to the varied needs of integration with various systems (HRMS, IFMS systems at AG offices, Treasury/Banks, etc.) as well as with 3rd party applications/services, and maintain segregation of data between various states/offices.</p> <p>Does the solution provide a core framework for all internal and 3rd party external integrations, communication mechanisms, etc.</p> <p>How does the solution provide the ability of importing Master Data from various states (wherever applicable) and inserting it in the CPP system after all due diligence and quality checks.</p>	<p>7</p> <p>(3)</p> <p>(1)</p> <p>(3)</p>
Business Rule Management (BRM)	<p>BRM solution should allow to create, edit, store, and manage business rules for CPP application and execute these rules during the processing of the transactions within the CPP Application.</p> <p>The detailed list of functional and technical features required for BRM Solution have been provided in Section 10 of Vol-1 Annexure C of this RFP. The BRM solution proposed by the</p>	(10)

Evaluation Criterion	Benchmark / Preferences	Max Marks (Individual marks)
	<p>Bidder shall be evaluated for Conformance to those requirements as per the criteria mentioned in this below:</p> <p>a. Ease of use – Refer points numbered 6 to 11 of aforesaid section. (3)</p> <p>b. Technical Capabilities – Refer points numbered 12 to 19 of aforesaid section. (2)</p> <p>c. Testing capabilities – Refer points numbered 25 to 27 of aforesaid section. (2)</p> <p>d. Monitoring through Dashboards, Reports, Search and Audit Logs – Refer points numbered 28 to 32 of aforesaid section. (1)</p> <p>Demonstration – IA&AD shall ask the bidder to demonstrate some/all of the following capabilities of the proposed BRM Solution as part of its technical proposal / presentation. (2)</p>	
Business Process Management (BPM)	<p>The detailed list of features required for BPM have been provided in Vol-1 Annexure C of this RFP. Conformance to those requirements shall be considered while evaluating the technical points mentioned in this section.</p> <p>Evaluation criteria for the BPM solution is detailed as follows:</p> <p>a) Segregation of Business Processes – BPM should provide multi-tenancy such that the configured workflows of each state/AG office can be segregated in separate compartments/work areas and are not applicable/visible to other states. (2)</p> <p>b) Process Modeller – Should have a Web-based modeller with easy-to-use design interface having drag & drop widgets for configuring and defining business processes. (2)</p>	(10)

Evaluation Criterion	Benchmark / Preferences	Max Marks (Individual marks)
	<p>c) Integration – Must provide easy integration with external services/ systems, and other internal components of CPP system including BRM, Database, Portal Services, DMS/KMS services, HSM, etc.</p> <p>d) Security – Must support Integration with IDAM solution for user authentication and Role based access control.</p> <p>e) Deployment and Environment support – Must provide capability for deployment and execution of business processes, efficient management, and support for deployment in Cloud and/or Co-Lo datacentres. Must Support easy replication of business processes into multiple Non-production and Production environments.</p> <p>f) Report / Dashboard and Process monitoring– Should be able to generate different reports for process monitoring.</p> <p>Demonstration – IA&AD shall ask the bidder to demonstrate some of the critical capabilities of the proposed BPM Solution as part of its technical proposal / presentation.</p>	<p>(1)</p> <p>(1)</p> <p>(1)</p> <p>(1)</p> <p>(2)</p>
Ease of Use	How easy will the CPP solution be for use by users who have varied levels of skills and knowledge of using IT applications?	(5)
Total		50

Based on the bidder's Response, a score shall be assigned to each line item detailed in the table above. The total score of the bidder shall be converted to a 22-Point Scale, rounded off to 2 decimal places.

- Example:



If the Bidder's score in this section comes out to be 39 out of the Total Score of 50, then on a 22-Point Scale the Bidder's score shall be $(39/50) \times 22 = 17.16$ (rounded upto 2 decimal places).

6.18.3.2 (S.2) Technologies proposed for CPP Application

The responses by Bidders would be reviewed for the following technology aspects of the proposed solution:

- Application and Data Architecture, Technology
- Hosting capabilities
- Security and Directory Services
- Database – Product(s), Data design
- Web/Application Server
- Presentation
- Integration
- Audit & Reporting
- Disaster Recovery and Backup

The detailed list of features for the various technology products, tools and services required for the provisioning of Network, Infrastructure, Hosting, Security and Monitoring for CPP have been specified in Vol-I Annexure C of this RFP. Conformance to those requirements shall be considered while evaluating the respective technical points mentioned in this section. Also, Bidders should provide relevant descriptions in their technical proposals to justify the availability of features in their proposed products/services.

Also, information can be collected from Vendor references (other clients for which solutions were implemented). Bidder furnishing comprehensive information closest to IA&AD's expectations as listed in the RFP shall be awarded the maximum points.

SI will mandatorily need to provide testimonials of at least TWO successful implementations accomplished by the SI in the last 4 years (i.e. between FY 2017-2020) -with each of the OEM/3rd party Products that has been listed by the Bidder in its proposal. In case the SI finds it unable to furnish such references of jointly accomplished successful implementations for certain products/services, it will need to specify an alternate product/vendor for that component as a back-up plan, in case the support from primary product/vendor

is found to be unsatisfactory during/post CPP implementation. Onboarding of the alternate vendor shall be done by the SI on demand of IA&AD without any additional cost implication to IA&AD.

Overall Scoring (rounded to two decimal places) would be on a 25 – Point Scale. Please refer to the following table for Scoring Template.

Evaluation Criterion	Benchmark / Preferences	Max Marks
1. Application and Data Architecture, Technology		30
Technology	<p>Description on the suggested Technologies and architecture with rationale and benefits.</p> <p>As a Best practice, and considering the scalability and extensibility of the solution, a Distributed, multi-tiered, SOA-based Architecture based on Open standards/Open-source technologies shall be preferred. Also, the Bidder must include Enterprise Level Support for all Tools/Technologies/Products proposed. Bidder must give a mapping of the Tools/Technologies/Products used with respect to each layer of the Application Reference Model (ARM) specified in RFP Vol-1 Annexure B.</p> <p>In case the Bidder suggests certain specific deviations from the ARM described in this RFP, justification for the deviations must be provided in the Technical design. The justification provided by the Bidder shall be assessed, and marks will be awarded based on their conduciveness to the project's requirements.</p>	(6)
Capabilities of the proposed 3rd party components / services	The Bidder shall provide the capabilities of the various 3 rd party components / services proposed in their design / BoQ in terms of their Scalability, Performance benchmarks, Portability and	(5)

Evaluation Criterion	Benchmark / Preferences	Max Marks
	Dynamic Provisioning, atleast for the following components / services: a) Web and Application server b) Database(s) c) BPM & BRM d) SIEM e) VM/Container Services	
Logical and/or physical data model	Approach to designing of data models (with examples) based on the functional specs	(3)
Control features for data integrity	Details on Control features to ensure data integrity such as updates, totals, cross-checks, validations etc.	(2)
Transaction management	Details pertaining to design of Transaction management within the Applications.	(3)
Session Management	Description on handling of concurrent users, multiple sessions, session cookies, session timeouts, etc.	(3)
Rollback, recovery, and fault tolerance	Description of failover, rollback, recovery provisions, fault tolerance at Database, VM/Container services and Application Level should be provided in the proposed design.	(3)
DevOps for Agile based Development	What is the approach & tools for iterative development, DevOps (continuous integration, deployment and release management) that will be used for CPP project?	(5)
2. Hosting capabilities		15
Cloud Service Provider capabilities	a) CSP should offer self-provisioning features (for VMs of different configurations, Storage of different IOPS,	(2)

Evaluation Criterion	Benchmark / Preferences	Max Marks
	<p>etc.) without the need of involving CSP Support / Technical team.</p> <p>b) CSP should provide feature for Auto-Scaling of resources (Compute or Storage) in real time as per configured parameters.</p> <p>c) Horizontal and Vertical scalability should be available.</p> <p>Bidder to submit appropriate documentation/references of artifacts against the aforesaid points to enable IA&AD perform the evaluation.</p>	<p>(2)</p> <p>(1)</p>
Availability of OEM/3rd party components/services as PaaS	<p>Preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS offerings. PaaS offerings may directly be provided by CSP as Managed services. However, in case the CSP does not have certain component(s) available as Managed service, the Bidder may bundle the licensed component(s) as a 'service' to IA&AD (including the support/warranty of that component(s)). The objective is to entail that the front-loading of the costs to IA&AD are minimized and the payments for the various products/services are moderated on pay-as-you-go model.</p> <p>These components are being divided into two groups for evaluation:</p> <p>1) Critical components: Namely,</p> <p>i. BPM</p> <p>ii. BRM</p>	<p>10</p> <p>(5)</p>

Evaluation Criterion	Benchmark / Preferences	Max Marks
	<p>iii. Database(s)</p> <p>iv. User authentication and authorization services (viz. IDAM / LDAP)</p> <p>v. HIPS</p> <p>vi. SIEM.</p> <p>Following marking scheme shall be applicable for these components:</p> <ul style="list-style-type: none"> ▪ 5-6 components as PaaS– 5 marks ▪ 3-4 components as PaaS– 3 marks ▪ Less than 3 components as PaaS– 0 marks <p>2) All remaining components: For all other Network, Infrastructure and Security OEM/3rd party components, the following marking scheme shall be applicable:</p> <ul style="list-style-type: none"> ▪ Greater than equal to 2/3rd components as PaaS – 5 marks ▪ Greater than equal to 1/3rd components but less than 2/3rd components as PaaS – 3 marks ▪ Less than 1/3rd components as PaaS – 0 marks <p>Annexure I Format 6E listed in this RFP document may be used to specify the aforesaid details. (Please note that the count of components shall be taken from indicative BoM provided as part of</p>	(5)

Evaluation Criterion	Benchmark / Preferences	Max Marks
	this RFP, in which each distinct component shall be counted as 1 component irrespective of its number of licenses/instances)	
3. Security		26
Security Architecture	<p>Justification on the suggested Security architecture with rationale and benefits. Bidder must give a mapping of the Tools/Technologies/Products used with respect to each of the layers of the Security Reference Architecture (SRA) specified in RFP Vol-1 Annexure B.</p> <p>In case the Bidder suggests a different architecture, which is a departure from the Security Reference Architecture, the assessment would be made on the justification and reasoning provided in their Technical design.</p> <p>In case the Bidder suggests certain specific deviations from the SRA described in this RFP, justification for the deviations must be provided in the Technical design. The justification provided by the Bidder shall be assessed, and marks will be awarded based on their conduciveness to the project's requirements.</p>	(5)
Data Vault Data Encryption Data Confidentiality & Availability	<p>Bidder must describe the following aspects of Data security in their design:</p> <p>a) Setting up and management of Aadhaar Data Vault</p> <p>b) Encrypted storage of sensitive data</p> <p>c) Role-based access of data / content in the Database and DMS / KMS solutions for Users</p>	<p>(2)</p> <p>(1)</p> <p>(2)</p>

Evaluation Criterion	Benchmark / Preferences	Max Marks
Data Auditability Data leakage	(business and privileged users) as per the requirements specified in RFP Vol-1 Annexure B. d) Capabilities to audit the changes made to the Database. e) Data leakage prevention measures at OS, DBMS, DMS/KMS solutions.	 (1) (1)
Identity and Access Management Services, Single Sign-on and Sign-out 2FA-based Authentication	a) Detailed information regarding the Identity & Access management tools / solution and approach proposed by the Bidder catering to the requirements mentioned in Annexure B & C of this RFP for User authentication, Managing access controls and privileges, and Single sign-in/ logout throughout the applications. b) 2-factor user authentication procedure for the proposed application	(4) (1)
SIEM	Description of capabilities of SIEM solutions for the following features: a) Auto-discovery of all assets/hosts on the network (DC-1 and DC-2) b) Track security events across a wide range of attributes for all components/services deployed by the Bidder c) Web-based GUI for graphical management, analysis and reporting of events. Out-of-the-box and customizable correlation rules for identifying sequence of events.	(3)
Next Generation Firewalls (NGFW)	Description of following capabilities of NGFW solutions:	(2)

Evaluation Criterion	Benchmark / Preferences	Max Marks
	<p>a) Availability of SSL/TLS traffic inspection, Deep Packet Inspection, IPS, Anti-Malware and URL filtering features.</p> <p>b) Policy rule creation for application control, user-based control, host profile, threat prevention, Anti- Malware / Zero-day, file filtering, & content filtering.</p> <p>Availability of two firewalls (for Perimeter and MZ layers) from two different vendors.</p>	
Web Application Firewall (WAF)	<p>Description of following capabilities of WAF solutions:</p> <p>a) Able to handle OWASP Top 10 attacks</p> <p>WAF should support Security Filters such as, but not limited to, Brute Force Security Filter, Files Upload Security Filter, Web services Security Filter, Session Security Filter, etc.</p>	(1)
Anti-virus and Anti-Malware Solution	<p>Solution should enable detection of any virus/malware content at runtime while uploading any file from the CPP applications without disrupting the application workflow. It must give an error message back to the web/service/request in case the file is found to be infected with malware.</p>	(1)
Privilege Management Solution	<p>Description of Privilege Management solution for managing and tracking activities of the privileged accounts.</p>	(1)
HSM	<p>HSM sizing and solution for CPP in line with CPP project's requirements.</p>	(1)
4. Database		6

Evaluation Criterion	Benchmark / Preferences	Max Marks
<p>Databases Product information (DBMS such as PostgreSQL/MySQL/MS/Oracle/DB2, etc.</p> <p>AND/OR</p> <p>No-SQL based databases such as MongoDB, Cassandra, Document DB, etc.)</p>	<p>Bidder must describe the following details / features w.r.t. the DBMS proposed in the design:</p> <p>a) Relevance of the proposed Database with respect to CPP project's requirements in the design (Hierarchical / flat files databases will be awarded 0 score).</p> <p>b) Continuous replication of data between DC-1 and DC-2 at database level.</p> <p>c) Auto scaling the Database size as performance and data volume demands.</p> <p>d) Role-based access to the database.</p> <p>e) Portability of data from one CSP to another CSP or Co-lo Datacenter.</p> <p>The Bidder must have experience of at least two successful, similar sized project implementations done on the proposed Database services for other clients, and can provide relevant evidence of such project implementations in the cloud model.</p>	<p>(2)</p> <p>(1)</p> <p>(1)</p> <p>(1)</p> <p>(1)</p>
5. Web Server and/or Application Server	<p>CPP Solution should be deployed on Web Server and / or Application Server that is industry-standard. Availability of Enterprise Product Support and its ability for easy migration to other Web/Application servers shall be considered during evaluation.</p>	4
6. Presentation requirements		4
User Interface capabilities	<p>Technologies/Frameworks to be used for developing the UI of the CPP applications must be specified in the design and must:</p> <p>a) Provide Portal specific functionalities.</p>	(1)

Evaluation Criterion	Benchmark / Preferences	Max Marks
	<p>b) Be compatible with the latest versions of Chrome, Mozilla, Safari, Internet Explorer and Edge web browsers as on date of submitting the RFP bid.</p> <p>c) Cater to multilingual needs</p> <p>Be form-agnostic and should be self-aligning to several form factors.</p>	<p>(1)</p> <p>(1)</p> <p>(1)</p>
7. Integration Capabilities		5
Integration capabilities with external, third party applications	<p>The Proposed Design must elaborate on the following details:</p> <p>a) The integration methodology between modules of CPP.</p> <p>b) Capabilities of the solution for external integration with other applications Using Open API, with focus on IFMS/HRMS of State Governments and Treasury/Banks.</p> <p>Ability to integrate through various protocols and mechanisms such as CSV, Flat files, proprietary formats, API calls, Databases, ERPs, SAP systems, Web services, etc.</p>	<p>(1)</p> <p>(2)</p> <p>(2)</p>
8. Auditing / Reporting		5
Log files	Describe the capabilities of providing audit trails and logging features provided by various products/services proposed for use in the CPP solution.	(1)
Querying & Viewing capabilities	Details of querying capabilities and user-friendliness of the user logs, role-based access to view log files.	(1)

Evaluation Criterion	Benchmark / Preferences	Max Marks
Procedure of audit trails	Procedure of audit, reporting and review of the proposed solution	(1)
Compatibility with proposed monitoring tool	Demonstrate capability of Reporting tool to integrate with offered tools such as SIEM, EMS & APM monitoring tool	(2)
9. Disaster Recovery and Back-up		12
High Availability	Description of the high availability features provided by the solution at each proposed component level. Justification will be required for components deployed in non-HA.	(3)
RTO/RPO values	Bidder complies with the RPO and RTO values specified in RFP.	(2)
Disaster recovery procedures	Description of the disaster recovery procedures for data and Application, including description of specific cases of rollback done by the Bidder in their past projects.	(3)
Archival policy	Details of archival policy and procedure for the proposed solutions. Higher the degree of automatic features / scheduling in the archival procedures, more would be score.	(2)
Location of Backup/Archived Data	Backup/archived data/files must be stored in an additional Datacentre (in addition to DC-2) which lies at a distance of atleast 300 kms from either DC-1 or DC-2. If the Bidder does not cater to this requirement, it will lead to disqualification of the Bidder.	(2)
10. General		3

Evaluation Criterion	Benchmark / Preferences	Max Marks
Any limitations or constraints due to inter-dependencies within the components	Details of the limitations or constraints on the overall CPP system due to any possible interdependencies between various components / tools / services proposed for the project.	(2)
Import / export facilities	Provision of import / export utilities to facilitate activities including but not limited to data migration, data entry, report generation, etc.	(1)
Total		110

Based on bidder's Response, score shall be assigned to each line item detailed in the table above. The total score of the bidder shall be converted to a 25-Point Scale (rounded to two decimal places)

- Example:

If the Bidder's score in this section comes out to be 85 out of the Total Score of 110, then on a 25 - Point Scale the Bidder's score shall be $(85 / 110) * 25 = 19.32$ (to be rounded upto 2 decimal places).

6.18.3.3 (S.3) Project Development Methodology, Support and Documentation

Overall Scoring would be on a 15 – Point Scale (rounded upto 2 decimal places).

Evaluation Criterion	Benchmark / Preferences	Max Marks
Project Management and Development Methodology	<p>Bidder will need to provide detailed information on the following aspects related to project management, and development methodology:</p> <p>a) Project plan covering the various project milestones, deliverables, training, hand-holding, governance, post implementation support, etc. These shall be evaluated to assess bidder's capability to meet the project requirements leading to successful project delivery as per project schedule, scope and cost.</p>	<p>15</p> <p>(5)</p>

Evaluation Criterion	Benchmark / Preferences	Max Marks
	<p>b) Proposed Agile based Software Development Methodology along with the rationale, Advantages, and key characteristics of that methodology.</p> <p>c) Documentation & standards that will be followed for CPP project.</p> <p>d) QA & QC approach.</p> <p>e) Approach to “Definition of Done” at each intermediate iteration of the delivery.</p> <p>Note: RFP does not prescribe any particular flavor of Agile Methodology. Bidder needs to provide details of proposed Agile methodology including DevOps & Agile Toolchain including details of their experience on the proposed Agile methodology.</p>	<p>(3)</p> <p>(3)</p> <p>(2)</p> <p>(2)</p>
Project Monitoring & Support	<p>For Phase-1, Phase-2, and O&M phase, Bidder needs to describe the approaches for the following activities:</p> <p>a) Problem reporting and resolution mechanism</p> <p>b) Periodic Status Reporting</p> <p>c) (L3) Application Technical Support</p> <p>d) Tech Support for components/ products/services procured by the Bidder as part of CPP solution</p> <p>e) Simultaneous Support of multiple releases</p> <p>f) Handling Change Requests</p> <p>g) Escalation Mechanism</p> <p>h) Future Upgrades</p>	<p>10</p> <p>(2)</p> <p>(1)</p> <p>(1)</p> <p>(2)</p> <p>(1)</p> <p>(1)</p> <p>(1)</p> <p>(1)</p>
Operations, Security & Maintenance Plan	<p>Bidder must provide details on the following aspects:</p> <p>a) Proposed Contact centre services and ITSM tool</p> <p>b) O&M Plan</p> <p>c) Security Operations Plan</p>	<p>15</p> <p>(5)</p> <p>(5)</p> <p>(5)</p>

Evaluation Criterion	Benchmark / Preferences	Max Marks
Process Maturity	a) Bidder must be CMMI Level-5 certified. Evaluation criteria shall be as follows: <ul style="list-style-type: none"> ○ Version 2.0 – 5 marks ○ Version 1.3 – 2 marks 	10
	b) Experience of using the proposed Agile methodology in projects of size comparable to CPP project, challenges faced in those projects and how they were resolved.	(5)
	Total	50

Based on bidder's Response, score shall be assigned to each line item detailed in the table above. The total score of bidder shall be converted to 15-Point Scale

- Example:

If the Bidder's score in this section comes out to be 38 out of the Total Score of 50, then on a 15-Point Scale the Bidder's score shall be $(38/50) \times 15 = 11.40$ (rounded upto 2 decimal places).

6.18.3.4 (S.4) Training Plan

The responses by the bidders would be reviewed for the following aspects of the proposed solution:

Evaluation Criterion	Benchmark / Preferences	Max Marks
Training Plan	What is the overall training plan and structure?	5
End-user Training (for CPP back-office users only)	One of the main training components will be user training. This will also include advanced training, in particular on (a) how to configure modules/ re-use and refine templates for the needs of individual States offices/ departments, (b) designing custom reports using the Reporting module. How does the training solution address this effectively?	5

Evaluation Criterion	Benchmark / Preferences	Max Marks
Mediums of conducting trainings	How will e-learning be used as part of the proposed training solution? What will be the deliverables as part of e-learning (Videos, online Tutorials, FAQs, etc.)	5
Prototype	Bidder to prepare an illustrative extract of the training structure and content for a small component/ sub-component of training, and submit along with their bid.	5
Total		50

Based on the bidder's Response, a score shall be assigned to each line item detailed in the table above. The total score of the bidder shall be converted to a 5 -Point Scale, rounded off to 2 decimal places.

- Example:

If the Bidder Total is 14 out of the Total Score 20, on a 5 -Point Scale the Score would be $14/20 * 5 = 3.50$ (rounded upto 2 decimal places).

If the Bidder's score in this section comes out to be 13 out of the Total Score of 20, then on a 5-Point Scale the Bidder's score shall be $(13/20)*5 = 3.25$ (rounded upto 2 decimal places).

6.18.3.5 (S.5) Profile of Proposed Team Members

The key parameters for evaluating the team members would be:

- Team Composition
- Professional Experience and relevant experience
- Certifications

Overall Scoring would be on a 10 – Point Scale.

Please refer to the following table for line-wise breakup

Evaluation Criterion	Benchmark / Preferences	Max Marks
Overall Project Team Structure	How is the Composition of the Project Team Structure proposed by Bidder in terms of: <ul style="list-style-type: none"> a) Appropriate Number of Team members for each profile, along with justification b) Roles and Responsibilities clearly and well defined 	10

Professional Experience in IT Industry:

Following key profiles are required to be part of the Implementation and/or O&M team.

Note:

- A. Bidder must submit resumes of the resources against each of these profiles that will be allocated to CPP project in order to secure the marks for these profiles. The resumes should clearly mention the period on which the desired experience can be measured.
- B. RFP does not prescribe any specific flavour of Agile Methodology. The following resources shall be evaluated based on their qualifications and experience of working on the Agile methodology proposed by the Bidder.

