REQUEST FOR PROPOSAL

INTEGRATED HEADQUARTERS OF MINISTRY OF DEFENCE (NAVY)
DIRECTORATE OF CIVILIAN PERSONNEL
NEW DELHI -110011

INVITATION OF BIDS FOR DEVELOPMENT OF SOFTWARE APPLICATION FOR CREATION OF NAVAL CIVILIAN MANAGEMENT INFORMATION SYSTEM AT IHQ MOD(N)/DCP, NEW DELHI

Request for Proposal (RFP)

1.   Bids under **two - bid system** i.e. Technical Bid and Commercial Bid to be submitted in separate sealed covers are invited for 'Development of Software Application for Creation of Naval Civilian Management Information System' as per details at enclosures for IHQ MoD (N). Please superscribe the above mentioned Title, RFP number and date of opening of the Bids on the two sealed covers to avoid the Bid being declared invalid.

2.   The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below:-

(a)   Bids/queries to be addressed to:-

Principal Director Civilian Personnel
Directorate of Civilian Personnel
Room No. - 102, D–II Wing, Sena Bhawan,
Integrated Headquarters of Ministry of Defence (Navy)
New Delhi - 110011

(b)   Postal address for sending the Bids:-

Principal Director Civilian Personnel
Directorate of Civilian Personnel
Room No. - 102, D–II Wing, Sena Bhawan,
Integrated Headquarters of Ministry of Defence (Navy)
New Delhi - 110011

(c)   Name/designation of the contact personnel: **Baban Preet Kaur, Administrative Officer - II**

(d)   Telephone numbers of the contact personnel: **011-23010243, 011-23011589**

(e)   E-mail ids of contact personnel: **dcp-navy@nic.in**

(f)   Fax number: **011-23013700**

3.   This RFP is divided into five Parts as follows.

(a)   **Part I** – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.

(b)   **Part II** – Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.

(c)   **Part III** – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

(d)   **Part IV** – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

(e)   **Part V** – Contains Evaluation Criteria and Format for Price Bids.

4.   Pre-bid Vendor Conference.   The system is fairly complex and needs a thorough understanding of the underlying naval civilian processes. To bring all vendors at par a pre bid vendor conference will be organised within two to three weeks of floating the tender enquiry. All vendors should attend this conference. A maximum of two representatives of a vendor would be permitted to attend the conference. The Buyer will answer all questions raised by vendors during this conference. If any question cannot be answered immediately, written replies will be sent to all vendors. A summary of all questions asked and answers provided will be subsequently forwarded to all vendors irrespective whether the vendor had attended the conference or not. All vendors will be deemed to have attended the conference even if a vendor remains absent and does not attend the conference. After the conference, the buyer will not entertain any clarifications from the vendors, on the technicalities of the tender enquiry. However, the buyer reserves the right to seek clarifications on the T-bids submitted by the vendors during technical evaluation of the bids. It must be borne in mind that vendors will not be given a chance to revise Q-bids once submitted, under any circumstances. The vendors may ask for visit to any nominated ship and / or establishment for on-site understanding of the complexities of the proposed system. The final T-bids and Q-bids will have to be submitted within three weeks of the pre-bid vendor conference.
A pre-bid conference will be held at Room No 102, D-II Wing, Sena Bhawan, IHQ MoD(N)/DCP, New Delhi at __**1500**__ **Hrs** on __**17 Apr 15**__ (03 weeks prior to opening of bids). In order to obtain the requisite security clearance, the vendors are to forward the following information with regard to the participants (maximum 02 representatives per vendor). The information is to be forwarded at-least two days prior to the Pre-Bid Conference date.

(a)   Name, Nationality, Age, Address and Contact Nos.
(b)   Any other information relevant to the subject.

5.   The aforesaid information is to be forwarded to DCP by 1800 Hrs (two days prior to pre-bid conference date) either through e-mail (dcp-navy@nic.in) or to Room No. 102, First Floor, 'D-II' – Wing, Sena Bhavan, New Delhi - 110011. He can also

be contacted on telephone No 91-11-23010243, 011-23011589 and Fax no 91-11-23013700.

6.   This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.

7.   Life Cycle Costing.   All vendors are required to provide life cycle costing for the proposed system for a period of 3 years after expiry of the first year warranty. The life cycle costing must include AMC charges for proprietary software, customisation of software, licensing of software, and upgradation of software, associated migration costs, cost of training, etc. All components, which constitute the life cycle cost, must be clearly indicated in the Q-bid. It must be borne in mind that life cycle cost will be a major factor in deciding the most commercially competent vendor. However, this does not imply that the same vendor will necessarily be awarded the contract for AMC. L1 will be determined based on the total cost including AMC.

Part I : GENERAL CONSIDERTAIONS

1.   **Last Date and Time for Depositing the Bids**:   **1200 Hrs on 08 May 2015**

The sealed Bids (both Technical and Commercial) should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder.

2.   **Manner of Depositing the Bids**. Sealed Bids should be sent by registered post at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non delivery/ non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.

3.   **Time and Date for Opening of Bids**.   **1500 Hrs on 08 May 2015**

      (If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

4.   **Place of Opening of the Bids**:-

      Directorate of Civilian Personnel (PDCP)
      Room No 102, D – II Wing, Sena Bhavan,
      Integrated Headquarters of Ministry of Defence (Navy)
      New Delhi - 110011

5.   The Bidders may depute their representatives, duly authorised in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

6.   **Two-Bid System**.Only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the Commercial Bid will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the Buyer.

7.   **Forwarding of Bids**.Bids should be forwarded by Bidders under their original memo/ letter pad inter alia furnishing details like TIN number, VAT/CST number, Bank address with EFT Account if applicable, etc and complete postal and e-mail address of their office.

8.   **Clarification Regarding Contents of the RFP**.A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought not later than 24 days prior to the date of opening of the Bids. Copies of the query and clarification by the purchaser will be sent to all prospective bidders who have received the bidding documents.

9. **Modification and Withdrawal of Bids**. A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

10. **Clarification Regarding Contents of the Bids**. During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

11. **Rejection of Bids**. Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

12. **Validity of Bids**.The Bids should remain **valid till 06 months** from the last date of submission of the Bids. Non compliance may result in rejection of bid.

13. **Extension of Tender Opening Date**. Any request for extension of tender opening date must reach this office latest by 20 Apr 15 No request for extension will be considered after that.

14. **Earnest Money Deposit**. Bidders are required to submit Earnest Money Deposit (EMD) for amount of ₹ **1.5 Lakhs** along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per Form DPM-16 of Defence Procurement Manual (DPM) 2009 (Available in MoD website and can be provided on request). EMD is to remain valid for a period of **forty-five days beyond the final bid validity period**. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.

15. **Tender Fee**. Tender fee is set at ₹ 500.00 (Rupees Five Hundred only). Demand draft for the amount is to be made payable to PCDA (N), Mumbai. If any bidder downloads the tender document from the website, then the bidder must submit cost of tender document by demand draft along with submission of technical bid

Part II: Technical Specification of the System

1.   Schedule of Requirements. This document outlines the requirements for **Creation of Naval Civilians Management Information System and defines the** software requirement specification. After giving information about the definition of the project at the beginning part of the document; we will give complete description for overview and list of the requirements which meet the needs of the company roughly. The primary objective of this document is to give idea about project to company, who presents the capability of providing effective and efficient solutions with a clear understanding of the scope, approach, methodology, functional and technical architecture, other technical requirements as per the requirement and reasonable time frame to complete and implementation of the system.

In addition, this document also consists of following appendices relating to certain specific details of the project:-

        (a) Sample Data Dictionary (Appendix 'A').

        (b) Specifications of Hardware. (Appendix 'B').

        (c) List of Documentation and Manuals (Appendix 'C').

        (d) Compliance Report Format (Appendix 'D').

        (e) Technical Bid Format (Appendix 'E').

        (f) Vendor Evaluation and Compliance Matrix (Appendix 'F').

        (g) Format for Commercial Bid (Appendix 'G').

        (h) Guidelines for incorporating security features and audit in the
         application (Appendix 'H').

        (j) Support plan during hand holding, warranty and AMC (Appendix 'J').

        (k) Malicious code certificate (Appendix K).

        (l) Format for Non-Disclosure Agreement (Appendix 'L')

2.   **Background**   The Software is aimed at maintaining database of Naval Civilians and automating administrative functions. The activities which are required to be automated / computerised have been described in detail in this document. Details of system modules are described in succeeding paragraphs. The specifications provided are exhaustive but are meant for general guidance only. *Exact requirements have to be identified by the successful bidder at the end of the requirements study phase so as to meet the mission-critical objectives.* The bidders must clearly indicate item-by-item, whether the requirements identified under the above headings are available in the system proposed by them. If any of the items of requirements listed below is not supported by the proposed solution offered by the

bidders, it should be clearly mentioned. Bids will be evaluated on the basis of the functional richness, depth and the total solution proposed by the bidder.

2.1 Problem Definition

Directorate of Civilian Personnel (DCP), Navy wants to enhance their civilian management. In order to fulfil these requirements in a more efficient way there is a need to develop software application called Naval Civilians Management Information System. This will meet the needs of the naval civilian personnel to manage civilian personal data viz Emp. identity number, name, surname, birthdate, birthplace, educational information, joining information, retirement information, family details, education details etc., annual leaves, payroll according to grade, trainings, performance evaluation, promotion, MACP calculation as per navy rule, recruitment/sheet vacant calculation according to navy order, LTC, ACR, deputation duty, Training and so on. With the help of this project we will have better management of their personal data, mechanism to authorise and authenticate civilian personnel.

2.2 Purpose

This document aims to give a brief description about the Civilian Record Management System (Navy) Project. It also lays down the requirement and the broad outline of the required solution to meet the requirement.

2.3 Scope

This document details the requirement for the Civilian Record Management System (Navy) project. It includes the requirements for managing the personal data, update authentication and authorisation mechanism, and evaluating of civilian performance. After creating the new system data migration from their existing manual system to automated one will also have to be undertaken. More specifically, CRMS manages the personal database in such a way that any user with different role types as super admin, admin, unit admin and civilian will be able to update their personal data. Every user with any role type can be able to login to the system with his/her username and password.

