

# **Request for Proposal**

for

**Selection of System Integrator for  
Design, Development, Implementation  
and  
Maintenance of Nurse Registration  
and Tracking System (NRTS)**

for

**Indian Nursing Council (INC)**



**Tender No.: NRTS-001**

**Dated: 30-12-2013**

# **SECTION 1**

## **Invitation for Bids**

1. This invitation to Bidder is for **“Selection of System Integrator (SI) for design, development, implementation and maintenance of Nurse Registration and Tracking System (NRTS) for Indian Nursing Council/ State Nursing Councils”**.
2. Bidders are advised to study the RFP document carefully. Submission of bid response to this RFP shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. Bid response prepared in accordance with the procedures enumerated in **Section 2 of this RFP** should be submitted to the Purchaser not later than the date and time laid down, at the address given in the RFP Section 1, Clause 6.
3. All bids must be accompanied by:
  - a) Earnest Money Deposit (EMD) of Rs. 50,00,000/- (Rupees Fifty Lakhs only) in the form of Bank Guarantee drawn in favour of Secretary, Indian Nursing Council, payable at New Delhi. The EMD should be issued from a nationalized/ scheduled bank. The BG shall be valid for at least 180 days from the date of opening of Technical Bid. The Bank Guarantee should be prepared as per the format specified in Clause 1.4 of Section 4 of this RFP
  - b) Tender fee of Rs. 5000/- (Rupees Five Thousand only) drawn in the form of a Demand Draft in favour of Secretary, Indian Nursing Council, payable at New Delhi, issued by nationalized/ scheduled bank. The **Tender Fee is Non-Refundable**.
4. The RFP document can be obtained during working hours on all working days at the office address (as prescribed in clause 6 below) from the start date of sale of RFP till the last date. The RFP document can also be downloaded from Indian Nursing Council's website (<http://www.indiannursingcouncil.org>). The bidders who purchase the hard copy of the RFP from INC office by submitting DD of Rs. 5000/- are not required to furnish the tender fee again at the time of bid submission. Bidders who download the RFP from website would be required to submit demand draft of tender fee at time of bid submission.
5. This RFP document is not transferable.

**6. Critical information**

S. No	Information	Details
a.	RFP reference No and Date	NRTS-001; 30 December 2013
b.	Start date of sale of RFP document	15 January 2014
c.	Last date for submission of written queries for clarifications	20 January 2014 till 05.00 PM
d.	Date of pre-bid meeting	23 January 2014 at 11.00 AM
e.	Release of response to queries on <a href="http://www.indiannursingcouncil.org">www.indiannursingcouncil.org</a>	27 January 2014
f.	Last date (deadline) for receipt of bid response	10 February 2014 till 01.00 PM
g.	Place, Time and Date of opening of Pre-Qualification bids	10 February 2014 till 02.00 PM
h.	Place, Time and Date of opening of Technical bids	Will be intimated later to qualified Bidders
i.	Place, Time and Date of opening of Financial bids	Will be intimated later to qualified

Section 1: Invitation for Bids

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S. No	Information	Details
		Bidders
j.	Contact Person for queries	Secretary Indian Nursing Council, Kotla Road, Temple lane, Opp. Mata Sundri College, Near I.T.O., New Delhi – 110002 Phone Number: 011-23233764
k.	Addressee and Address at which bid response to RFP notice is to be submitted	Secretary, Indian Nursing Council, Kotla Road, Temple lane, Opp. Mata Sundri College, Near I.T.O., New Delhi – 110002
l.	Place of Pre-Bid Conference	Conference Hall Indian Nursing Council, Kotla Road, Temple lane, Opp. Mata Sundri College, Near I.T.O., New Delhi – 110002

7. Bidders must note that paper based **bids received after due date and time shall be rejected**. The paper based bids shall be submitted in the sealed box kept in the office of the Secretary, Indian Nursing Council at the address mentioned in Clause 6(j) above. Bids should be delivered by hand at the above mentioned address. Bids sent through Post/ email/ courier/ fax or otherwise shall not be accepted.
8. The queries may be sent to the email ids; [secy2010@indiannursingcouncil.org](mailto:secy2010@indiannursingcouncil.org) and [js@indiannursingcouncil.org](mailto:js@indiannursingcouncil.org)

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## **SECTION 2**

# **Instructions to Bidders**

**Table of Contents**

1.	Contents of the RFP Document.....	4
2.	Cost of Bidding Process.....	4
3.	Clarification on RFP Document .....	4
4.	Amendment of RFP Document.....	5
5.	Language of Bids.....	5
6.	Procedure for Submission of Bids .....	5
7.	Format and Signing of Bid.....	7
8.	Documents Comprising the Bids .....	7
9.	Bid Prices .....	8
10.	Firm Prices .....	8
11.	Discount.....	9
12.	Bidder Qualification.....	9
13.	Earnest Money Deposit (EMD).....	9
14.	Period of Validity of Bids .....	10
15.	Terms and Conditions of Bidder .....	10
16.	Local Conditions .....	10
17.	Last Date for Receipt of Bids .....	11
18.	Late Bids.....	11
19.	Modification and Withdrawal of Bids .....	11
20.	Contacting the Purchaser.....	11
21.	Evaluation of Bids .....	12
22.	Post Qualification and Award Criteria.....	19
23.	Purchaser's Right to Vary Scope of Contract at the time of Award.....	19
24.	Purchaser's Right to Accept Any Bid and to Reject Any or All Bids.....	19
25.	Notification of Award.....	20
26.	Performance Bank Guarantee .....	20
27.	Signing of Contract .....	20
28.	Rejection Criteria .....	20

**1. Contents of the RFP Document**

1.1. The Scope of Work, procedures and Contract terms are prescribed in this RFP Document. In addition to Section 1, the RFP Document includes:

SECTION	CONTENTS
Section 2	Instruction to Bidders
Section 3	Contract Conditions and Service Levels
Section 4	Bid Submission Formats
Section 5	Scope of Work
Annexure to Section 5	A: Requirement Specification B: Product Specification
Section 6	Technical Requirements

1.2. The Bidder should examine all instructions, forms, terms & conditions, and scope of work in the RFP Document and furnish all information as stipulated therein.

**2. Cost of Bidding Process**

2.1. The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentations etc. for the purposes of clarification of the bid, if so desired by the Purchaser.

**3. Clarification on RFP Document**

3.1. A prospective Bidder requiring any clarification on the RFP Document may submit the queries at the Purchaser's email address as per schedule indicated in Clause 6 of Section 1. The queries must be submitted in the following format:

<b>BIDDER'S REQUEST FOR CLARIFICATION</b>		
Name and Address of the Organization submitting request	Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
		Tel:
		Fax:



Section 2: Instructions to Bidder

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		<b>Email:</b>	
S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required
1.			
2.			

3.2. The Purchaser will respond, to any request for clarification to queries on the RFP Document, received not later than the date prescribed by the Purchaser in Section 1, Clause 6 of this RFP document.

**4. Amendment of RFP Document**

4.1. At any time prior to the last date for receipt of bids, the Purchaser, may, for any reason, whether at its own initiative or in response to query requested by a prospective Bidder, modify the RFP Document by an amendment. It shall not be mandatory for the Purchaser to disclose the reasons for this change.

4.2. The amendment will be notified through **website** (<http://www.indiannursingcouncil.org>) and would be binding on all Bidders.

4.3. The Purchaser may, at its discretion, extend the last date for the receipt of Bids.

**5. Language of Bids**

5.1. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Purchaser, shall be written in **English language**, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the **English translation** shall govern.

**6. Procedure for Submission of Bids**

6.1. Bidder shall mandatorily submit the bid through paper based submission of the bid

6.2. The last date and time of submission of bids shall be as per Clause 6 of Section 1 of the RFP.

6.3. Paper based submission of bid should follow the details mentioned below:

#	Bid type	Number of copies
1.	Pre-Qualification Bid	<ul style="list-style-type: none"> <li>2 hard copies along with 1 CD in one cover</li> <li>Each copy should be marked as "Original" and "Duplicate"</li> </ul>

Section 2: Instructions to Bidder

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#	Bid type	Number of copies
		<ul style="list-style-type: none"> <li>The envelope should be super-scribed "Pre-Qualification Bid" with complete details of the bidder</li> </ul>
2.	Technical Bid	<ul style="list-style-type: none"> <li>2 hard copies along with 1 CD in one cover</li> <li>Each copy should be marked as "Original" and "Duplicate"</li> <li>The envelope should be super-scribed "Technical Bid" with complete details of the bidder</li> <li>Prices should not be indicated in Technical Bid</li> </ul>
3.	Financial Bid	<ul style="list-style-type: none"> <li>1 hard copy in one cover</li> <li>The envelope should be super-scribed "Financial Bid" with complete details of the bidder</li> </ul>
4.	Entire Bid document (1+2+3)	<ul style="list-style-type: none"> <li>1 cover super-scribed "Selection of System Integrator (SI) for design, development, implementation and maintenance of Nurse Registration and Tracking System (NRTS) for Indian Nursing Council/ State Nursing Councils"</li> <li>Cover should have complete name, address and contact details of bidder</li> </ul>