Profile of IT resources	Min Total Experience (No. of Years)	Min Relevant Experience (No. of Years)	Min Experience in Agile Methodology (No. of Years)	Marks Allotted
Project Manager	16	5 (as Project Manager)	5	4
Scrum Master	12	3 (as Scrum Master)	5	3
Enterprise Solution Architect	14	4 (in architecting Web-based applications)	4	5
Senior Business analyst	14	4	4	3
Cloud Architect	12	3 (as Architect on CSP proposed by Bidder)	2	4
Security Architect	12	3 (as Security Architect for Cloud)	NA	3
Cloud DBA	9	3 (as DBA on Database proposed by Bidder)	NA	3
Cloud System Admin	8	3 (as Sys Admin on CSP proposed by Bidder)	NA	2
Test Lead	10	3 (in Testing of Web-based applications)	3	3
Total Marks				30

Evaluation Criterion	Benchmark / Preferences	Max Marks
Certifications	<p>Industry standard Certifications shall be required for the profiles as specified below:</p> <p>a) Project Manager – Project Management Professional (PMP) or Agile certification</p> <p>b) Scrum Master – Agile Certification</p> <p>c) Enterprise Solution Architect, Security Architect and Cloud Architect – Architect certification relevant to the proposed Technology.</p> <p>The Bidder shall provide copy of the certificates bearing the details of certification such as course duration and name of the Institute from where certificate was obtained.</p>	<p>10</p> <p>(2)</p> <p>(2)</p> <p>(2, 2, 2)</p>
Total		50

Note:

- Key resources (as per Section 17 in Vol – 1) shall attend the Presentation during Technical evaluation. In case some of the resources are unable to attend, justification and request for VC may be made for IA&AD approval.

Based on the bidder's Response, a score shall be assigned to each line item detailed in the table above. The total score of the bidder shall be converted to a 10-Point Scale, rounded off to 2 decimal places.

- Example:

If the Bidder's score in this section comes out to be 41 out of the Total Score of 50, then on a 10-Point Scale the Bidder's score shall be $(41/50) \times 10 = 8.20$ (rounded upto 2 decimal places).

6.18.3.6 (S.6) Exit Management

The key parameters for evaluating the Exit Management plan have been listed in the following table.

Overall Scoring would be on a 8 – Point Scale.

Evaluation Criterion	Benchmark / Preferences	Max Marks
Overall Exit Management Plan	Provide a Clear and concise Exit Management Plan with an Illustrative exit management & transition checklist used by the Bidder in any previous project.	10
Migration/Exit from existing Cloud Service Provider (CSP)	Bidder shall describe the transition approach for moving all the components/services/products from one CSP to another or to on-premises DC/ DR solution.	10
Format 11	SI shall also need to submit Format 11 (Exit management) of this RFP document.	10
Total		30

Based on the bidder's Response, a score shall be assigned to each line item detailed in the table above. The total score of the bidder shall be converted to a 8-Point Scale, rounded off to 2 decimal places.

- Example:

If the Bidder's score in this section comes out to be 23 out of the Total Score of 30, then on a 8-Point Scale the Bidder's score shall be $(23/30)*8 = 6.67$ (rounded upto 2 decimal places).

6.18.3.7 (S.7) Technical Presentation and Client Visit/ Client Interaction

The responses by the bidders (through the technical presentation and the client visit/ client interaction) would be reviewed for the following aspects:

Evaluation Criterion	Benchmark / Preferences	Max Marks
Client Visit / Client Interaction	Bidders will setup a visit/interaction of IA&AD team with their existing clients for seeking information on the following points and seeking the experience of those clients while working with the Bidder. In this regard, the Bidder will be required to submit names and addresses of atleast THREE Clients (preferably	5

Evaluation Criterion	Benchmark / Preferences	Max Marks
	<p>Central Government departments or institutions/PSU) from which IA&AD shall choose any one/two for the interaction.</p> <ul style="list-style-type: none"> a) What were the risks that were foreseen in advance by the SI and handled proactively by the SI and client working together? Conversely, what were the risks that could have been, but were NOT foreseen in advance by the SI? b) What were the challenges that came up during project execution, and how were they handled by the SI and the client working together? c) Did the SI facilitate informed decision-making with regard to solution architecture etc. in terms of possible choices/ options and pros and cons thereof? d) What was the quality of staffing provided by the SI – key resources as well as the development team? e) Were there differences/ disagreements/ conflicts between the SI and client, how effective was the communication by the SI to facilitate early resolution? 	
Technical Presentation and showcase solution capabilities on a few case studies	<p>Pre-Qualified Bidders will be required to prepare Technical Presentation covering all the salient points of their bid, including, but not limited to, Overall project plan and governance, Technical design of the CPP Solution, Infrastructure components/ solutions along with their compliance to the technical specifications, any deviations from the requirements in the RFP, Risks, Constraints, etc. The presentation shall involve Q&A from IA&AD team (and their associated partners/consultants) during the evaluation.</p>	5

Evaluation Criterion	Benchmark / Preferences	Max Marks
	Pre-Qualified Bidders will also be required to prepare working prototypes for certain project specific case studies, intimated to them well in advance. The Bidders will be expected to prepare these working prototypes within the stipulated timeframe using the tools/solutions/design proposed in their bid, and demonstrate these to the IA&AD team for evaluation.	5
Total		15

Based on the bidder's Response, a score shall be assigned to each line item detailed in the table above. The total score of the bidder shall be converted to a 15 -Point Scale, rounded off to 2 decimal places.

- Example:

If the Bidder's score in this section comes out to be 11 out of the Total Score of 15, then on a 15-Point Scale the Bidder's score shall be $(11/15) \times 15 = 11.00$ (rounded upto 2 decimal places).

6.18.4 IA&AD's Right to ask for Revised Commercial Bid

After the Technical Evaluation and before opening of the Commercial Bid, IA&AD reserve the right to make changes to the specifications and Bill of Material. In this case, IA&AD shall ask for revised commercial Bids only for the revised scope from the Bidders that have been qualified in the technical evaluation.

6.18.5 Conditions for Commercial Bid Evaluation

- The Financial Bids of technically qualified Bidders will be opened on the prescribed date. Representatives from Technically qualified bidders may be present at the time of Financial Bid Opening.
- Commercial Bids which are less than 50% of the average of the commercial bid values of the other technical qualified bidders will be disqualified. For calculating the average commercial bid value, the commercial bid values of all the bidders except of the bidder for which the bid is being evaluated shall be taken. This condition shall be applicable if at least three bidders qualify the Technical round.
- IA&AD shall use Quality & Cost Based Selection (QCBS) mechanism to identify the qualified Bidder.

- d) Commercial Bid evaluation would be done on the basis of indicative Bill of Quantities (BoQ)/Bill of Material (BoM) mentioned in this RFP.
- e) Bidder shall be required to quote Unit rate for every entity in the BoM, unless specified categorically. These unit rates may be used by IA&AD to place repeat orders, as described in section 6.8.7 of this document. These Unit rates for each component shall be applied to the size/quantity of that respective component to arrive at the total bid cost.
- f) The bidder is required to use the size/quantities as mentioned in the indicative BoM (published in this RFP) or as mentioned in their proposed BoM, whichever is higher, while calculating the total costs. Any deviation to this clause shall not be accepted by IA&AD. However, if a bidder still proposes a lower size/quantity in its BoM than the quantity mentioned in the indicative BoM, the bidder will need to duly provide all necessary justifications in its technical design to support their proposed quantity. In case the design does not duly justify the proposed (lower) quantity, IA&AD shall reserve the right to either use the quantity mentioned in the indicative BoM for calculations of final bid costing or may disqualify the bidder.
- g) All Prices must be quoted in Indian Rupees only.
- h) Commercials for all components / services quoted by the Bidder should be firm and final for the period defined.
- i) Labour rates, as shown in format 4D, 6 and 8 of Appendix II, as of 1st January 2021, shall be used while quoting the commercial bid. Escalation **@8 % per annum**, applicable on 1st January of every succeeding calendar year, will be applicable and paid for by IA&AD. Hence, labour costs should NOT be escalated in the commercial bid.
- j) Cost quoted for the 3rd party / OEM software (including the Tools, Software, Services, system & application) must include all costs including the cost of procurement, customization/ configuration/ development and implementation, etc. as per RFP requirements and its maintenance for the entire project duration.
- k) Cost quoted for the hardware must include the cost of procurement, supply at site, installation and configuration according to RFP requirements and its maintenance for the entire project duration.
- l) The bidders are advised not to indicate any separate discount. Discount, if any, must be merged with the quoted prices. Discount of any type, indicated separately, shall not be considered for evaluation purpose for this RFP.

- m) A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- n) IA&AD reserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- o) IA&AD reserves the right to ask the bidder to submit analysis of rate and data sheet for the rates quoted in the Commercial bid by the bidder.
- p) All costs incurred due to delay of any sort, due to reasons attributable to the bidder, shall be borne by the Bidder.
- q) If the price for any of the services is not explicitly quoted in the commercial bid or mentioned as Zero/NIL, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted, and IA&AD has the right to source services for which no price was quoted or quoted as zero, from the bidder at no additional price. In case multiple Zero/NIL values are found in the quotations, IA&AD shall reserve the right to disqualify the Bidder.
- r) Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the proposals are submitted to IA&AD. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
- s) Any conditional bid would be rejected.
- t) Errors & Rectification: 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 there is a discrepancy between words and figures, the amount that is lesser of the two will prevail."
- u) The amount stated in the Commercial proposal will be adjusted by IA&AD in accordance with the above procedure for the correction of errors and shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of the Commercial Proposal, its Proposal will be rejected.
- v) No adjustment of the price quoted in the Commercial proposal shall be made on account of any variations in costs of labour (6.18.5 i) and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the agreement. No clauses for price fluctuations due to fluctuation of the Indian currency against any foreign currency will be accepted during the period of the agreement.

6.18.6 QCBS based Evaluation Model

6.18.6.1 Evaluation Principles

IA&AD aims to align the payment model based on the concept of 'pay-as-you-go' which is usually prevalent in Cloud based application deployments. Also, since the development methodology for the CPP applications is Agile based iterative delivery with distinct milestones of releases, it is envisaged that the payments pertaining to Application development costs shall also be aligned as per completion of the respective milestone. This will provide ample opportunity to the Bidder to receive payments against their costs at regular intervals and will help them maintain the necessary cash flow during the entire life of the project. At the same time, IA&AD also intends to motivate the Bidder to accomplish the Development milestones in a timely manner by aligning payments with actual achievements of these milestones.

In order to ensure and incentivize staggered payment schedule proposed by the bidder, the following two steps have been included:

- a) **Maximum limit on yearly payment for Costs pertaining to Network, Infrastructure and Security components / Services** - Bidder has to submit the costs pertaining to Network, Infrastructure and Security components / Services including OEM/3rd party products, along with their hosting and warranty / ATS for the entire life of this project in the BoQ Formats 6A, 6B, 7 and 8. The payments regarding these BoQ formats are either linked with completion of some milestones or are due as yearly payments for ATS/ Warranty etc.

The following Table (right most column) depicts the cumulative 'maximum % of the total financial value of these BoQ formats, that the bidder can claim for payment upto that year.

For BoQ Formats 6A, 6B, 7 and 8 only			
Milestone	Discount Year No.	Maximum Permissible % Payment during the Year	Cumulative Maximum Permissible % Payment upto the Year
M0*	0	5%	5%
Y1	1	20%	25%
Y2	2	10%	35%
Y3	3	10%	45%
Y4	4	10%	55%
Y5	5	10%	65%
Y6	6	10%	75%
Y7	7	10%	85%

For BoQ Formats 6A, 6B, 7 and 8 only			
Milestone	Discount Year No.	Maximum Permissible % Payment during the Year	Cumulative Maximum Permissible % Payment upto the Year
Y8	8	10%	95%
YW	9	5%	100%
	TOTAL	100%	
* Note: M0 is an interim Payment milestone in Year 0. Payment for M0 would be due as per Payment conditions mentioned in Section 8.2 Track 1 of this document.			

For example, the Bidder can claim upto 5% of the total cost of BoQ Formats 6A, 6B, 7 and 8 (say “Total Infra Cost”) on completion of M0 or T+06 months, whichever is later. Similarly, the Bidder can claim upto 25%, 35%, 45% of the Total Infra Cost upto the years Y1, Y2, Y3 of the O&M Phase (after Phase 1 Stage 1 Go Live) respectively.

This maximum limit on annual payments is applicable for the BoQ Formats 6A, 6B, 7 and 8 only. The bidder’s compliance to this yearly payment schedule for theses BoQ formats is mandatory. **An automatic check for the compliance to this payment schedule has been introduced in BoQ Format 11. The non- compliance to this payment schedule would render the Total Financial Bid value as ‘zero’ and the financial bid would be rejected in that case.** (Refer Section 6.18.6.2 for details)

b) Calculating Net Present Value of yearly payment schedule to derive Effective NPV bid value –

Since the bidders would propose different financial bid value with these costs spread out over the entire life of the project *i.e* varying yearly payment schedule, the concept of ‘Net Present Value’ (NPV) has been introduced for deriving the ‘**Effective NPV bid value**’ order to ensure parity amongst bidders’ financial bids.

NPV is a standard method used to determine the current value of all future cash flows, and shall be calculated as follows:

$$NPV = \sum_{t=0}^n P_t / (1 + r)^t$$

(i.e., Sum of NPV for payments proposed for each subsequent year)

where,

P_t = Payment proposed in year ‘t’,

r = Discount rate,

t = Discount year number for which this payment has been proposed.

For the CPP Project, discount rate has been taken as 8% per year and NPV at start of the Project (Y0) has been calculated for deriving 'Effective NPV bid value'.

Bidder would be submitting the financial costs pertaining to the CPP Project in BoQ Formats 3A, 3B,4,5,6A,6B,7,8,9 & 10. NPV calculation for these BoQ formats has been done automatically in BoQ Formats 11,12A,12B,13 & 14 The summary of NPV calculations (Formats 11,12A,12B,13 & 14) is given in BoQ Format 2B-NPV. (Refer Section 6.18.6.2 for details)

An illustration of NPV calculations with Discount rate at 8% per year is provided below:

Discount Year No.	Year-wise Payment Schedule (INR)	NPV at Y0 (INR)
0	16,00,000	16,00,000
1	48,00,000	44,44,444
2	25,00,000	21,43,347
3	25,00,000	19,84,581
4	22,00,000	16,17,066
5	18,00,000	12,25,050
6	17,00,000	10,71,288
7	15,00,000	8,75,236
8	14,00,000	7,56,376
TOTAL	2,00,00,000	1,57,17,388

Note: Calculation of NPV is being done for the sole purpose of evaluating the commercial bids, i.e., to derive the "Effective NPV Bid value". The Payments to the SI shall be based on the actual amounts quoted by the Bidder in their Financial Bid and not the calculated NPV bid value.

6.18.6.2 Evaluation Methodology

- Maximum limit on yearly payment for Costs pertaining to Network, Infrastructure and Security components / Services** – BoQ Format 11 depicts the compliance to Maximum limit on yearly payment for Costs pertaining to Network, Infrastructure and Security components / Services i.e. costs mentioned by the bidder in BoQ formats 6A, 6B, 7 and 8.

BoQ Format 11 values (X and Y in the table below) have been derived in the following manner:

Milestone	Format 6A	Format 6B	Format 7	Format 8	Total	Max. Cum. Permissible upto the Year	Compliance
					(X)	(Y)	(If $X \leq Y$ then "Compliant"; else "Not Compliant")
M0	Col (K)	Col (K)	Col (M)	Col (M)	Cell (J 5)	TIC *5%	Compliant/Not Compliant
Y1	Col (L)	Col (L)	Col (P)	Col (P)	Cell (J 6)	TIC*25 %	Compliant/Not Compliant
Y2	Col (M)	Col (M)	Col (S)	Col (S)	Cell (J 8)	TIC*35 %	Compliant/Not Compliant
Y3	Col (N)	Col (N)	Col (V)	Col (V)	Cell (J 10)	TIC*45 %	Compliant/Not Compliant
Y4	Col (O)	Col (O)	Col (Y)	Col (Y)	Cell (J 11)	TIC*55 %	Compliant/Not Compliant
Y5	Col (P)	Col (P)	Col (AB)	Col (AB)	Cell (J 12)	TIC*65 %	Compliant/Not Compliant
Y6	Col (Q)	Col (Q)	Col (AE)	Col (AE)	Cell (J 13)	TIC*75 %	Compliant/Not Compliant
Y7	Col (R)	Col (R)	Col (AH)	Col (AH)	Cell (J 14)	TIC*85 %	Compliant/Not Compliant
Y8	Col (S)	Col (S)	Col (AK)	Col (AK)	Cell (J 15)	TIC*95 %	Compliant/Not Compliant
YW	Col (T)	Col (T)	Col (AN)	Col (AN)	Cell (J 16)	TIC*10 0%	Compliant/Not Compliant
Total Infra Cost (TIC)						Cell (J 17)	

Compliance to maximum cumulative yearly limit for Total Infra Cost (as calculated in BoQ format 11) is mandatory.

b) Calculating Net Present Value of yearly payment schedule to derive Effective NPV bid value –

The NPV-based commercial evaluation methodology used for the various Tracks involved in the project have been described below. BoQ Format 11 to 14 of this document shall depict the NPV bid values for the payment costs provided by the Bidder in their commercial bid in the BoQ.

- i. **Track 1 and 3: Costs pertaining to Network, Infrastructure and Security components / Services** – This will include the sum of all the costs pertaining to Network, Infrastructure and

Security components / Services proposed by the Bidder for the entire duration of the project (i.e., Development and O&M period).

BoQ Format 11 considers the distribution of costs proposed by the Bidder in BoQ Formats 6A, 6B, 7 and 8 for each of the milestones, verifies compliance with Maximum limit on yearly payment (as explained earlier), and if complied, derives the NPV value for that milestone. The Sum Total of the NPV values thus derived shall be considered as the 'Effective NPV cost' for Infrastructure and Security components and services *i.e.* BoQ Formats 6A, 6B, 7 and 8.

- ii. **Track 2: Costs pertaining to Development Milestones** – This will include the sum of all the costs pertaining to Human resources proposed for all the Development milestones of the project.

For Human Resource costs (Development)			
Milestone	Category of HR Costs	Format	Year No.
M1	Development cost for Phase-1 Stage-1	Total cost of Format 3A	1
M2	Development cost for Phase-1 Stage-2	Total cost of Format 3B	2
M3	Development cost for Phase-2 Stage-1 & 2	Total cost of Format 4	3

BoQ Format 12A considers the distribution of costs proposed by the Bidder in BoQ Formats 3A, 3B and 4 and derives the NPV value as per the above Table. The Sum Total of the NPV values thus derived shall be considered as the 'Effective NPV cost' for Developmental Track *i.e.* Formats 3A, 3B and 4 .

- iii. **Track 4: Costs pertaining to Contact Centre setup & Operations** – This will include the sum of all the costs pertaining to setup and Operations of the Contact Centre and shall include the costs of Contact Centre solution as well as Human resource costs for L3 support team. NPV for the payment plan proposed by the bidder shall be calculated and considered as the 'Effective NPV cost' for Contact Centre operations.

CPP Contact Centre costs (O&M period)			
Milestone	Category of HR Costs	Format 10	Year No.
M0	One-time costs	Col (I) + Col (J)	0
Y1	O&M Resource Cost for First year	Col (K)	1
Y2	O&M Resource Cost for Second year	Col (L)	2
Y3	O&M Resource Cost for Third year	Col (M)	3
Y4	O&M Resource Cost for Fourth year	Col (N)	4
Y5	O&M Resource Cost for Fifth year	Col (O)	5
Y6	O&M Resource Cost for Sixth year	Col (P)	6
Y7	O&M Resource Cost for Seventh year	Col (Q)	7
Y8	O&M Resource Cost for Eighth year	Col (R)	8
YW	O&M Resource Cost for the Warranty period of 6 months	Col (S)	9

BoQ Format 14 considers the distribution of costs proposed by the Bidder in BoQ Formats 10 and derives the NPV value as per the above Table. The Sum Total of the NPV values thus derived shall be considered as the 'Effective NPV cost' for Contact Center Track *i.e.* Formats 10.

- iv. **Track 5: Costs pertaining to Training and Capacity Building** – This will include the sum of all the costs pertaining to Training and Capacity Building proposed for the project.

Training Cost			
Milestone	Category of HR Costs	Financial Value	Discount Year No.
M1	Training Costs for M1	40% of Total cost of Format 9	1
M2	Training Costs for M2	30% of Total cost of Format 9	2
M3	Training Costs for M3	30% of Total cost of Format 9	3

BoQ Format 13 considers the distribution of costs proposed by the Bidder in BoQ Formats 9 and derives the NPV value as per the above Table. The Sum Total of the NPV values thus derived shall be considered as the 'Effective NPV cost' for Training & Capacity Building Track *i.e.* Formats 9.

- v. **Track 6: Costs pertaining to Human Resources during O&M phase** – This will include the sum of all the costs pertaining to Human resources proposed for the entire duration of the O&M phase.

For Human Resource costs (O&M period)			
Milestone	Category of HR Costs	Format 5	Year No.
Y1	O&M Resource Cost for First year	Col (F)	1
Y2	O&M Resource Cost for Second year	Col (I)	2
Y3	O&M Resource Cost for Third year	Col (L)	3
Y4	O&M Resource Cost for Fourth year	Col (O)	4
Y5	O&M Resource Cost for Fifth year	Col (R)	5
Y6	O&M Resource Cost for Sixth year	Col (U)	6
Y7	O&M Resource Cost for Seventh year	Col (X)	7
Y8	O&M Resource Cost for Eighth year	Col (AA)	8
YW	O&M Resource Cost for the Warranty period of 6 months	Col (AD)	9

BoQ Format 12 B considers the distribution of costs proposed by the Bidder in BoQ Formats 5 and derives the NPV value as per the above Table. The Sum Total of the NPV values thus derived shall be considered as the 'Effective NPV cost' for O&M Track *i.e.* Formats 5.

The Total Sum of all aforesaid costs shall be taken as the '**Total Effective NPV bid value**' as summarized in BoQ Format 2B. Thus,

Total Effective NPV bid value (Format 2B- NPV) = NPV for Infrastructure & Security costs (Format 11) + NPV for Human Resource costs (Format 12A) + NPV for Contact Centre operations (Format 14) + NPV of Training costs (Format 13) + NPV for O&M costs (Format 12B)

6.18.6.3 Normalized Financial Score of a Bid (NFS)

The Bidder with the lowest qualifying **Total Effective NPV bid value** will be termed as L1 and will be awarded the maximum financial score of 100. Financial Scores for other than L1 Bidders will be evaluated using the following formula:

$$NFS = \{ \text{Total Effective NPV bid value of L1} / \text{Total Effective NPV bid value of the Bidder} \} * 100$$

(Rounded off to two decimal places)

6.18.6.4 Illustration for commercial evaluation process

The following provides a simplified illustration of the methodology by which the NPV will be calculated for the CPP project for a sample payment plan quoted by a Bidder 'A'.

- a. Track 1 & 3: For Infrastructure and Security components – Let the Payment plan of the Bidder A (derived from Formats 6A, 6B, 7 and 8) for the costs associated with Infrastructure and Security components be as given in the table below.