3. **Objectives of Proposed System** The proposed system shall meet the following objectives:-

    (a)   The system shall process information in an integrated manner and make best use of technology for uploading / transferring data among HQs, Commands and Units and external Applications / Portals through a Navy wide Network.

    (b)   Proposed System shall be based on an open hardware and software architecture for interoperability with various heterogeneous applications in existence, being planned or likely to be set up in the future.

    (c)   Data integrity and consistency must be ensured. The proposed system should also cater for fast query retrieval.

(d)   The system architecture shall cater for scalability. In future, the system is expected to be linked with other major systems of the Navy for integration. Hence, scalability at all layers of the system should be catered for, to meet performance requirements with increase in user base.

(e)   **High Security**.   The new system shall cater to high security levels. Access to the system is to be strictly on the basis of securely administered lists of users on the Navy-Wide Intranet. Since numerous functions have to be addressed, security permissions have to be both at the levels of application and the database; hence a proper profiling engine is to be made to validate authorised Users. Single sign on facility should be incorporated in the system.

4.   Vendors are to submit their optimal solutions for design, development and implementation of the **Software** on a turnkey basis. This shall include:-

(a)   A study of processes involved.

(b)   Preparation of Project Plan.

(c)   Identifying and executing customization needs, if unavoidable.

(d)   Testing of all hardware.

(e)   Supply, installation and configuration of database, operating systems and any other applications.

(f)   Validation and verification of the complete solution by CERT empanelled vendor for VA and DCP.

(g)   Design and Preparation of Test Data and System Testing.

(h)   User training at different levels at implementation sites.

5.   The vendor must keep in view the following key requirements while suggesting the solution:-

(a)   Define the design specifications of the solution, complete in all respects, subject to requirements specified in subsequent sections and ensure efficient implementation inclusive of any process management review that may be required to provide the utmost benefit to Navy's critical operational environment.

(b)   The solution should provide a high Return-On-Investment. It should be easily extended to support the future web enabled applications. The implementation of new applications should only require additions / upgrades to this architecture without the need to undo any of the investments.

(c)   The solution should be extendable, open and flexible as per industry standards so that the architecture for this solution can be utilised for the new applications at a later date. The system should also provide mechanisms for

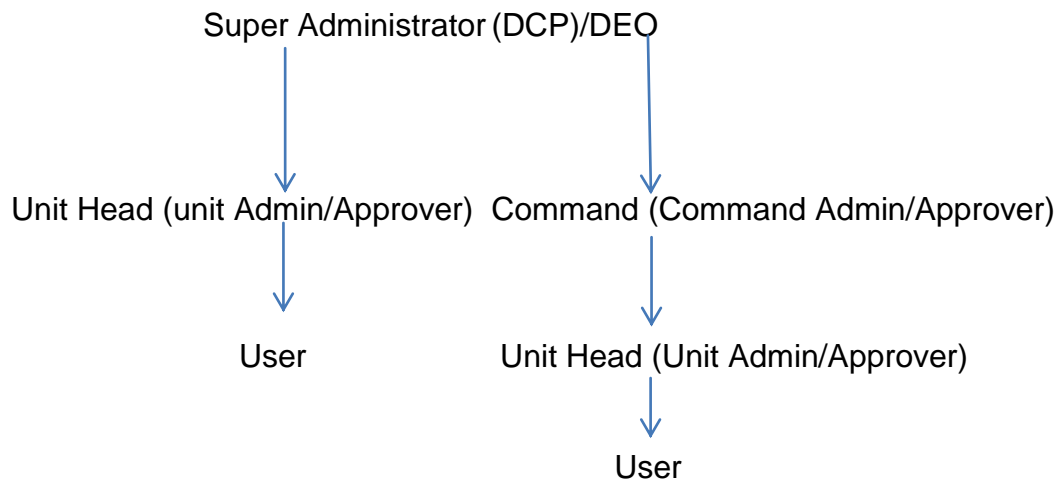error handling and robustness to scale up on demand to support future applications without major changes.

6.   Overall Technical Description

Definitions and Abbreviations

> ➢ SRS: Software Requirements Specification
> ➢ CRMS: Civilian Record Management System
> ➢ Admin: Administrator

The overall description of our project can be stated as creating and managing the database, developing a user friendly user interface to manipulate the database, provide an authentication mechanism to safely accomplish all requirements.CRMS which is an online intranet system will be used by four types of user of Navy.

These types who have different roles can be stated as:-

Super Administrator (DCP)/DEO

Unit Head (unit Admin/Approver)   Command (Command Admin/Approver)

User   Unit Head (Unit Admin/Approver)

User

(a)   DCP Rights (Superadmin, Application admin, DEO, Viewer): DCP has Four privilege

    i.   Super admin: Technically maintain the application.
    ii.   Admin: User has rights to approve data which is entered by Data entry operator. Data can be edited.
    iii.   DEO: User can only have Data entry rights on form.
    iv.   Viewer: User has facility to View reports.

(b)   Command Admin: Approval/ Viewing facility up to their command level.
(c)   Unit Admin: Approval/ Viewing facility up to their Unit level.
(d)   User level: User has rights to View his Data and can request for
    i.   Leave/LTC/Training/Transfer/
    ii.   User has facility to update his current details e.g. his family details, education details, and other specific course details. This will add in his personnel details after approval.

Note:

1.   All Credentials should manage in database as well as domain level with proper mapping. The solution should integrate with Exchange Server for domain mail alert facility to all users.

2.   The solution shall integrate with the navy wide Identity Management solution.

3.   The solution shall use Active Directory/ LDAP for user authentication.

7   Key Requirements

 Following are the key requirements of application.

*7.1 **Civilian Status:*** Every civilian should be uniquely identified and should be provided with unique user id and password. The system will clearly identify employee Grade and Category. Records of Retired civilian should also be managed properly.

*7.2 **Once only data entry:*** Data will not be duplicated where possible, and it will be captured as early as possible. Redundant data will not be held.

*7.3 **Web-enablement:*** Two-way web interfaces are essential to facilitate the dissemination of data and to capture data. These could be used to facilitate the dissemination of data (e.g. create vacancies according to retirement and promotion adjustment) and to capture data (e.g. Administrator providing job details to Recruitment cell via web interface into a database.)

*7.4 **Workflow capacity:*** To facilitate streamlining and automation of routine administrative processes, for example DEO will only enter the data and will complete after approval of concern officer. Also provide work flow for Leave/LTC/Training/Transfer request by user.

*7.5 **Vacancies:*** Clear and anticipated vacancies of the post based on the retirement in a year, chain vacancies etc.

*7.6 **Reservation Roster:*** Yearly maintenance and updation of Reservation Roster.

*7.7 **Eligibility Service:*** These criteria must match in recruitment rules.

*7.8 **Seniority List:*** Seniority list Auto updated according to promotion and retirement.Facility to show updated report to admin viewer.

*7.9 **MACP:*** Automation of MACP rules properly.

*7.10 **Grade and Pay band:*** User must be in proper grade and pay band list. Proper report should come accordingly.

*7.11 **D & V Clearance:*** Vigilance facility should be incorporated.

7.12 **Domain Integration:** System should be domain integrated for credential and domain mail for alert.

7.13 **PKI:** System should have inbuilt flexibility to integrate with PKI in future.

7.14 **Recruitment Rules**: Soft form of recruitment rules of all cadres of navy including all important data fields like mode of recruitment.

8.   **Functional Requirements Details**

   8.1   Logical Business Processes: All Data filled by DEO and final by administrator from central location (NHQ, DCP)

      Master Data Process
      a. Grade/Cader Master
      b. Rank Master link with Grade
      c. Pay band link with Grade
      d. Command list
      e. Unit Description
      f. Employee Sanction to Unit Grade
      g. Recruitment Rule
      h. Education Master
      i. Technical Education Master
      j. MACP Rule
      k. Penalty Master
      l. Type of Case
      m. Review Report

   8.2   Personnel Record Process: All Data filled by DEO and final by administrator from central location (NHQ, DCP).
      a. User can view his data.
      b. Admin viewer can view all data according to their role.

   8.3   Personnel Information:
      a. Joining information should not change after approval
      b. Current Information should change according to current status of civilian.
      c. Facility for user to change his current profile.
      d. Image uploading facility
      e. Joining document uploading facility(1:M)
      f. Qualification details(1:M)
      g. Technical Qualification(1:M)
      h. Family Details(1:M) and also check facility for NOK
      i. Nomination Details (1:M) with % distribution facility.

DQE Exam: Identify grade for DQE exam for promotion. DQE exam status should be included.

Promotion: According to grade of DQE or given time period promotion will occur.

Transfer: Transfer is on the basis of promotion, time period and request.

8.4

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│   Civilian Personnel Record Process  │
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| Personnel Details | DQE Exam | Promotion | Transfer | MACP |

Personnel Details →
- Joining Information → Education Plan
- Current Details → Technical Education
- Family Details → Nomination Details
- Civilian Image → Confirmation Details
- Joining Document Details

Transfer →
- D & V Process → DPC Process → ACR Process → Bloc Year LTC → AME Status

MACP →
- Deputation → Training → Retirement → Pay Band → CR Dossier

8.5

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                        │  Work Flow Process   │
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8.6 Work Flow: All requests initiated by user by their given user id and will move according to their current route. This facility is for leave/LTC/Transfer Request/Training.

8.7 Data Uploading & Document template: Administrator has facility to upload data to view all users and also some template should be created where as administrator has selected some option and page will be viewed in selected format. All format and criteria will be provided by DCP.

8.8 Policy letter: These cover issues such as entitlement to pay, holiday, occupational sick/maternity pay, pension rights etc. Much of this information is recorded manually at present and is often not available. So facility to upload data by administrator and available for users.