- 6.4. Each page of the original copy of Prequalification, Technical Bid and Financial Bid should be duly initialed by Authorized Signatory and stamped with correct name of the Bidder's company/organization.
- 6.5. The bids received after the due date and time shall be summarily rejected and returned to the Bidder declaring as "Late submission" and the same shall not be opened.
- 6.6. Each copy of the bid response should be a complete document of good print quality and should be bound properly as a volume. If not properly bound the Purchaser shall not be in any way responsible for loss of sheets due to inadvertent opening of the document at any stage and that affecting the prospects of the Bidder during the evaluation due to loss of these documents. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately.
- 6.7. As part of the bid, Bidder should also provide the Pre-Qualification and Technical bid in soft copy format, in the form of a non-re-writeable CD (Compact Disc) as follows:
- 6.7.1. The CD containing pre-qualification and technical bid should be sealed along with the hard copy of the pre-qualification and technical bid respectively. The CD should contain a single PDF file with all the relevant information/ documents included in a sequence exactly as in the hard copy of pre-qualification and technical bid.
- 6.7.2. The CD submitted by the Bidder must be in sealed covers. The sealed covers as well as the CD media must be duly signed by the Bidder using a "Permanent

Pen/Marker” and should be super-scribed with “Pre-Qualification / Technical Bid- from <<Bidder Name>>”.

- 6.7.3. Bidder must ensure that the information furnished in the CD is identical to that submitted in the original paper bid document. In case of any discrepancy observed by the INC during the time of bid evaluation in the contents of the CD and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.
- 6.7.4. Bidder must ensure that the pre-qualification and technical bid CD & hardcopies should not contain any commercial items / prices.
- 6.7.5. Telex/Telegraphic/Tele-fax bids will not be considered. All out-station bids, if sent by post, should be sent under registered cover.
- 6.7.6. If the outer envelope is not sealed and marked as indicated above, the INC will assume no responsibility for the bid’s misplacement or premature opening.

## **7. Format and Signing of Bid**

- 7.1. The Bidder shall prepare **two copies** of the Bid, clearly marking each "Original", "and "Duplicate" as appropriate in accordance with Clause 6 of this section. In the event of any discrepancy between them, the original in hard copy shall govern.
- 7.2. The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract in accordance with **Clause 12** of this Section of RFP. All pages of the bid, except for unamended printed literature, shall be initialed and stamped by the person or persons signing the bid.
- 7.3. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

## **8. Documents Comprising the Bids**

The bid prepared by the Bidder shall comprise of the following components:

- 8.1. **Pre-Qualification Bid** - The Prequalification shall comprise of the following:
  - 8.1.1. All documents as mentioned in Clause 1.1 “Pre-Qualification Checklist” of Section 4
  - 8.1.2. Clause 1.2 of Section 4 – Pre-Qualification Covering Letter
  - 8.1.3. Clause 1.3 of Section 4 – Supporting information for Pre-Qualification conditions
  - 8.1.4. Clause 1.4 of Section 4 - Earnest Money Deposit (Bank Guarantee)
  - 8.1.5. Tender Fee (Demand Draft), if the bidder has downloaded the RFP from INC website

- 8.1.6. Power of Attorney by the Bidder in favor of the Principal Officer or the duly Authorized Representative, certifying him/her as an authorized signatory for the purpose of this RFP.
- 8.2. **Technical Bid** - The Technical Bid shall comprise of the following:
- 8.2.1. Clause 2.1 of Section 4 – Technical Bid Letter
  - 8.2.2. Clause 2.2 to Clause 2.6 of Section 4 – Technical Formats
  - 8.2.3. Clause 3.2 of Section 4 – Breakdown of cost components **mentioning ONLY bill of material. It should NOT mention cost of items.**
- 8.3. **Financial Bid** - The Financial Bid shall comprise of the following (to be submitted as a part of bid
- 8.3.1. Clause 3.1 of Section 4 - Financial Bid Letter
  - 8.3.2. Clause 3.2 of Section 4 - Breakdown of cost components
- 9. Bid Prices**
- 9.1. The Bidder shall indicate in the proforma prescribed at Clause 3.2 of Section 4 of this RFP, the unit rates of the services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Bid Documents.
  - 9.2. In absence of information as requested in **Clause 9.1** above, a bid shall be considered incomplete and summarily rejected.
  - 9.3. The Bidder shall prepare the bid based on details provided in the RFP documents. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP documents and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP documents.
  - 9.4. The Bidder as part of its Financial Bid should account for all out of pocket, taxes, levies and other expenses that the Bidder shall incur during the contract period.
- 10. Firm Prices**
- 10.1. Prices quoted must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bidder shall, therefore, indicate the prices in Clause 3.2 of Section 4 of this RFP. The Bid Prices shall be indicated in **Indian Rupees (INR) only.**
  - 10.2. The Financial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/payable should to be indicated separately in Clause 3.2 of Section 4 of this RFP.

10.3. A financial bid submitted with an adjustable price quotation or conditional bid shall be treated as non-responsive and the bid shall be rejected summarily.

**11. Discount**

11.1. The Bidder is advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.

**12. Bidder Qualification**

12.1. The "Bidder" shall mean the Organization on whose behalf the bid response has been submitted. The Bidder may be either the **Principal Officer** (MD/ Company Secretary) or his/her duly **Authorized Representative**, in which case he/she shall submit a power of attorney as mentioned in clause 21.12(3) of this section of RFP. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the representative or the principal.

12.2. It is further clarified that the individual signing the RFP or other documents in connection with the RFP must certify whether he/she signs as:

12.2.1. Constituted attorney of the firm, if it is a company

**OR**

12.2.2. The Principal officer or his/her duly Authorized Representative of the Bidder, in which case he/she shall submit a certificate of authority on behalf of the Bidder

12.3. The authorization shall be indicated by **power-of-attorney** accompanying the bid.

**13. Earnest Money Deposit (EMD)**

13.1. The Bidder shall furnish, as part of its bid, EMD of the amount and format as mentioned in Clause 3 of Section 1 of this RFP.

13.2. The EMD is required to protect the Purchaser against the risk of Bidder's conduct which would warrant the EMD's forfeiture, pursuant to Clause 13.6.

13.3. The EMD (denominated in Indian Rupees) shall be in the form of a bank guarantee issued by a **Nationalized / Scheduled Bank**, in the proforma provided at Clause 1.4 of Section 4 of this RFP and shall have validity as stated in Clause 3 of Section 1 of this RFP.

13.4. Unsuccessful Bidder's EMD will be discharged/ returned after award of contract to the successful Bidder. **No interest will be paid by the Purchaser on the EMD amount.**

13.5. The successful Bidder's EMD shall be discharged upon the Bidder executing the Contract, pursuant to Clause 27 and after furnishing the performance security, pursuant to Clause 26.

13.6. The EMD may be forfeited:

13.6.1. if a Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid; or

13.6.2. in the case of a successful bid, if the Bidder fails;

i. to sign the Contract in accordance with Clause 27; or

ii. to furnish performance security in accordance with Clause 26.

**14. Period of Validity of Bids**

14.1. Bids shall remain valid for a period of 6 months. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive and shall not be taken up for evaluation purposes.

14.2. The Purchaser may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax or by e-mail). The validity of EMD provided under Clause 3 of Section 1 of this RFP shall also be accordingly extended.

**15. Terms and Conditions of Bidder**

15.1. Printed terms and conditions (General Conditions) of the Bidder will not be considered as forming part of their Bids. In case terms and conditions of the contract applicable to this Invitation of RFP are not acceptable to any Bidder, he/she should clearly specify deviation in his/her Technical Bid, Clause 2.6 of Section 4 of this RFP. Similarly in case the Services being offered have deviations from the requirements/specifications laid down in this RFP, the Bidder shall describe in what respects and to what extent the Services being offered differ/deviate from the requirements, even though the deviations may not be very material. The Bidder must state categorically whether or not his offer conforms to RFP requirements / specifications and indicate deviations, if any, in his Technical Bid (Clause 2.6 of Section 4 of this RFP)

15.2. Any deviations / assumptions mentioned elsewhere in the Bid, other than the formats (Clause 2.6 of Section 4 of this RFP) will not be considered by the Purchaser.

**16. Local Conditions**

16.1. It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and factors at all respective locations, sites and offices which would have any effect on the performance of the contract and / or the cost. For Bidder's reference, list of all offices of INC are provided in Clause 5.6 of Section 5 of this RFP.

16.2. The Bidder is expected to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost.

- 16.3. Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for project will in no way relieve the successful Bidder from performing any work in accordance with the contract entered into.
- 16.4. It will be imperative for each Bidder to fully inform themselves of all local and legal conditions and factors which may have any effect on the execution of the contract as described in the RFP documents.
- 16.5. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid response and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Purchaser and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Purchaser on account of failure of the Bidder to appraise themselves of local laws and conditions.