For Infra-Security Components only									
Milestone	Discount Year No.	Maximum Permissible % Payment during the Year	Cumulative Maximum Permissible % Payment upto the Year	Cumulative Maximum Permissible Payment Amount upto the Year (Excluding Taxes, INR) (I)	Payment Plan calculated based on Costs proposed by Bidder in Formats 6A, 6B, 7 and 8 for the Year (Excluding Taxes, INR) (J)	Cumulative Payment Plan calculated based on Costs proposed by Bidder in Formats 6A, 6B, 7 and 8 upto the Year (Excluding Taxes, INR) (K)	Is Cumulative Payment Plan proposed by the Bidder complies with Cumulative Max. permissible Payment upto the Year ? (i.e. Is I >= K)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
M0	-	5%	5%	5,00,000	5,00,000	5,00,000	Compliant	5,90,000	5,90,000
Y1	1	20%	25%	25,00,000	19,00,000	24,00,000	Compliant	22,42,000	20,75,926
Y2	2	10%	35%	35,00,000	8,00,000	32,00,000	Compliant	9,44,000	8,09,328
Y3	3	10%	45%	45,00,000	11,00,000	43,00,000	Compliant	12,98,000	10,30,394
Y4	4	10%	55%	55,00,000	8,00,000	51,00,000	Compliant	9,44,000	6,93,868
Y5	5	10%	65%	65,00,000	14,00,000	65,00,000	Compliant	16,52,000	11,24,323
Y6	6	10%	75%	75,00,000	8,00,000	73,00,000	Compliant	9,44,000	5,94,880
Y7	7	10%	85%	85,00,000	10,00,000	83,00,000	Compliant	11,80,000	6,88,519
Y8	8	10%	95%	95,00,000	9,00,000	92,00,000	Compliant	10,62,000	5,73,766
YW	9	5%	100%	1,00,00,000	8,00,000	1,00,00,000	Compliant	9,44,000	4,72,235
TOTAL		100%			1,00,00,000			1,18,00,000	81,81,004

Quoted cost as per Payment plan is Rs. 1,18,00,000/- for which the NPV comes out to be Rs. 81,81,004/- only.

- b. For Human resources for Development Milestones – Let the costs given by Bidder A in the BoQ Format 12A (summary of BOQ Formats 3A, 3B and 4) are as per the Table below:

For Human Resource costs only (Development Milestones)					
Milestone	Category of HR Costs	Discount Year No.	Payment Plan (Excluding Taxes, INR)	Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (Including Taxes, INR)
M1	Development cost for Phase-1 Stage-1	1	8,00,000	9,44,000	8,74,074
M2	Development cost for Phase-1 Stage-2	2	12,00,000	14,16,000	12,13,992
M3	Development cost for Phase-2 Stage-1	3	14,00,000	16,52,000	13,11,411
TOTAL			34,00,000	40,12,000	33,99,477

Here, the Quoted value is Rs. 40,12,000/- whereas the NPV comes out to be Rs. 33,99,477/- only.

- c. For Human resources during O&M phase – Let the Payment plan given by Bidder A in BOQ Format 12B is as given in the table below:

For Human Resource costs only (O&M Milestones)					
Milestone	Category of HR Costs	Discount Year No.	Payment Plan (Excluding Taxes, INR)	Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (Including Taxes, INR)
Y1	O&M Resource Cost for First year	1	12,00,000	14,16,000	13,11,111
Y2	O&M Resource Cost for Second year	2	20,00,000	23,60,000	20,23,320
Y3	O&M Resource Cost for Third year	3	16,00,000	18,88,000	14,98,755
Y4	O&M Resource Cost for Fourth year	4	16,00,000	18,88,000	13,87,736
Y5	O&M Resource Cost for Fifth year	5	12,00,000	14,16,000	9,63,706
Y6	O&M Resource Cost for Sixth year	6	8,00,000	9,44,000	5,94,880
Y7	O&M Resource Cost for Seventh year	7	8,00,000	9,44,000	5,50,815
Y8	O&M Resource Cost for Eighth year	8	4,00,000	4,72,000	2,55,007
Y9	O&M Resource Cost for Warranty year	9	4,00,000	4,72,000	2,36,118
TOTAL			1,00,00,000	1,18,00,000	88,21,448

Here, the Quoted value is Rs. 1,18,00,000/- whereas the NPV comes out to be Rs. 88,21,448/- only.

- d. For Training – Let the Total cost given by Bidder A in the BOQ Formats 9 is Rs. 10,00,000/-, then the BOQ Format 13 would look like the Table below:

For Training Costs						
Milestone	Description	Discount Year No.	Proportion of Total Training Cost	Total Cost (Excluding Taxes, INR)	Total Cost (Including Taxes, INR)	NPV for Final Payment Plan (Including Taxes, INR)
M1	Training Costs for M1	1	40%	4,00,000	4,72,000	4,37,037
M2	Training Costs for M2	2	30%	3,00,000	3,54,000	3,03,498
M3	Training Costs for M3	3	30%	3,00,000	3,54,000	2,81,017
TOTAL				10,00,000	11,80,000	10,21,552

Here, the Quoted value is Rs. 11,80,000/- whereas the NPV comes out to be Rs. 10,21,552/- only.

- e. For costs associated with Contact Centre operations during the O&M phase – Let the Payment plan given by Bidder A in BOQ Format 14 is as given in the table below:

For CPP Contact Centre costs only (O&M Milestones)					
Milestone	Category of HR Costs	Discount Year No.	Total Cost of Contact Centre Solution & Human Resources (Excluding Taxes, INR)	Total Cost of Contact Centre Solution & Human Resources (Including Taxes, INR)	NPV for Final Payment Plan (Including Taxes, INR)
Y0	One-time costs	0	1,20,000	1,41,600	1,41,600
Y1	O&M Cost for First year	1	1,20,000	1,41,600	1,31,111
Y2	O&M Cost for Second year	2	2,00,000	2,36,000	2,02,332
Y3	O&M Cost for Third year	3	1,20,000	1,41,600	1,12,407
Y4	O&M Cost for Fourth year	4	1,00,000	1,18,000	86,734
Y5	O&M Cost for Fifth year	5	1,00,000	1,18,000	80,309
Y6	O&M Cost for Sixth year	6	80,000	94,400	59,488
Y7	O&M Cost for Seventh year	7	80,000	94,400	55,081
Y8	O&M Cost for Eighth year	8	40,000	47,200	25,501
YW	O&M Cost for Warranty year	9	40,000	47,200	23,612
TOTAL			10,00,000	11,80,000	9,18,174

Here, the Quoted value is Rs. 11,80,000/- whereas the NPV comes out to be Rs. 9,18,174/- only.

- a. Thus, The Total Commercial value of the Bid from Bidder A shall be Rs. 2,99,72,000/- (= 1,18,00,000 + 40,12,000+ 1,18,00,000+ 11,80,000+ 11,80,000).
- b. The Total 'Effective NPV Bid value' for Bidder A shall be Rs. 2,23,41,654/- (= 81,81,004+ 33,99,477+ 88,21,448 + 10,21,552+ 9,18,174).
- c. Calculated in a similar manner, let us assume that the lowest 'Effective NPV Bid value' for L1 is Rs. 2,00,00,000/-.
- d. **Normalized Financial Score of Bidder A (NFS) = (2,00,00,000/ 2,23,41,654) * 100 = 89.52**

6.18.7 Combined and Final Evaluation

- a) The Technical and Financial scores secured by each Bidder will be added using weightage of **70%** and **30%** respectively to compute a Composite Bid Score
- b) The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The highest Composite Bid Score (Bn) will be calculated as follows:-
Bn = 70% of Tn + 30% of NFS

Where

Bn = overall score of Bidder

Tn = Technical score of the Bidder (out of maximum of 100 marks)

NFS = Normalized financial score of the Bidder (out of maximum of 100 marks)

- c) In the event the highest composite bid score (Bn) (calculated to two decimal places) is 'tied' between two or more bidders, the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

6.18.8 Notification of Award

Prior to the expiration of the validity period, IA&AD will notify the successful Bidder in writing or by email, that its proposal has been accepted (Letter of Intent – LOI). In case the tendering process / public procurement process has not been completed within the stipulated period, IA&AD may request the Bidders to extend the validity period of their Proposal.

The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

6.19 Appointment of Systems Integrator

6.19.1 Award Criteria

IA&AD will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the best value bid/ most responsive bid as per the process outlined above.

6.19.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

IA&AD reserves the right to accept or reject any proposal, and to annul the tendering process/ Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for IA&AD action.

6.19.3 IA&AD Contract finalization and award

IA&AD shall reserve the right to negotiate with the Bidder(s) whose Proposal has been ranked as the best value bid on the basis of Technical and Commercial Evaluation to the proposed Project, as per the guidelines provided by Central Vigilance Commission (CVC).

6.19.4 Performance guarantee

A Performance Bank Guarantee (PBG) of 3% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any **Commercial Bank**. The PBG should be furnished within **15 days** from notification of award or on or before signing of the contract, and should be valid till the entire term of the agreement and for an **additional period of 180 days** after the completion of term of agreement including warranty obligations.

In case any claims or any other contract obligations are outstanding, the Implementation Agency will extend the Performance Bank Guarantee as asked by the Purchaser till such time the Implementation Agency settles all claims and completes all contract obligations.

Notwithstanding what has been stated elsewhere in this Contract and the Schedules attached herein, in the event the Implementation Agency is unable to meet the obligations pursuant to the implementation of the Project and/or provide the operations and maintenance Services and any related scope of work as stated in this Contract, the Purchaser will, inter alia, have the option to invoke the Performance Bank



Guarantee after serving a written notice fifteen (15) days in advance on the Implementation Agency. Such right of the Implementation Agency shall be without prejudice to any other rights or remedies available under law or contract. In case the contract is extended, the PBG has to be valid for **180 days beyond the extended period**.

In the event of the expiry of this Agreement, IA&AD shall retain the Performance Bank Guarantee till its validity period. Subsequently, the Performance Bank Guarantee shall be released provided IA&AD or an agency nominated by IA&AD certifies and IA&AD accepts that the handing over procedure as stated in the Exit Management Schedule has been duly complied with. In the event that the compliance is not completed, the Performance Bank Guarantee shall be invoked and the amount appropriated and forfeited. IA&AD will not pay any costs of Implementation Agency's conduct of business. There will be no payments to the Implementation Agency to compensate for business loss.

6.19.5 Signing of contract

Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications, the Proposal of the Bidder, terms and conditions regarding implementation of project, between IA&AD and the successful Bidder.

6.19.6 Downstream Work

IA&AD does not envisage any downstream work.

6.19.7 Repeat Order

IA&AD reserves the right to increase the quantity upto 25% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 3 years from the date of contract signing.

6.20 Integrity Pact

All the bidders shall submit the Integrity Pact agreement as specified in Format 2 of Annexure III of this document. Bidder shall upload scanned copies of the Integrity Pact agreement in Commercial Envelope on e-tendering system, without which the bid shall be rejected.

6.21 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP may constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.

6.22 Fraud and Corrupt Practices

- a. The Bidders/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, IA&AD 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, IA&AD 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, 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 IA&AD under Clause above and the rights and remedies which IA&AD may have under the LOI or the Agreement, if any 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 LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the IA&AD during a period of three years from the date such Bidder or Systems Implementation Agency, as the case may be, is found by IA&AD 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
 - i. “corrupt practice” means:

- a. 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 IA&AD 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 IA&AD, shall be deemed to constitute influencing the actions of a person connected with the Selection Process);

or

- b. 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 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 IA&AD in relation to any matter concerning the Project;
- ii. “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
 - a. establishing contact with any person connected with or employed or engaged by IA&AD with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or
 - b. 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.

6.23 Conflict of Interest

- a. A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the “**Conflict of Interest**”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the IA&AD shall forfeit and appropriate the Bid Security if available, as mutually agreed genuine pre-estimated compensation and damages payable to IA&AD for, inter alia, the time, cost and effort of the IA&AD including consideration of such Bidder’s Proposal, without prejudice to any other right or remedy that may be available to the IA&AD hereunder or otherwise.
- b. IA&AD requires that the Bidder/System Integrator provides solutions which at all times hold the IA&AD’s interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Implementation Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the IA&AD.
- c. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
 - i. the Bidder, its Associates (or any constituent thereof) and any other Bidder, its Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder or Associate, as the case may be) in the other Bidder or its Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
 - where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an

intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on

- a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or
- ii. a constituent of such Bidder is also a constituent of another Bidder; or
- iii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
- iv. such Bidder has the same legal representative for purposes of this Application as any other Bidder; or
- v. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's' information about, or to influence the Application of either or each of the other Bidder; or there is a conflict among this and other Systems Implementation/Turnkey solution assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Systems Implementation Agency will depend on the circumstances of each case. While providing software implementation and related solutions to IA&AD for this particular assignment, the Systems Implementation Agency shall not take up any assignment that by its nature will result in conflict with the present assignment.

7. Track-wise Deliverables

The detailed track-wise list for the deliverables as given below can be mutually decided by discussion between IA&AD and the Bidder, before signing the contract. However, the timelines of the various project milestones mentioned in Vol – 1 of the RFP must be respected.

Few terms used here are based on Agile-Scrum, and can be suitably amended depending on the flavour of Agile proposed by the Bidder.

Ref #	Deliverables for CPP Solution	Details
Project Inception		
D1	Integrated Project Management Plan (IPMP) and Inception Report	<ul style="list-style-type: none"> ▪ Project Kick-off ▪ Product Vision: Overarching goals of the project (intended end result of the project) ▪ Project Management plan ▪ Project Schedule ▪ R&R of various Project Roles (viz., Project Manager, Product Owner, Development Team, Scrum Master, QC, QA, etc.) ▪ Manpower Deployment Plan ▪ Background verification report of Deployed manpower resources ▪ Communication plan ▪ Risk Management Plan ▪ O&M related Plan and SoPs ▪ Security related SoPs ▪ Change Management Plan ▪ Patch management related SoPs and Procedures ▪ Project Reporting Formats & Checklists ▪ Cloud Hosting & DR setup plan ▪ Business Continuity Plan ▪ Warranty Service Plan
Track 1: Setting up of Development, Testing and UAT environments in Virtual Private Cloud		
D2	Environment setup plan	<ul style="list-style-type: none"> ▪ Set-Up plan of Cloud Resources for all Non-Production environments. ▪ Agile Project Development Framework (Tools and processes for managing the plan of project implementation and user acceptance testing). ▪ DevOps setup plan

Ref #	Deliverables for CPP Solution	Details
		<ul style="list-style-type: none"> Secure Coding Guidelines Change & Release management process.
D3	Cloud resources provisioning report for non-production environments	<p>A report will be submitted upon completion of this activity and will include the following:</p> <ul style="list-style-type: none"> Provisioning of all IT infrastructure resources for Development, Testing, UAT and Pre-production environments as specified in Vol-1 Annexure B section 5.3. Configurations of all infrastructure components/ services / tools as per CPP project requirements. Deployment architecture with mapping of software and security components to IT Infrastructure deployed by the Bidder. Management and Monitoring of IT Infrastructure components deployed in the Datacenters. Network, Infrastructure and Security Design document, clearly explaining Sizing calculations.
D4	Submission of Specs for on-boarded OEM/3 rd party products	<ul style="list-style-type: none"> Submit the specifications for all OEM/3rd party products / services which have been provisioned on Cloud either as PaaS or by procuring licenses and deploying on Cloud IaaS.
Track 2: CPP Application Design, Development, Roll out and Implementation (This shall be applicable for each Stage and Phase of the project)		
D5	Product backlog	<ul style="list-style-type: none"> Capture detailed project requirements as Epics/Themes/User stories in Agile Planning tool. Prepare a prioritized list of all of the individual “user stories” for development. Identify dependencies between user stories.

Ref #	Deliverables for CPP Solution	Details
		<ul style="list-style-type: none"> Completion criteria for each user story. Ongoing revision and re-prioritization of the Product Backlog.
D6	Release planning document (for each release)	<ul style="list-style-type: none"> Release backlog Minutes of release planning meeting High level Estimate of Efforts required to develop the release backlog items.
D7	Iterative planning document (for each iteration / Sprint of development)	<ul style="list-style-type: none"> Iteration / Sprint backlog Design document Minutes of Iteration / sprint planning meeting Break down of user story into tasks. Assignment of task and timelines for completion. Estimation of Story points / Efforts identified by the Development Team to deliver the items under the Iteration's scope.
D8	Documents (for each Iteration / Sprint)	<ul style="list-style-type: none"> Technical Architecture Design document, Network, Infrastructure and Security Design document. Integration Plan (for integration with 3rd party External / Internal services. Integration design document comprising of integration mechanism, tools used, file formats, data migration/transformation/refining and quality check mechanisms, data mappings, etc. Code / Configurations for integration Code & test documentation Issue tracker for logging bugs – iteration wise Source code version tool repository Iteration / Sprint metrics (Continuous monitoring) Iteration / Sprint retrospective

Ref #	Deliverables for CPP Solution	Details
D9	Iteration / Sprint testing document (for Level-0 acceptance)	<ul style="list-style-type: none"> ▪ Test plans and Test cases for user acceptance testing ▪ Results from user acceptance testing ▪ Issue tracker for logging UAT issues – iteration wise ▪ Sign-off from IA&AD Product Owner on user acceptance testing after the Iteration / Sprint demo
D10	Release testing document (for Level-1 acceptance)	<ul style="list-style-type: none"> ▪ Test plans and Test cases for user acceptance testing ▪ Results from user acceptance testing ▪ Plan for Performance testing ▪ Results from Performance testing ▪ Issue tracker for logging UAT issues – iteration wise ▪ Sign-off from IA&AD on user acceptance testing
D11	Release testing document (for Level-2 acceptance)	<ul style="list-style-type: none"> ▪ Test plans and Test cases for user acceptance testing ▪ Results from user acceptance testing ▪ Plan for Performance testing ▪ Results from Performance testing ▪ Issue tracker for logging UAT issues – iteration wise ▪ Sign-off from IA&AD on user acceptance testing
D12	Integration Testing document	<ul style="list-style-type: none"> ▪ Test plans and Test cases for user acceptance testing for all the Integrations pertaining to each State. ▪ Results from user acceptance testing ▪ Issue tracker for logging UAT issues – iteration wise ▪ Sign-off from IA&AD on user acceptance testing
D13	Configuration of Rules in BRM	<ul style="list-style-type: none"> ▪ Documentation of the various Business Rules and Data Dictionary that need to be configured for each State. ▪ Design / structuring of Rules into various categories as per their applicability and usage within CPP application. ▪ Rules configured in BRM for each state.

Ref #	Deliverables for CPP Solution	Details
		<ul style="list-style-type: none"> Test Plan, Test cases and Test data to validate the correctness of entire set of Rules, Test Results for each State
D14	Release documentation	<ul style="list-style-type: none"> Release notes User stories deferred for further releases Planned service disruption Roll back strategy KPIs for successful roll-out User Guides/FAQs/Documentation for troubleshooting integration related issues
D15	Security and Usability Audit report (for each phase)	<ul style="list-style-type: none"> Issue tracker for issues raised by STQC or CERT-In empanelled vendor – iteration wise. External Audit of User Interface for CPP applications for compliance to ISO 9241-210:2010 Standards (Ergonomics of human- system interaction), GIGW Standards and other standards as stipulated by Gol. Develop audit plans for security policies, procedures, standards, and controls taking the business process disruptions into consideration. Certificate of the auditor along with his report
D16	Data migration	<ul style="list-style-type: none"> Data migration design documents Excel template for each data element or groups of data element which will be used by field audit offices for data migration Data migration guide for using Excel template Automated scripts for Data migration, Data validation and Data reconciliation User Guides/FAQs/Documentation for troubleshooting migration related issues

Ref #	Deliverables for CPP Solution	Details
Track 3: Setting up of Training, Pre-Production and Production environments in Virtual Private Cloud		
D17	Set-Up of Cloud Resources for Production and Training environments and documentation	<p>An Infrastructure Set-Up plan for deployment of Resources on Cloud for Training and Production environments.</p> <p>A report will be submitted upon completion of this activity and will include the following:</p> <ul style="list-style-type: none"> ▪ Provisioning of all IT infrastructure resources for Production and Training environments as specified in Vol-1 Annexure B section 5.3. ▪ Configurations of all infrastructure components/ services / tools as per CPP project requirements. ▪ Deployment architecture with mapping of software and security components to IT Infrastructure deployed by the Bidder. ▪ Management and Monitoring of IT Infrastructure components deployed in the Datacenters. ▪ (Updated) Network, Infrastructure and Security Design document, clearly explaining Sizing calculations. ▪ Configuration Guides and User Manuals for all the OEM/3rd party products. ▪ Change & Release management ▪ Data Backup and Restoration Plan ▪ Disaster Recovery and Failover Plan ▪ Security Policy document ▪ Certificate from STQC empanelled (external) auditor after successful VAPT audit of CPP Applications and

Ref #	Deliverables for CPP Solution	Details
		Mobile app.
D18	Technology stack (licenses)	Installation, Configuration and Annual Technical Support of IA&AD owned licensed Technology Stack
Track 4: Centralized Contact Centre set up and operations		
D19	Centralized Contact Centre Setup and Operations	<ul style="list-style-type: none"> ▪ Setup and configuration of Contact Centre as per CPP requirements, Integration with ITSM tool. ▪ Operationalized Helpdesk after on-boarding and training of Resources. ▪ Performance Resolution Framework (for technical issues related to CPP application encountered by Back-office staff at States and AG offices) ▪ Annual Technical Support of Helpdesk Software
Track 5: Training and capacity building		
D20	Training plan	This document shall cover the training plan including but not limited to the list of trainings, frequency of training, location of training, number/profile of participants, day-wise/session-wise breakup of training curriculum, training material to be disseminated to participants, evaluation / practice exercises for participants, etc.
D21	Training implementation document	<ul style="list-style-type: none"> ▪ Schedule of training conducted ▪ Training Effectiveness survey forms ▪ Details of various participants in the workshops/trainings and their evaluations
D22	Training material	<ul style="list-style-type: none"> ▪ Structure training modules ▪ Case studies
D23	User support	<ul style="list-style-type: none"> ▪ Self-learning modules ▪ E-learning (Videos, online Tutorials, FAQs, etc) ▪ User manuals ▪ How-to training videos

Ref #	Deliverables for CPP Solution	Details
Track 6: Operations and Maintenance		
D24	Contingency plan	<ul style="list-style-type: none"> Emergency response procedures Backup arrangements, procedures, and responsibilities Disaster recovery procedures and responsibilities Business Continuity plan and procedures
D25	Resolution of Outstanding Issues Post Go-Live	<ul style="list-style-type: none"> List of outstanding issues and corrective actions taken Corrective action taken by the SI and acceptance by IA&AD
D26	MIS reports	<ul style="list-style-type: none"> The Bidder shall design MIS reports and dashboards using the reporting/BI solution to fulfil the requirements of CPP project. The expected number of reports to be designed is a maximum of 500. Any request from IA&AD to design any report beyond 500 will be taken up as per "Change management" process.
D27	Operations and maintenance	<p>The periodic progress reports would summarize the following:</p> <ul style="list-style-type: none"> Results of SLA accomplished during the prior reporting period (Quarterly, Monthly) Cumulative deviations to date from schedule of progress milestones as specified in the agreed and finalized project plan Corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule Resources that the SI expects to be provided by the IA&AD and/or actions to be taken by the IA&AD in

Ref #	Deliverables for CPP Solution	Details
		the next reporting period

8. Payment Schedules

The payment schedule includes details of relevant conditions to be satisfied, payment mode, engagement model, frequency of billing and the principles involved in payment. The expected timeline for payment has been laid down by taking 'T0' as the referential time frame, where T0 represents the date of signing of contract. It is important to note that these payment milestones are not the same as timelines for delivery of tracks. The non-delivery of the items in alignment with the timelines for delivery would trigger relevant penalty clauses mentioned in Vol - 2 and Vol - 3 of the RFP.