8.9 Search and Reports
      (a) Seniority list (All, Grade wise, Unit wise, Command wise).
      (b) Grade list (All, Category by, Unit wise, Command wise).
      (c) By Unit
      (d) By Rank
      (e) By Cadre
      (f) By command
      (g) By station
      (h) Retirement Date (Between from and to date)
      (i) MACP due date (Between from and to date)ACR/APAR Status (Between from and to date)
      (j) Sanction and Born of Civilian (All, unit wise, grade wise, command wise).

(k) List of Vacancies of given date(Calculation according to Retirement of civilian, chain vacancies)

(l) List of Vacancies on given Reservation system.

(m)List of user who requested for transfer.

(n) DQE list according to grade

(o) List of user who is involved in case.

(p) Search of user by emp id, name, category etc.

8.10 Interface Requirements

All the users will see the same page when they enter CRMS. This page asks the users a username and a password.After being authenticated users will see the interface containing the information of the first tab of the user role types. This interface includes different tabs according to their role types determined by admin at the authentication phase. By the way, users may have more than one role. Then a user who has more than one role will be able to see all the tabs that are related to his/her role types.

a. **User** authorization to see only their Personal Data Tab. Can be edit/request their data according to given rights.

b. **Administrator (DEO)** to see Employee List Tab and Add New record.

c. **Administrator (Approver**) role gives authorization to see DEO tab and approver tab. Admin role gives user right to see User List Tab and Arrange Roles Tab. These authorizations are default ones but an admin can change these authorizations by Arrange

d. **Unit Administrator (Approver)** Admin role gives user right to see User List Tab of their unit and Arrange Roles Tab of his unit.

e. **Viewer Tab:** Have Facility to search and get report on dynamic selection.

9. Non-functional Requirements

9.1 Performance requirements: The number of the online user of the CRMS can be estimated as 46000 at most. There is no restriction on the number of the users to be added to the database.

9.2 Database Failover:DR facility should be implemented.

9.3 Database Backup: Configuration auto database backup.

9.4 Security and VA: Application is web based so industry standard security should be used to secure data. Require VA certificate for application. The complete application will be offered by the vendor for VA to the indicated CERT empanelled vendor. The vendor is expected to include cost of VA in the proposal. Modifications in the application, if any, as desired by the VA conducting firm will have to be undertaken. Application will be accepted only after successful VA.

9.5 Coding: Follow industry standard coding process. Like proper comment, exception, message etc. should be followed.

9.6 Platform/Browser independence: The system should be able to work on any of the modern browsers like Firefox / Explorer / Opera /Chrome, and of the common Operating Systems like Linux and Windows.

9.7 Data migration: There should be an easy way to migrate data from the current manual system to a new system.The system should be able to interface with Microsoft Excel for both import and export.

9.8 Flexibility: It is desirable to have a system that is flexible enough to allow the developer to convert code in higher version of technology. So, Coding standard should follow accordingly.

9.9 Ease of use and Documentation: The software should be designed for extensive customizability. The user-interface should be intuitive and easy to navigate. There should be a proper documentation of the system. This   document should be so simple yet precise so that a newly appointed developer/user should do all the things easily.

9.10 Audit Trail: History and tracking facilities, maintaining an audit trail.

9.11 Access Control: Solution must allow read/write access privileges to be set for categories of users as well as for screens and system modules.

9.12 IIS: Application should run on https within Naval domain.

10. Development Environment

Platform: Visual studio 2013 or latest (ASP.net/C#)
Client scripting: Java script, Ajax, J-query.
Reporting: SSRS
Database: Microsoft SQL server 2012 or latest

11. Data Model and Description: As attached at Appendix A

12. Training: For each software application, the Vendor is required to train the designated personnel to enable them to effectively operate and maintain the total system. The details of the training program, including scope of training, course ware, no. of trainees will be worked out during the system design phase. Training will also be carried out on aspects of maintenance and administration of the system, at the specific locations and for designated batches. The vendor will have to quote for training for a batch of 15 trainees. Cost of basic functional training, maintenance training and system administration training must be quoted separately. In addition, complete training on all modules and at all levels, including those of COTS software will have to be carried out by the vendor for a core team. As an estimate, the size of core team would not exceed 10.

13.   All arrangements for the above mentioned training are required to be made by the vendor.

14.   The vendor shall provide adequate number of hard and softcopies of training courseware and training materials to the purchaser for future reference. Standard Interactive demonstration and tutorial package for each training shall also be provided by the vendor for carrying our further off-line training of Navy personnel.

15 **Service Support**: The vendor will provide service support post acceptance of the software application for the customised product. The service support shall be provided under the following heads:-

(a) **Hand holding**. The vendor will provide hand holding for a period of 12 months. In this period he shall assist the user in implementation of application in optimum way. Firm would also undertake minor modifications as per user requirement and ensure 100% implementation of the software.

(b) **Warranty**. The vendor will provide warranty for one year on the developed system and customised product. The warranty on the product would commence on completion of the hand holding period post commissioning and acceptance of the project by Indian Navy. This warranty shall include the service support also. The service support shall comprise of technical support and "help desk" services for the performance, functionality and operation of the Information System supplied. On receiving a complaint, the "help desk" will analyse the problem and call for relevant technical experts. It is to be noted that no remote access / remote logging will be allowed by the Navy to the vendor for the purpose of providing product support.

(c) **Annual Maintenance Contract**. Post completion of the warranty period, the application shall undergo AMC for 3 years as contracted and all the support shall be provided as per SI (b) above.

(d) **Service Level Agreement**. Vendor shall maintain 99% uptime for the application driving warranty and AMC period. Any application down time would result in a penalty of 0.5% of payment due for every 1% downtime for a max of 10%.Calculated as six months basis. Thereafter Navy may consider short closing the project while initiating appropriate action against vendor towards black listing/ debarring from future contracts

16.   **Compliance Report**.   The proposal is to include a paragraph-wise compliance report clearly stating compliance or non-compliance (with reasons) with the RFP.

17.   Firms having CMMi level 3 and above certification for their software development processes need only respond to this RFP.

18.   Data structure of all items should be strictly in accordance with 'Data Dictionary' promulgated. Requisite information would be made available to the Vendor during software development stage.

19.   Testing. Once the software has been fully developed and tested at the developer's location, further live testing of software shall be carried out with live data. Resources for carrying out this testing (viz. manpower for data entry etc) shall be provided by the vendor. Preparation of the test data would be the responsibility of the vendor.

20.   Document & Manuals. The software shall be supplied along with all documents and manuals required to legally operate and maintain the software. The Vendor shall provide complete and legal documentation of the software including base product, subsystems, operating systems, compiler, system software, media and any other software required for the system. The Vendor shall also provide license for product. The Vendor shall also indemnify the purchaser against any levies / penalties on account of any default in this regard. Language of all documents and manuals shall be English. Details of deliverables for the project as such are listed separately. A list of documents and manuals required are placed at Appendix 'C' to this RFP.

21.   **Development Strategy.** The complete development shall follow **IEEE 12207** standards. The firm shall make a **PERT chart** for complete development phase. The same will be approved by the DCP prior commencement of development. The vendor will have to indicate all standards being followed for development, testing, validating, installing and commissioning of the project. The project will be monitored on MS Project.

22.   List of Deliverables. The vendor shall provide the documentation and deliverables for the system as per the list placed at Appendix 'C' to this RFP. The vendor may specify any alternative list of milestones and corresponding deliverables with appropriate justifications for the changes which will be considered subject to approval by Navy. Important milestones and associated deliverables are as follows

Milestone	Deliverables
Project planning	Project plan.
Acceptance of SRS document by purchaser.	Approved copy of the SRS document.
Acceptance of System Design	Supplier will submit Preliminary Design Report (PDR). Subsequently after deliberation by purchaser the supplier will submit Critical Design Review (CDR). The acceptance of CDR by the purchaser will mark the culmination of this milestone.
Acceptance of configuration / customisation document by purchaser in case of COTS software.	Configuration / Customisation Document will be submitted by the supplier and subsequent acceptance by the purchaser will mark the culmination of this milestone.
Testing of all installed modules	(i) Test data design methods, test data and test reports, error and correction reports at the time of testing for the entire application system. (ii) VA of the complete system i.e, application and server by CERT empanelled firm for sensitivity of the application.
Acceptance of the System	Acceptance of the complete system in its entirety with complete functionality by the DCP and its implementation by the seller.
Documents and Manuals	(i) The documents for the COTS software utilised for development including OEM support certificate. (ii) User & Administrator Manuals in consultation with Navy, including maintenance manuals, configuration manuals, installation manuals and any other manual relevant for the operational effectiveness of the system. (iii) Malicious Code Certificate, Format as per the appendix 'X'. (iv) A complete CBT package as per IETM level 3 standards. (v) Disaster Recovery and Backup plan.
Training	Training plan and training schedule. Training manual and courseware, training completion certificates. This will be approved by the Navy after the system design is finalised. The draft will have to be submitted at the time of preliminary system design stage.
Application Delivery	Copies of Developed Application CDs along with Source Code of application in the format approved by the purchaser.
HH & Warranty phase	Successful provision of HH & Warranty services in form of a Help Desk to be manned by vendor personnel for efficient & trouble free operation of the application

23.   **Delivery Period**. The creation and implementation of the software application at DCP and designated offices shall take place within four months of the effective date of contract. However, the contract commencement date would be taken as the date of successful implementation and data migration of the system.

24.   It may be noted that Contract can be cancelled unilaterally by the Buyer in case of any delay. Extension of contracted delivery period will be at the sole discretion of the Buyer, with or without applicability of LD clause.

25.   **Consignee Details**.   Directorate of Civilian Personnel, Room No 102, First Floor, 'D-II' Wing Sena Bhawan, New Delhi – 110 011.

PART III – Standard Conditions of RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law**. The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

2. **Effective Date of the Contract**. The contract shall come into effect on the date mutually agreed to and specifically indicated/ provided in the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract. However, the contract commencement date would be taken as the date of all consultants being positioned at DIT/Command Headquarter premises. The Contract commencement date will be used to determine quarterly payment schedule.

3. **Arbitration**.All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9 of DPM 2009 (Available in MoD website and can be provided on request).