**17. Last Date for Receipt of Bids**

- 17.1. Paper based Bids will be received by the Purchaser at the address specified under Clause 6 of Section 1 not later than the time and date specified in Clause 6 of Section 1. In the event of the specified date for the receipt of Bids being declared a holiday for the Purchaser, the Bids will be received upto the appointed time on the next working day.
- 17.2. The Purchaser may, at its discretion, extend the last date for the receipt of bids by amending the RFP Document in accordance with Clause 4 of Section 2, in which case all rights and obligations of the Purchaser and Bidder previously subject to the last date will thereafter be subject to the last date as extended.

**18. Late Bids**

- 18.1. Any bid received by the Purchaser after the last date and time for receipt of bids prescribed by the Purchaser, pursuant to Clause 6 of Section 1, will be rejected and shall not be considered for opening and/or returned unopened to the Bidder.

**19. Modification and Withdrawal of Bids**

- 19.1. No bid may be altered / modified after submission to the Purchaser. Unsolicited correspondences in this regard from Bidder will not be considered.
- 19.2. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

**20. Contacting the Purchaser**

- 20.1. No Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.

20.2. Any effort by a Bidder to influence the Purchaser's bid evaluation, bid comparison or contract award decisions shall result in the rejection of the Bidder's bid.

**21. Evaluation of Bids**

21.1. Tender Evaluation Committee (TEC) will carry out a detailed evaluation of the Prequalification and Technical Bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the RFP document. In order to reach such a determination, Tender Evaluation Committee will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.

21.2. The TEC will first evaluate the Pre-Qualification Bid as per the Pre-Qualification Criteria detailed in Clause 21.9 of this Section. The TEC while evaluating Pre-Qualification Bids shall have no access to the Technical and Financial Bids until Pre-Qualification evaluation is concluded and the competent authority accepts the recommendation.

21.3. The technical bids of only those bidders, who qualify in the evaluation of the pre-qualification bids, will be opened. TEC while evaluating the Technical Bids shall have no access to the Financial Bids until the technical evaluation is concluded and the competent authority accepts the recommendation. The TEC shall evaluate Technical Bids on the basis of their responsiveness to the Terms of Reference and by applying the evaluation criteria specified in the document. Only responsive bids shall be further taken up for evaluation. Evaluation of the technical bid will be done and at this stage the financial bid will remain unopened. The TEC may require verbal/written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. The Technical Bids will be evaluated on the basis of Technical criteria mentioned in the Clause 21.10 of this section of RFP.

21.4. Bidders, whose bids are responsive, based on the Pre-Qualification criteria and score a minimum of 70% of total marks (minimum marks to obtain for technically qualifying) from the technical evaluation criteria would be considered technically qualified. Only those bids which have a minimum score of 70% of total marks will be considered for opening of their Financial Bid and evaluation thereof. The technical bids will be evaluated as per the criteria mentioned in Clause 21.10 and technical scores (St) will be allotted to the bidders.

21.5. Financial bids of only those Bidders who are technically qualified shall be opened publicly on the date & time specified by the Purchaser, in the presence of the bidders' representatives who choose to attend.

21.6. The Quality cum Cost Based System (QCBS) shall be followed to evaluate the bids. In the QCBS method, the **lowest evaluated Financial Bid (Fm)** will be given the maximum financial score (Sf) of 1000 marks. The financial scores of all the other bidders will be determined by **Sf = 1000 \* Fm/F** (F = value of financial bid). Bids will be ranked according



to their combined technical score (St) and financial (Sf) scores using the weights (70% = the weight given to the Technical Bid and 30% = the weight given to the Financial Bid). The combined technical and financial score shall be calculated as **S (Final score) = 0.7\*St + 0.3\*Sf**. The firm achieving the highest combined technical and financial score (S) will be invited for negotiations.

**21.7. Clarification**

When deemed necessary, during the tendering process, the Purchaser may seek clarifications on any aspect from any or all the Bidders. However, that would not entitle the Bidder to change or cause any change in the substance of the RFP submitted or price quoted.

**21.8. Substantially Responsive Bids**

21.8.1. A substantially responsive Bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal.

21.8.2. Any attempt by a Bidder to influence it's the bid evaluation process may result in the rejection of the Bidder's Bid.

**21.9. Pre-Qualification Criteria**

21.9.1. The Evaluation Committee will examine the bids to determine whether they are complete, whether the bid format conforms to the RFP requirements, whether required EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

21.9.2. The Evaluation Committee may waive any informality or nonconformity or irregularity in a bid which does not constitute a material deviation according to the Purchaser

Section 2: Instructions to Bidder

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21.9.3. The Pre-Qualification Criteria for the bid will be:

Sl. No.	Pre-Qualification Conditions	Proof of document required
1.	Bidder should be a company registered under the Indian Companies Act, 1956 and should be in operations in India for a period of at least 5 years as on March 31, 2013	<ul style="list-style-type: none"> <li>• Certificate of incorporation</li> <li>• Copy of valid PAN card</li> <li>• Copy of valid Service tax registration</li> <li>• Copy of valid Sales tax/ VAT registration</li> </ul>
2.	Earnest Money Deposit	<ul style="list-style-type: none"> <li>• Bank Guarantee as per clause 1.4 of section 4</li> </ul>
3.	Tender Fee	<ul style="list-style-type: none"> <li>• Demand draft</li> </ul>
4.	Authorization of signatory for the purpose of this RFP	<ul style="list-style-type: none"> <li>• Power of Attorney</li> </ul>
5.	Bidder should have an annual turnover of minimum Rs. 250 crores in each of last three financial year (2010-11, 2011-12 and 2012-13) accruing from System Integration (excluding supply of hardware servers, components, devices, etc), development of IT applications areas and Application Maintenance services	<ul style="list-style-type: none"> <li>• Audited Balance Sheet for the last three financial years, 2010-11, 2011-12 and 2012-13</li> <li>• Certificate by company statutory auditors</li> </ul>
6.	<p>Bidder should have experience of handling the following projects in India as System Integrator with Government/ PSU clients in last 3 years (2010-11, 2011-12 and 2012-13) including supply of hardware servers, components, devices, software implementation, maintenance etc.</p> <p style="margin-left: 40px;">a) Atleast a one (1) assignment with a minimum project value of Rs. 20,00,00,000 (Rs. Twenty Crore) OR</p> <p style="margin-left: 40px;">b) Atleast two (2) assignments with a minimum project value of Rs. 15,00,00,000 (Rs. Fifteen Crore)</p>	<ul style="list-style-type: none"> <li>• Notarized copy of Purchase Order / Work Order / Completion certificate from client</li> </ul>

Section 2: Instructions to Bidder

Sl. No.	Pre-Qualification Conditions	Proof of document required
	<p style="text-align: center;">OR</p> <p style="text-align: center;">c) Atleast two (3) assignments with a minimum project value of Rs. 10,00,00,000 (Rs. Ten Crore)</p>	
7.	Bidder should have certification of ISO 9001:2000 and CMMi Level 3	<ul style="list-style-type: none"> <li>• Copy of valid certificate issued to Bidder by respective agencies</li> </ul>
8.	Bidder should have experience in last five years (5 years) of working in at least 3 projects where registration is conducted including biometric data and unique identifier is generated for purpose of tracking registered applicants/citizens. At least a database of 5,00,000 (Five Lakh) registered applicants should have been created with such solution. Other features that may be demonstrated are solution development, e-Form designing, system integration with existing software solution.	<ul style="list-style-type: none"> <li>• Notarized copy of Purchase Order / Work Order / Completion certificate from client</li> <li>• The last five years will comprise of periods counted from 2008-09, 2009-10, 2010-11, 2011-12 and 2012-13</li> </ul>
9.	The Bidder must have at least 100 full time IT professional on its rolls	<ul style="list-style-type: none"> <li>• Certificate from authorized signatory for number of technically qualified professionals employed by the firm</li> </ul>
10.	Participant should not be an entity which has been black-listed by Government	<ul style="list-style-type: none"> <li>• Undertaking on company letter head. In case the Participant is black-listed by any Government agency / department, it is mandatory to enclose relevant letter / communication in this regard by the concerned agency / department</li> </ul>
11.	The bidder should have office in Delhi NCR and should be able to provide technical support to the SNCs	<ul style="list-style-type: none"> <li>• A self-certification from authorized signatory mentioning list of offices including head office, regional offices and support centers</li> </ul>