8.1 Payment Principles

Following generic principles shall be followed while making payments for the various milestones defined during the entire life of the project:

- O&M phase would start on Go Live of M1. This would be referred as start of Y1 (Year 1). O&M phase shall span for a period of 8 years (Y1 to Y8) followed by 6 months of Warranty period (YW). The period preceding Go-Live of M1 (09 months as per Project plan) is termed as Year 0 (Y0).
- Payments for Human resources for Development milestones (i.e., M1, M2 or M3) shall be due on UAT Level – 1 Acceptance and Go-live of these milestones respectively as per BoQ Format 12A.
- Payments for Human resources for O&M period from Year 1 to Year 8 as well as the Year of Warranty (i.e., milestones Y1 to Y8 and YW) shall be due on Quarterly basis, i.e., @ 25% of eligible payments at the end of each quarter based on the values provided by the Bidder in BoQ Format 12B.
- Payments for Training milestones (i.e. Trainings for M1, M2 and M3) shall be due on completion of each Training or Go-live of these milestones, whichever is later as per BoQ Format 13. Payments for the remaining trainings conducted after Go-Live milestone would be made at the end of Quarter.
- Payments for set up and operationalization of CPP Contact Centre for period from Year 1 to Year 8 as well as the Year of Warranty (i.e., milestones Y1 to Y8 and YW) shall be due on Quarterly basis,

i.e., @ 25% of eligible payments at the end of each quarter based on the values provided by the Bidder in BoQ Format 14. Payments for period prior to M1 would be fixed cost and would become due on Go-Live of M1.

- f. For infra, security components/ services, M0 is an interim Payment milestone. Payment for M0 would be made at the setup of all environments specified in Track 1 as well as DC-1 & DC-2 for Phase-1 Stage 1, OR 05 Months from the Contract signing date, whichever is later. The payable amount for this interim milestone shall be based on the Payment plan shared in BoQ Formats 11.
- g. In case a Development milestone (i.e., M2 or M3) is due for completion in the coming year of O&M phase, 70% of the Infrastructure and Security cost quoted by the Bidder for that year will be paid at the start of that year. Balance 30% of this cost will be paid on the completion of the milestone due in that year. For e.g. Since M2 due date falls within Y1 of O&M phase (i.e., at M1 + 6 months), only 70% of Y1 cost would be paid at beginning of Y1, while the balance 30% of Y1 would be paid on achieving M2. Once M3 is achieved, payments pertaining to Infra/ Security components/ Services (BoQ Formats 11) for the remaining years of O&M period shall be due at the start of the Year. However, the Warranty cost (YW) would be due at the end of the Warranty period.
- h. **Impact of delays in achieving any delivery milestone:** Any delay in achieving a Development milestone (i.e., M2 or M3) would lead to holding of any subsequent payments till that milestone is achieved. For example,

1. If M2 (planned on Y1+6 Months) is delayed to Y1+10 Months, the eligible payments shall be as follows:

- At Start of Y2: Nil
- On achieving M2 at Y1+10 Months: Remaining 30% of Y1

2. If M2 (planned on Y1+6 Months) is delayed to Y2+5 Months, this means M3 (planned at Y2+3 Months) would also be delayed beyond start of Y2 (say M3 is completed on Y2+8 months). Thus, the eligible payments shall be as follows:

- At Start of Y2: Nil
- On achieving M2 at Y2+5 Months: Remaining 30% of Y1 + 70% of Y2

- On achieving M3 at Y2+8 Months: 30% of Y2 (staggered for each state)
3. If M3 (planned at Y2+3 months), is delayed to Y3+2 Months, while M2 was completed in Y1, the eligible payment schedule shall be as follows:
- At Start of Y2: 70% of Y2
 - At Start of Y3: Nil
 - At Y3+2 Months: 30% of Y2 + 100% of Y3 (30% of Y2 is staggered for each state)
4. In case both Milestones M2 and M3 are delayed, the payment held up on account of delay in M2 would be released on completion of M2 and the payment held up on account of delay in M3 would be released on completion of M3 later.
- i. In case completion of any project milestone is delayed beyond the timeline specified in RFP Vol-1, it must not lead to any increase in cost quoted for the purchaser.
- The penalties pertaining to slippages in SLA, non-provisioning / non-operationalizing of any services/components shall be deducted from the subsequent payment appropriately. In case the value of the penalties exceeds the next payment amount due, the deficit will be adjusted from the future payments.

8.2 Payment Conditions

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
TRACK 0: Project Inception						
Approval of IPMP, Product backlog & resource deployment:	a. Approval of Integrated Project Management Plan by IA&AD b. Finalization of initial version of Product Backlog for M1 and M2. c. After Deployment of resources (onsite/offsite)	10% of Development cost of Milestone M1.	Fixed Cost; One Time Cost (Lumpsum)	T+ completion of a. Approval of Integrated Project Management Plan b. Finalization of initial version of Product Backlog for M1 and M2. c. After Deployment of resources (onsite/offsite) whichever is later.	BoQ Format 4A	Key Resources onboarded on the project must be approved by IA&AD.
TRACK 1: Setting up of Development, Testing, Training, UAT and Pre-production environments in Virtual Private Cloud						
Setting up of DC-1 and Dc-2 for Development, Testing, UAT, Training, Pre-Production of CPP for entire life of project (as mentioned in Vol-1 Annexure B)	On M0 completion, i.e., On Actual Set up of DC-1 & DC-2 (as per BoQ Formats 6A, 6B) for all environments mentioned in this Track OR 5 months from Date of start of project, whichever is later.	Amount for M0 specified as per the BoQ Format 6A and 6B.	Fixed Cost; One time	Actual Set up of non-production environments for DC-1 and DC-2 (as per BoQ) OR 5 months from Date of start of project, whichever is later.	BoQ Format 6A and 6B.	<ul style="list-style-type: none"> This will include costs for the set-up of non-Production environments for the period before Go-live of M1. Costs for this payment head shall not increase in case M1 Go-live is delayed.

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
Yearly costs for Operations of non-production environments	Shall commence from Go-live of M1.	100% of Yearly amount as quoted by Bidder for the respective year in BoQ Formats 6A and 6B.	Fixed cost to be paid at the start of each Year.	Beginning from Y1 onwards, 100% payment to be due at the start of the year.	BoQ Format 6A and 6B	<ul style="list-style-type: none"> Annual Payments from Y1 to YW shall be paid at the start of the year. Amount for YW would be paid at the end of warranty period.
TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M1: Phase-1 Stage-1)						
Level-1 UAT by IA&AD for M1	Level-1 UAT Acceptance by Product Owner for functional scope.	50% of the Development costs for M1¹	Fixed Cost; One-time.	Completion of Level-1 acceptance for M1 as per Definition of Done and approval received from IA&AD.	BoQ Format 12A	Prorated on actual completed user stories / story points delivered as a proportion of total estimated user stories / story points as per Product backlog for M1.
On Go-live of M1	Go-Live of Phase-1 Stage-1	Balance (40%) of the Development costs for M1	Fixed Cost; One-time.	Approval received from IA&AD for Go-live of M1.	BoQ Format 12A	Prorated on actual completed user stories / story points delivered as a proportion of total

¹ For the purpose of payment of M1 & M2, the pro-rata payment value would be decided based on estimates in the initial sign off of product backlog for M1 and M2 respectively, including any subsequent changes in the product back log. Pro-rata value shall be derived as ratio of Actual Story points delivered to Planned Product Backlog.

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
						estimated user stories / story points as per Product backlog for M1.
TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M2: Phase-1 Stage-2)						
Level-1 UAT by IA&AD for M2	Level-1 UAT Acceptance by Product Owner for functional scope.	50% of the Development costs for M2¹	Fixed Cost; One-time	Completion of Level-1 acceptance for M2 as per Definition of Done and approval received from IA&AD.	BoQ Format 12A	Prorated on actual completed user stories / story points delivered as a proportion of total estimated user stories / story points as per Product backlog for M2.
On Go-live of M2	Go-Live of Phase-1 Stage-2	50% of the Development costs for M2¹	Fixed Cost; One-time.	Approval received from IA&AD for Go-live of M2.	BoQ Format 12A	Prorated on actual completed user stories / story points delivered as a proportion of total estimated user stories / story points as per Product backlog for M2.
TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M3: Phase-2)						
<i>Before the start of M3 phase for any given State, Bidder will submit time (in weeks) & effort estimation (count and profile of human resources) involved in Development and Go-live for that State. This effort estimate shall be mutual agreed between the Bidder and IA&AD. IA&AD will derive the M3 costs for that state based on the effort estimates agreed with the Bidder and the rate card provided by the Bidder in Format 4.</i>						
Level-1 UAT for each State that is being onboarded on CPP as part of Scope of M3	Level-1 UAT Acceptance by Product Owner for functional scope for that State.	40% of the Development cost for each respective State .	Time & Material; One-time for each State.	Completion of Level-1 acceptance for each State as per Definition of	-NA-	Prorated on actual completed user stories / story points as a proportion of total

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
				Done and approval received from IA&AD.		estimated user stories delivered / story points as per Product backlog for each respective State.
On Go-live of each State that is being onboarded on CPP as part of Scope of M3	Go-Live of each State as part of M3.	60% of the Development costs for each respective State that is onboarded.	Time & Material; One-time for each State.	Approval received from IA&AD for Go-live of each State of M3.	-NA-	Prorated on actual completed user stories / story points delivered as a proportion of total estimated user stories / story points as per Product backlog for each respective State.
TRACK 3: SETTING UP OF PRODUCTION ENVIRONMENT IN VIRTUAL PUBLIC CLOUD <i>Deductions pertaining to SLA penalties and/or non-operationalization of component(s)/service(s) shall be liable on the Payments to be done under this Track.</i>						
Setting up of DC-1 and Dc-2 for Production environment of CPP for entire life of project	On successful Go-Live of M1	Amount for Pre-M1 cost, OTC and 70% of Y1 Cost as specified as per the BoQ Format 7, 8.	Fixed Cost; One time	On Go-live of M1 as per Definition of Done and approval received from IA&AD.	BoQ Format 7, 8	<ul style="list-style-type: none"> Pre-M1 cost, OTC and 70% of Y1 cost will be payable in advance at beginning of Year 1 of O&M (coinciding with M1) Any delay in achieving M1 beyond Project timelines defined in this RFP would lead to delay in start of Y1 and not lead to increased

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
						cost of Infrastructure & security components/services for IA&AD.
Payment for M2	On successful Go-live of M2 after commissioning of components/services in primary and secondary data centers.	Remaining 30% of Y1 Cost	Fixed Cost; One time	On Go-live of M2 as per Definition of Done and approval received from IA&AD.	BoQ Format 7, 8	Any delay in achieving M2 beyond Project timelines defined in this RFP would lead to holding of any subsequent payments till M2 is achieved.
Payment for Y2	On start of Y2 provided M2 Go Live has been achieved.	70% of Y2	Fixed Cost; Payable at Go-Live of each state	Start of Y2	BoQ Format 7, 8	70% of Y2 cost will be payable at beginning of Year 2 of O&M
On Go-live of each state within scope of M3	On Go-live of each state within scope of M3 or Start of Y2, whichever is later	Remaining 30% of Y2 divided equally on Go-Live of each state within scope of M3	Fixed Cost; Payable at Go-Live of each state	On Go-Live of each state within scope of M3 as per Definition of Done and approval received from IA&AD	BoQ Format 7, 8	<ul style="list-style-type: none"> Remaining 30% of Y2 amount would be equally allocated for M3 Go Live of each state e.g., if there are 5 states in scope of M3, then the Bidder shall receive 6% ($=30/5$) of Y2 on Go-live of each State. Any delay in achieving M3 beyond Project timelines defined in

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
						this RFP would lead to holding of any subsequent payments till M3 is achieved.
Yearly costs for Operations of non-production environments	After successful Go-live of M3 OR Beginning of each year of O&M Phase starting from Y3, whichever is later.	100% of Yearly amount as quoted by Bidder for the respective year in BoQ Formats 7, 8.	Fixed cost to be paid at the start of each Year.	Beginning of each Year of O&M phase (i.e., Y3 to Y8 & YW), provided M3 Go-live has been achieved.	BoQ Format 7, 8	<ul style="list-style-type: none"> Annual Payments from Y3 to YW shall be paid at the start of the year. Amount for YW would be paid at the end of warranty period.
TRACK 4: CENTRALISED CONTACT CENTRE SETUP AND OPERATIONS <i>The payment heads in this Track will include costs for the Contact Centre Solution as well as the Human resources handling the L3 Technical support of the Contact Centre as specified in BoQ Format 10. For resources portion of BoQ Format 10, the Bidder is required to quote the yearly cost for each resource category for the Pre-M1/Year 1 in the BoQ Format 10. A yearly increment of 8% in the resource cost has been applied from Y2 onwards.</i>						
M0 (Pre-M1) costs for Setup and Operations of CPP Contact Centre – All Activities	On Go-live of M1	100% of the Amount for M0 specified as per BoQ Format 14.	Fixed Cost, One time	Contact Centre (Solution and resources) should be setup prior to start of Level-2 UAT of Milestone M1. Payment shall be due on M1.	RFP Vol - 2, Appendix II Format 14	<ul style="list-style-type: none"> This will include costs for the Contact Centre operations for the period starting from the setup of operations upto Go-live of M1. Costs for this payment head shall

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
						not increase in case M1 Go-live is delayed.
Yearly costs for Setup and Operations of CPP Contact Centre - Contact Center Solution	Shall commence from Go-live of M1.	100% of Yearly amount for Contact center solution as quoted by Bidder for the respective year.	Fixed cost to be paid at the start of each Year.	Beginning from Y1 onwards, 100% payment to be due at the start of the year.	BoQ Format 14	<ul style="list-style-type: none"> Annual Payments from Y1 to YW shall be paid at the start of the year. Amount for YW would be paid at the end of warranty period.
Yearly costs for Setup and Operations of CPP Contact Centre – Contact Center Human Resources	Shall commence from Go-live of M1.	25% Quarterly amount for Human Resource as quoted by Bidder for the respective year.	Fixed cost to be paid in four quarterly payments for each Year.	Beginning from Y1 onwards, 25% payment to be due at the end of the quarter.	BoQ Format 14	<ul style="list-style-type: none"> Total costs for Human Resources for O&M as specified for that respective year (payable at the end of the quarter).
TRACK 5: TRAINING & CAPACITY BUILDING						
Trainings conducted as part of M1	On completion of training for the number of training batches as specified in the BoQ of the Bidder for M1.	100% of Training costs quoted by Bidder for M1 in BoQ Format 13	Fixed Cost. Payment on M1 and quarterly thereafter	Payment on M1 and quarterly thereafter	BoQ Format 13	<ul style="list-style-type: none"> Costs for Training and delivery of training support as specified in the BoQ (payable post-facto, on pro-rata basis). Payment for those Trainings which are completed after M1,

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
						<p>would be made quarterly (payable post-facto, on pro-rata basis).</p> <ul style="list-style-type: none"> Pro-rata implies that the costs will be derived based on count of batches and respective rate for which trainings were conducted during the payment period.
Trainings conducted as part of M2	On completion of training for the number of training batches as specified in the BoQ of the Bidder for M2.	100% of Training costs quoted by Bidder for M2 in BoQ Format 13	Fixed Cost. Payment on M2 and quarterly thereafter	Payment on M2 and quarterly thereafter	BoQ Format 13	<ul style="list-style-type: none"> Costs for Training and delivery of training support as specified in the BoQ (payable post-facto, on pro-rata basis). Payment for those Trainings which are completed after M2, would be made quarterly (payable post-facto, on pro-rata basis).

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
						<ul style="list-style-type: none"> Pro-rata implies that the costs will be derived based on count of batches and respective rate for which trainings were conducted during the payment period.
Trainings conducted as part of M3	On completion of training for the number of training batches as specified in the BoQ of the Bidder for M3.	100% of Training costs quoted by Bidder for M3 in BoQ Format 13	Fixed Cost. Payment on M3 and quarterly thereafter	Payment on M3 and quarterly thereafter	BoQ Format 13	<ul style="list-style-type: none"> Costs for Training and delivery of training support as specified in the BoQ (payable post-facto, on pro-rata basis). Payment for those Trainings which are completed after M3, would be made quarterly (payable post-facto, on pro-rata basis). Pro-rata implies that the costs will be derived based on count of batches and respective rate for

TRACK COST HEADS	PAYMENT CONDITION	ELIGIBLE PAYMENT AMOUNT	ENGAGEMENT MODEL & Frequency of billing	TIMELINES (T is the date of signing of the contract)	FORMAT	PRINCIPLES
						which trainings were conducted during the payment period.
TRACK 6: OPERATIONS AND MAINTENANCE <i>The Bidder is required to quote the yearly cost for each resource category for the Year 1 in the BoQ Format 5. A yearly increment of 8% in the resource cost has been applied from Y2 onwards.</i>						
Y1 to Y8 and YW	Shall commence from Go-live of M1.	25% Quarterly amount for Human Resource as quoted by Bidder for the respective year of O&M period.	Fixed cost to be paid in four quarterly payments for each Year.	Beginning from Y1 onwards, 25% payment to be due at the end of the quarter.	BoQ Format 12B	<ul style="list-style-type: none"> Total costs for Human Resources for O&M as specified for that respective year (payable at the end of the quarter).

9. Appendix I.

9.1 Pre-Qualification & Technical Bid Templates

The Bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification / Technical Evaluation Criteria.

Pre-Qualification Bid & Technical Proposal shall comprise of following forms:

Forms to be used in Pre-Qualification Proposal

- Format 1. Compliance Sheet for Pre-qualification Proposal
- Format 2. Particulars of the Bidder
- Format 3A. Format for Bid Security Declaration
- Format 3B. Self-Declaration regarding Non-debarment conformity
- Format 3C. Self-Declaration by Bidder for hosting entire CPP Solution with a single Cloud Service Provider
- Format 3D. Self-Declaration by Bidder for providing details about Manpower strength

Forms to be used in Technical Proposal

- Format 4. Compliance Sheet for Technical Proposal
- Format 5. Letter of Proposal
- Format 5A. Project Citation Format
- Format 6. Solution Proposed
- Format 6A. Technical Solutioning approach
- Format 6B. Software Architecture and Design to meet the Architectural and other Non-Functional Requirements
- Format 6C. Technologies & Components/Solutions proposed
- Format 6D. Calculations on the Sizing of resources w.r.t to CPP requirements and compliance to SLAs
- Format 6E. PaaS based components hosting capabilities on VPC
- Format 6F. References to the Technical Evaluation Criteria
- Format 7. BoQ Details of Infrastructure & Security Components/Services
- Format 8. Project Delivery and Management Plan
- Format 8B. Proposed Work Plan



- Format 8C. References to the Project Development Methodology, Support and Documentation Evaluation Criteria
- Format 9. Training Plan
- Format 9A. References to the Training Plan Evaluation Criteria
- Format 10. Profile of Proposed Team members
- Format 10A. Curriculum Vitae (CV) of Proposed Personnel
- Format 11. Exit Management Plan
- Format 11A. References to the Exit Plan Evaluation Criteria
- Format 12. Client References
- Format 13. Illustrative Manufacturers'/Producers' Authorization Form

9.2 Format 1. Compliance Sheet for Pre-qualification Proposal

The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Pre-Qualification proposal

S No	Basic Requirement	Documents Required	Provided	Reference & Page Number
1.	Letter of Proposal	As per (Appendix I - Format 5)	Yes / No	
2.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes / No	
3.	Particulars of the Bidders	As per (Appendix I - Format 2)	Yes / No	
4.	Bid Security Declaration	Bid Security Declaration (Appendix I - Format 3)	Yes / No	
5.	Legal Entity	Certificate of incorporation Registration Certificates	Yes / No	
6.	Statutory Tax Registrations	Copy of PAN Card Copy of GST Registration Certificate	Yes / No	
7.	Sales turnover from IT Consultancy/ IT Advisory/ System integration Services	Extracts from the audited balance sheet and profit & loss for the last 3 years OR Certificate from the statutory auditor or Chartered Accountant or Company Secretary for the last 3 years	Yes / No	
8.	Net worth Requirements	Auditor's / Company Secretary or Chartered Accountant Certificate mentioning Net-Worth	Yes / No	
9.	Certifications	Copy of Certificates	Yes / No	

S No	Basic Requirement	Documents Required	Provided	Reference & Page Number
		(i) Valid CMMI Level 5 (version 2.0 / version 1.3) (ii) ISO 27001		
10.	Blacklisting and Debarment	A Self Certified letter that the bidder (or any of its successor) is not in the active debarred list - published by GeM or Central Procurement Portal or Procuring Ministry/Dept/Agency/IA&AD	Yes / No	
11.	Technical Capacity	Copy of work order / client certificates. OR Completion certificates from the client; OR Work order + Self certificate of completion (Certified by the statutory auditor);	Yes / No	
12.	Experience in Developing applications that are hosted on Virtual Private Cloud (Meity Empanelled)	Copy of work order / client certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details	Yes / No	
13.	Manpower Strength	Self-Certification by the authorized signatory with clear declaration of staff —, level/designation wise. It is not required to provide list of all/	Yes / No	



S No	Basic Requirement	Documents Required	Provided	Reference & Page Number
		1000 Software Engineers on rolls. However, summary sheet needs to be provided for various category of Software design, development, maintenance roles		

9.3 Format 2. Particulars of the Bidder

S No	Information Sought	Details to be Furnished
A.	Name and address of the bidding Company	
B.	Incorporation status of the firm (public limited / private limited, etc.)	
C.	Year of Establishment	
D.	Date of registration	
E.	ROC Reference No.	
F.	Details of company registration	
G.	Details of registration with appropriate authorities for GST	
H.	Name, Address, E-mail, Phone nos. And Mobile Number of Contact Person	

9.4 Format 3A. Format for Bid Security Declaration

Date: _____

Tender No. _____

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<email id>

Subject: Submission of Bid Securing Declaration.

Dear Sir/ Madam,

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - i. fail or reuse to execute the contract, if required, or
 - ii. fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.



I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- i. the receipt of your notification of the name of the successful Bidder; or
- ii. thirty days after the expiration of the validity of my/our Bid.

Yours sincerely,

Authorized Signature [In full and initials]: -----

Name and Title of Signatory: -----

Duly authorized to sign the bid for or on behalf of (insert complete name of Bidder) -----

Name of Firm: -----

Address: -----

Location: -----

Date: -----



9.5 Format 3B. Self-Declaration regarding Non-debarment conformity

Date: _____

Tender No. _____

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<email id>

Subject: Submission of Bid Securing Declaration.

Dear Sir/ Madam,

I/We. The undersigned, declare that:

The Bidder and any of the OEM providers including, but not limited to the Cloud Service Provider, that are being proposed by the Bidder to provide components/services for Centralized Pension Project:

- a. have not been declared ineligible / banned / blacklisted by the Central Government/PSU or any other Central Government institutions in India for any reason as on the last date of submission of the Bid.
- b. have not been convicted/ debarred under the Prevention of Corruption Act,1988/The Indian Penal Code / Any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- c. have not been under the debarred list as per GFR 2017, Rule 151

Yours sincerely,



Authorized Signature [In full and initials]: -----

Name and Title of Signatory: -----

Duly authorized to sign the bid for or on behalf of (insert complete name of Bidder) -----

Name of Firm: -----

Address: -----

Location: ----- Date: -----



9.6 Format 3C. Self-Declaration by Bidder for hosting entire CPP Solution with a single Cloud Service Provider

Date: _____

Tender No. _____

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<email id>

Subject: - Declaration for hosting entire CPP Solution with a single Cloud Service Provider.