4. **Force Majeure**. If either of the parties suffer delay in due execution of their contractual obligation due to the operation of one or more of the force majeure events such as but not limited to, act of God, war, food, earthquake, strikes, lockouts, fire, epidemics, riot, civil commotions etc. the agreed time for the completion of respective obligations shall be extended by a period of the time equal to the period of the delay occasioned by such events. On the occurrence and cessation of any such event, the party affected thereby shall give notice in writing to the other party. Such notices to be given within 15 days of occurrence / cessation of the event concerned. If the force majeure conditions continue beyond 30 days the parties shall mutually decide about the future course of action.

5. **Placement of Order.**   The Purchase order will be placed on successful conclusion of negotiations on L1 firm.

6. **Penalty for use of Undue influence**. The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offers by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising

from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

7.   **Agents/Agency Commission**. The Seller confirms and declares to the Buyer that the Seller is the original manufacturer of the stores/provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

8.   **Access to Books of Accounts**. In case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

9.   **Non-disclosure of Contract Documents**. Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

10.   **Liquidated Damages.** In the event of the Seller's failure to deliver the project within the stipulated period, liquidated damages would be levied on the Vendor. Any delay (in number of days) in delivery, implementation, handholding, would be charged @0.5% per week for the services not rendered during the period and will be deducted from the quarterly payments. Seller shall submit the documents/ bills only after deduction of the liquidated damages subject to a maximum of 10% of the contract price of the undelivered goods. But if the delay is on account of any cause, which the Seller promptly notifies to the Buyer and the Buyer admits as a reasonable ground for extending the time for delivery, no liquidated damages will be levy during the additional time thus agreed to by the Buyer.

11.   **Notices**. Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

12. **Transfer and Sub-letting**. The Seller has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

13. **Patents and other Industrial Property Rights**. The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Seller shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

14. **Amendments**. No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

15. **Taxes and Duties**

    (a)   **General**

        (i)   If Bidder desires to ask for excise duty or Sales Tax / VAT extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

        (ii)   If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entrained after the opening of tenders.

        (iii)   If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

        (iv)   If a Bidder is exempted from payment of any duty/tax upto any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

        (v)   Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly,

in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the Seller.

(b)   **Sales Tax/VAT**

(i)   If it is desired by the Bidder to ask for Sales tax/VAT to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of sales tax and no liability of sales tax will be developed upon the Buyer.

(ii)   On the Bids quoting sales tax extra, the rate and the nature of Sales Tax applicable at the time of supply should be shown separately. Sales tax will be paid to the Seller at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to sales tax and the same is payable as per the terms of the contract.

16.   **Terms of Delivery and Payment**

(a)   The delivery of project will be made to the Indian Navy located in Delhi. However, the Navy reserves the right to change the site of delivery, without any additional or otherwise, cost implications.

(b)   The system development will take place at a suitable site indicated by the Navy, preferably at Delhi. For the reasons of security, the system development will be carried out at the premises provided by the Navy. No data provided by the Navy, for the purpose of development of CRMS, shall be taken out of the designated premises by the vendor.

17.   **Intellectual Proprietary Rights (IPR).**   The Software shall be the Intellectual Property of Indian Navy and Vendor developing the application package shall hand over the entire source code along with system study document and any other documents relating to the project to Indian Navy. The Navy at its discretion may make copies or make changes / amendments to the software without referring the same to the vendor.

18.   **Payment.**   As per current practices, no advance payment is permissible. However, to ensure cash flow, commensurate with progress of the project and the deliverables, stage payment schedule is suggested in succeeding paragraphs. This needs to be finalised during price negotiations.

S No	Stage	% of Order Value	Remarks
(a)	First	20 %	Vendor will submit the SRS document. Approval of the document by the Navy after due deliberations will culminate in achievement of this stage. The user will issue a suitable certificate based on which the firm can claim the stage payment
(b)	Second	20 %	Vendor will submit preliminary design document. Based on the deliberations with users, vendor will prepare final design document. On approval of the final design document by the Navy, the user will issue a suitable

			certificate based on which the firm can claim the stage payment
(c)	Third	15 %	Vendor will qualify to claim this stage payment on attainment of the following:- (i) Delivery, Testing and VA of the complete system. (ii) Migration of application to production environment. (ii) Commencement of Hand Holding Phase.
(d)	Fourth	25 %	Vendor will qualify to claim this stage payment on attainment of the following:- (i) Complete acceptance of the application with full functionality. (ii) Delivery of all balance deliverables. (iii) Imparting training of all types to all designated personnel. (iv) Delivery of all agreed documentation after it is duly approved by the user.
(e)	Fifth	10%	Vendor will qualify to claim this stage payment on attainment of the following:- (i) Successful completion of hand holding period. (ii) Commencement of warranty period.
(f)	Sixth	10%	On successful completion of one year of Warranty

Training Cost

(i)   100 % cost of training will be paid on successful completion of the training and receipt of training courseware.

Taxes and Other Duties / Levies

(i)   Sales Tax @4% extra against form 'D'

(ii)   Any statutory levies and taxes & duties will be applicable at the time of delivery will be paid at actual against proof of payment.

PART IV – Special Conditions of RFP

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of Bid submitted by the Bidder.

1.   **Performance Guarantee**.   The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 10% of the contract value within 30 days of signing of this contract. Performance Bank Guarantee will be valid up to 60 days beyond the date of warranty/services (as applicable). The specimen of PBG is given in Form DPM-15, (Available in MoD website and can be provided on request).

2.   **Tolerance Clause**. To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Buyer reserves the right to increase or decrease the quantity of the required goods/ services upto ±20% without any change in the terms and conditions and prices quoted by the Seller. While awarding the contract, the quantity/services ordered can be increased or decreased by the Buyer within this tolerance limit.

3.   **Payment Terms**.It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website and can be given on request). The payment will be made as stage wise (quarterly), on production of the requisite documents. As per current practices, no advance payment is permissible. However, to ensure cash flow, commensurate with progress of the work by the consultants the payment would be carried out to the consultants firm on quarterly basis based on the work satisfaction certificate of DIT.
The payment would be made through PCDA (Navy) Mumbai, on receipt of pre-receipted bill from the firm. Quarterly payment would be made on completion of the quarter.

4.   **Paying Authority**. The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill:-

(a)   Ink-signed copy of contingent bill / Seller's bill.
(b)   Ink-signed copy of Commercial invoice / Seller's bill.
(c)   Copy of Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.
(d)   CRVs in duplicate.
(e)   Inspection note.
(f)   Claim for statutory and other levies to be supported with requisite documents/ proof of payment such as Excise duty challan, Customs duty clearance certificate, Octroi receipt, proof of payment for EPF/ESIC contribution with nominal roll of beneficiaries, etc as applicable.
(g)   Bank guarantee for advance, if any.
(h)   Performance Bank guarantee / Indemnity bond where applicable.

(j)   Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in contract).

(k)   Any other document / certificate that may be provided for in the contract.

(l)   User Acceptance.

(m)   Xerox copy of PBG.

5.   **Risk & Expense clause**

(a)   Should the consultant not perform in accordance with the scope of services, the BUYER shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

(b)   In case of a material breach that was not remedied within 45 days, the BUYER shall, having given the right of first refusal to the SELLER be at liberty to purchase, manufacture, or procure from any other source as he thinks fit other stores of the same or similar description to make good:-

(i) Such default.

(ii) In the event of the contract being wholly determined the balance of the stores remaining to be delivered there under.

6.   **Force Majeure**.Should any Force Majeure circumstances arise, each of the contracting party shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party within (15 days) of its occurrence informs the other party in writing. Force Majeure shall mean fires, floods, natural disasters or other acts, that are unanticipated or unforeseeable, and not brought about at the instance of the party claiming to be affected by such event, or which, if anticipated or foreseeable, could not be avoided or provided for, and which has caused the non-performance or delay in performance, such as war, turmoil, strikes, sabotage, explosions, quarantine restriction beyond the control of either party. A party claiming Force Majeure shall exercise reasonable diligence to seek to overcome the Force Majeure event and to mitigate the effects thereof on the performance of its obligations under this contract.

7.   **Inspection Authority**. The Inspection will be carried out by DCP. The performance of services being offered by the consultants would be inspected on a daily basis as per the tasks assigned by DCP at IHQ and CCPO at the Commands.

8.   **New Release / Versions**. The vendor shall provide new software versions releases and documentation during the AMC within 60 days of their availability in the purchaser's country and no later than 3 months after they are released in the country of origin of the product, and technical support services.

9.   The purchaser may at any time, by a written order given to the Vendor make minor changes within the general scope of the contract in the following:

(a)   Bug fixes as reported by the users.

(b)   Addition or deletion in the required data fields and functionalities if required;

(b)   Modification in the business logic of the reports generated.

10.   <u>Personnel to be deployed by the Vendor</u>. The names, titles and agreed functions of the key personnel of the vendor in carrying out of the services detailed in the contract are to be submitted by the vendor, along with the curriculum vitae of the key personnel listed by title as well by name and shall be subject to approval of the purchaser. The purchaser reserves the right to interview some of the proposed key personnel to ascertain their level of experience and qualification and to accept or reject any names from the list.

11.   **Removal and / or Replacement of Vendor's Personnel**   If the purchaser finds that any of the vendor's personnel have

>   (a) Committed serious misconduct or have been charged with having committed a criminal action;

<p style="text-align:center">or</p>

>   (b) has reasonable cause to be dissatisfied with the performance of any of the personnel.

Then the vendor shall at the purchasers' written request specifying the grounds therefore, forthwith provide as a replacement person with qualifications and experience acceptable to the purchaser. The vendor shall have no claim for additional costs arising out of / or incidental to any removal and / or replacement of personnel.

12.   **Commercial Bid** The Commercial Bids are to correspond to the Technical Bids and contain all costing details as per the bill of material. Commercial bids of only technically qualified vendors will be considered. The information in commercial bid must be in unitized form so that commercial bids of all firms can be properly compared and L1 vendor can be clearly established. The Navy reserves the right to seek clarification on commercial bids. The vendor cannot change the overall cost quoted in the original commercial bid. The format for submitting the commercial bids would be discussed and finalised during the pre bid vendor conference.