**21.10. Technical Evaluation Criteria**

- 21.10.1. This shall be the second stage of the evaluation by the Purchaser. Only those Bidders who cross the threshold level of Technical Evaluation indicated below and adhere to the purchaser's technical requirements shall be considered for next stage i.e. Financial evaluation
- 21.10.2. In case of no response by the Bidder to any of the requirements with regard to the contents of the Technical Bid, no marks will be assigned for the same
- 21.10.3. Technical bid of the Bidder shall be opened and evaluated for acceptability of Techno-functional requirements, deviations and technical suitability. Bidders shall respond to the requirements as explained below for their evaluation with regard to experience and qualification. Also, Bidder shall refer and respond to ALL technical requirements as mentioned in the RFP document
- 21.10.4. Technical Evaluation shall be based on the following parameters and associated Weightage:

Sl. No	Evaluation criterion	Max. Mark	Qualifying Marks
<b>1</b>	<b>Relevant Past experience</b>	<b>250</b>	<b>150</b>
<b>1.1</b>	Bidder should have experience of handling assignments in India as System Integrator with Government/ PSU clients in last 3 years (2010-11, 2011-12 and 2012-13) with a minimum project value of Rs. 20,00,00,000 (Rs. Twenty Crore) including supply of hardware servers, components, devices, software implementation, maintenance etc.	<b>100</b>	
	10 or more than 10 credentials	100	
	5 credentials	85	
	1 credentials	70	
<b>1.2</b>	Bidder should have experience in last five years (5 years) of working in projects where registration is conducted including biometric data and unique identifier is generated for purpose of tracking registered applicants. At least a database of 5,00,000 (five lakh) registered applicants should have been created with such solution. Other features that may be demonstrated are solution development, e-Form designing, system integration with existing software solution.  <b>Any credential related to health domain would be an added advantage</b>	<b>150</b>	
	8 or more than 8 credentials	100	
	4-7 credentials	85	
	3 credentials	70	
	<i>Credential in health domain will be awarded 10 marks each, upto a maximum of 50 marks</i>	50	
<b>2</b>	<b>Solutions proposed for INC</b>	<b>350</b>	<b>210</b>
<b>2.1</b>	<b>Understanding of ToR and Approach for implementation</b>	<b>100</b>	
	Understanding of requirements	50	
	Adequacy of the work plan	20	

Section 2: Instructions to Bidder

Sl. No	Evaluation criterion	Max. Mark	Qualifying Marks
	Solution architecture with all components as defined in scope of work	30	
<b>2.2</b>	<b>Robustness and quality of Application System</b>	<b>100</b>	
	Adequacy of proposed solution, methodology for execution and its integration with work plan	20	
	Compliance with the FRS and Technical Specifications as mentioned in the RFP	80	
<b>2.3</b>	<b>Assessment of hardware, network, helpdesk, handholding and exit plan</b>	<b>50</b>	
	Adequacy of proposed methodology and its integration with work plan	25	
	Deployment strategy for hardware and plan for provisioning last mile network connectivity	15	
	Comprehensiveness of strategy for contingency management including simultaneous mobilization of existing resources and additional resources as required and exit plan after handover	10	
<b>2.4</b>	<b>Technical Presentation by the bidder</b>	<b>100</b>	
	Quality of Presentation	20	
	Clarity of Responses	30	
	Demonstration of the proposed solution	50	
<b>3</b>	<b>Manpower proposed for the project</b>	<b>400</b>	<b>240</b>
<b>3.1</b>	<b>Project Manager</b>	<b>100</b>	
	<b>Qualification</b>	40	
	Certification – PMP or Prince2	20	
	Higher Qualification – MBA/ PGDBM/ M. Tech	10	
	Basic Qualification – B. Tech/ B.E	10	
	<b>Past Experience</b>	60	
	15+ Year	50	
	12+Year	40	
	10+ year	30	
<b>3.2</b>	<b>Solution Architect (Application / Software)</b>	<b>50</b>	
	<b>Qualification</b>	20	
	Relevant certification	10	
	Higher Qualification - M. Tech / MCA	5	
	Basic Qualification - B. Tech / B.E.	5	
	<b>Past Experience</b>	30	
	8+ years	30	
	6+ years	20	
<b>3.3</b>	<b>Solution Architect (Network)</b>	<b>50</b>	
	<b>Qualification</b>	20	
	Relevant certification	10	
	Higher Qualification - M. Tech / MCA	5	

Section 2: Instructions to Bidder

Sl. No	Evaluation criterion	Max. Mark	Qualifying Marks
	Basic Qualification - B. Tech / B.E.	5	
	<b>Past Experience</b>	30	
	8+ years	30	
	6+ years	20	
<b>3.4</b>	<b>Solution Architect (Infrastructure &amp; Hardware)</b>	<b>50</b>	
	<b>Qualification</b>	20	
	Relevant certification	10	
	Higher Qualification – M. Tech/ MCA	5	
	Basic Qualification – B. Tech/ B.E.	5	
	<b>Past Experience</b>	30	
	8+ years	30	
	6+ years	20	
<b>3.5</b>	<b>Business Analyst</b>	<b>50</b>	
	<b>Qualification</b>	20	
	Higher Qualification - MBA	20	
	Basic Qualification – B. Tech/ B.E./ MCA	10	
	<b>Past Experience</b>	30	
	8+ years	30	
	6+ years	20	
	4+ years	10	
<b>3.6</b>	<b>Subject Matter Expert – Nursing domain</b>	<b>100</b>	
	<b>Qualification</b>	50	
	Higher Qualification – Experienced professional from Nursing background	35	
	Basic Qualification – B. Sc./ Degree of ANM/ GNM	15	
	<b>Past Experience</b>	50	
	15+ years	50	
	10+ years	35	
	8+ years	20	
<b>Total</b>		<b>1000</b>	<b>700</b>

21.10.5. The Bidder would be technically evaluated out of 1000 marks. Bids receiving 700 marks and above would qualify for financial evaluation.

### 21.11. Opening of Financial Bids

21.11.1. The Evaluation Committee will open the Financial Bids of only Technically Qualified Bidders, in the presence of the representatives of the Bidder who choose to attend, at the time, date and place, as decided by the Purchaser

21.11.2. The Financial bids shall be evaluated by the Purchaser for completeness and accuracy. Arithmetical errors will be rectified on the following basis:

- 21.11.2.1. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- 21.11.2.2. If there is a discrepancy between words and figures, the amount in words will prevail.
- 21.11.3. The bid having lowest financial quote will be given the maximum financial score of 30 marks during the evaluation. However, the result of evaluation will depend on the combined technical and financial score. The financial scores of all the other bidders will be determined by  $S_f = 1000 * F_m/F$  (F = value of financial bid).
- 21.11.4. The final combined (S) scores (Technical (St) score and Financial (Sf)) will be calculated as per the Clause 21.6 of this document.

**22. Post Qualification and Award Criteria**

- 22.1. This determination will take into account the Bidder's financial, technical, implementation and post-implementation strengths and capabilities. It will also include examination of the documentary evidence submitted by the Bidder as part of the bid as well as such other information as the Purchaser deems necessary and appropriate.
- 22.2. An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event; the Purchaser will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- 22.3. The Purchaser is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.

**23. Purchaser's Right to Vary Scope of Contract at the time of Award**

- 23.1. The Purchaser may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified in Change Control Note in Section 3 of this RFP.
- 23.2. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, with the consent of the Bidder and the Contract shall accordingly be amended.

**24. Purchaser's Right to Accept Any Bid and to Reject Any or All Bids**

- 24.1. The Purchaser reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder (s) or any obligation to inform the affected Bidder (s) of the grounds for the Purchaser's action.

**25. Notification of Award**

- 25.1. Prior to the expiration of the period of bid validity, pursuant to Clause 14, the Purchaser will notify the successful Bidder in writing that its bid has been accepted. The Bidder shall provide his acceptance within 3 days of such notification.
- 25.2. The notification of award will constitute the formation of the Contract.
- 25.3. Upon the successful Bidder's furnishing of performance security pursuant to Clause 26, the Purchaser may notify each unsuccessful Bidder and will discharge their EMD, pursuant to Clause 13 of this section.

**26. Performance Bank Guarantee**

- 26.1. Within 15 days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the performance security of 10% of total contract value in accordance with the Conditions of Contract, in the Performance Bank Guarantee prescribed at Clause 4.1 of Section 4 of this RFP given by any scheduled bank.
- 26.2. Failure of the successful Bidder to comply with the requirement of Clause 26.1 of this section shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event the Purchaser may award the Contract to the next best evaluated bid or call for new bids.
- 26.3. Performance Bank Guarantee shall be valid for six months more than the period of the contract.

**27. Signing of Contract**

- 27.1. The successful Bidder shall sign the contract within 15 days of submission of Performance Bank Guarantee.

**28. Rejection Criteria**

- 28.1. Besides other conditions and terms highlighted in the RFP document, bids may be rejected under following circumstances:
- 28.2. General Rejection Criteria
  - 28.2.1. Bids submitted without or improper EMD
  - 28.2.2. Bids received through Telex / Telegraphic / Fax / e-Mail
  - 28.2.3. Bids which do not confirm unconditional validity of the bid as prescribed in the RFP
  - 28.2.4. If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process
  - 28.2.5. Any effort on the part of a Bidder to influence the Purchaser's bid evaluation, bid comparison or contract award decisions
  - 28.2.6. Bids received by the Purchaser after the last date and time for receipt of bids prescribed by the Purchaser, pursuant to Clause 6 of Section 1.