Dear Sir/ Madam,

We, the undersigned, hereby declare that we shall host the entire CPP Solution with a single Cloud Service Provider in accordance with requirements mentioned in RFP Vol - 1 Annexure B Section 1.1 para 4.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Duly authorized to sign the bid for or on behalf of (insert complete name of Bidder) _____

Name of Firm: _____



Address: -----

Location: -----

Date: -----



9.7 Format 3D. Self-Declaration by Bidder for providing details about Manpower strength

Date: _____

Tender No. _____

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<email id>

Subject: - Declaration regarding Manpower Strength of our Organization.

Dear Sir/ Madam,

We, the undersigned, hereby undertake that we have more than **<enter the total strength in numbers here>** qualified professionals with experience in software development, testing and other related IT tasks on the company's payroll.

Yours sincerely,

Authorized Signature [In full and initials]: -----

Name and Title of Signatory: -----

Duly authorized to sign the bid for or on behalf of (insert complete name of Bidder) -----



Name of Firm: -----

Address: -----

Location: -----

Date: -----



9.8 Format 4. Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<email id>

Subject: - Submission of the Technical bid for Implementation of Centralized Pension Project assignment

Dear Sir/ Madam,

We, the undersigned, offer to provide IT Systems and solutions to IA&AD towards Implementation of Centralized Pension Project with your Request for Proposal dated <insert date> through our Proposal, which includes the Technical bid and the Financial Bid sealed and uploaded on the <https://eprocure.gov.in/eprocure/app> portal.

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

We undertake, if our Proposal is accepted, to initiate the System Integration services related to the assignment within 15 days of signing of the contract. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days from the last date of Bid submission.

We understand and agree that any assumptions / risks (technical, functional or otherwise) listed by us in our Bid Document / Proposal shall not be binding to IA&AD and would not limit the scope of the project. We hereby submit that we will withdraw any / all the assumptions / risks made by us in this Bid that are raised by IA&AD during the Bid evaluation process or Project execution.



We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]: -----

Name and Title of Signatory: -----

Duly authorized to sign the bid for or on behalf of (insert complete name of Bidder) -----

Name of Firm: -----

Address: -----

Location: ----- Date: -----

9.9 Format 4A. Project Citation Format

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the Client or Company Secretary to indicate the successful completion of the projects	
Copy of Work Order	



9.10 Format 5. Functional Solution Proposed

We hereby undertake that we have understood and shall implement the complete Functional scope of CPP Applications as specified in RFP Vol-1 Annexure A.

9.11 Format 5A. Functional Solutioning approach

<< Describe as per requirements specified in RFP Vol-I, Annexure A >

9.12 Format 5B. Configurability & Scalability

<< Describe as per requirements specified in RFP Vol-I, Annexure A, B, C, D >



9.13 Format 5C. Business Process Manager (BPM)

<< Describe the details of the proposed BPM Solution, its features and the intended usage of its capabilities for CPP as per requirements specified in RFP Vol-I, Annexure A, B, C, D >

9.14 Format 5C. Business Rules Manager (BRM)

<< Describe the details of the proposed BRM Solution, its features and the intended usage of its capabilities for CPP as per requirements specified in RFP Vol-I, Annexure A, B, C, D >

9.15 Format 5D. Integration Capabilities

<< Describe as per requirements specified in RFP Vol-I, Annexure A, B, C, D >

9.16 Format 5E. References to the Evaluation Criteria for Solutioning of CPP Applications

<< Bidder must provide references (i.e., Section and Page number) from their proposal for each of the evaluation criteria mentioned in Section 6.18.3.1 (S.1). The Bidder must take the contents from the tables mentioned in the aforesaid sections and provide the details about the availability and references in the table structure provided below >>

Evaluation Criterion	Benchmark / Preferences	Available (Y/N)	Reference (Section and Page No.)

9.17 Format 6. Technical Solution Proposed

We hereby undertake that we have understood and shall implement the complete Technical scope of CPP Applications as specified in the RFP.

The Technical approach, Technologies & Components/Solutions proposed, Architectural designs for Applications, Security and Infrastructure and Sizing are key components of the Technical Proposal. These are being described in the following sub-sections based on the following documents provided in the RFP:

- Requirements specified in Vol-I, Annexure A, B, C and D
- Requirements specified in Technical evaluation criteria of RFP Vol-2
- SLAs provided in Vol-3 Annexure A

9.18 Format 6A. Technical Solutioning approach

<< Describe as per requirements specified in RFP Vol-I, Annexure A, B & C, Vol-2 and Vol-3 Annexure A >



9.19 Format 6B. Software Architecture and Design to meet the Architectural and other Non-Functional Requirements

<< Describe as per requirements specified in RFP Vol-I, Annexure B & C. >>

9.20 Format 6C. Technologies & Components/Solutions proposed

<< Describe as per requirements specified in RFP Vol-I, Annexure B, C and D and Vol-3 Annexure A. >>

9.21 Format 6D. Calculations on the Sizing of resources w.r.t to CPP requirements and compliance to SLAs

<< Describe the criteria and calculations towards deriving the sizing of the Infrastructure and Security solutions/components/services as per requirements specified in RFP Vol-I, Annexure B, C and D. >>

9.22 Format 6E. PaaS based components hosting capabilities on VPC

A. For Critical Components:

S No	Critical Components	Available as PaaS ?	Can be migrated to another CSP/Co-Lo Datacenter ?	Reference & Page Number
1)	BPM	Yes / No	Yes / No	
2)	BRE	Yes / No	Yes / No	
3)	Database (s)	Yes / No	Yes / No	
4)	User authentication and authorization services (viz. IDAM / LDAP)	Yes / No	Yes / No	
5)	HIPS	Yes / No	Yes / No	
6)	SIEM	Yes / No	Yes / No	

B. For Other Components:

Bidder to list down all the components mentioned in the indicative BoM of this RFP (apart from the ones mentioned in table A above). Also include any other additional component that it intends to provide as part of overall solution delivery.

S No	Other Components	Available as PaaS?	Can be migrated to another CSP/Co-Lo Datacenter ?	Reference & Page Number
1)		Yes / No	Yes / No	
2)		Yes / No	Yes / No	
3)		Yes / No	Yes / No	
4)		Yes / No	Yes / No	
5)		Yes / No	Yes / No	
6)		Yes / No	Yes / No	
7)				
8)	< Add more rows as necessary >			



C. Capabilities of PaaS Components:

Provide references from the specifications of the proposed Product / Solution that depict the Scalability, Performance benchmarks, Portability and Dynamic Provisioning offered by the PaaS components.



9.23 Format 6F. References to the Technical Evaluation Criteria

<< Bidder must provide references (i.e., Section and Page number) from their proposal for each of the evaluation criteria mentioned in 6.18.3.2 (S.2). The Bidder must take the contents from the tables mentioned in the aforesaid sections and provide the details about the availability and references in the table structure provided below >>

Evaluation Criterion	Benchmark / Preferences	Available (Y/N)	Reference (Section and Page No.)

9.24 Format 7. BoQ Details of Components/Services/Resources

Bidder will need to submit complete financial bid with commercial values redacted / masked as part of technical proposal / Bid document.

<< Bidder to specify the details of the components / services / resources in line with the CPP requirements & SLAs, and their proposed design and justifications provided in Appendix 1 above. The sizing should cover all the project tracks (Development as well as O&M) for successfully delivering and managing CPP project for the entire life of the project. Bidder to submit the BoQ quantities for the proposed resources (Human/Technical) in the Formats 3A, 3B, 4, 5, 6A, 6B, 7, 8, 9, 10 of Appendix II of this document, as may be applicable, **without any commercial values** >>

9.25 Format 8. Project Delivery and Management Plan

<< Project Delivery, Methodology, Work Plan, Project Schedule, Project Management and Monitoring Plan covering all the project tracks (Development as well as O&M) for successfully delivering CPP project is to be detailed by SI in this section. >>

9.26 Format 8A. Software Engineering Approach

<< Describe the proposed Software Engineering Approach to Develop, Implement and Deliver CPP project using Agile methodology as per requirements specified in RFP Vol-I, Annexure A, B, C, Vol-2 and Vol-3 Annexure A>>

9.27 Format 8B. References to the Project Development Methodology, Support and Documentation Evaluation Criteria

<< Bidder must provide references (i.e., Section and Page number) from their proposal for each of the evaluation criteria mentioned in Section 6.18.3.3 (S.3). The Bidder must take the contents from the tables mentioned in the aforesaid section and provide the details about the availability and references in the table structure provided below >>

Evaluation Criterion	Benchmark / Preferences	Available (Y/N)	Reference (Section and Page No.)

9.28 Format 9. Training Plan

<< Training Delivery Plan, Methodology, Schedule, and Evaluation mechanisms covering for successfully delivering Trainings across all the project milestones as per requirements specified in RFP Vol-I, B, Vol-2 and Vol-3 Annexure A is to be detailed by SI in this section. >>

9.29 Format 9A. References to the Training Plan Evaluation Criteria

<< Bidder must provide references (i.e., Section and Page number) from their proposal for each of the evaluation criteria mentioned in Section 6.18.3.4 (S.4). The Bidder must take the contents from the tables mentioned in the aforesaid section and provide the details about the availability and references in the table structure provided below >>

Evaluation Criterion	Benchmark / Preferences	Available (Y/N)	Reference (Section and Page No.)



9.30 Format 10. Profile of Proposed Team members

<< Team Composition for successfully delivering all the project milestones as per requirements specified in the RFP is to be detailed by SI in this section. >>

A. For Milestone M1:

<< Provide the contents for the profile-wise count of resources in the column 'A' of the Format 3A of the Financial Bid template (with masked / redacted costs). >>

B. For Milestone M2:

<< Provide the contents for the profile-wise count of resources in the column 'A' of the Format 3B of the Financial Bid template (with masked / redacted costs). >>

C. For Milestone M3:

The indicative profile-wise count of resources in the column 'A' of the Format 4 of the Financial Bid template. The actual number of resources required for rollout of each State of Milestone M3 shall be deployed as concurred with IA&AD at the time of Release planning for that State.

D. For O&M period:

<< Provide the contents for the profile-wise count of resources in the Format 5 of the Financial Bid template (with masked / redacted costs). >>

E. For CPP Contact Centre:

- F. << Provide the contents for the profile-wise count of resources in the Format 10 of the Financial Bid template (with masked / redacted costs). >>

9.31 Format 10A. Curriculum Vitae (CV) of Proposed Personnel

<< To be filled for each of the members proposed to be working on the CPP project >>

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> Degree Academic institution graduated from Year of graduation Specialization (if any) Key achievements and other relevant information (if any) 	
Professional Certifications (if any), including Year of certification and the Institution from where certification has been pursued	
Total number of years of experience	
Total number of years of relevant experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete lifecycle implementations carried out as Proposed role in CPP project	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> Organizations worked for in the past Organization name 	



General Information

- Duration and dates of entry and exit
- Designation Location(s)
- Key responsibilities
- Prior project experience
- Project name
- Client
- Key project features in brief
- Location of the project
- Designation
- Role
- Responsibilities and activities
- Duration of the project

Please provide only relevant projects.

Proficient in languages (Against each language listed indicate the proficiency to speak/read/write)

9.32 Format 11. Exit Management Plan

<<To be filled by SI>>

1. PURPOSE

- 1.1 This Schedule sets out the provisions, which will apply on expiry or termination of the MSA, the Project Implementation, Operation and Management SLA.
- 1.2 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.
- 1.3 The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

2. TRANSFER OF ASSETS

- 2.1 Purchaser shall be entitled to serve notice in writing on the IA at any time during the exit management period as detailed hereinabove requiring the IA and/or its sub-contractors to provide the Purchaser with a complete and up to date list of the Assets within 30 days of such notice. Purchaser shall then be entitled to serve notice in writing on the IA at any time prior to the date that is 30 days prior to the end of the exit management period requiring the IA to sell the Assets, if any, to be transferred to Purchaser or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.
- 2.2 In case of contract being terminated by Purchaser, Purchaser reserves the right to ask IA to continue running the project operations for a period of 6 months after termination orders are issued.
- 2.3 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 IA, the IA 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 Purchaser.
 - ii. All risk in and title to the Assets to be transferred / to be purchased by the Purchaser pursuant to this Article shall be transferred to Purchaser, on the last day of the exit management period.

- iii. Purchaser shall pay to the IA on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.
- iv. Payment to the outgoing IA shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.

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

3. COOPERATION AND PROVISION OF INFORMATION

3.1 During the exit management period:

- i. The Implementation Agency will allow the Purchaser 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 Purchaser to assess the existing services being delivered;
- ii. Promptly on reasonable request by the Purchaser, the IA 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 Implementation Agency or sub-contractors appointed by the Implementation Agency). The Purchaser shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The Implementation Agency shall permit the Purchaser or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the Chairman, PIU to understand the methods of delivery of the services employed by the Implementation Agency and to assist appropriate knowledge transfer.

4. CONFIDENTIAL INFORMATION, SECURITY AND DATA

4.1 The Implementation Agency will promptly on the commencement of the exit management period supply to the Purchaser or its nominated agency the following:

- i. Information relating to the current services rendered and customer and performance data relating to the performance of sub contractors in relation to the services;
- ii. Documentation relating to Computerization Project's Intellectual Property Rights;
- iii. Documentation relating to sub-contractors;
- iv. All current and updated data as is reasonably required for purposes of Purchaser or its nominated agencies transitioning the services to its Replacement Implementation Agency in a readily available format nominated by the Purchaser, its nominated agency;
- v. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable Purchaser or its nominated agencies, or its Replacement Implementation Agency to carry out due diligence in order to transition the provision of the Services to Purchaser or its nominated agencies, or its Replacement Implementation Agency (as the case may be).

4.2 Before the expiry of the exit management period, the Implementation Agency shall deliver to the Purchaser 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 Implementation Agency shall be permitted to retain one copy of such materials for archival purposes only.

4.3 Before the expiry of the exit management period, unless otherwise provided under the MSA, the Purchaser or its nominated agency shall deliver to the Implementation Agency all forms of Implementation Agency confidential information, which is in the possession or control of Chairperson, PIU or its users.

5. EMPLOYEES

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

5.2 Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Implementation Agency to the Purchaser or its nominated agency, or a Replacement Implementation Agency ("Transfer Regulation") applies to any or all of



the employees of the Implementation Agency, then the Parties shall comply with their respective obligations under such Transfer Regulations.

6. TRANSFER OF CERTAIN AGREEMENTS

On request by the Purchaser or its nominated agency the Implementation Agency shall effect such assignments, transfers, licences and sub-licences as the Chairperson, PIU may require in favour of the Chairperson, PIU, or its Replacement Implementation Agency in relation to any equipment lease, maintenance or service provision agreement between Implementation Agency and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the Purchaser or its nominated agency or its Replacement Implementation Agency.

7. RIGHTS OF ACCESS TO PREMISES

- 7.1 At any time during the exit management period, where Assets are located at the Implementation Agency's premises, the Implementation Agency 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 Purchaser or its nominated agency and/or any Replacement Implementation Agency in order to make an inventory of the Assets.
- 7.2 The Implementation Agency shall also give the Purchaser or its nominated agency or its nominated agencies, or any Replacement Implementation Agency right of reasonable access to the Implementation Partner's premises and shall procure the Purchaser or its nominated agency or its nominated agencies and any Replacement Implementation Agency rights of access 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 Purchaser or its nominated agency, or a Replacement Implementation Agency.

8. GENERAL OBLIGATIONS OF THE IMPLEMENTATION AGENCY

- 8.1 The Implementation Agency shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the Purchaser or its nominated agency or its Replacement Implementation Agency and which the Implementation Agency has in its possession or control at any time during the exit management period.

8.2 For the purposes of this Schedule, anything in the possession or control of any Implementation Agency, associated entity, or sub contractor is deemed to be in the possession or control of the Implementation Agency.

8.3 The Implementation Agency shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

9. EXIT MANAGEMENT PLAN

9.1 The Implementation Agency shall provide the Purchaser 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.

- i. A detailed program of the transfer process that could be used in conjunction with a Replacement Implementation Agency including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- ii. Plans for the communication with such of the Implementation Agency's sub contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the Purchaser's operations as a result of undertaking the transfer;
- iii. (if applicable) proposed arrangements for the segregation of the Implementation Agency's networks from the networks employed by Purchaser and identification of specific security tasks necessary at termination;
- iv. Plans for provision of contingent support to Purchaser, and Replacement Implementation Agency for a reasonable period after transfer.

9.2 The Implementation Agency shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

9.3 Each Exit Management Plan shall be presented by the System Implementer (SI) and approved by the Purchaser or its nominated agencies.

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



- 9.5 In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
- 9.6 During the exit management period, the Implementation Agency shall use its best efforts to deliver the services.
- 9.7 Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
- 9.8 This Exit Management plan shall be furnished in writing to the Purchaser or its nominated agencies within 90 days from the Effective Date of this Agreement.



9.33 Format 11A. References to the Exit Plan Evaluation Criteria

<< Bidder must provide references (i.e., Section and Page number) from their proposal for each of the evaluation criteria mentioned in Section 6.18.3.6 (S.6). The Bidder must take the contents from the tables mentioned in the aforesaid section and provide the details about the availability and references in the table structure provided below >>

Evaluation Criterion	Benchmark / Preferences	Available (Y/N)	Reference (Section and Page No.)

9.34 Format 12. Client References

Please indicate details of three client references, who would be willing to interact (either face to face or through a video/ teleconference) with the IA&AD Evaluation Team and/or permit a client visit by the IA&AD Evaluation Team. The issues to be covered in the client visit/ client interaction are mentioned in the Technical Evaluation Model. The client references should involve a development project, and not be restricted to infrastructure provision.

Interaction with the client will be kept confidential by the IA&AD Evaluation Team and will not be used for any purpose than the technical evaluation for this RFP.

Name of Client Institution:

Client Project Manager:

Phone:

E-mail:

Scope of SI Project:

Period during which SI Project executed:



9.35 Format 13. Illustrative Manufacturers'/Producers' Authorization Form

[This form has to be provided by the OEMs of the products / services proposed]

No. _____ Date: _____

To:

OEM Authorization Letter Dear Sir,

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers / producers of having factories / development facilities at (address of factory / facility) do hereby authorize M/s

(Name and address of Agent) to submit a Bid and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as IA&AD opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
 - i. advance notification to IA&AD of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to IA&AD , the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,



(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

9.36 Format 14. Compliance Sheet for Technical Evaluation

S No	Basic Requirement	Documents Required	Provided	Reference & Page Number
1.	Letter of Proposal	As per Appendix I, Format 4		
2.	<p>Compliance to the functional requirements covering the following aspects of the functional requirements:</p> <ul style="list-style-type: none"> Functional solution covering all the functionalities and modules of CPP Application as per RFP Vol-1 Annexure A Configurability & Scalability BPM and BRM solutions Integration capabilities Ease of use during project Implementation as well as during Maintenance phase 	As per Appendix I, Format 5		
3.	<p>Technical Proposal covering:</p> <ul style="list-style-type: none"> Technologies and Design proposed for CPP System (Application, Infrastructure, Security, Network) Assessment worksheets pertaining to infrastructure Sizing Project Methodology, Support and Documentation 	Technical Proposal as per the Formats (Format 6 to 13) specified in Appendix I.		



S No	Basic Requirement	Documents Required	Provided	Reference & Page Number
	<ul style="list-style-type: none">▪ Training Plan▪ Profile of proposed team members▪ Exit Management▪ Financial bid with price Masked /redacted			



10. Appendix II. Financial Proposal Templates

10.1 FORMAT 1. Covering Letter

To: <Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<email id>

Subject: Submission of the Financial bid for Implementation of Centralized Pension Project

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for Implementation of Centralized Pension Project in accordance with your Request for Proposal dated <<Date>> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> (Format 2A of Appendix II) exclusive of taxes and is for the sum of <<Amount in words and figures>> (Format 2A of Appendix II) inclusive of taxes .

1 PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of bid submission closing.
- We hereby confirm that our prices and all the applicable taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made specified in Section-8 of Vol-2.
- We understand that the Tax rates mentioned in the Bid are the indicative rates applicable at the time of Bidding. However, payments (including the taxes) shall be made based on the rates prevailing at the applicable period (i.e., at the time of submitting the Bidder's invoice to IA&AD).



2 UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3 TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

4 QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5 BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated in the Commercial Bid attached with our Tender as part of the Tender.

6 PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the <Appendix III> of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,



We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

10.2 FORMAT 2A. TOTAL COMMERCIAL VALUE

FORMAT 2A				TOTAL COMMERCIAL VALUE			
S.No	Format Number	Format Title	Track #	Format Description	Cost Excluding Taxes (INR)	Tax Rate (%)	Cost Including Taxes (INR)
1	3A	Milestone M1: Phase 1 Stage 1 Development Team (Fixed Cost)	Track 2	Resources costs for CPP Application Design, Development, Testing, Implementation and Rollout of Phase-1 Stage -1	₹ 0	18%	₹ 0
2	3B	Milestone M2: Phase 1 Stage 2 Development Team (Fixed Cost)	Track 2	Resources costs for CPP Application Design, Development, Testing, Implementation and Rollout of Phase-1 Stage -2	₹ 0	18%	₹ 0
3	4	Milestone M3: Phase 2 Stage 1 & 2 Development Team (T&M)	Track 2	Resources costs for CPP Application Design, Development, Testing, Implementation and Rollout of Stage-1 and Stage -2 of Phase-2	₹ 0	18%	₹ 0
4	5	O&M Resource Cost (T&M)	Track 6	Resources costs for Operations and Maintenance of CPP Application starting from Rollout of Phase-1 Stage-1 till end of Project.	₹ 0	18%	₹ 0
5	6A	Infrastructure required for DC-1 (Primary) Development, Testing, UAT, Training, Pre-Production for entire life of Project	Track 1	Infrastructure costs required for setup of DC-1 for Development, Testing, UAT, Training, Pre-Production of CPP for entire life of project	₹ 0	18%	₹ 0
6	6B	Infrastructure required for DC-2 (Secondary) Development, Testing, UAT, Training, Pre-Production for entire life of Project	Track 1	Infrastructure costs required for setup of DC-2 for Development, Testing, UAT, Training, Pre-Production of CPP for entire life of project	₹ 0	18%	₹ 0
7	7A	Infrastructure required for DC-1 (Primary) for Production rollout of M1 (till rollout of M2)	Track 3	Infrastructure costs for setup of DC-1 for Production environment of CPP Phase-1 Stage-1 (till rollout of Phase-1 Stage-2).	₹ 0	18%	₹ 0
8	7B	Infrastructure required for DC-2 (Secondary) for Production rollout of M1 (till rollout of M2)	Track 3	Infrastructure costs for DC-2 for Production environment of CPP Phase-1 Stage-2 (till rollout of Phase-1 Stage-2).	₹ 0	18%	₹ 0
9	8A	Infrastructure required for DC-1 (Primary) for Production of CPP from rollout of M2 till end of Project	Track 3	Infrastructure costs for DC-1 (Primary) for Production of CPP from rollout of M2 (Phase-1 Stage-2) till end of Project	0	18%	₹ 0
10	8B	Infrastructure required for DC-2 (Secondary) for Production of CPP from rollout of M2 till end of Project	Track 3	Infrastructure costs for DC-2 (Secondary) for Production of CPP from rollout of M2 (Phase-1 Stage-2) till end of Project	₹ 0	18%	₹ 0
11	9	Training Cost	Track 5	Training Cost	₹ 0	18%	₹ 0
12	10	Cost for operationalizing Centralized Contact Centre starting from CPP Phase-1 Stage-1 till end of Project (T&M)	Track 4	Cost for operationalizing Centralized Contact Centre, including Contact Centre solution as well as Human resources, starting from CPP Phase-1 Stage-1 till end of Project	₹ 0	18%	₹ 0
A.	Total Commercial Value of Bid (Format Nos. 3A+3B+4+5+6A+6B+7A+7B+8A+8B+9+10) in Indian Rupees				₹ 0		₹ 0
Total Cost (In Words, INR) Inclusive of Taxes							

Instructions and Guidelines for Bidders:

1. All the values of this table shall be auto-populated from the values provided by the Bidder in the Formats 3A, 3B, 4, 5, 6A, 6B, 7, 8, 9 and 10.