13.   The vendor must have an established service base at New Delhi, Mumbai, Chennai, and Hyderabad.

PART V – EVALUATION , PRICE BID ISSUES AND ACCEPTANCE CRITERIA

1. Evaluation Criteria

The evaluation will be carried out in three stages as indicated below:-

(a) Vendor Evaluation.
(b) Technical Evaluation.
(c) Commercial Evaluation.

Vendor Evaluation/Pre-Qualification: proof to be attached with bid

2. **Mandatory Quality Certifications.** The vendor must possess ISO 9001: 2008 certification. Failure to comply with this condition will disqualify the vendor. The mandatory quality certification, as stated above, must be active and valid during the currency of the complete project. Appropriate documentary proof for the periodic internal and external audits must be furnished along with the Technical Bid. In addition to ISO certification the firm should have a valid CMMi Level 3 certification or above.

The bidder should be a **CMMI level 3 IT registered in India** with registered office in New Delhi,and in operation for at least five years on the date of application. Documentary proof in regard to this must be submitted along with technical bid

3. **Past Experience.**

4. It must be noted that CONSORTIUM approach is not acceptable.

5. The vendor must have an established service base at New Delhi, Mumbai, Chennai, and Hyderabad.

6. The vendor must enclose a tender specific authorisation from the manufacturer of passive and active devices which he intends to supply as part of the present proposal. The authorisation must clearly state the present partnership status and the partner's authorisation to sell and maintain the products.

7.   The bidder should have undertaken at-least one similar project with Govt/PSU/Nationalised Banks in the last three years. The similar project would be provision of consultancy services in software design, coding and programming development, implementation and user training. Experience of having successfully completed similar IT projects during last five years ending last day of month previous to the one in which applications are invited should include:-

   (a)   Three similar projects costing not less than ₹ 30.0 lakhs.
                or
   (b)   Two similar projects costing not less than ₹45.0 lakhs.
                or
   (c)   One similar project costing not less than ₹ 60.0 lakhs

8.   The bidder should enclose copy of the work order indicating both the value of the project with breakdown of the project into different categories and the value of consultancy services provided against each. The bidder should provide details of past projects undertaken in last three years in the format given below:-

SNo	Name of the assignment, name of the client & location	Date of Award and date of completion (Attach completion certificate)	Contract value	Brief Desc of Scope	Documents attached & support of work done

9. Bidders who have been black listed/debarred by Central Govt or any State Govt. Deptt./PSUs/Nationalized Banks shall not be considered. An affidavit to this effect shall be submitted by the bidder duly attested by authorized signatory. An affidavit to this effect shall be submitted by the bidder duly attested by authorized signatory.

10. The compliance to vendor evaluation criteria should be submitted as per the format placed at Appendix 'F'.

Technical Evaluation

11. Only those firms which qualify Vendor Evaluation will qualify for Technical qualification. The firms are required to submit a detailed project plan, Quality Assurance Plan (QAP) and plan for testing of software application and integrated system.

12. The technical offer should conform to format at Appendix E. It should also include the details of Make and Model of the equipment, if applicable, proposed to be supplied as per details at Appendix 'B' with supporting technical documentation.

13. A para-wise compliance matrix for all technical features for the system being supplied as part of this RFP is to be provided. If any feature cannot be complied with, the same needs to be brought out by the vendor providing detailed justification. Only those additional features which significantly enhance the performance of the system are to be indicated and justified.

14. The compliance to technical evaluation criteria should be submitted as per the format placed at Appendix 'D'.

Computation of L1 Vendor

15. For Computation of L1 the cost of items at serial 1 to 4 of the Commercial bid format placed at Appendix G would be considered. All bidders are to strictly follow this format. The L1 will be computed on the overall project life cycle cost basis inclusive of AMC, training and all taxes.

Evaluation Criteria

16. The broad guidelines for evaluation of Bids will be as follows:-

(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially. The format for Technical bid is placed at Appendix 'B'.

(b) The Technical evaluation of only those firms would be carried out who qualify the vendor evaluation criteria. The format for Vendor evaluation is placed at Appendix 'C'.

(c)   The technical Bids forwarded by the Bidders will be evaluated by the Buyer with reference to the technical aspects as mentioned in the RFP. The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.

(d)   The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder. All taxes and duties (including those for which exemption certificates are issued) quoted by the Bidders will be considered. The ultimate cost to the Buyer would be the deciding factor for ranking of Bids.

(e)   The Bidders are required to spell out the rates of Customs duty, Excise duty, VAT, Service Tax, etc in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of Customs duty / Excise Duty / VAT is intended as extra, over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duties will be entrained after the opening of tenders. If a Bidder chooses to quote a price inclusive of any duty and does not confirm inclusive of such duty so included is firm and final, he should clearly indicate the rate of such duty and quantum of excise duty included in the price. Failure to do so may result in ignoring of such offers summarily. If a Bidder is exempted from payment of Customs duty/Excise Duty / VAT duty upto any value of supplies from them, they should clearly state that no excise duty will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of Customs duty / Excise Duty / VAT, it should be brought out clearly. Stipulations like, excise duty was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that excise duty will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of excise duty which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders. The same logic applies to Customs duty and VAT also.

(f)   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 will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

(g)   The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the Buyer. The Buyer will have the right to award contracts to different Bidders for being lowest in particular items. The Buyer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

(h)   Any other criteria as applicable to suit a particular case.

17.   **Price Bid Format**. Sample format is placed at Appendix 'G'.

18. **Discounted Cash Flow**. The Discounted Cash Flow is defined in the Glossary of Management Accounting Terms, published by the Institute of Cost and Works Accountants of India, as "the method of evaluation by which cash flow of the future are discounted to current levels by the application of a discount rate with a view to reducing all cash flow to common denomination and make comparison". Buyer reserves the right to use DCF method for determining of L1 in accordance with provisions of DPM-09.

19. Inspection and Acceptance of the System. The complete application will require VA certification from CERT authorized vendor. Modifications in the application, if any, as desired by the VA conducting firm will have to be undertaken. Application will be accepted only after successful VA. Directorate of Civilian Personnel (DCP) will conduct inspection after successful VA for examination of software on the basis of proposed requirements.

20. Acceptance of the complete system software, any other component / part of the system will be done by DCP after successful VA.

21. Reviews. The project will be monitored with regular reviews. The details of reviews and the periodicity shall be worked out during the SRS stage and should be well documented.

Data Dictionary for DCP (Naval Civilian Information System)

A Data Dictionary is a document that describes the basic organization of a database. Typically a data dictionary will contain a list of variables in the database as well as the assigned variable names and a description of each type of variable (e.g. character, numeric, dates). The data dictionary should also include the values accepted for each variable and any helpful comment such as important exclusions and skip patterns. The data dictionary is used primarily for data analysis.

Master Table Description:

1. Cadres Master:-

Purpose: To Maintain Cadre Information with Gazetted officers and Non Gazetted officers

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	CADRE_ID	int	8	PK	N	DCP	Referred CADRE_ID to others table
2	Cadre Name	CADRE_NAME	Varchar	200	--	N	DCP	--
3	Category of civilian	Type	Char	15		N		

2. Designation Master:-

Purpose: To keep record of user designation with recruitment rule, SRO & Year

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	DesigID	int	8	PK	N	DCP	Referred ID to others table
2	ID of Cadre	Cadre_ID	int	1	FK	N	DCP	*Link with Cadre Master*
3	Name of Designation	DesigName	Varchar	50	--	N	DCP	--
4	Description of Designation	DesigDescription	Varchar	150	--	Y	DCP	--

3. Unit Master:-

Purpose: To Keep record of unit with command details

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	UnitID	int	8	PK	N	DCP	Referred ID to others table
2	Name of unit	UnitName	Varchar	50	PK/UK	N	DCP	--
3	Description of Unit	UnitDescription	Varchar	150	--	N	DCP	--

4	Name of Command	Command	Char	10	--	Y	DCP	--
		Station					DCP	
5	Office Contact No of Unit	OfficeNo	Varchar	50	--	Y	DCP	--
6	Address of Unit	Address	Varchar	200	--	Y	DCP	--

4. Qualification Master:-

Purpose: To Maintain all qualification (General and Technical) details.

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	Referred ID to others table
2	General and Technical Qualification	Type	Char	20	PK/UK	N	DCP	--
3	Name of Qualification	Qualification	varchar	50	--	Y	DCP	--
4	Description about Qualification	Description	varchar	100	--	Y	DCP	--

5. Grade Pay Master:-

Purpose: To Maintain record of Grade Pay.

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	PID	int	8	PK	N	DCP	--
2	Name of group	Group	Char	2	--	N	DCP	
3	Pay band of diff group	Pay band	Float	10,2	--	Y	DCP	--
4	Description about pay group	Description	Varchar	100	--	Y	DCP	--

Personnel Transaction Table Description:

1. Joining Information:

Purpose: To Keep record of joining information of all civilian. Once admin approve; data cannot be changed further. Personal no should link with other Details table as well as authentication table for civilian individual login. All record should be unique.

Sr. No.	Description	Data Filed	Data Structure		Allow Null	Data Owner	Remarks
			Data Type	Data Length			
1	Get id from cadre master	CaderID	Int	8	N	DCP	Link with cadre master
2	EMP Unique Identification No.	PersonalNo	varchar	50	UK/PK	DCP	

			Data structure		Constraint	Allow Null	Data Owner	Remarks
	(**GPF/PRAN NO**) also use for individual login in the application							
3	Name of Civilian	Name	varchar	100	N	DCP		
4	Gender Details	Sex	Char	1	N	DCP		
5	Date of Birth	DOB	date time		N	DCP		
6	Auto calculate from DOB	DOR (Date of Retirement)	date time		N	DCP		
7	Date of Appointment	DOA	date time		N	DCP		
8	Designation ID	DesigID	Int	8	N	DCP		Link with Desig master
9	Unit ID	UnitID	Int	8	N	DCP		Link with unit master
10	Address Proof	Address Proof				DCP		
11	A/B/C Grade Pay Should display from master and Pay band should came auto	GradPayGroupID	Int	8	N	DCP		Link with Grade Pay master
12	SC/ST/OBC/PH/UR	Category	varchar	30	N	DCP		
13	General qualification Details	Techid	Int	8	N	DCP		Link with qualification master
14	Technical Qualification details	Techid	Int	8	N	DCP		Link with qualification master
15	Details of Permanent address	Permanent Address	varchar	200	N	DCP		
16	Contact No	Contact No	varchar	30	Y	DCP		
17	Upload facility of individual Image	Passport size Photo of Civilian	Image		Y	DCP		

2. Current Information:

Purpose: To Keep record of current personnel information of all civilian. It can be editable.