28.2.7. Bids without signature of duly authorized person(s) on all pages of bid documents

28.2.8. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder

28.2.9. Bids without an undertaking of having understood the provision of the RFP fully.

**28.3. Technical Rejection Criteria**

28.3.1. Technical Bid containing financial details.

28.3.2. Revelation of prices in any form or by any reason before opening the Financial Bid

28.3.3. Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the RFP Document in every respect.

28.3.4. Bidders not responding to the complete scope of Work as indicated in the RFP documents, addendum (if any) and any subsequent information given to the Bidder.

28.3.5. If the bid does not conform to the timelines indicated in the bid.

**28.4. Financial Rejection Criteria**

28.4.1. Incomplete Price Bid

28.4.2. Price Bids that do not conform to the RFP's price bid format.

28.4.3. If there is an arithmetic discrepancy in the Financial Bid calculations the Purchaser shall rectify the same. If the Bidder does not accept the correction of the errors, bid may be rejected.

# **Request for Proposal**

for

**Selection of System Integrator for  
Design, Development, Implementation  
and  
Maintenance of Nurse Registration  
and Tracking System (NRTS)**

for

**Indian Nursing Council (INC)**



**Tender No.: NRTS-001**

**Dated: 30-12-2013**

## **SECTION 3**

# **Contract Conditions and Service Levels**

**Table of Contents**

A. GENERAL CONDITIONS OF CONTRACT (GCC) ..... 5

1. Definition of Terms.....5

2. Interpretation ..... 6

3. Conditions Precedent ..... 7

4. Scope of work / Contract..... 7

5. Key Performance Measurements ..... 7

6. Commencement and Progress ..... 8

7. Approvals and Required Consents..... 8

8. Sub – Contract ..... 8

9. Bidder’s Obligations..... 10

10. Purchaser’s Obligations ..... 16

11. Payments..... 16

12. Intellectual Property Rights ..... 17

13. Taxes ..... 18

14. Indemnity ..... 19

15. Warranty ..... 19

16. Term and Extension of the Contract..... 20

17. Arbitration ..... 20

18. Time is of the essence..... 21

19. Conflict of interest ..... 22

20. Publicity ..... 22

21. Force Majeure ..... 22

22. Delivery..... 22

23. Insurance..... 23

24. Transfer of Ownership ..... 23

B. SPECIAL CONDITIONS OF CONTRACT (SCC)..... 24

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Section 3: Contract Conditions and Service Levels

---

25. Performance Security .....	24
26. Liquidated Damages.....	24
27. Ownership and Retention of Documents .....	24
28. Information Security .....	24
29. Security and Safety.....	25
30. Confidentiality.....	25
31. Events of Default by Prime Bidder.....	26
32. Termination .....	27
33. Consequence of Termination.....	27
34. Change Control Note (CCN) .....	27
C. SERVICE LEVELS .....	29
35. Purpose .....	29
36. Description of Services Provided.....	29
37. Service Level Agreements & Targets.....	30
38. General principles of Service Level Agreements .....	30
39. Service Levels Monitoring .....	30
40. Measurements & Targets .....	31
41. Reporting Procedures.....	53
42. Penalties.....	54
43. Issue Management Procedures.....	55
44. Service Level Change Control .....	55
45. Exit Management Plan .....	56
D. ANNEXURES.....	58
<i>Annex I: Change Control Note</i> .....	58
<i>Annex II: Form of Agreement</i> .....	60

**A. GENERAL CONDITIONS OF CONTRACT (GCC)**

**1. Definition of Terms**

- 1.1. **“Acceptance of System”**: The system shall be deemed to have been accepted by the Purchaser, subsequent to its installation and rollout, when all the activities as defined in Scope of Work have been successfully executed and completed to the satisfaction of Purchaser. Refer Annexure 5.1 of Section 5 of the RFP.
- 1.2. **“Bidder”** shall mean organization submitting the proposal in response to this RFP
- 1.3. **“Contract”** means the Contract entered into by the parties for 3 years along with the entire documentation specified in the RFP.
- 1.4. **“Contract Value”** means the price payable to the Bidder under this Contract for the full and proper performance of its contractual obligations. The Contract Value shall be equal to the total Bid Price.
- 1.5. **“Datacenter Sites”** means the DC and DR sites including their respective Data Centre space, Communications Room and Non-Data Centre space wherein the delivery, installation, integration, management and maintenance services as specified under the scope of work are to be carried out for the purpose of this Contract. Each individually referred to as Datacenter Site and collectively as Datacenter Sites.
- 1.6. **“Data Centre (DC)”** means a Data Center that would house the Information and Communication Technology (ICT) equipment required for carrying out centralized operations of the INC.
- 1.7. **“Document”** means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes, databases etc.
- 1.8. **“DR Site”** means Disaster Recovery Site of INC that would host required ICT equipment and which would be capable of running required business operations of INC in case of an eventuality.
- 1.9. **“Effective Date”** means the date on which this Contract is signed and executed by the parties hereto. If this Contract is executed in parts, then the date on which the last of such Contracts is executed shall be construed to be the Effective Date.
- 1.10. **“GCC”** means General Conditions of Contract
- 1.11. **“Goods”** means all of the equipment, sub-systems, hardware, software, products accessories and/or other material / items which the Bidder is required to supply, install and maintain under the contract.
- 1.12. **“Intellectual Property Rights”** means any patent, copyright, trademark, trade name, service marks, brands, proprietary information whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
- 1.13. **“Notice”** means:
  - a notice; or
  - a consent, approval or other communication required to be in writing under this Contract.

- 1.14. **“OEM”** means the **Original Equipment Manufacturer of any equipment / system / software / product** which is providing such goods to the Purchaser under the scope of this Tender / Contract.
- 1.15. **“Bidder’s Team”** means the successful Bidder who has to provide goods & services to the Purchaser under the scope of this Contract. This definition shall also include any and/or all of the employees of the Bidder, authorized service providers/ partners/ agents and representatives or other personnel employed or engaged either directly or indirectly by the Bidder for the purposes of this Contract.
- 1.16. **“Purchaser”** shall mean the **Indian Nursing Council**, and its successors and assignees.
- 1.17. **“Replacement Service Provider”** means the organization replacing the bidder in case of contract termination for any reasons
- 1.18. **“Sub-Contractor”** shall mean the entity named in the contract for any part of the work or any person to whom any part of the contract has been sublet with the consent in writing of the Purchaser and the heirs, legal representatives, successors and assignees of such person.
- 1.19. **“SCC”** means Special Conditions of Contract
- 1.20. **“Services”** means the work to be performed by the Bidder pursuant to this RFP and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the Purchaser.

## 2. Interpretation

- 2.1. In this Contract unless a contrary intention is evident:
- a. the clause headings are for convenient reference only and do not form part of this Contract;
  - b. unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
  - c. unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
  - d. a word in the singular includes the plural and a word in the plural includes the singular;
  - e. a word importing a gender includes any other gender;
  - f. a reference to a person includes a partnership and a body corporate;
  - g. a reference to legislation includes legislation repealing, replacing or amending that legislation;
  - h. where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
  - i. in the event of an inconsistency between the terms of this Contract and the Tender and the Bid, the terms hereof shall prevail.

### 3. Conditions Precedent

This Contract is subject to the fulfillment of the following conditions precedent by the Bidder.

- 3.1. Furnishing by the Bidder, an unconditional and irrevocable **Performance Bank Guarantee** (Clause 26, Section 2 of the RFP) of amount equivalent to 10% of the Contract value and in a manner acceptable to the Purchaser which would remain valid for the entire contract period, also in case of extension, and be renewable as may be stipulated by the Purchaser.
- 3.2. Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract e.g. clearances from Government authorities for importing equipment, exemption of Tax/Duties/Levies, work permits/clearances for Bidder / Bidder's team, etc.
- 3.3. Furnishing of such other documents as the Purchaser may specify.

The Purchaser reserves the right to waive any or all of the conditions specified in Clause 3 above in writing and no such waiver shall affect or impair any right, power or remedy that the Purchaser may otherwise have.

### 4. Scope of work / Contract

- 4.1. Scope of the Contract shall be as defined in **Section 5 of the RFP** and Annexes thereto of the tender.
- 4.2. Purchaser has engaged the Bidder for setting up Purchaser's IT & other systems and providing related services using which the Purchaser intends to perform its business operations. The Bidder is required to provide such goods, services and support as the Purchaser may deem proper and necessary, during the term of this Contract, and includes all such processes and activities which are consistent with the proposals set forth in the Bid, the Tender and this Contract and are deemed necessary by the Purchaser, in order to meet its business requirements (hereinafter 'scope of work').