2. Tax rates (wherever mentioned in the worksheets of the BoQ) are the indicative rates applicable at the time of Bidding. However, payments (including the taxes) to the Bidder shall be made based on the Tax rates prevailing at the applicable period (i.e., at the time of submitting the Bidder's invoice to IA&AD).
3. In case there is any 'Error' observed in row **A** (titled '*Total Commercial Value of Bid*'), the Bidder will need to ensure that all the cells marked in the column titled '*Is Cumulative Payment Plan proposed by the Bidder complies with Cumulative Max. permissible Payment upto the Year ? (i.e. Is I >= K)*' are showing "Compliant".
4. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in row **A** (titled '*Total Commercial Value of Bid*').
5. Refer the general 'Instructions' available in the BoQ template in addition to the specific instructions provided against each respective Formats given in the subsequent sections.

10.3 FORMAT 2B. TOTAL NET PRESENT VALUE (NPV)

TOTAL EFFECTIVE NPV BID VALUE			Discount Rate for NPV Calculations		8%
S.No	Format Reference	Format Title	Formats Description	Actual Value from Sheet '2A-TCV' (In INR, Inclusive of Taxes)	NPV Value (In INR, Inclusive of Taxes)
1	11	NPV for Infrastructure and Security components and Services	Costs provided by the Bidder for Infrastructure and Security Components & services in Formats 6A + 6B + 7A + 7B + 8A + 8B have been considered. NPV for Infrastructure and Security Components & services derived from the distribution of the payment plan as per the Principles of QCBS evaluation specified in Vol-2 Section 6.18.6.1	₹ 0	₹ 0
2	12A	NPV for Human Resources (For Development Milestones)	NPV for Human Resources costs pertaining to Development Milestones shall be derived from the costs given in Formats 3A + 3B+ 4 by the Bidder.	₹ 0	₹ 0
3	12B	NPV for Human Resources (For O&M Phase)	NPV for Human Resources costs pertaining to O&M phase shall be derived from the costs given in Format 5 by the Bidder.	₹ 0	₹ 0
4	13	NPV for Training Costs	NPV for Training costs shall be derived from the costs given in Format 9 by the Bidder.	₹ 0	₹ 0
5	14	NPV for Centralized Contact Centre	NPV for Centralized Contact Centre costs that include Contact Centre Solution as well as Human Resources shall be derived from the costs given in Formats 10 by the Bidder.	₹ 0	₹ 0
B.		TOTAL Effective NPV Bid value (Format Nos. 11+12A+12B+13+14) (INR, Inclusive of Taxes)		₹ 0	₹ 0
Total Effective NPV Bid value (In Words, INR) Inclusive of Taxes					

Instructions and Guidelines for Bidders:

1. All the values in the column titled 'NPV Value' of this table shall be auto-populated from the NPV values auto-calculated in the Formats 11, 12A, 12B, 13 and 14.
2. All the values in the column titled 'Actual Value from Sheet '2A-TCV'' of this table shall be auto-populated from the Commercial values provided in the Format 2A.
3. In case there is any 'Error' observed in row B (titled 'Total Effective NPV Bid Value'), the Bidder will need to ensure that all the cells marked in the column titled "Is Cumulative Payment Plan proposed by the Bidder complies with Cumulative Max. permissible Payment upto the Year ? (i.e. Is $I \geq K$)" are showing "Compliant".
4. Bidder will need to specify the value in the row 'Total Effective Bid Value (in Words, INR)' manually, based on the value derived in row B (titled 'Total Effective NPV Bid Value')
5. For more details pertaining to NPV calculations, refer Section 6.18.6 of this document.



10.4 FORMAT 3A. Milestone M1: Phase-1 Stage-1 Development Team (Fixed Cost)

Refer Format 3A of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall be used by the Bidder to provide Human Resource Costs for development and Go-live of Milestone M1 (i.e. Phase-1 Stage-1).
2. All the values in the column titled '*Actual Quantity Proposed by Bidder*' and '*Cost Per resource Per Month*' of this table shall be provided by the Bidder. Bidder is also permitted to add more rows starting Sl. No. 19 in case there is a requirement to add more profiles/roles to this milestone.
3. The Bidder is not permitted to quote lesser resources than what have been specified in column titled '*Minimum Quantity*' or modify the '*No. of Months*' column.
4. The Bidder is not permitted to modify the cells marked in Grey color.
5. The Total costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.
6. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 5 above.



10.5 FORMAT 3B. Milestone M2: Phase-1 Stage-2 Development Team (Fixed Cost)

Refer Format 3B of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall be used by the Bidder to provide Human Resource Costs for development and Go-live of Milestone M2 (i.e. Phase-1 Stage-2).
2. All the values in the column titled '*Actual Quantity Proposed by Bidder*' and '*Cost Per resource Per Month*' of this table shall be provided by the Bidder. Bidder is also permitted to add more rows starting Sl. No. 19 in case there is a requirement to add more profiles/roles to this milestone.
3. The Bidder is not permitted to quote lesser resources than what have been specified in column titled '*Minimum Quantity*' or modify the '*No. of Months*' column.
4. The Bidder is not permitted to modify the cells marked in Grey color.
5. The Total costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.
6. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 5 above.

10.6 FORMAT 4. Milestone M3: Phase 2 Development Team (T&M)

Refer Format 4 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall be used by the Bidder to provide 'indicative' Human Resource Costs for development and Go-live of Milestone M3 (i.e. Phase-2). This is a T&M phase, and actual resources required for implementation of Phase-2 shall be finalized between IA&AD and the Bidder at the time of implementation as specified in Section 8.2 of this document.
2. All the values in the column titled '*Cost Per resource Per Month*' of this table shall be provided by the Bidder. Bidder is also permitted to add more rows starting Sl. No. 19 in case there is a requirement to add more profiles/roles to this milestone.
3. The Bidder is not permitted to quote lesser resources than what have been specified in column titled '*Quantity*' or modify the '*No. of Months*' column.
4. The Bidder is not permitted to modify the cells marked in Grey color.
5. The Total costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.
6. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 5 above.

10.7 FORMAT 5. O&M Resource Cost (Fixed Bid)

Refer Format 5 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall be used by the Bidder to provide Human Resource Costs for the O&M phase of the project (i.e. starting from M1/Y1 to Y8 and 6 months of Warranty period).
2. All the values in the column titled '*Unit Price*' for Year 1 (i.e., column U1) of this table shall be provided by the Bidder.
3. The Bidder is not permitted to alter the '*Unit Price*' in any of the columns for any of the Years except the column titled U1. The Unit price of the resources for all subsequent years have been compounded annually @ 8% from the value provided in column U1.
4. The 3 cols (*Quantity, Unit Price and Total Cost*) are repeated for each Year from Y1 to YW in the BoQ.
5. The Bidder is required to enter relevant headcounts of each profile in the '*Qty*' columns for each of the Years. The Bidder is also permitted to add more rows starting Sl. No. 14 in case there is a requirement to add more profiles/roles for this Track.
6. The Bidder is not permitted to modify the cells marked in Grey color.
7. All the costs will be automatically derived from the values provided by the Bidder as per point no. 4 above.
8. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 7 above.



10.8 FORMAT 6A. Infrastructure Cost for DC-1 (Primary) Development, Testing, UAT, Training & Pre-Production (For entire life of Project)

FORMAT 6A		Infrastructure required for DC-1 (Primary) Development, Testing, UAT, Training & Pre-Production (For entire life of Project)														
S. No	Category	Item	Item Description	OEM Make & Model	Category of Component / Service	Component / Service Metrics				Annual Recurring Cost (Exclusive of Taxes)						
						Unit	Qty	Unit Rate (INR)	One-time Cost (OTC) (In INR, Excluding Taxes)	Y0 (Pre-M1) (in INR)	Y1 = (From start of M1+1 Year) (in INR)	Y2 = (Y1+1 Year) (in INR)	Y3 = (Y2+1 Year) (in INR)	Y4 = (Y3+1 Year) (in INR)	Y5 = (Y4+1 Year) (in INR)	Y6 = (Y5+1 Year) (in INR)
							(A)	(B)	(C) =AXB	(F)	(G)	(H)	(I)	(J)	(K)	(L)
1	Storage	Storage	For Pensioner Portal		Licensed	TB			0							
			For Backoffice Application		Managed Service	Per Hour			0							
2	Backup	Backup	Backup of all these environments in DC-1		Managed Service	TB			0							
									0							
3	Compute/ Containerized services	Compute/ Containerized Services	For Pensioner Portal						0							
			For Backoffice Application						0							
4	Developer Tools	Devops	For Non-Prod environments						0							
5	Project Management	Product Backlog Management	For Non-Prod environments						0							
6	Database	DBMS	For Pensioner Portal						0							
		DBMS	For Backoffice Application						0							
7	Integration	SFTP services	For Pensioner Portal & Backoffice application						0							
8	Business Process Management System	BPM capabilities	For Pensioner Portal & Backoffice application						0							
		WebServer							0							
		Application Server							0							
9	Business Rules Management System	BRM capabilities	For Backoffice application						0							
		WebServer							0							
		Application Server							0							

FORMAT 6A (Continued)

FORMAT 6A			Infrastructure required for DC-1 (Primary) Development, Testing, UAT, Training & Pre-Production (For entire life of Project)														
S. No	Category	Item	Item Description	OEM Make & Model	Category of Component / Service	Component / Service Metrics				Annual Recurring Cost (Exclusive of Taxes)							
						Unit	Qty	Unit Rate (INR)	One-time Cost (OTC) (In INR, Excluding Taxes)	Y0 (Pre-M1) (in INR)	Y1 = (From start of M1 + 1 Year) (in INR)	Y2 = (Y1 + 1 Year) (in INR)	Y3 = (Y2 + 1 Year) (in INR)	Y4 = (Y3 + 1 Year) (in INR)	Y5 = (Y4 + 1 Year) (in INR)	Y6 = (Y5 + 1 Year) (in INR)	
						(A)	(B)	(C) = AXB	(F)	(G)	(H)	(I)	(J)	(K)	(L)		
10	Monitoring and Reporting	Server Monitoring	For Pensioner Portal & Backoffice application					0									
		Database Monitoring				0											
		Dashboard & Centralized Reporting				0											
11	Security	DLP	DLP for developer team Desktops/Laptops					0									
		Anti-virus, Anti-Malware, Anti-Spam	For servers in these aforesaid environments					0									
12	Network	VPN	O&M System Administrators will connect to DC cloud (Pension Portal & Backoffice)					0									
13	User Authentication and Management	Identity and Access Management	For Backoffice application					0									
			For Pensioner Portal				0										
14	Reporting	Reporting Capability	Reporting for Pension & Backoffice					0									
15	Certificate Management	SSL Certificate	For Pensioner Portal & Backoffice application					0									
16	<< Blank Row for inserting any other additional Item(s) as may be required by the Bidder								0								
Total									₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	
Grand Total Cost of Ownership (INR)																	
Total Cost (In Words, INR) Excluding Taxes																	

Refer Format 8A of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

- This Format shall be used by the Bidder to provide Costs for Infrastructure and Security components/services to be deployed in the various Non-Production environments in Primary Datacentre. These costs need to be specified for the all the years spanning for the entire period of project (i.e., from the start of the project to the last year of O&M support as well as the Warranty period).
- The Bidder needs to provide the OEM 'Make & Model' as well as 'Unit (of measurement)' for each of the solutions/components/services procured and entered in this BoQ.
- The Bidder needs to select if the provided solution/component/service is being provided as 'Licensed' or a 'Managed Service'. If the component/service is selected as 'Licensed', the Bidder shall have the option to enter 'Unit Rate' and 'Qty' for that item. If the component/service is selected as 'Managed Service', the columns 'Unit Rate' and 'Qty' for that item will be disabled and the Bidder can enter only the Annual costs for that item.
- Bidder shall provide the costs for each solution/component/service procured for this Track in the column titled 'Annual Recurring Costs', from M0 (i.e., during the period from start of the project till



Go-live of M1) to Y8 and YW of this table. These costs shall include all costs for each respective item including ATS/AMC costs as may be applicable.

5. The Bidder is not permitted to modify the solution/component/service that have been specified in columns titled '*Category*' and '*Item*'. However, the Bidder is permitted to add more rows starting Sl. No. 16 in case there is a requirement to add more solution/component/ service for this Track.
6. The Bidder is expected to optimize the year-wise costs of these Non-production environments as the project transitions from Development to O&M phase, and should consider the varying human resource headcounts across various phases of the project life-cycle while providing their costs.
7. The bidder shall not enter total amount for multiple line items/Categories. If a Line item/Category has multiple sub-components having different Units and Unit rate, then Bidder must provide it accordingly by inserting additional rows, wherever applicable. Bundled rates shall not be acceptable.
8. The Bidder is not permitted to modify the cells marked in Grey color.
9. All the costs will be automatically derived from the values provided by the Bidder as per point no. 4 above.
10. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 9 above.



10.9 FORMAT 6B. Infrastructure Cost for DC-2 (Secondary) Development, Testing, UAT, Training & Pre-Production (For entire life of Project)

Refer Format 6B of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

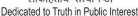
1. This Format shall be used by the Bidder to provide Costs for Infrastructure and Security components/services to be deployed in the various Non-Production environments in Secondary Datacentre. These costs need to be specified for the all the years spanning for the entire period of project (i.e., from the start of the project to the last year of O&M support as well as the Warranty period), and as per the requirements for DC-2 specified in Vol-1 Annexure B.
2. The Bidder needs to provide the OEM '*Make & Model*' as well as '*Unit (of measurement)*' for each of the solutions/components/services procured and entered in this BoQ.
3. The Bidder needs to select if the provided solution/component/service is being provided as '*Licensed*' or a '*Managed Service*'. If the component/service is selected as '*Licensed*', the Bidder shall have the option to enter '*Unit Rate*' and '*Qty*' for that item. If the component/service is selected as '*Managed Service*', the columns '*Unit Rate*' and '*Qty*' for that item will be disabled and the Bidder can enter only the Annual costs for that item.
4. Bidder shall provide the costs for each solution/component/service procured for this Track in the column titled '*Annual Recurring Costs*', from M0 (i.e., during the period from start of the project till Go-live of M1) to Y8 and YW of this table. These costs shall include all costs for each respective item including ATS/AMC costs as may be applicable.
5. The Bidder is not permitted to modify the solution/component/service that have been specified in columns titled '*Category*' and '*Item*'. However, the Bidder is permitted to add more rows starting Sl. No. 16 in case there is a requirement to add more solution/component/ service for this Track.
6. The Bidder is expected to optimize the year-wise costs of these Non-production environments as the project transitions from Development to O&M phase, and should consider the varying human resource headcounts across various phases of the project life-cycle while providing their costs.
7. The bidder shall not enter total amount for multiple line items/Categories. If a Line item/Category has multiple sub-components having different Units and Unit rate, then Bidder must provide it accordingly by inserting additional rows, wherever applicable. Bundled rates shall not be acceptable.
8. The Bidder is not permitted to modify the cells marked in Grey color.



9. All the costs will be automatically derived from the values provided by the Bidder as per point no. 4 above.
10. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 9 above.

10.10 FORMAT 7. Infrastructure Cost for DC-1 (Primary) for Production environment

FORMAT 7		Infrastructure required for DC-1 (Primary) for Production environment																																					
S. No	Category	Item	Item Description	OEM Make & Model	Category of Component/ Service	Unit of Measurement	One-time Cost (Exclusive of taxes)			Annual Recurring Cost (Exclusive of Taxes)																								Total Cost of Ownership (Excluding Taxes)					
							Qty	Unit Rate (INR)	One-time Cost (In INR, Excluding Taxes)	M0 (Pre-M1)		Y1 (1 Year)			Y2 = (Y1 + 1 Year)			Y3 = (Y2 + 1 Year)			Y4 = (Y3 + 1 Year)			Y5 = (Y4 + 1 Year)			Y6 = (Y5 + 1 Year)			Y7 = (Y6 + 1 Year)			Y8 = (Y7 + 1 Year)			Y9 for 6 months (in INR)			
										Unit Rate	Qty	Total Cost (F)	Unit Rate	Qty	Total Cost (G)	Unit Rate	Qty	Total Cost (H)	Unit Rate	Qty	Total Cost (I)	Unit Rate	Qty	Total Cost (J)	Unit Rate	Qty	Total Cost (K)	Unit Rate	Qty	Total Cost (L)	Unit Rate	Qty	Total Cost (M)		Unit Rate	Qty	Total Cost (N)	Unit Rate	Qty
1	Storage	Storage	For Pensioner Portal		Licensed	TB			0		0			0		0		0		0		0		0		0		0		0		0	0						
			For Backoffice Application		Licensed	TB			0		0			0		0		0		0		0		0		0		0		0		0	0						
2	Backup	Backup of DC-1	For Pensioner Portal		Managed Service	TB			0		0			0		0		0		0		0		0		0		0		0		0	0						
			For Backoffice Application			TB			0		0		0		0		0		0		0		0		0		0		0		0	0							
		Additional Backup	For Pensioner Portal			TB			0		0			0		0		0		0		0		0		0		0		0		0	0						
			For Backoffice Application			TB			0		0			0		0		0		0		0		0		0		0		0		0	0						
3	Compute/ Containerized services	Compute/ Containerized Services	For Pensioner Portal						0		0			0		0		0		0		0		0		0		0		0		0	0						
			For Backoffice Application					0		0		0		0		0		0		0		0		0		0		0		0		0	0						
4	Database	DBMS	For Pensioner Portal						0		0			0		0		0		0		0		0		0		0		0		0	0						
			For Backoffice Application					0		0		0		0		0		0		0		0		0		0		0		0		0	0						
5	Integration	SFTP services	For Pensioner Portal & Backoffice application						0		0			0		0		0		0		0		0		0		0		0		0	0						
6	Business Process Management System	BPM capabilities							0		0			0		0		0		0		0		0		0		0		0		0	0						
		WebServer	For Pensioner Portal & Backoffice application						0		0			0		0		0		0		0		0		0		0		0		0	0						
		Application Server							0		0			0		0		0		0		0		0		0		0		0		0	0						
7	Business Rules Management System	BRM capabilities							0		0			0		0		0		0		0		0		0		0		0		0	0						
		WebServer	For Backoffice application						0		0			0		0		0		0		0		0		0		0		0		0	0						
		Application Server							0		0			0		0		0		0		0		0		0		0		0		0	0						



Continued: FORMAT 7

[illegible]

Refer Format 7 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall be used by the Bidder to provide Costs for Infrastructure and Security components/services to be deployed in the Production environment at Primary Datacentre (DC-1). The entire project duration has been divided into the following periods for which different infrastructure sizing shall be required based on the incremental load / volume that is added on the CPP system:

- a. For the period prior to Go-live of M1 – This will include the time required to setup and configure the Production environment at DC-1 and enable Level-2 UAT by States’ users for Milestone M1, and will span till the Go-live of M1 is announced by IA&AD. Since the period prior to M1 Go-live shall be less than one year, the Bidder needs to specify the ‘*Annual Unit rate*’ of each item, ‘*Quantity*’, and the ‘*No. of months*’ (for which the Infrastructure/Security components/services will be operationalized in Production DC-1 prior to M1 Go-live). The item-wise cost and Total cost for this period for M0 shall be automatically calculated based on these 3 parameters. For all other ‘complete’ years of O&M phase, the annual cost and quantity of items shall be used to derive the Total costs.
 - b. For First year of the O&M phase (Y1) - The Bidder shall enter Unit rate and Quantity in sub column titled ‘*Unit Rate*’ and ‘*Qty*’ respectively under column ‘Y1 - To be Sized for M1+M2 load’, (i.e., for 1 Year period). The Quantity provided here must be sized to support the CPP system for M1 and M2 load as per the defined performance requirements.
 - c. For Second year of the O&M phase (Y2) - The Bidder shall enter Unit rate and Quantity in sub column titled ‘*Unit Rate*’ and ‘*Qty*’ respectively under column ‘Y2 - To be Sized for M1+M2+M3 load’ (i.e., for 1 Year period). The Quantity provided here must be sized to support the CPP system for M1, M2 and M3 load as per the defined performance requirements.
 - d. For the period from Year 3 (Y3) up to Year 8 (Y8) and YW – The Bidder shall enter Unit rate and Quantity in sub column titled ‘*Unit Rate*’ and ‘*Qty*’ respectively for each of these years. The Quantities provided for each of the respective year must be sized to support the load on the CPP system as per the project increase in volumes and the defined performance requirements. Costs for this period shall be derived automatically using these parameters.
2. The Bidder needs to provide the OEM ‘*Make & Model*’ as well as ‘*Unit (of measurement)*’ for each of the solutions/components/services procured and entered in this BoQ.
 3. The Bidder needs to select if the provided solution/component/service is being provided as ‘*Licensed*’ or a ‘*Managed Service*’. If the component/service is selected as ‘*Licensed*’, the Bidder shall have the option to enter ‘*Unit Rate*’ and ‘*Qty*’ for that item. If the component/service is selected as ‘*Managed Service*’, the columns ‘*Unit Rate*’ and ‘*Qty*’ for that item will be disabled and the Bidder can enter only the Annual costs for that item.
 4. The Unit rates must include all costs for each respective item including ATS/AMC costs as may be applicable during that period.



5. The Bidder is not permitted to modify the solution/component/service that have been specified in columns titled '*Category*' and '*Item*'. However, the Bidder is permitted to add more rows starting Sl. No. 17 in case there is a requirement to add more solution/component/service for this Track.
6. The values entered for Third party Security Audit shall be added in column M0 (Pre-M1), Y1, Y2, Y3, Y4, Y5, Y6, Y7, Y8 as these costs shall be incurred every year.
7. The bidder shall not enter total amount for multiple line items/Categories. If a Line item/Category has multiple sub-components having different Units and Unit rate, then Bidder must provide it accordingly by inserting additional rows, wherever applicable. Bundled rates shall not be acceptable.
8. The Bidder is not permitted to modify the cells marked in Grey color.
9. All the costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.
10. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 9 above.