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Should be auto according to Promotion	DesigID	int	8	--	N	DCP	--
2	Should be auto according to Transfer	currentUnitID	int	8	--	N	DCP	--
3	Date of Confirmation auto computation based on DOA and editable	DOC	datetime		--	N	DCP	--
4	Change according to promotion	Type	varchar	50	--	Y	DCP	--

	Change according to promotion	Station	varchar	50	--	Y	DCP	
5	Office Contact No of Unit	Group	varchar	50	--	Y	DCP	--
6	Yes/No With DCMAF No. should keep	DCMAFno.	varchar	50	--	Y	DCP	If yes allotment No should be added.
	Yes/No	AccoMdATE	Datetime		--	Y	DCP	If yes allotment Date be added.
	Date of last Audit leave	DateofAutidLeave	Datetime		--	Y	DCP	
	Marital Status	Marital Status	Char	5		Y	DCP	
	If Yes enter Card no	CGHS/Medical Card No	varchar	50	--	Y	DCP	Current Update
	Residential Address	Residential Address	varchar	200	--	Y	DCP	Current Update
	For Personnel Mobile.	Mobile no	varchar	30	--	Y	DCP	Current Update
	For Personnel email id	Email ID	varchar	50	--	Y	DCP	Current Update
	Pan Card Details	PanNo	varchar	50	--	Y	DCP	
	Voter card details	VoterIDno	varchar	50	--	Y	DCP	
	Aadhar Card details	Aadhar Card	varchar	50	--	Y	DCP	
	Passport details	PassportNo	varchar	50	--	Y	DCP	
	NOC for Passport details	NOC	varchar	100	--	Y	DCP	
	Gun License Details	Gun License	varchar	50	--	Y	DCP	
	Remarks	Remarks	varchar	300	--	Y	DCP	

3. Qualification Details:-

Purpose: To Maintain record of individuals all qualification details. (1:M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	Referred CADRE_ID to others table
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N		
3	Cadre Name	techID	int	8	--	N	DCP	--
4	Category of civilian	Description	Varchar	200		Y		

4. Family Details:-

Purpose: To Maintain record of individual's family details. (1: M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				

1	Auto Increment ID	ID	int	8	PK	N	DCP	Referred CADRE_ID to others table
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N		
3	Relation	techID	int	8	--	N	DCP	--
4	Name	Description	Varchar	200		Y		
5	Date of birth	DOB						
6	Age	Age						
7	Gender	Gender						
8	Class	Class						

5. Promotion Details:-

Purpose: To keep record of individual promotion details. All data based on user GPF/**PRAN NO** . (1: M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N	DCP	Referred PRAN NO to Personnel table
3	Existing Designation	DesigID	int	8	--	N	DCP	Reffer to D
4	Promoted Designation	PrometedDesigid	int	8	--	N	DCP	--
5	Date of Promotion	DOP	Datetime		--	Y	DCP	--
6	Due date of Next Promotion	ProDueDate	Datetime		--	Y	DCP	--
7	Refusal Promotion Details	RefusalDetails	Varchar	200	--	Y	DCP	--
8	Remarks	Remarks	Varchar	200	--	Y	DCP	--

6. Transfer Details:-

Purpose: To keep record of individual Transfer details. All data based on user GPF/**PRAN NO**. (1: M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N	DCP	Referred PRAN NO to Personnel table
3	From Unit Name	FUnitId	int	8	--	N	DCP	--
4	To unit Name	FUnitId	int	8	--	N	DCP	--
5	Date of Transfer	DOT	Datetime		--	Y	DCP	--

6	Date of Joining Current unit	UnitJoinDate	Datetime		--	Y	DCP	--
7	Transfer on Request or Routine	Type	Varchar	20	--	Y	DCP	--
8	Remarks	Remarks	Varchar	200	--	Y	DCP	--

7. Deputation Details:-

Purpose: To keep record of deputation duty of individuals. All data based on user GPF/**PRAN NO**. (1: M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N	DCP	Referred
3	Year drop up	Year	Char	10	--	N	DCP	--
4	Name	PlaceName	Varhcar	50	--	N	DCP	--
5	Start Date	DateFrom	Datetime		--	Y	DCP	--
6	End Date	DateTo	Datetime		--	Y	DCP	--
7	Abroad/Inter departmental	Type	varchar	20	--	Y	DCP	--
8	Remarks	Remarks	Varchar	200	--	Y	DCP	--

8. LTC Details:-

Purpose: To keep record of Block Year LTC details of individuals. All data based on user GPF/**PRAN NO**. (1: M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N	DCP	Referred
3	Year drop up	Year	Char	10	--	N	DCP	--
4	Name	Visited	Varhcar	50	--	N	DCP	--
5	Start Date	LTCAvailFrom	Datetime		--	Y	DCP	--
6	End Date	LTCAvailTo	Datetime		--	Y	DCP	--
7	Remarks	Remarks	Varchar	200	--	Y	DCP	--

9. MACP Details:-

Purpose: To keep record of MACP details of individuals. All data based on user GPF/**PRAN NO**. (1: M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N	DCP	Referred
3	MACP Type	MACP-1/2/3	Char	10	--	N	DCP	--

4	Actual Date of MACP	ActualDate	Datetime		--	N	DCP	--
5	Avail Date of MACP	AvailDate	Datetime		--	N	DCP	--
6	Remarks	Remarks	Varchar	200	--	Y	DCP	--

10. Retirement Details:-

Purpose: To keep record of Retirement Details of individuals. All data based on user GPF/**PRAN NO**. (1: M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N	DCP	Referred
3	Reason Type in Dropbox	Reason	Char	10	--	N	DCP	--
4	In case of death reason	DateOfDeath	Datetime		--	N	DCP	--
5	Avail Date of MACP	CauseOfDeath	Datetime		--	N	DCP	--
6	AME Conducted	AMEConducted	Datetime		--	N	DCP	
7	Survived by	Survivedby	Varchar	200	--	N	DCP	
8	If attributable to Service	Attributable	Varchar	20	--	N	DCP	
9	Remarks	Remarks	Varchar	200	--	Y	DCP	--

11. Training Details:-

Purpose: To keep record of Training Details of individuals. All data based on user GPF/**PRAN NO**. (1: M)

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	Data Length				
1	Auto Increment ID	ID	int	8	PK	N	DCP	
2	**GPF/PRAN NO**	**GPF/PRAN NO**	varchar	10	FK	N	DCP	Referred
3	Type of Training/Course	Type	Char	10	--	N	DCP	--
4	Start date of Training	StartDate	Datetime		--	N	DCP	--
5	End date of Training	EndDate	Datetime		--	N	DCP	--
7	Name of Institute	InstituteName	Varchar	200	--	N	DCP	
8	Grade Details	Assessment Grade	Varchar	20	--	N	DCP	
9	**Remarks**	**Remarks**	**Varchar**	**200**	**--**	**Y**	**DCP**	**--**

Disciplinary Cases Transaction Details and Master Details

1. Penalties Details:-

Purpose: To keep record of all type of penalties Details.

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	**Data Length**				
1	Auto Increment ID	PnalID	int	8	PK	N	DCP	
3	Type of penalties Minor/Major	Type	Char	10	--	N	DCP	--

2. Case Details:-

Purpose: To keep record of cases against individual.

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	**Data Length**				
1	Auto Increment ID	CaseID	int	8	PK	N	DCP	--
2	Penalties Minor/Major	PnalID	int	8	FK	N	DCP	Referred
3	**GPF/PRAN NO**	**GPF/PRAN NO**	Char	10	FK	N	DCP	Referred
4	Date of Occurrence	DOC	Datetime		--		DCP	
5	Reason behind case	Reason	Varchar	200		Y	DCP	
6	Status	Type	Char	10		Y	DCP	
7	Penalties awarded by	Rank/name	Varchar	50	--	Y	DCP	
8	Awarded Date	AwardedDate	Datetime					

3. D&V Clearance:-

Purpose: To keep record clearance.

Sr. No.	Description	Data Filed	Data structure		Constraint	Allow Null	Data Owner	Remarks
			Data Type	**Data Length**				
1	Auto Increment ID	ID	int	8	PK	N	DCP	
2	**GPF/PRAN NO**	**GPF/PRAN NO**	Char	10		N	DCP	
3	Date of D&V Clearance	ClearanceDate	Datetime		--	N	DCP	--
4	Name of current unit	Unitid	Int	8	--	N	DCP	
5	Name of current	DesigID	Int	8	--	N	DCP	

	Designation							
6	Remarks	Remarks	Varchar	200	--	Y	DCP	

<u>Recruitment Rules of all Cadres</u>

SPECIFICATIONS OF HARDWARE

Platform: Visual studio 2013 or latest (ASP.net/C#)
Client scripting: Java script, Ajax, J-query.
Reporting: SSRS
Database: Microsoft SQL server 2012 or latest

Hardware Requirement
Client Machine requirement for fast access the application.
RAM: 1GB above RAM
Processer: Core 2 duo CPU @9.25 GHz
Hard Disk: 40 GB and above

LIST OF DOCUMENTATION AND MANUALS

The following documentation are to be delivered as part of the deliverables:-

Sl.No	Items	Number required
(a)	Project plan	02 Hard Copy
(b)	Restoration and Backup CDs for the system software	01 Set each
(c)	Documentation with respect to customised application	02 Hard Copies, 01 Soft Copy
(d)	Training Course material (If any)	As per the number of trainees, one per trainee and three spare copies.
(e)	Copy of CBT package as per IETM level 3 standards(Separate for Administrator and user) and Tutorial for the application	02 Copies
(f)	Copy of Source code of the application	02 Copies
(g)	Quality Acceptance Plan, Acceptance Test plan, Acceptance Test Schedule.	02 Copies each
(h)	Documentation, Media and License for the software.	01 Set each as per the software. Including OEM support
(j)	Certificate of authenticity for the Software	01 copy each
(l)	Warranty certificates from OEM.	01 Set
(n)	Malicious code certificate	01 original ink signed copy
(p)	Brochures for the application	100 copies

COMPLIANCE REPORT FORMAT

Sl No	Section/Para of Technical Specification	Compliance (Yes/No)	Reasons/Justifications of non-compliance

TECHNICAL BID FORMAT

1. The Technical Bid should consist of documents in the sequence given below:-

(a) Index page indicating the technical bid contents with appropriate page numbers.