### 5. Key Performance Measurements

- 5.1. Unless specified by the Purchaser to the contrary, the Bidder shall deliver the goods, perform the Services and carry out the scope of work in accordance with the terms of this Contract, Scope of Work and the Service Specifications as laid down under **Section C** (Service Level Agreement) of this section.
- 5.2. If the Contract includes more than one document, then unless the Purchaser specifies to the contrary, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.
- 5.3. The Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfillment of the scope of work.



**6. Commencement and Progress**

- 6.1. The Bidder shall subject to the fulfillment of the conditions precedent above, commence the performance of its obligations in a manner as per the Scope of Work (Section 5 of the RFP).
- 6.2. The Bidder shall proceed to carry out the activities / services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method of execution contained in this Contract.
- 6.3. The Bidder shall be responsible for and shall ensure that all activities / services are performed in accordance with the Contract, Scope of Work and Service Specifications and that the Bidder's Team complies with such Specifications and all other standards, terms and other stipulations/conditions set out hereunder.
- 6.4. The Bidder shall perform the activities / services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and shall observe sound management, engineering and security practices. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third parties.

**7. Approvals and Required Consents**

- 7.1. The Purchaser will extend necessary support to the Bidder to obtain, maintain and observe all relevant and customary regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Approvals") necessary for the Bidder to provide the Services. The costs of such Approvals shall be borne by the Bidder. Both parties will give each other all co-operation and information reasonably
- 7.2. The purchaser shall also provide necessary support to Bidder in obtaining the Approvals. In the event that any Approval is not obtained, the Bidder and the purchaser will co-operate with each other in achieving a reasonable alternative arrangement as soon as reasonably practicable for the purchaser, to continue to process its work with as minimal interruption to its business operations as is commercially reasonable until such Approval is obtained, provided that the Bidder shall not be relieved of its obligations to provide the Services and to achieve the Service Levels until the Approvals are obtained if and to the extent that the Bidder 's obligations are dependent upon such Approvals.

**8. Sub – Contract**

- 8.1. The Bidder shall not, without the consent in writing of the Purchaser appoint any delegate/ subcontractor for the performance of Services under this contract.
- 8.2. All the personnel proposed by the Bidder should necessarily be on the payroll of the Bidder.

- 8.3. The support of OEMs only for certain tasks limited to installation / deployment, commissioning & maintenance support related to their respective product / equipment is permitted.
- 8.4. The Bidder shall be responsible and shall ensure the proper performance of the sub-contractors and shall be liable for any non-performance or breach by such service providers. The Bidder indemnifies and shall keep indemnified Purchaser against any losses, damages, claims or such other implications arising from or out of the acts and omissions of such providers. The Bidder shall be responsible for making all payments to the sub-contractors as may be necessary, in respect of any services performed or task executed, and the Purchaser shall not be responsible for any part or full payment which is to due to such service providers.
- 8.5. All rights of use of any process, product, service or facility developed or any other task performed by the sub-contractors for the Bidder, under this contract would lie exclusively with the Purchaser in perpetuity free from all liens, encumbrances and other third party rights and the Bidder shall, wherever required, take all steps that may be necessary to ensure the transfer of such ownership in favour of the Purchaser.
- 8.6. Nothing in this Contract or any agreement hereunder shall relieve the Bidder from its liabilities or obligations under this Contract to provide the services in accordance with this Contract. The Purchaser reserves the right to hold the Bidder liable for any act/omission of sub-contractors.
- 8.7. The Bidder shall ensure that the Sub-Contractor appointed is competent, professional and possesses the requisite qualifications and experience appropriate to the tasks they will perform.
- 8.8. The terms of Bidder's contract / agreement with the sub-contractor (excluding the commercial terms) for this particular assignment shall require the review and approval of the Purchaser and shall be in conformity with the terms of this Contract. Where the Purchaser deems necessary, it may refuse to consent to the delegation of services to the sub-contractor (s). The Bidder shall not amend or modify the terms of contract / agreement with the sub-contractor (s) without the prior written consent of the Purchaser.
- 8.9. Where the Purchaser deems necessary, it shall have the right to require replacement of any sub-contractor with another service provider and the Bidder shall in such case terminate forthwith all agreements/contracts other arrangements with such service provider and find suitable replacement for such service provider to the satisfaction of the Purchaser at no additional charge. Failure on the part of the Bidder to find a suitable replacement and/or terminate all agreements/contracts with such member, shall amount to a breach of the terms hereof and the Purchaser in addition to all other rights, have the right to claim damages and recover from the Bidder all losses/ or other damages that may have resulted from such failure.
- 8.10. The Bidder shall not terminate the contract / agreement with the sub-contractor (s) without prior written consent of the Purchaser. Further, in case the Bidder terminates any contract/arrangement or agreement with a sub-contractor for any reason whatsoever, the Bidder shall ensure the smooth continuation of services by providing forthwith, a suitable replacement which is acceptable to the Purchaser at no additional cost to the Purchaser.

**9. Bidder's Obligations**

- 9.1. The Bidder's obligations shall include all the activities as specified by the Purchaser in the Scope of Work and other sections of the Tender and Contract and changes thereof to enable Purchaser to meet the objectives and operational requirements. It will be the Bidder's responsibility to ensure the proper and successful implementation, performance and continued operation of the proposed solution in accordance with and in strict adherence to the terms of his Bid, the Tender and this Contract.
- 9.2. The Bidder shall setup and maintain fully equipped Data Center and Disaster Recovery sites as per the specifications defined in the Section 5: Scope of Work for entire contract period.
- 9.3. The bidder shall integrate the NRTS application to pull/push any requisite data with legacy system(s) which may be used by the respective SNC.
- 9.4. In addition to the aforementioned, the Bidder shall provide services to manage and maintain the said infrastructure along with Facilities Management Services at INC and SNC's office locations for the entire duration of the contract period.
- 9.5. Purchaser reserves the right to interview the personnel proposed that will be deployed as part of the project team. If found unsuitable, the Purchaser may reject the deployment of the personnel. But ultimate responsibility of the project implementation shall lie with the Bidder.
- 9.6. Purchaser reserves the right to require changes in personnel which shall be communicated to the Bidder. The Bidder with the prior approval of the Purchaser may make additions to the project team. The Bidder shall provide the Purchaser with the resume of Key Personnel and provide such other information as the Purchaser may reasonably require. The Purchaser also reserves the right to interview the personnel and reject, if found unsuitable. In case of change in its team members, for any reason whatsoever, the Bidder shall also ensure that the exiting members are replaced with at least equally qualified and professionally competent members.
- 9.7. The Bidder shall ensure that none of the Key Personnel (refer Clause 5.5.2 of Section 5 of the RFP) proposed, exit from the project during first 6 months of the beginning of the project. It is important that the Bidder submits profiles of only those resources that are available for the project. In case of any change of the Key Personnel during the first 6 months of the project for whatsoever reason, it would attract a penalty of 0.1% of Contract value for every such change. It does not apply in case of change requested by the Purchaser. Every change in any case will require the approval of the Purchaser.
- 9.8. In case of change in its team members, the Bidder shall ensure a reasonable amount of time overlap in activities to ensure proper knowledge transfer and handover / takeover of documents and other relevant materials between the outgoing and the new member.
- 9.9. The Bidder shall ensure that the Bidder's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. The Bidder shall ensure that the Services are performed through the efforts of the Bidder's Team, in accordance with the terms hereof and to the

- satisfaction of the Purchaser. Nothing in this Contract relieves the Bidder from its liabilities or obligations under this Contract to provide the Services in accordance with the Purchaser's directions and requirements and as stated in this Contract and the Bid to the extent accepted by the Purchaser and the Bidder shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.
- 9.10. The Bidder shall be fully responsible for deployment / installation / development and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components.
- 9.11. The Bidder shall ensure that the OEMs supply equipment/ components including associated accessories and software required and shall support the Bidder in the installation, commissioning, integration and maintenance of these components during the entire period of contract. The Bidder shall ensure that the COTS OEMs supply the software applications and shall support the Bidder in the installation / deployment, integration, roll-out and maintenance of these applications during the entire period of contract.
- 9.12. All the software licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements if required.
- 9.13. The Bidder shall ensure that the Annual Maintenance support for the software and hardware components and other devices is provided till the end of the contract period. Annual Maintenance support shall include patches and updates the software, hardware components and other devices. The Bidder shall ensure that there is a comprehensive onsite warranty / support arrangement for the aforementioned period with all the OEMs.
- 9.14. The Purchaser reserves the right to review the terms of the Warranty and Annual Maintenance agreements entered into between the Prime Bidder and OEMs and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of the Purchaser. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by the Prime Bidder to the Purchaser.
- 9.15. The Bidder shall ensure that none of the components and sub-components is declared **end-of-sale** or **end-of-support** by the respective OEM at the time of submission of bid. If, the OEM declares any of the products/ solutions end-of-sale subsequently, the Bidder shall ensure that the same is supported by the respective OEM for contract period.
- 9.16. If a product is de-supported by the OEM for any reason whatsoever, from the date of Acceptance of the System till the end of contract, the Prime Bidder should replace the products/ solutions with an alternate that is acceptable to the Purchaser at no additional cost to the Purchaser and without causing any performance degradation.
- 9.17. The Bidder shall ensure that the OEMs provide the support and assistance to the Bidder in case of any problems / issues arising due to integration of components supplied by him with any other component(s)/ product(s) under the purview of the overall solution. If the same is not resolved for any reason whatsoever, the Bidder shall replace the required component(s) with an equivalent or better substitute that is acceptable to Purchaser