10.11 FORMAT 8. Infrastructure Cost for DC-2 (Secondary) for Production environment

Refer Format 8 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall be used by the Bidder to provide Costs for Infrastructure and Security components/services to be deployed in the Production environment at Secondary Datacentre (DC-2). The entire project duration has been divided into the following periods for which different infrastructure sizing shall be required based on the incremental load / volume that is added on the CPP system:
 - a. For the period prior to Go-live of M1 – This will include the time required to setup and configure the Production environment at DC-2 and enable Level-2 UAT by States' users for Milestone M1, and will span till the Go-live of M1 is announced by IA&AD. Since the period prior to M1 Go-live shall be less than one year, the Bidder needs to specify the '*Annual Unit rate*' of each item, '*Quantity*', and the '*No. of months*' (for which the Infrastructure/Security components/services will be operationalized in Production DC-2 prior to M1 Go-live). The item-wise cost and Total cost for this period for M0 shall be automatically calculated based on these 3 parameters. For all other 'complete' years of O&M phase, the annual cost and quantity of items shall be used to derive the Total costs.
 - b. For First year of the O&M phase (Y1) - The Bidder shall enter Unit rate and Quantity in sub column titled '*Unit Rate*' and '*Qty*' respectively under column '*Y1 - To be Sized for M1+M2 load*', (i.e., for 1 Year period). The Quantity provided here must be sized to support the CPP system for M1 and M2 load as per the defined performance requirements.
 - c. For Second year of the O&M phase (Y2) - The Bidder shall enter Unit rate and Quantity in sub column titled '*Unit Rate*' and '*Qty*' respectively under column '*Y2 - To be Sized for M1+M2+M3 load*' (i.e., for 1 Year period). The Quantity provided here must be sized to support the CPP system for M1, M2 and M3 load as per the defined performance requirements.
 - d. For the period from Year 3 (Y3) up to Year 8 (Y8) and YW – The Bidder shall enter Unit rate and Quantity in sub column titled '*Unit Rate*' and '*Qty*' respectively for each of these years. The Quantities provided for each of the respective year must be sized to support



the load on the CPP system as per the project increase in volumes and the defined performance requirements. Costs for this period shall be derived automatically using these parameters.

2. The Bidder needs to provide the OEM '*Make & Model*' as well as '*Unit (of measurement)*' for each of the solutions/components/services procured and entered in this BoQ.
3. The Bidder needs to select if the provided solution/component/service is being provided as '*Licensed*' or a '*Managed Service*'. If the component/service is selected as '*Licensed*', the Bidder shall have the option to enter '*Unit Rate*' and '*Qty*' for that item. If the component/service is selected as '*Managed Service*', the columns '*Unit Rate*' and '*Qty*' for that item will be disabled and the Bidder can enter only the Annual costs for that item.
4. The Unit rates must include all costs for each respective item including ATS/AMC costs as may be applicable during that period.
5. The Bidder is not permitted to modify the solution/component/service that have been specified in columns titled '*Category*' and '*Item*'. However, the Bidder is permitted to add more rows starting Sl. No. 17 in case there is a requirement to add more solution/component/service for this Track.
6. The values entered for Third party Security Audit shall be added in column M0 (Pre-M1), Y1, Y2, Y3, Y4, Y5, Y6, Y7, Y8 as these costs shall be incurred every year.
7. The bidder shall not enter total amount for multiple line items/Categories. If a Line item/Category has multiple sub-components having different Units and Unit rate, then Bidder must provide it accordingly by inserting additional rows, wherever applicable. Bundled rates shall not be acceptable.
8. The Bidder is not permitted to modify the cells marked in Grey color.
9. All the costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.
10. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 9 above.

10.12 FORMAT 9. Training Costs

Refer Format 9 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall be used by the Bidder to provide Costs for Trainings to be imparted during the various project milestones as listed in the BoQ and RFP Vol-1.
2. All the values in the column titled '*Unit Cost Per Training*' of this table shall be provided by the Bidder.
3. The Bidder is not permitted to alter the count of trainings or add / delete any training from what have been specified in the BoQ Format 9.
4. The Bidder is not permitted to modify the cells marked in Grey color.
5. The Total costs will be automatically derived from the values provided by the Bidder as per point no. 2 above.
6. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 5 above.

10.13 FORMAT 10. Cost for operationalizing CPP Contact Centre starting from CPP Phase-1 Stage-1 till end of Project (Fixed Cost)

Refer Format 10 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall be used by the Bidder to provide Costs for setup and operationalizing the CPP Contact Centre during the entire life of the project as described in Section 10.4 of RFP Vol-1.
2. All the values in the column titled '*Unit Rate*' for M0 of this table shall be provided by the Bidder and will be applicable for the period prior to achieving Milestone M1 as well as during the Year 1 of the O&M phase. The Bidder is not permitted to alter the '*Unit Price*' in any of the columns for any of the other Years. The Unit price of the resources for all subsequent years have been compounded annually @ 8% from the value provided in column '*Unit Rate*' for M0.
3. The 3 cols (*Unit Rate, Quantity and Total Cost*) are repeated for each Year from M0 to YW in the BoQ.
4. Since the period of operations of the Contact Centre prior to M1 Go-live shall be less than one year, the Bidder needs to specify the Annual Unit rate of each resource profile, Quantity, and the No. of months (for which the Contact Centre will be operationalized prior to M1 Go-live). The costs for M0 shall be automatically calculated based on these 3 parameters. For all other 'complete' years of operations, the annual cost and quantity of resources shall be used to derive the Total costs.
5. The Bidder is permitted to add more rows starting Sl. No. 12 in case there is a requirement to add more profiles/roles for this Track.
6. The Bidder is not permitted to modify the cells marked in Grey color.
7. All the costs will be automatically derived from the values provided by the Bidder as per point no. 4 above.
8. Bidder will need to specify the value in the row '*Total cost (in Words, INR)*' manually, based on the value derived in point no. 7 above.

10.14 FORMAT 11. Payment Plan for Infrastructure and Security components and Services

FORMAT 11 - Payment Plan for Infrastructure and Security components and Services														
Total Cost for Infrastructure and Security components and Services (Sum of Formats 6A, 6B, 7 and 8) (In INR, Exclusive of Taxes)				0										
S.No	Milestone	Description	Timelines as per RFP (in Months, from Start date of the Project i.e., T0)	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Maximum Permissible % Payment during the Year	Cumulative Maximum Permissible % Payment upto the Year	Cumulative Maximum Permissible Payment Amount upto the Year (Excluding Taxes, INR) (I)	Payment Plan calculated based on Costs proposed by Bidder in Formats 6A, 6B, 7 and 8 for the Year (Excluding Taxes, INR) (J)	Cumulative Payment Plan calculated based on Costs proposed by Bidder in Formats 6A, 6B, 7 and 8 upto the Year (Excluding Taxes, INR) (K)	Is Cumulative Payment Plan proposed by the Bidder complies with Cumulative Max. permissible Payment upto the Year ? (i.e. Is I >= K)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	M0	Set up of PDC & DRC for Phase-1 Stage 1 (i.e., Actual setup or 5 months whichever is later)	T0 + 5M	Y1 - 3M	0	5%	5.00%	0	0	0	Compliant	18.00%	0	0
2	M1 / Y1	Go-Live of Phase-1: Stage 1 and marks the commencement of O&M period (70% payment)	T0 + 9M	Y1	1	20%	25.00%	0	0	0	Compliant	18.00%	0	0
	M2	Go-Live of Phase-1 Stage 2 (Remaining 30% payment)	T0 + 15M	Y1 + 6M										
3	Y2	Commencement of Second year of O&M phase (70% payment)	T0 + 21M	Y1 + 12 M	2	10%	35.00%	0	0	0	Compliant	18.00%	0	0
	M3	Go-Live of Phase-2 (State-Wise) (Remaining 30% payment)	T0 + 24M	Y1 + 15M										
4	Y3	Commencement of Third year of O&M phase	T0 + 33M	Y1 + 24 M	3	10%	45.00%	0	0	0	Compliant	18.00%	0	0
5	Y4	Commencement of Fourth year of O&M phase	T0 + 45M	Y1 + 36 M	4	10%	55.00%	0	0	0	Compliant	18.00%	0	0
6	Y5	Commencement of Fifth year of O&M phase	T0 + 57M	Y1 + 48 M	5	10%	65.00%	0	0	0	Compliant	18.00%	0	0
7	Y6	Commencement of Sixth year of O&M phase	T0 + 69M	Y1 + 60 M	6	10%	75.00%	0	0	0	Compliant	18.00%	0	0
8	Y7	Commencement of Seventh year of O&M phase	T0 + 81M	Y1 + 72 M	7	10%	85.00%	0	0	0	Compliant	18.00%	0	0
9	Y8	Commencement of Eighth year of O&M phase	T0 + 93M	Y1 + 84 M	8	10%	95.00%	0	0	0	Compliant	18.00%	0	0
10	YW	End of Y8 which marks end of O&M period - Payment at the end of warranty period (6 months after end of O&M)	T0 + 105M	Y1 + 96 M	9	5%	100.00%	0	0	0	Compliant	18.00%	0	0
TOTAL						100%			₹ 0				₹ 0	₹ 0

Refer Format 11 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

- This Format shall use the costs provided by the Bidder in Formats 6A, 6B, 7 and 8 to derive the Total Net Present Value (NPV) for the Infrastructure and Security components and Services.
- Refer section 6.18.6.2 for more details on the methodology used to derive the NPV values
- The Bidder is not permitted to modify the cells marked in Grey color.
- All the costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.

10.15 FORMAT 12A. Payment Plan for Human Resources (For Delivery Milestones)

FORMAT 12A - Payment Plan for Human Resources (For Delivery Milestones)									
Total Cost for Human Resources for Development (Sum of Formats 3A + 3B + 4)				0					
S.No	Milestone	Description	Timelines as per RFP (in Months, from Start date of the Project i.e., T0)	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Payment Plan (Excluding Taxes, INR)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	M1	Development cost for Phase-1 Stage-1	T0 + 9M	Y1	1	0	18%	0	0
2	M2	Development cost for Phase-1 Stage-2	T0 + 15M	Y1 + 6 M	2	0	18%	0	0
3	M3	Development cost for Phase-2 Stage-1 & 2	T0 + 24M	Y1 + 15 M	3	0	18%	0	0
TOTAL						₹ 0		₹ 0	₹ 0

Refer Format 12A of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall use the costs provided by the Bidder in Formats 3A, 3B and 4 to derive the Total Net Present Value (NPV) for the Human resources involved in the Development of Milestone M1, M2 and M3 of CPP.
2. Refer section 6.18.6.2 for more details on the methodology used to derive the NPV values
3. The Bidder is not permitted to modify the cells marked in Grey color.
4. All the costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.

10.16 FORMAT 12B. Payment Plan for Human Resources (For O&M Phase)

Total Cost for Human Resources for O&M Phase (Format 5)				0					
S.No	Milestone	Description	Timelines as per RFP (in Months, from Start date of the Project i.e., T0)	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Payment Plan (Excluding Taxes, INR)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	Y1	O&M Resource Cost for First year	T0 + 9M	Y1	1		18.00%	0	0
2	Y2	O&M Resource Cost for Second year	T0 + 21M	Y1 + 12 M	2		18.00%	0	0
3	Y3	O&M Resource Cost for Third year	T0 + 33M	Y1 + 24 M	3		18.00%	0	0
4	Y4	O&M Resource Cost for Fourth year	T0 + 45M	Y1 + 36 M	4		18.00%	0	0
5	Y5	O&M Resource Cost for Fifth year	T0 + 57M	Y1 + 48 M	5		18.00%	0	0
6	Y6	O&M Resource Cost for Sixth year	T0 + 69M	Y1 + 60 M	6		18.00%	0	0
7	Y7	O&M Resource Cost for Seventh year	T0 + 81M	Y1 + 72 M	7		18.00%	0	0
8	Y8	O&M Resource Cost for Eighth year	T0 + 93M	Y1 + 84 M	8		18.00%	0	0
9	YW	O&M Resource Cost for Warranty year	T0 + 99M	Y1 + 96 M	9		18.00%	0	0
TOTAL						₹ 0		₹ 0	₹ 0

Refer Format 12B of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall use the costs provided by the Bidder in Format 5 to derive the Total Net Present Value (NPV) for the Human resources involved in the O&M phase of CPP.
2. Refer section 6.18.6.2 for more details on the methodology used to derive the NPV values
3. The Bidder is not permitted to modify the cells marked in Grey color.
4. All the costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.

10.17 FORMAT 13. Payment Plan for Training

Total Cost for Training (Format 9)									
S.No	Milestone	Description	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Proportion of Total Training Cost	Total Cost (Excluding Taxes, INR)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	M1	Training Costs for M1	Y1	1	40%	0	18.00%	0	0
2	M2	Training Costs for M2	Y1 + 6 M	2	30%	0	18.00%	0	0
3	M3	Training Costs for M3	Y1 + 15 M	3	30%	0	18.00%	0	0
TOTAL					100%	₹ 0		₹ 0	₹ 0

Refer Format 13 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall use the costs provided by the Bidder in Format 5 to derive the Total Net Present Value (NPV) for the Training efforts involved in the various Development milestones of CPP.
2. Refer section 6.18.6.2 for more details on the methodology used to derive the NPV values
3. The Bidder is not permitted to modify the cells marked in Grey color.
4. All the costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.

10.18 FORMAT 14. Payment Plan for CPP Contact Centre

Total Cost for Operationalization of Contact Centre Solution and Human Resources (Format 10)			0					
S.No	Milestone	Description	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Total Cost of Contact Centre Solution & Human Resources (Excluding Taxes, INR)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	M0	1) One-time setup costs of Contact Centre Solution 2) O&M resource cost for the period prior to Go-live of M1	Pre Y1	0		18.00%	0	0
2	M1 / Y1	O&M Cost for First year	Y1	1		18.00%	0	0
3	Y2	O&M Cost for Second year	Y1 + 12 M	2		18.00%	0	0
4	Y3	O&M Cost for Third year	Y1 + 24 M	3		18.00%	0	0
5	Y4	O&M Cost for Fourth year	Y1 + 36 M	4		18.00%	0	0
6	Y5	O&M Cost for Fifth year	Y1 + 48 M	5		18.00%	0	0
7	Y6	O&M Cost for Sixth year	Y1 + 60 M	6		18.00%	0	0
8	Y7	O&M Cost for Seventh year	Y1 + 72 M	7		18.00%	0	0
9	Y8	O&M Cost for Eighth year	Y1 + 84 M	8		18.00%	0	0
10	YW	O&M Cost for Warranty year	Y1 + 96 M	9		18.00%	0	0
TOTAL					₹ 0		₹ 0	₹ 0

Refer Format 14 of the BoQ template attached with this RFP.

Instructions and Guidelines for Bidders:

1. This Format shall use the costs provided by the Bidder in Format 5 to derive the Total Net Present Value (NPV) for the CPP Contact Centre operations involved in CPP project.
2. Refer section 6.18.6.2 for more details on the methodology used to derive the NPV values
3. The Bidder is not permitted to modify the cells marked in Grey color.
4. All the costs will be automatically derived from the values provided by the Bidder as per point no. 1 above.



10.19 Format 9. Compliance Sheet for Financial Proposal

S No	Basic Requirement	Documents Required	Provided	Reference & Page Number
	Covering Letter	As per Appendix II, Format 1	Yes / No	
	Financial Bid – Total Commercial Quote	Appendix II – Format 2	Yes / No	
	Financial Bid	Appendix II – Format 3 to Format 8	Yes / No	

11. Appendix III. Template for PBG and Integrity Pact

11.1 Format 1. Performance Bank Guarantee

PERFORMANCE SECURITY:

To: <Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for Implementation of Centralized Pension Project (CPP) to Comptroller and Auditor General of India (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value> (Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value



in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

Our liability under this bank guarantee shall not exceed **Rs. <Insert Value> (Rupees <Insert Value in Words> only).**

This bank guarantee shall be valid up to **<Insert Expiry Date>**

In case Government of India notifies any increase in PBG rates post submission of the Bid, we agree to provide an additional/enhanced PBG for the incremental value.

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date> failing which our liability under the guarantee will automatically cease.



11.2 Format 2. Integrity Pact

(This is to be executed on a duly notarised stamp paper of Rs 100)

INTEGRITY PACT

Between

Indian Audit and Accounts Department (IA&AD) hereinafter referred to as "**The Principal/Purchaser**",
and

..... hereinafter referred to as "**The Bidder/ Contractor**"

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for Selection of System Integrator for Implementation, Rollout & Operation and Maintenance of 'Centralized Pension Project' (CPP) Project. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

Section 1 - Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members or through intermediaries, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.



2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

1. The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
 - a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm or through intermediaries, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non- submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
 - e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.



2. The Bidder(s)/ Contractor(s) will not instigate third party persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process and to exclude the Bidder(s)/Contractor(s) from future business dealings, as per the existing provisions of GFR, 2017, Prevention of Corruption Act, 1988 and other Financial Rules/Guidelines etc.

Section 4 - Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise or any Government Department in India that could justify his exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial Rules/Guidelines etc.



Section 6 - Equal treatment of all Bidders / Contractors / Subcontractors

1. In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Subcontractor.
2. The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s) Contractor(s) /Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Purchaser IA&AD.

Section 9 - Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.



4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder/ Contractor)

(Office Seal)

(Office Seal)

Place_____

Place_____

Date_____

Date_____

Witness 1:_____

Witness 1:_____

(Name & Address)_____

(Name & Address)_____

Witness 2:_____

Witness 2:_____

(Name & Address)_____

(Name & Address)_____



***** End of Document *****

General Instructions to fill Financial Bid.**(Refer Appendix II of RFP Vol-2 also for detailed guidelines and instructions on filling each of these Formats)**

1	Amount shall be entered in Figures in the BoQ templates (E.g. 30,00,000 and not 30 Lakh), unless mentioned to enter the amount in Words.
2	The Bidder is not permitted to modify the cells marked in Grey color. Bidder is expected to enter values in cells that are shown in White color.
3	To meet the solution requirements, the Bidder may add row(s) for additional line items, if required, in the sheets that allow for such additions.
4	Wherever bidder is adding a new row, bidder must ensure consistency and correctness of the formula. Bidder shall remove any formula in any of the commercial formats in any circumstances.
5	Bidder must not change any columns or the formatting of any of the cells. However it is permitted to add additional information wherever felt necessary as a note at the end of the sheet.
6	Bidder has to ensure that Serial number, Line items of Technical proposal and Financial proposal are same for all the additional line items added over and above the provided format.
7	Numbers provided in Quantity are minimum quantity and Bidder can't reduce it. However bidder is free to increase the quantity to meet the solution requirements for only those cells which are marked in White color. Also, If a quantity cell is blank, it means bidder has to fill the quantity based on its proposed solution.
8	The bidder shall not enter total amount for multiple line items/Categories. If a Line item/Category has multiple sub-components having different Units and Unit rate, then Bidder must provide it accordingly by inserting additional rows, wherever applicable. Bundled rates shall not be acceptable
9	Bidder has to submit all unpriced Financial formats along with Technical proposal. The "OEM, Make & Model" should be filled where relevant. The information entered in Commercial Format and Technical proposal should be the same, except for the costs which are to be mentioned ONLY in the Financial Bid.
10	"Annual Technical support (ATS)" includes Annual Technical support for System software and Annual Maintenance Cost (AMC) for Hardware/ Appliance.
11	The Column Y0 refers to the cost relating to ATS/AMC during the duration which starts from start of project to beginning of Y1 of the O&M Phase that starts from Go-live of Milestone M1.
12	YW: means O&M cost associated with 6 months of warranty after project completion. The associated cost must be entered, wherever applicable.
13	Format 7 & 8: Bidder may propose different quantity in different Years (Y0-Y8) in line with the requirements and specifications mentioned in RFP Vol-1 Annexure A, B, C, D and Vol-3 Annexure A.
14	Bidder shall ensure that "Tax %" Column is filled. Tax rates mentioned in the BoQ sheets are the indicative rates applicable at the time of Bidding. However, payments (including the taxes) to the Bidder shall be made based on the rates prevailing at the applicable period.
15	The one time cost for hardware may include support cost for a few years. In such cases, the ATC cost after expiry of support may be different.
16	The values in FORMAT 2A-TCV, 2B-NPV, 11, 12A, 12B, 13 and 14 will be auto-filled based upon the values from Formats 3A, 3B, 4, 5, 6A, 6B, 7, 8, 9 and 10 as specified in the Format 2A-TCV and 2B-NPV.
17	The responsibility of ensuring the accuracy of the information provided in this format lies with the Bidder.