(b) The Compliance matrix for Vendor Evaluation Criteria stated at **Appendix 'G'**, along with the required supporting documents in the same sequence.

(c) Project Plan, in accordance with para 21 of Part II of the RFP.

(d) The Compliance matrix for Technical Evaluation Criteria.

(e) A para wise Compliance matrix for RFP requirements.

(f) Assumptions, Exclusions, Concessions, Deviations

(g) Client list from major Defence / Public Sector Units (PSU).

(h) OEM support certification.

(j) Any additional document on Company Profile, Employee Profile etc.

(k) Qualifying criteria – Turnover/ Profit margin/ Indian Registered

(l) Proposed Solution/ Architecture

(m) Technology being used

(n) Ab-initio development on customisation of COTs

(p) Development methodology proposed to be adopted

(q) Acceptance of procedure.

(r) Project Plan and timelines.

(s) Acceptance of all terms and conditions of RFP.

(t) Submission of all supporting documents.

(u) Cost of past projects.

VENDOR EVALUATION COMPLIANCE MATRIX

S. NO.	CRITERIA	Compliance Status (Yes/No)	Reasons for Non-Compliance	Supporting Documents Required
1.	Proposal submitted in accordance with 02 bid system			-----
2.	The vendor must possess ISO 9001: 2008 certification as per para 2 part IV of RFP and			Yes
	Atleast CMMi Level 3 certification or above			Yes
3.	The mandatory quality certification as stated above must be active and valid during the currency of the complete project.			Yes
4.	Documentary proof for the periodic internal and external audits.			Yes
5.	The firm must have undertaken at least one similar project with Govt/PSU/Nationalised Bank in the last three years.			Yes
6.	The vendor must have completed in last three years:- (a) Three similar projects costing not less than ₹ 30 lakhs. **or** (b) Two similar projects costing not less than ₹ 45 lakhs. **or** (c) One similar project costing not less than ₹ 60 lakhs.			Yes
7.	Is the vendor adopting CONSORTIUM approach?			Yes
8.	The vendor must have an established service base at New Delhi, Mumbai,Hyderabad,Chennai			Yes
9.	Tender specific authorisation from the manufacturer of passive and active devices			
10	Bidders who have been black listed/debarred by Central or any State govt. Deptt./PSUs/Nationalized Banks shall not be considered.			An affidavit to this effect shall be submitted by the bidder duly attested by authorized signatory.

FORMAT FOR COMMERCIAL BID

Sl. No	Features	Qty	Unit Cost (Rs)	Total Cost (Rs)	Extended Prices including all applicable taxes (Rs)
1.	**SOFTWARE**				
1(a)	Base Product				
1(b)	DBMS(database With CAL licenses)				
1(c)	Application development & Implementation including service Support	-			
1(d)	Any Other charges				
1(e)	*Total Cost of Software to be considered for Computing L1*				
2.	**TRAINING**				
2(a)	Core Team (Scope inclusive of System Administrators Training)				
2(b)	System Maintainers				
2(c)	User Training				
2(d)	Any Additional Training				
2(e)	*Total cost of training*				
3.	**AMC Charges for 03 years to be quoted on yearly basis.**				
4.	**Any other additional Costs.**				
5.	**TAXES**				
5(a)	VAT				
5(b)	Service Tax				
5(c)	Excise, if any				
5(d)	Any other Tax				
5(e)	*Total Tax*				
	GRAND TOTAL (Inclusive of taxes) Will be considered for determining L1				

Special Instructions

1. Grand Total = 1(e)+2(e)+3+4+5(e). This will be used for determining L1.

2. A year wise breakup of AMC charges including license fee (if Any) for three years post warranty is to be specified. Provision of this cost is mandatory and this will be included while calculating the L1. However, Navy reserves the right for placement of the order for AMC.

3. All changes as indicated above are to be inclusive of taxes.

4. The grand total will be used for drawing up the CST and identification of L1. In case of discrepancy between the sum of unitised items cost and grand total, unit cost multiplied with quantity will be taken as final cost.

5. The exemption certificates required (if any) are to be mentioned separately and will be issued to L1 firm post placement of order.

REQUIREMENT OF SECURITY CONTROLS AND
AUDIT FEATURES FOR THE SOFTWARE APPLICATION

Identification and Authentication Mechanism.

1. Applications must have robust authentication mechanism. Authentication should be based on at least one of the following mechanisms:-

(a) Strong Password (minimum eight character length and should be a combination (at least three) of upper case letters, lower case letters, special characters and numbers).

(b) X.509 certificates issued for the host/client (Using approved PKI system as and when available) (something you have).

(c) Biometrics (something you are).

2. The authentication may use a user account database specific to the application or it may involve leveraging the authentication service of an operating system or directory service using the Identity Management System.

3. In case the authentication to an application is based on passwords, then the standard password policy is to be promulgated for all and should be adhered to.

Data Protection

4. **Data Protection at Rest**. Sensitive application data must be adequately protected in rest and appropriate file permissions must be applied. As and when applicable the data at rest must be in encrypted form.

5. **Data Protection in Transit**. Sensitive application data should be adequately protected in transit. The following are recommended:-

(a) All Identification and authentication information must be encrypted prior to transit regardless - of the sensitivity level. The exception to this rule is public access applications, in which non-administrative users may not be required to authenticate their identity. Different mechanisms for protecting confidentiality and integrity of such data may be used. If a password or biometric is transmitted across a network, then the algorithm must be two-way so that the client can encrypt the information before sending it and then the server can decrypt it upon receipt. In the case of challenge response methods such as the Challenge Handshake Authentication Protocol (CHAP), passwords are never transmitted between client and server. Instead, a challenge response is encrypted with a one-way hash algorithm. Both methods are acceptable.

<u>Audit Features</u>

6. The audit facility of the application must be configured to log all relevant events. The mechanism that performs auditing may be a combination of the operating system, web server, database, application, etc. The following are recommended for logging/auditing in an application:-

(a) Startup and shutdown of application.

(b) Authentication of clients/users.

(c) Authorisation/permission granting including starting and ending time for access to application.

(d) Actions and access to data by trusted users.

(e) Process invocation.

(f) Unsuccessful data access attempt and Denial of access resulting from excessive number of login attempts.

(g) Data deletion.

(h) Changes in configuration of application.

(j) Application of confidentiality or integrity labels to data and any changes to these.

(k) Override or modification of data labels or markings.

(l) Output to removable media.

(m) Output to a printer (for confidential data only).

(n) Privileged activities and other system level access – For applications/systems dealing with confidential and higher data.

(o) For applications/systems dealing with confidential and higher data, activities that might modify, bypass, or negate safeguards controlled by the system.

(p) Successful or failure of attempt to access a security file. 31

(q) Blocking or blacklisting a User ID, terminal, or access port, and the reason for the action - For applications/systems dealing with confidential and higher data.

7. The following information pertaining to the events should be logged:-

(a) User ID of user or process ID of process causing the event.

(b) Success or failure of attempt to access security file.

(c) Date/time of event.

(d) Type of event.

(e) Success or failure of event.

(f) For identification and authentication events; origin of request (e.g. originating host's **IP** address).

(g) For write or delete events: name of data object written or deleted.

8. It is recommended that the application must have a mechanism for warning the administrator, when the audit records are near full. The application audit records must not be vulnerable to unauthorised deletion, modification, or disclosure.

9. The application developer must also ensure a process is in place for retaining application logs for the specified period.

Session Limits for Applications.

10. In addition, session limits must exist for the application. For each session type there must be limits on the number of sessions per user or process and the maximum time length of an idle session. Alternately, limits could be set on the aggregate number of sessions or the length of time of any session (active or not). Even if the application does not provide time limits for idle sessions, such limits may exist at the transport layer (e.g. TCP timeouts). The details to be mutually arrived at during URS/SRS.

Marking of Security Classification

11. While developing applications, the printed output from the application is to have appropriate security classification. This would facilitate proper handling of the information. In some cases technology may prohibit the appropriate markings on printed documents. For example, in some cases, it is not possible to mark all pages top and bottom when a user prints from a browser. In this case, user procedures must exist for manually marking printed documents.

Use of Minimal Services and Software

12. The application environment must not use unnecessary services or software within the environment. All services not required are to be closed by the vendor.

Application Configuration and Authorization

13. Need for role based access control and recommendations for segregation of roles are to be incorporated. The application must not store authentication credentials on client computers after a session terminates. Persistent cookies are the primary means by which an application stores authentication information over more than one browser session. If the application is a web-based application, browser must be set to warn the user before accepting a cookie.

14. Application users must be given an option to explicitly terminate a session (logout).

Mobile Code

15. Mobile code is software obtained from remote systems, transferred across a network, and then downloaded and executed on a local system without explicit installation or execution by the recipient. Mobile code could be of the following types:-

(a) ActiveX

(b) Windows Scripting Host when used as mobile code

(c) Unix Shell Scripts when used as mobile code

(d) DOS batch scripts when used as mobile code

 (e) Java applets and other Java mobile code

(f) Visual Basic for Applications (VBA)

(g) LotusScript

(h) PerfectScript

(j) Postscript

(k) JavaScript (including Jscript and ECIVIAScript variants)

(l) VBScript

(m) Portable Document Format (PDF)

16. Following are to be borne in mind in case of developing applications using mobile code:-

(a) The application should not be developed with the ability to send e-mail messages that include executable code. If the application sends emails, the messages must not contains files with the extensions .exe, .bat, .vbs, .reg, .jse, .js, .shs, .vbe, .wsc, .sct, .wsf, .wsh. Similarly, the application must not transmit unsigned mobile code.