- without any additional cost to the Purchaser and without impacting the performance of the solution in any manner whatsoever
- 9.18. The Bidder shall ensure that the OEMs for hardware servers/equipment supply and/or install all type of updates, patches, fixes and/or bug fixes for the firmware or software from time to time at no additional cost to the Purchaser.
- 9.19. The Bidder shall ensure that the OEMs for hardware servers/ equipment conduct the preventive maintenance on a periodic basis and break-fix maintenance in accordance with the best practices followed in the industry.
- 9.20. The Bidder shall ensure that the documentation and training services associated with the components shall be provided by the OEMs without any additional cost to the Purchaser.
- 9.21. The Bidder shall provision the required critical spares/ components at the office locations of the Purchaser for meeting the uptime commitment of the components supplied by him.
- 9.22. The Bidder's representative(s) shall have all the powers requisite for the execution of scope of work and performance of services under this contract. The Bidder's representative(s) shall liaise with the Purchaser's representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. The Bidder will extend full co-operation to Purchaser's representative in the manner required by them for supervision/ inspection/ observation of the equipment/ goods/ material, procedures, performance, progress, reports and records pertaining to the works. He shall also have complete charge of the Bidder's personnel engaged in the performance of the works and to ensure compliance of rules, regulations and safety practice. He shall also cooperate with the other Service Providers/Vendors of the Purchaser working at the INC and SNC's office locations.
- 9.23. The Bidder shall be responsible on an ongoing basis for coordination with other vendors and agencies of the Purchaser in order to resolve issues and oversee implementation of the same. The Bidder shall also be responsible for resolving conflicts between vendors in case of borderline integration issues.
- 9.24. **Access to Installation Sites**
- 9.24.1. At the INC and SNC's office locations, the Purchaser's representative shall give to the Bidder access to as much as may be necessary to enable the Bidder to commence and proceed with the installation of the works in accordance with the programme of work or for performance of Facilities Management Services.
- 9.25. **Reporting Progress**
- 9.25.1. The Bidder shall monitor progress of all the activities related to the execution of this contract and shall submit to the Purchaser, **progress reports** with reference to all related work, milestones and their progress during the implementation phase.
- 9.25.2. Formats for all abovementioned reports and their dissemination mechanism shall be discussed and finalized at the Kick-Off meeting. The Purchaser on mutual agreement between both parties may change the formats, periodicity and dissemination mechanism for such reports.

- 9.25.3. Periodic meetings shall be held between the representatives of the Purchaser and the Bidder once in every 15 days during the implementation phase to discuss the progress of implementation. After the implementation phase is over, the meeting shall be held as an ongoing basis, as desired by INC, to discuss the performance of the contract.
- 9.25.4. The Bidder shall ensure that the respective solution teams involved in the execution of work are part of such meetings.
- 9.25.5. A high level **Steering Committee** involving representative of the Purchaser and senior officials of the Bidder shall be formed for the purpose of this contract. This committee shall meet at intervals, as decided by the Purchaser later, to oversee the progress of the project.
- 9.25.6. All the goods, services and manpower to be provided / deployed by the Bidder under the Contract and the manner and speed of execution and maintenance of the work and services are to be conducted in a manner to the satisfaction of Purchaser's representative in accordance with the Contract.
- 9.25.7. The Purchaser reserves the right to inspect and monitor/ assess the progress/ performance of the work / services at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Bidder shall provide documents, data, material or any other information which the Purchaser may require, to enable it to assess the progress/ performance of the work / service.
- 9.25.8. At any time during the course of the Contract, the Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/ functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser/ any other agency appointed by the Purchaser, all Documents and other details as may be required by them for this purpose. Such audit shall not include Bidder's books of accounts.
- 9.25.9. Should the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works by the stipulated time, or is in deviation to Tender requirements/ standards, the Purchaser's representative shall so notify the Bidder in writing.
- 9.25.10. The Bidder shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time or to ensure compliance to Tender requirements. The Bidder shall not be entitled to any additional payment for taking such steps. If at any time it should appear to the Purchaser or Purchaser's representative that the actual progress of work does not conform to the approved programme the Bidder shall produce at the request of the Purchaser's representative a revised programme showing the modification to the approved programme necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance to the stipulated requirements
- 9.25.11. The submission seeking approval by the Purchaser or Purchaser's representative of such programme shall not relieve the Bidder of any of his duties or responsibilities under the Contract.

9.25.12. In case during execution of works, the progress falls behind schedule or does not meet the Tender requirements, the Bidder shall deploy extra manpower/ resources to make up the progress or to meet the Tender requirements. Programme for deployment of extra man power/ resources will be submitted to the Purchaser for its review and approval. All time and cost effect in this respect shall be borne, by the Bidder within the contract value.

**9.26. Project Plan**

9.26.1. Within 15 calendar days of effective date of the award of contract, the Bidder shall submit to the Purchaser for its approval a detailed Project Plan with details of the programme showing the sequence, procedure and method in which he proposes to carry out the works. The Plan so submitted by the Bidder shall conform to the requirements and timelines specified in the Contract. The Purchaser and the Bidder shall discuss and agree upon the work procedures to be followed for effective execution of the works, which the Bidder intends to deploy and shall be clearly specified. The Project Plan shall include but not limited to project organization, communication structure, proposed staffing, implementation plan, training plan, support service plan, roles and responsibilities, processes, tool sets and exit plans etc. to be used for quality assurance, security and confidentiality practices in accordance with industry best practices, project plan and delivery schedule in accordance with the Contract. Approval by the Purchaser's Representative of the Project Plan shall not relieve the Bidder of any of his duties or responsibilities under the Contract.

9.26.2. If the Bidder's work plans necessitate a disruption/ shutdown in Purchaser's operation, the plan shall be mutually discussed and developed so as to keep such disruption/shutdown to the barest unavoidable minimum. Any time and cost arising due to failure of the Bidder to develop/adhere such a work plan shall be to his account.

**9.27. Bidder's Organisation**

9.27.1. The Bidder should provision for minimum manpower resources required for execution of work and provision of services under this contract specified in Section 5 of the RFP.

9.27.2. The Bidder should to the best of his efforts, avoid any change in the organization structure proposed for execution of this contract or replacement of any manpower resource appointed. If the same is however unavoidable, the Bidder shall promptly inform the Purchaser in writing, and the same shall require subsequent approval by the Purchaser.

9.27.3. In case of replacement of any manpower resource, the Bidder should ensure efficient knowledge transfer from the outgoing resource to the incoming resource and adequate hand-holding period and training for the incoming resource in order to maintain the continued level of service.

9.27.4. All manpower resources deployed by the Bidder for execution of this contract must strictly adhere to the attendance reporting procedures and make their services

available as agreed upon for the entire reporting time period at the Data Centre Sites and SNC's office location.

- 9.27.5. The Bidder shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and provision of services for all costs/charges in connection thereof.
- 9.27.6. The Bidder shall provide and deploy, at the INC and SNC's office locations for carrying out the work, only those manpower resources who are qualified/ skilled and experienced in their respective trades and who are competent to deliver in a proper and timely manner the work they are required to perform or to manage/supervise the work.
- 9.27.7. The Purchaser's Representative may at any time object to and require the Bidder to remove forthwith from the INC and SNC's office locations any authorized representative or employee of the Bidder or any person(s) of the Bidder's team, if, in the opinion of the Purchaser's Representative the person in question has misconduct or his / her deployment is otherwise considered undesirable by the Purchaser's representative. The Bidder shall forthwith remove and shall not again deploy the person without the written consent of the Purchaser's Representative.
- 9.27.8. The Purchaser's Representative may at any time object to and request the Bidder to remove from the Data Centre Sites and INC and SNC's office locations any of Bidder's authorized representative including any employee of the Bidder or his team or any person(s) deployed by Prime Bidder or his team for professional incompetence or negligence or for being deployed for work for which he is not suited. The Bidder shall consider the Purchaser's Representative request and may accede to or disregard it. The Purchaser's Representative, having made a request, as aforesaid in the case of any person, which the Bidder has disregarded, may in the case of the same person at any time but on a different occasion, and for a different instance of one of the reasons referred to above in this Clause object to and require the Bidder to remove that person from deployment on the work, which the Bidder shall then forthwith do and shall not again deploy any person so objected to on the work or on the sort of work in question (as the case may be) without the written consent of the Purchaser's representative.
- 9.27.9. The Purchaser's representative shall state to the Bidder in writing his reasons for any request or requirement pursuant to this Clause.
- 9.27.10. The Bidder shall promptly replace every person removed, pursuant to this section, with a competent substitute, and at no extra cost to the Purchaser.
- 9.28. Adherence to safety procedures, rules regulations and restriction**
- 9.28.1. The Bidder's Team shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and Bidder's Team shall abide by these laws.
- 9.28.2. The Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. The Bidder's Team shall adhere to all security requirement/ regulations of the Purchaser



during the execution of the work. Purchaser's employee also shall comply with safety procedures/ policy.