FORMAT 2A				TOTAL COMMERCIAL VALUE			
S.No	Format Number	Format Title	Track #	Format Description	Cost Excluding Taxes (INR)	Tax Rate (%)	Cost Including Taxes (INR)
1	3A	Milestone M1: Phase 1 Stage 1 Development Team (Fixed Cost)	Track 2	Resources costs for CPP Application Design, Development, Testing, Implementation and Rollout of Phase-1 Stage -1	₹ 0	18%	₹ 0
2	3B	Milestone M2: Phase 1 Stage 2 Development Team (Fixed Cost)	Track 2	Resources costs for CPP Application Design, Development, Testing, Implementation and Rollout of Phase-1 Stage -2	₹ 0	18%	₹ 0
3	4	Milestone M3: Phase 2 Stage 1 & 2 Development Team (T&M)	Track 2	Resources costs for CPP Application Design, Development, Testing, Implementation and Rollout of Stage-1 and Stage -2 of Phase-2	₹ 0	18%	₹ 0
4	5	O&M Resource Cost (Fixed Cost)	Track 6	Resources costs for Operations and Maintenance of CPP Application starting from Rollout of Phase-1 Stage-1 till end of Project.	₹ 0	18%	₹ 0
5	6A	Infrastructure Cost for DC-1 (Primary) Development, Testing, UAT, Training, Pre-Production for entire life of Project	Track 1	Infrastructure costs required for setup of DC-1 for Development, Testing, UAT, Training, Pre-Production of CPP for entire life of project	₹ 0	18%	₹ 0
6	6B	Infrastructure Cost for DC-2 (Secondary) Development, Testing, UAT, Training, Pre-Production for entire life of Project	Track 1	Infrastructure costs required for setup of DC-2 for Development, Testing, UAT, Training, Pre-Production of CPP for entire life of project	₹ 0	18%	₹ 0
7	7	Infrastructure Cost for DC-1 (Primary) for Production environment	Track 3	Infrastructure costs for setup of DC-1 for Production environment of CPP	₹ 0	18%	₹ 0
8	8	Infrastructure Cost for DC-1 (Primary) for Production environment	Track 3	Infrastructure costs for setup of DC-1 for Production environment of CPP	₹ 0	18%	₹ 0
11	9	Training Cost	Track 5	Training Cost	₹ 0	18%	₹ 0
12	10	Cost for operationalizing Centralized Contact Centre starting from CPP Phase-1 Stage-1 till end of Project (Fixed Cost)	Track 4	Cost for operationalizing Centralized Contact Centre, including Contact Centre solution as well as Human resources, starting from CPP Phase-1 Stage-1 till end of Project	₹ 0	18%	₹ 0
A.	Total Commercial Value of Bid (Format Nos. 3A+3B+4+5+6A+6B+7+8+9+10) in Indian Rupees				₹ 0		₹ 0
Total Cost (In Words, INR) Inclusive of Taxes							

FORMAT 2B		TOTAL NET PRESENT VALUE (NPV)			
TOTAL EFFECTIVE NPV BID VALUE (Based on NPV)		Discount Rate for NPV Calculations		8%	
S.No	Format Reference	Format Title	Formats Description	Actual Value (In INR, Inclusive of Taxes)	NPV Value (In INR, Inclusive of Taxes)
1	11	NPV for Infrastructure and Security components and Services	Costs provided by the Bidder for Infrastructure and Security Components & services in Formats 6A + 6B + 7 + 8 have been considered. NPV for Infrastructure and Security Components & services derived from the distribution of the payment plan as per the Principles of QCBS evaluation specified in Vol-2 Section 6.18.6.1	₹ 0	₹ 0
2	12A	NPV for Human Resources (For Development Milestones)	NPV for Human Resources costs pertaining to Development Milestones shall be derived from the costs given in Formats 3A + 3B+ 4 by the Bidder.	₹ 0	₹ 0
3	12B	NPV for Human Resources (For O&M Phase)	NPV for Human Resources costs pertaining to O&M phase shall be derived from the costs given in Format 5 by the Bidder.	₹ 0	₹ 0
4	13	NPV for Training Costs	NPV for Training costs shall be derived from the costs given in Format 9 by the Bidder.	₹ 0	₹ 0
5	14	NPV for Centralized Contact Centre	NPV for Centralized Contact Centre costs that include Contact Centre Solution as well as Human Resources shall be derived from the costs given in Formats 10 by the Bidder.	₹ 0	₹ 0
B.		TOTAL Effective NPV Bid value (Format Nos. 11+12A+12B+13+14) (INR, Inclusive of Taxes)		₹ 0	₹ 0
Total Effective NPV Bid value (In Words, INR) Inclusive of Taxes					

FORMAT 3A		Milestone M1: Phase-1 Stage-1 Development Team (Fixed Cost)				
S No	Resource Type	Minimum Quantity	Actual Quantity Proposed by Bidder	Cost Per resource Per Month (in INR, Excluding Taxes)	No. of Months	Total Cost (In INR, Excluding Taxes)
			A	B		D = A X B X C
1	Project Manager	1	1		9	₹ 0
2	Scrum Master	3	3		9	₹ 0
3	Enterprise Solution Architect	1	1		9	₹ 0
4	Sr. Business Analyst	1	1		9	₹ 0
5	Cloud Architect	1	1		9	₹ 0
6	Security Architect	1	2		9	₹ 0
7	QC Expert	1	1		9	₹ 0
8	Business Analyst	3	3		9	₹ 0
9	Developers / Sr Developers	15	15		9	₹ 0
10	UX/ UI Designer	2	4		9	₹ 0
11	Test Lead	1	1		9	₹ 0
12	Tester	6	4		9	₹ 0
13	Data Preparation / Migration Expert	1	1		9	₹ 0
14	Cloud Database Administrator	2	2		9	₹ 0
15	Cloud System/ Component/Services Administrator	2	2		9	₹ 0
16	Performance Tester	1	1		2	₹ 0
17	Security Tester	1	1		2	₹ 0
18	Technical Writer	2	2		5	₹ 0
	Add row(s) here for additional Roles					₹ 0
Row Intentionally left Blank						
	Total Cost (In Figures, INR), Excluding Taxes	45	46			₹ 0
	Total Cost (In Words, INR) Excluding Taxes					

FORMAT 3B			Milestone M2: Phase-1 Stage-2 Development Team (Fixed Cost)			
S No	Resource Type	Minimum Quantity	Actual Quantity Proposed by Bidder	Cost Per resource Per Month (in INR, Excluding Taxes)	No. of Months	Total Cost (In INR, Excluding Taxes)
			A	B		D = A X B X C
1	Project Manager	1	1		6	₹ 0
2	Scrum Master	3	3		6	₹ 0
3	Enterprise Solution Architect	1	1		6	₹ 0
4	Sr. Business Analyst	1	1		6	₹ 0
5	Cloud Architect	1	4		6	₹ 0
6	Security Architect	1	1		6	₹ 0
7	QC Expert	1	1		6	₹ 0
8	Business Analyst	3	3		6	₹ 0
9	Developers / Sr Developers	12	12		6	₹ 0
10	UX/ UI Designer	2	4		6	₹ 0
11	Test Lead	1	1		6	₹ 0
12	Tester	6	2		6	₹ 0
13	Data Preparation / Migration Expert	1	1		6	₹ 0
14	Cloud Database Administrator	1	1		6	₹ 0
15	Cloud System Administrator	1	1		6	₹ 0
16	Performance Tester	1	1		2	₹ 0
17	Security Tester	1	1		2	₹ 0
18	Technical Writer	2	2		4	₹ 0
	Add row(s) here for additional Roles					₹ 0
Row Intentionally left Blank						
	Total Cost (In Figures, INR), Excluding Taxes	40	41			₹ 0
	Total Cost (In Words, INR) Excluding Taxes					

FORMAT 4		Milestone M3: Phase-2 Development Team (T&M)			
S No	Resource Type	Quantity	Cost Per resource Per Month (in INR, Excluding Taxes)	No. of Months	Total Cost (In INR, Excluding Taxes)
		A	B	C	D = A X B X C
1	Project Manager	1		9	₹ 0
2	Scrum Master	3		9	₹ 0
3	Enterprise Solution Architect	1		9	₹ 0
4	Sr. Business Analyst	1		9	₹ 0
5	Cloud Architect	1		9	₹ 0
6	Security Architect	1		9	₹ 0
7	QC Expert	1		9	₹ 0
8	Business Analyst	3		9	₹ 0
9	Developers / Sr Developers	12		9	₹ 0
10	UX/ UI Designer	2		9	₹ 0
11	Test Lead	1		9	₹ 0
12	Tester	6		9	₹ 0
13	Data Preparation / Migration Expert	1		9	₹ 0
14	Cloud Database Administrator	1		9	₹ 0
15	Cloud System Administrator	1		9	₹ 0
16	Performance Tester	1		2	₹ 0
17	Security Tester	1		2	₹ 0
18	Technical Writer	2		5	₹ 0
	Add row(s) here for additional Roles				₹ 0
Row Intentionally left Blank					
	Total Cost (In Figures, INR), Excluding Taxes	40			₹ 0
	Total Cost (In Words, INR) Excluding Taxes				

FORMAT 5 - O&M Resource Cost (Fixed Cost)		Annual Rate of Increment																								BX										
		Year 1 (Per Support ML & MQ)				Year 2				Year 3				Year 4				Year 5				Year 6				Year 7				Year 8				Year of Warranty (YW)		Total Cost (Excluding Taxes)
		Qty	Unit Price (Yearly, INR)	Total Cost (INR)		Qty	Unit Price (Yearly)	Total Cost		Qty	Unit Price (Yearly)	Total Cost		Qty	Unit Price (Yearly)	Total Cost		Qty	Unit Price (Yearly)	Total Cost		Qty	Unit Price (Yearly)	Total Cost		Qty	Unit Price (Yearly)	Total Cost	Qty	Unit Price (Yearly)	Total Cost					
S/No	Resource Type	Q1	U1	Y1 = Q1 x U1	Q2	U2	Y2 = Q2 x U2	Q3	U3	Y3 = Q3 x U3	Q4	U4	Y4 = Q4 x U4	Q5	U5	Y5 = Q5 x U5	Q6	U6	Y6 = Q6 x U6	Q7	U7	Y7 = Q7 x U7	Q8	U8	Y8 = Q8 x U8	QW	UW	YW = QW x UW/2	Y1+Y2+Y3+Y4+Y5+Y6+Y7+Y8+YW	Σ = W						
1	Operations Manager	1		₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	₹ 0	₹ 0						
2	Application Support Engineer	2		₹ 0	3	₹ 0	₹ 0	3	₹ 0	₹ 0	2	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
3	BAE Specialist	2		₹ 0	3	₹ 0	₹ 0	3	₹ 0	₹ 0	2	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
4	Developer/Jr. Developer	2		₹ 0	4	₹ 0	₹ 0	4	₹ 0	₹ 0	3	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
5	Tester	2		₹ 0	3	₹ 0	₹ 0	3	₹ 0	₹ 0	2	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
6	Cloud Database administrator	2		₹ 0	2	₹ 0	₹ 0	2	₹ 0	₹ 0	2	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
7	Cloud System Administrator	2		₹ 0	2	₹ 0	₹ 0	2	₹ 0	₹ 0	2	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
8	Cloud Security Administrator	1		₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
9	Infrastructure Manager	1		₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
10	Analyst - ERP and CRM	2		₹ 0	2	₹ 0	₹ 0	2	₹ 0	₹ 0	2	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
11	SOC Monitoring Team (for 24x7) Support	2		₹ 0	4	₹ 0	₹ 0	4	₹ 0	₹ 0	4	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
12	ITSM Manager	1		₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	1	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
13	Analyst (Application & Database - Security)	2		₹ 0	2	₹ 0	₹ 0	2	₹ 0	₹ 0	2	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0							
Total Cost (Per Figure, INR), Excluding Taxes				₹ 0			₹ 0			₹ 0			₹ 0			₹ 0			₹ 0			₹ 0			₹ 0			₹ 0		₹ 0						
Total Cost (BX Words, INR) Excluding Taxes				₹ 0			₹ 0			₹ 0			₹ 0			₹ 0			₹ 0			₹ 0			₹ 0			₹ 0		₹ 0						

FORMAT 6A			Infrastructure Cost for DC-1 (Primary) Development, Testing, UAT, Training & Pre-Production (For entire life of Project)																					
S. No	Category	Item	Item Description	OEM Make & Model	Category of Component / Service	Component / Service Metrics				Annual Recurring Cost (Exclusive of Taxes)														Total Cost of Ownership (Exclusive of Taxes)
						Unit	Qty	Unit Rate (INR)	One-time Cost (OTC) (In INR, Excluding Taxes)	M0 (Pre-M1) (in INR)	Y1 = (From start of M1 + 1 Year) (in INR)	Y2 = (Y1 + 1 Year) (in INR)	Y3 = (Y2 + 1 Year) (in INR)	Y4 = (Y3 + 1 Year) (in INR)	Y5 = (Y4 + 1 Year) (in INR)	Y6 = (Y5 + 1 Year) (in INR)	Y7 = (Y6 + 1 Year) (in INR)	Y8 = (Y7 + 1 Year) (in INR)	YW (in INR)					
							(A)	(B)	(C) =AxB	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	P = C + F + G + H + I + J + K + L + M + N + O				
1	Storage	Storage	For Pensioner Portal		Licensed	GB			0												0			
			For Backoffice Application		Managed Service	Per Hour			0												0			
2	Backup	Backup	Backup of all these environments in DC-1			GB			0												0			
									0												0			
3	Compute/ Containerized services	Compute/ Containerized Services	For Pensioner Portal						0												0			
			For Backoffice Application						0												0			
4	Developer Tools	Devops	For Non-Prod environments						0												0			
5	Project Management	Product Backlog Management	For Non-Prod environments						0												0			
6	Database	DBMS	For Pensioner Portal						0												0			
		DBMS	For Backoffice Application						0												0			
7	Integration	SFTP services	For Pensioner Portal & Backoffice application						0												0			
		BPM capabilities							0												0			
8	Business Process Management System	WebServer	For Pensioner Portal & Backoffice application						0												0			
		Application Server							0												0			
		BRM capabilities							0												0			
9	Business Rules Management System	WebServer	For Backoffice application						0												0			
		Application Server							0												0			
		Server Monitoring							0												0			
10	Monitoring and Reporting	Database Monitoring	For Pensioner Portal & Backoffice application						0												0			
		Dashboard & Centralized Reporting							0												0			
11	Security	DLP	DLP for developer team Desktops/Laptops						0												0			
		Anti-virus, Anti-Malware, Anti-Spam	For servers in these aforesaid environments						0												0			
12	Network	VPN	OSM System Administrators will connect to DC cloud (Pension Portal & Backoffice)						0												0			
13	User Authentication and Management	Identity and Access Management	For Backoffice application						0												0			
			For Pensioner Portal						0												0			
14	Reporting	Reporting Capability	Reporting for Pension & Backoffice						0												0			
15	Certificate Management	SSL Certificate	For Pensioner Portal & Backoffice application						0												0			
16			<= Blank Row for inserting any other additional item(s) as may be required by the Bidder						0												0			
Total										₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0	₹ 0			
Grand Total Cost of Ownership (In Figures, INR), Excluding Taxes																					₹ 0			
Grand Total Cost of Ownership (In Words, INR), Excluding Taxes																					₹ 0			

Grand Total Cost of Ownership (in Figures, NPV), Excluding Taxes	10
Grand Total Cost of Ownership (in Words, NPV), Excluding Taxes	

Grand Total Cost of Ownership (in Figures, INR), Excluding Taxes	10
Grand Total Cost of Ownership (in Words, INR), Excluding Taxes	

FORMAT 9		Training Costs (Fixed Costs)		
S No	Title of Training	Quantity/ Batch	Unit Cost Per training (Excluding Taxes)	Total Cost (Excluding Taxes)
		A	B	C = A X B
1.	Agile Methodology Training	2		₹ 0
2.	Toolchain Training	2		₹ 0
3.	Training on the functional help desk tool	3		₹ 0
4.	Application Training Phase 1	21		₹ 0
5.	Application Training Phase 2	21		₹ 0
6.	CPP System Admin Training	3		₹ 0
7.	Designing of MIS Reports/ dashboards	21		₹ 0
8.	UAT Training Phase 1	9		₹ 0
9.	UAT Training Phase 2	18		₹ 0
Row Intentionally left Blank				
	Total Cost (In Figures, INR), Excluding Taxes			₹ 0
	Total Cost (In Words, INR) Excluding Taxes			

FORMAT 10			Cost for operationalizing CPP Contact Centre starting from CPP Phase-1 Stage-1 till end of Project (Fixed Cost)																				Annual Rate of Increment																				9%	
S. No.	Category	Item	Item Description	OEM Make & Model	Unit of Measure	Qty (A)	Unit Rate for V0 & T1 (B)	One-time cost (in INR, Excluding Taxes) (C)=VAB	M0 (Pre-M0) (in INR)						Y1 – (M1 Start + 2 Year) (in INR)			Y2 – (Y1 + 1 Year) (in INR)			Y3 – (Y2 + 1 Year) (in INR)			Y4 – (Y3 + 1 Year) (in INR)			Y5 – (Y4 + 1 Year) (in INR)			Y6 – (Y5 + 1 Year) (in INR)			Y7 – (Y6 + 1 Year) (in INR)			Y8 – (Y7 + 2 Year) (in INR)			Y9 (for 6 months) (in INR)			Total Cost of Ownership (Including Taxes)		
									Annual Unit Rate		Qty	No. of Months	Total Cost (D)	Unit Rate	Qty	Total Cost (E)	Unit Rate	Qty	Total Cost (F)	Unit Rate	Qty	Total Cost (G)	Unit Rate	Qty	Total Cost (H)	Unit Rate	Qty	Total Cost (I)	Unit Rate	Qty	Total Cost (J)	Unit Rate	Qty	Total Cost (K)	Unit Rate	Qty	Total Cost (L)	Q=C+D+G+H+I+J+K+L+M+N=O+P						
1	Contact Centre Solution	CPP Contact Centre Solution	For Real time interaction support for Back office staff users		Nos.	1		0			0			0			0			0			0			0			0			0			0									
2	Contact Centre Human Resources (on TBM mode)	Human resources for operating Contact Centre and providing L2/L3 Support for CPP Applications	Application Support Manager	NA	Person-Month	NA		NA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
		Manager - L2 and L3	NA	Person-Month	NA		NA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
		Analyst- L2	NA	Person-Month	NA		NA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
		Analyst- L3	NA	Person-Month	NA		NA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
3	*) Blank Row for inserting any other additional item(s) as may be required by the Bidder							0			0			0			0			0			0			0			0			0			0			0						
Year-wise Total Cost of Ownership (NMR)									0		0		0		0		0		0		0		0		0		0		0		0		0		0		0	9.0						
Grand Total Cost of Ownership (In Figures, NMR), Excluding Taxes																																							0.0					
Grand Total Cost of Ownership (In Words, NMR), Excluding Taxes																																												

FORMAT 11 - Payment Plan for Infrastructure and Security components and Services														
Total Cost for Infrastructure and Security components and Services (Sum of Formats 6A, 6B, 7 and 8) (In INR, Exclusive of Taxes)				0										
S.No	Milestone	Description	Timelines as per RFP (in Months, from Start date of the Project i.e., T0)	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Maximum Permissible % Payment during the Year	Cumulative Maximum Permissible % Payment upto the Year	Cumulative Maximum Permissible Payment Amount upto the Year (Excluding Taxes, INR) (I)	Payment Plan calculated based on Costs proposed by Bidder in Formats 6A, 6B, 7 and 8 for the Year (Excluding Taxes, INR) (J)	Cumulative Payment Plan calculated based on Costs proposed by Bidder in Formats 6A, 6B, 7 and 8 upto the Year (Excluding Taxes, INR) (K)	Is Cumulative Payment Plan proposed by the Bidder complies with Cumulative Max. permissible Payment upto the Year ? (i.e. Is I >= K)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	M0	Set up of PDC & DRC for Phase-1 Stage 1 (i.e., Actual setup or 5 months whichever is later)	T0 + 5M	Y1 - 3M	0	5%	5.00%	0	0	0	Compliant	18.00%	0	0
2	M1 / Y1	Go-Live of Phase-1: Stage 1 and marks the commencement of O&M period (70% payment)	T0 + 9M	Y1	1	20%	25.00%	0	0	0	Compliant	18.00%	0	0
	M2	Go-Live of Phase-1 Stage 2 (Remaining 30% payment)	T0 + 15M	Y1 + 6M					-					
3	Y2	Commencement of Second year of O&M phase (70% payment)	T0 + 21M	Y1 + 12 M	2	10%	35.00%	0	0	0	Compliant	18.00%	0	0
	M3	Go-Live of Phase-2 (State-Wise) (Remaining 30% payment)	T0 + 24M	Y1 + 15M					-					
4	Y3	Commencement of Third year of O&M phase	T0 + 33M	Y1 + 24 M	3	10%	45.00%	0	0	0	Compliant	18.00%	0	0
5	Y4	Commencement of Fourth year of O&M phase	T0 + 45M	Y1 + 36 M	4	10%	55.00%	0	0	0	Compliant	18.00%	0	0
6	Y5	Commencement of Fifth year of O&M phase	T0 + 57M	Y1 + 48 M	5	10%	65.00%	0	0	0	Compliant	18.00%	0	0
7	Y6	Commencement of Sixth year of O&M phase	T0 + 69M	Y1 + 60 M	6	10%	75.00%	0	0	0	Compliant	18.00%	0	0
8	Y7	Commencement of Seventh year of O&M phase	T0 + 81M	Y1 + 72 M	7	10%	85.00%	0	0	0	Compliant	18.00%	0	0
9	Y8	Commencement of Eighth year of O&M phase	T0 + 93M	Y1 + 84 M	8	10%	95.00%	0	0	0	Compliant	18.00%	0	0
10	YW	End of Y8 which marks end of O&M period - Payment at the end of warranty period (6 months after end of O&M)	T0 + 105M	Y1 + 96 M	9	5%	100.00%	0	0	0	Compliant	18.00%	0	0
TOTAL						100%			₹ 0				₹ 0	₹ 0

FORMAT 12A - Payment Plan for Human Resources (For Delivery Milestones)									
Total Cost for Human Resources for Development (Sum of Formats 3A + 3B + 4)				0					
S.No	Milestone	Description	Timelines as per RFP (in Months, from Start date of the Project i.e., T0)	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Payment Plan (Excluding Taxes, INR)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	M1	Development cost for Phase-1 Stage-1	T0 + 9M	Y1	1	0	18%	0	0
2	M2	Development cost for Phase-1 Stage-2	T0 + 15M	Y1 + 6 M	2	0	18%	0	0
3	M3	Development cost for Phase-2 Stage-1 & 2	T0 + 24M	Y1 + 15 M	3	0	18%	0	0
TOTAL						₹ 0		₹ 0	₹ 0

FORMAT 12B - Payment Plan for Human Resources (For O&M Phase)

Total Cost for Human Resources for O&M Phase (Format 5)				0					
S .No	Milestone	Description	Timelines as per RFP (in Months, from Start date of the Project i.e., T0)	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Payment Plan (Excluding Taxes, INR)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	Y1	O&M Resource Cost for First year	T0 + 9M	Y1	1	0	18.00%	0	0
2	Y2	O&M Resource Cost for Second year	T0 + 21M	Y1 + 12 M	2	0	18.00%	0	0
3	Y3	O&M Resource Cost for Third year	T0 + 33M	Y1 + 24 M	3	0	18.00%	0	0
4	Y4	O&M Resource Cost for Fourth year	T0 + 45M	Y1 + 36 M	4	0	18.00%	0	0
5	Y5	O&M Resource Cost for Fifth year	T0 + 57M	Y1 + 48 M	5	0	18.00%	0	0
6	Y6	O&M Resource Cost for Sixth year	T0 + 69M	Y1 + 60 M	6	0	18.00%	0	0
7	Y7	O&M Resource Cost for Seventh year	T0 + 81M	Y1 + 72 M	7	0	18.00%	0	0
8	Y8	O&M Resource Cost for Eighth year	T0 + 93M	Y1 + 84 M	8	0	18.00%	0	0
9	YW	O&M Resource Cost for Warranty year	T0 + 99M	Y1 + 96 M	9	0	18.00%	0	0
TOTAL						₹ 0		₹ 0	₹ 0

FORMAT 13 - Payment Plan for Training									
Total Cost for Training (Format 9)			0						
S .No	Milestone	Description	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Proportion of Total Training Cost	Total Cost (Excluding Taxes, INR)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	M1	Training Costs for M1	Y1	1	40%	0	18.00%	0	0
2	M2	Training Costs for M2	Y1 + 6 M	2	30%	0	18.00%	0	0
3	M3	Training Costs for M3	Y1 + 15 M	3	30%	0	18.00%	0	0
TOTAL					100%	₹ 0		₹ 0	₹ 0

FORMAT 14 - Payment Plan for CPP Contact Centre								
Total Cost for Operationalization of Contact Centre Solution and Human Resources (Format 10)			0					
S .No	Milestone	Description	Timeline as per RFP (in Months, from start of O&M)	Discount Year	Total Cost of Contact Centre Solution & Human Resources (Excluding Taxes, INR)	Tax Rate (%)	Final Payment Plan (Including Taxes, INR)	NPV for Final Payment Plan (INR)
1	M0	1) One-time setup costs of Contact Centre Solution 2) O&M resource cost for the period prior to Go-live of M1	Pre Y1	0	0	18.00%	0	0
2	M1 / Y1	O&M Cost for First year	Y1	1	0	18.00%	0	0
3	Y2	O&M Cost for Second year	Y1 + 12 M	2	0	18.00%	0	0
4	Y3	O&M Cost for Third year	Y1 + 24 M	3	0	18.00%	0	0
5	Y4	O&M Cost for Fourth year	Y1 + 36 M	4	0	18.00%	0	0
6	Y5	O&M Cost for Fifth year	Y1 + 48 M	5	0	18.00%	0	0
7	Y6	O&M Cost for Sixth year	Y1 + 60 M	6	0	18.00%	0	0
8	Y7	O&M Cost for Seventh year	Y1 + 72 M	7	0	18.00%	0	0
9	Y8	O&M Cost for Eighth year	Y1 + 84 M	8	0	18.00%	0	0
10	YW	O&M Cost for Warranty year	Y1 + 96 M	9	0	18.00%	0	0
TOTAL					₹ 0		₹ 0	₹ 0