(b) The application must not transmit mobile code that attempts to access local operating system resources or establish network connections to servers other than the application server. If the application accepts inputs, the mechanism that is used to process the request must be documented to ensure that before mobile code is executed, its signature must be validated.

(c) In case the application allows upload of data, the data file should be parsed to look for specific pieces of information in an expected format. In case of anomaly, a suitable error message should be provided and such upload should not be permitted. An application program in accordance with established business rules must then process the data. The data file must not be sent directly to an execution module for processing.

Data Validation and Error/Exception Handling

17. The application must adequately validate user inputs before processing them. The test plan for the application must document testing with invalid user inputs and tests for boundary conditions.

18. The application must include an explicit error and exception handling capability. Application error and exception messages displayed to users must not reveal information that could be utilised in a subsequent attack. Error messages should not include variable names, variable types, SQL strings, or source code. The application code should not rely on internal system generated error handling.

19. An application failure must not result in an insecure state of the system. An application process must remove temporary objects from memory or disk before it terminates.

20. Buffer overflow vulnerabilities are one of the most common security flaws. The application development must ensure that it is not vulnerable to buffer overflows. This must be documented in the test plan.

Miscellaneous Features

21. Applications being used on the Naval intranet should display an appropriate warning message upon user logon. The warning message does not need to include the following four general elements verbatim but must convey the same meaning:-

(a) Notice that this is an *IN* system.

(b) Use of the application is limited to official *IN* use only.

(c) Unauthorised use is subject to prosecution.

(d) Use of the application constitutes the user's consent to monitoring.

22. Authentication credentials or sensitive data must not be stored in the application code. Application code must also not contain invalid references to network resources, pathnames, URLs, etc.

23. Any data being transferred across systems must be properly labelled and the user notified of this fact. Any interface, such as a link or web hyperlink contained within the

application, that connects to an un-trusted system must provide some disclaimer or notification to the users that they are leaving a trusted resource.

24. Application users must be given an option to explicitly terminate a session (Logout). Also in case of web based applications a prompt may be given to the user to close the page/browser on logging out.

25. On logging on to applications, a feedback must be given to the users when he had last logged into the application.

SUPPORT STRUCTURE - ADMINISTRATIVE HIERARCHY

1. The following support personnel/ organisation(s) of vendor <as applicable>will be responsible for smooth and efficient running of the 'Service Support Arrangement' for application.

(a) Location Support Engineers, Specialist Engineers & Application Support Group.

(b) Call Dispatch Centre.

(c) Regional AMC Manager.

2. The role/ responsibilities of the above mentioned support staff/ organisations are enumerated in the succeeding paragraphs.

3. **Location Support Engineers**. Location Support Engineers are to be posted at vendor Support Locations. During the normal working hours, they will receive calls from system administrator or other authorised unit personnel and respond within the time frames as per 'Service Level Commitment' detailed in the succeeding paragraphs. The Support Engineers shall draw additional resources from the 'Specialist Engineers' and 'Application Support Group' of vendor to resolve critical problems on as required basis. Their responsibilities shall include the following:

(a) Technical support to the Support Engineers positioned on-site.
(b) Escalation of un-resolved problems and IOS up-gradation.
(c) Provide a 'Fix' to software related shortfalls/ bugs, and implement the enhancements/ additional features sought by the navy from time-to-time as per mutually agreed terms Seeking the advice of OEMs on as required basis.

4. **Call Dispatch Centre**. This centre will record all defects in a computerised database. Arrangements will be made to facilitate Management of defects and allocation of resources in respect of manpower, spares, requirement for call escalation, scheduling of planned preventive maintenance etc. In addition, statistics will be generated for review by the Senior Management to monitor the performance of field support staff towards meeting the commitments of the company as defined in the Service Level Agreement.

5. All defects are to be logged with the call Dispatch Centre(s) regardless of the fact that they have been verbally brought to the notice Location Support Engineer(s) and/or have been resolved by them.

6. All defect reporting calls are to be logged with the Call Dispatch Centre. This centre is manned on<as per unit timing> basis on all days including Sundays and Holidays. During the off working hours, this centre shall track all calls and allocate

resources for their rectification that have Severity$_1$ Level-1, regardless of the region/ location of the defect. The Level- 2 & 3 defects as reported by Clients/ units during the off working hours shall be attended by the vendor on the next working day unless they have been escalated to Level 1.

7. In order to register the complaint with the Call Dispatch Centre, the Call Dispatch Centre shall ask for the running serial number of the defect/ bug about which the complaint is being logged. After the complaint is logged with the Call Dispatch Centre, the Call Dispatch Centre shall allocate the Ticket No to the complaint and communicate the same to the caller for enquiry on the progress of repair action.

8. The Call Dispatch Centre will track the calls logged and updates will be provided to the users on the action(s) taken and the status of defects. Call Dispatch Centre shall also escalate the status of call in case of hold-ups and report the facts to vendor senior management for review and corrective action to meet the service level commitment.

9. The users are expected to describe the defect description to the call centres for all defects that do not have Level-1 severity. In the emergency situations, where engineers are contacted directly and corrective actions are taken, the users are expected to log the calls with the Call Dispatch Centre for proper Management by vendor firm and recording the history of defects. **However, description of Level-1 defects shall not be logged onto the database even by vendor engineers prior to, or, post closure of calls,** and information with regard to Management the Level-1 calls shall be made available to personnel on need to know basis only.
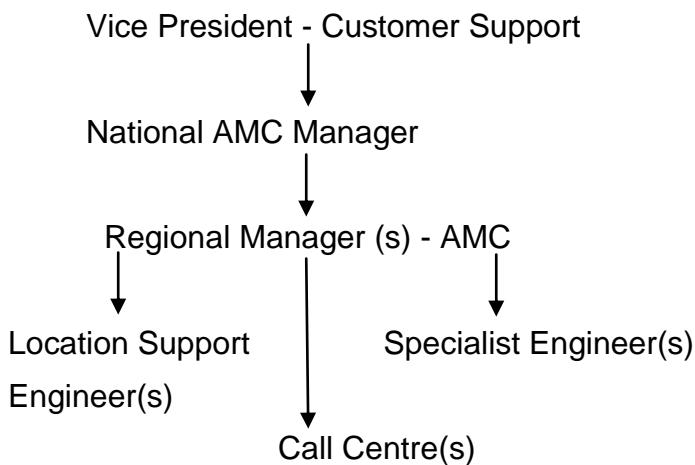
10. When Level-1 defects are reported to call centres without giving their description, the call centres shall promptly direct the designated engineers to get in touch with the unit for obtaining additional information and expeditious resolution of defects.

11. **Regional AMC Manager.** The Regional AMC Manager is in-charge of support activities of respective region(s). The end Users can escalate their problems to the respective Regional AMC Manager.

12. **Maintenance Management Review**. Details of reviews that shall be held at periodic intervals to assess the Quality of Service and effectiveness of upkeep and maintenance of the application System is tabulated on next page.

Ser	Type of Review	Frequency/ Venue	Attendees	Agenda
	Maintenance **R**eview **C**ommittee (MRC)- Milan	First Tuesday of Every Month at unit	**Navy** Application Administrator - Chairman **Vendor** Regional Manager-AMC Support Engineer (s).	Take Stock of the following issues:- (i) Total No of Defects reported and resolved during the Month. (ii) Defects Pending due to lack of expertise etc. (iii) Reasons for delay in rectification of defects. (iv) Identify Frequent Failures. (v) Compile a data-bank of FAQs.
	Regional **R**eview **C**ommittee (RRC) – Milan	Once every quarter commencing after installation of the application at unit/ vendor Local Office as convenient.	**Navy** CO unit – Chairman application Administrator **Vendor** Regional Manager-AMC Support Engineer.	(i) Review of Maintenance Statistics and system Up-time. (ii) Prepare the proposals for upgradation / modifications

13. **Hierarchy of Vendor Maintenance Infrastructure**. The maintenance support division of vendor is to be headed by Vice President responsible for Support Services. The Hierarchy of support organisation and the chain of command is depicted in the flow diagram to escalate the calls at appropriate levels. Vendor shall communicate the change in positions/ structure in the hierarchy (if any) unit from time-to-time.

Vice President - Customer Support
↓
National AMC Manager
↓
Regional Manager (s) - AMC
↓ ↓ ↓
Location Support Engineer(s)   Specialist Engineer(s)
Call Centre(s)

CERTIFICATE OF MALICIOUS CODE

(This certificate is to be rendered on company's letterhead)

1. This is to certify that the software being offered as part of the contract does not contain any kind of malicious code that would activate procedures to:-

(a) Inhibit the desired and the designed function of the equipment.

(b) Cause physical damage to the user or his equipment during the operational exploitation of the equipment.

(c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening Official Secrets Act 1923.

2. There are no Trojans, Viruses, Worms, Spywares or any malicious software on the system and in the software developed.

3. This firm is liable in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in embedded / shipped software .

(Signed)

Date:-   Designation

Place:-   Name and address of firm

Company Seal (Authorised Signatory)
Place : ....
Date : ....

Confidentiality and Non Disclosure Agreement.The NAVY and the vendor shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following termination of the Contract. Notwithstanding the above, the vendor may furnish to its Subcontractor(s) such documents, data and other information it receives from the NAVY to the extent required for the Subcontractor(s) to perform its work under the Contract, in which event vendor shall obtain from such Subcontractor(s) an undertaking of confidentiality similar to that imposed on this vendor under this Clause. Vendor also undertakes not to use any information gained by virtue of this project, in any form, to prepare, develop, market or sell any system or product for utilization by any other client. The provisions of this Clause shall survive termination, for whatever reason, of the Contract.