- 9.28.3. The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

**9.29. Statutory Requirements:**

- 9.29.1. During the tenure of this Contract nothing shall be done by the Bidder or his team in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Purchaser indemnified in this regard.

**10. Purchaser's Obligations**

- 10.1. President, INC or his/her nominated representative shall act as the nodal point for implementation of the contract and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc. to the Bidder.
- 10.2. Purchaser shall ensure that timely approval is provided to the Bidder as and when required, which may include approval of project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfillment of this contract.
- 10.3. The Purchaser's representative shall interface with the Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract. Purchaser shall provide adequate cooperation in providing details, coordinating and obtaining of approvals from various governmental agencies, in cases, where the intervention of the Purchaser is proper and necessary.
- 10.4. Purchaser may provide on Bidder's request, particulars/ information/ or documentation that may be required by the Bidder for proper planning and execution of work and for providing services covered under this contract and for which the Bidder may have to coordinate with respective vendors.
- 10.5. Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the INC and SNC's office locations.

**11. Payments**

- 11.1. Purchaser shall make payments to the Bidder at the times and in the manner set out in the Payment schedule as specified in Annexure of Scope of Work section of the RFP. Purchaser will make all efforts to make payments to the Prime Bidder within 30 days of receipt of invoice(s) and all necessary supporting documents.
- 11.2. All payments agreed to be made by Purchaser to the Bidder in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable, if any, and Purchaser shall not be liable to pay any such levies/ other charges under or in relation to this Contract and/or the Services.
- 11.3. No invoice for extra work/change order on account of change order will be submitted by the Bidder unless the said extra work /change order has been authorized/approved by

- the Purchaser in writing in accordance with Change Control Note (Annexure I of this section of the RFP) .
- 11.4. In the event of Purchaser noticing at any time that any amount has been disbursed wrongly to the Bidder or any other amount is due from the Bidder to the Purchaser, the Purchaser may without prejudice to its rights recover such amounts by other means after notifying the Bidder or deduct such amount from any payment falling due to the Bidder. The details of such recovery, if any, will be intimated to the Bidder. The Bidder shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in previous invoice by mistake on the part of the Purchaser or the Bidder.
- 11.5. All payments to the Bidder shall be subject to the deductions of tax at source under Income Tax Act, and other taxes, and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, the Bidder is liable, the same shall be deducted by Purchaser from any dues to the Bidder. All payments to the Bidder shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Purchaser to the Bidder on chargeable basis.

## **12. Intellectual Property Rights**

- 12.1. The Bidder must ensure that while using any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person/Company. The Bidder shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder or the Bidder's Team during the course of performance of the Services. The Bidder's liability is excluded regarding any claim based on any of the following (a) anything Purchaser provides which is incorporated into the Solution; (b) the Purchaser's modification of the solution; (c) the combination, operation, or use of the solution with other materials, if the third party claim has been caused by the combination, operation or use of the solution
- 12.2. Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser, execute all such agreements/documents and obtain all permits and approvals that may be necessary in regard to the Intellectual Property Rights of the Purchaser.
- 12.3. If Purchaser desires, the Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Bidder, the same shall be acquired in the name of the Purchaser, prior to termination of this Contract and which may be assigned by the

Purchaser to the Prime Bidder for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser.

### **13. Taxes**

- 13.1. Income tax shall be deducted at source by Purchaser from all the payments made to Bidder according to the Income tax Act, unless valid and complete documents for IT exemption are submitted by the Bidder prior to release of payment. A certificate shall be provided by Purchaser to the Bidder for any tax deducted at source
- 13.2. The Bidder shall bear all personnel taxes levied or imposed on its personnel, or any other member of the Bidder's Team, etc. on account of payment received under this Contract. The Bidder shall bear all corporate taxes, levied or imposed on the Bidder on account of payments received by it from the Purchaser for the work done under this Contract.
- 13.3. The Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof during the entire contract period, i.e., on account of material supplied and services rendered and payments received by him from the Purchaser under the Contract. It shall be the responsibility of the Bidder to submit to the concerned Indian authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the Purchaser such information, as it may be required in regard to the Bidder's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Bidder original certificates for tax deduction at source and paid to the Tax Authorities.
- 13.4. If there is any reduction in taxes / duties/levies due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.
- 13.5. The Bidder agrees that he and his Team shall comply with the Indian Income Tax act in force from time to time and pay Indian Income Tax, as may be imposed / levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Contract.
- 13.6. Should the Bidder fail to submit returns/pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, the Bidder shall pay the same. The Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty by any such Tax Authority may assess or levy against the Purchaser/Prime Bidder.
- 13.7. The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

#### 14. Indemnity

- 14.1. The Bidder shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:
- a. any negligence or wrongful act or omission by the Bidder or any third party associated with the Bidder in connection with or incidental to this Contract; or
  - b. any breach of any of the terms of the Bidder's bid as agreed, the RFP and this Contract by the Bidder
  - c. any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof
- 14.2. The Bidder shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property etc.
- 14.3. Regardless of anything contained (except for the Bidder's liability for bodily injury and/ or damage to tangible and real property for which it is legally liable and its liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of the Bidder, is restricted to the total value of the contract and the Bidder is not responsible for any third party claims.

#### 15. Warranty

- 15.1. A comprehensive on-site warranty and Annual Maintenance support on all goods supplied under this contract shall be provided by the respective **Original Equipment Manufacturer (OEM)** till the end of the Contract.
- 15.2. Technical Support for software shall be provided by the respective OEM for till the end of the contract period. The Technical Support should include all updates and patches to the respective Software for the above stated period.
- 15.3. The Bidder warrants that the goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.
- 15.4. The Bidder warrants that the goods supplied under this contract shall be of the highest grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.
- 15.5. The Bidder further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Purchaser's Specifications)

- 15.6. The Purchaser shall promptly notify the Bidder in writing of any claims arising under this warranty.
- 15.7. Upon receipt of such notice, the Bidder shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.
- 15.8. If the Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.

#### **16. Term and Extension of the Contract**

- 16.1. The term of this Contract shall be initially for a period of 3 years and 25 weeks from the date of signing of contract.
- 16.2. If the delay occurs due to circumstances such as strikes, lockouts, fire, accident, defective materials, delay in approvals or any cause whatsoever beyond the reasonable control of the Bidder, a reasonable extension of time shall be granted.
- 16.3. The Purchaser shall reserve the sole right to grant any extension to the term abovementioned and shall notify in writing to the Bidder, at least 3 (three) months before the expiration of the Term hereof, whether it will grant the Bidder an extension of the Term. The decision to grant or refuse the extension shall be at the Purchaser's discretion and such extension of the contract, if any, shall be as per terms agreed mutually between the Purchaser and the Bidder.
- 16.4. Where the Purchaser is of the view that no further extension of the term be granted to the Bidder, the Purchaser shall notify the Bidder of its decision at least 3 (three) months prior to the expiry of the Term. Upon receipt of such notice, the Bidder shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Purchaser shall either appoint an alternative agency/Bidder or create its own infrastructure to operate such Services as are provided under this Contract.

#### **17. Arbitration**

- 17.1. In case, a dispute is referred to arbitration, the arbitration shall be under the Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof.
- 17.2. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an

- amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives thirty (30) days notice to refer the dispute to arbitration to the other Party in writing.
- 17.3. The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
- 17.4. The Arbitration proceedings shall be held in Delhi, India.
- 17.5. The Arbitration proceeding shall be governed by the substantive laws of India.
- 17.6. The proceedings of Arbitration shall be in English language.
- 17.7. Except as otherwise provided elsewhere in the contract if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be decided by a sole Arbitrator to be appointed by the President of the Purchaser or his nominee.
- 17.8. Any letter, notice or other communications dispatched to the Bidder relating to either arbitration proceeding or otherwise whether through the post or through a representative on the address last notified to the Purchaser by the Bidder shall be deemed to have been received by the Bidder although returned with the remarks, refused 'undelivered' where about not known or words to that effect or for any other reasons whatsoever.
- 17.9. If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the Purchaser to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same, otherwise, he shall proceed de novo.
- 17.10. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
- 17.11. It is also a term of the contract that neither party to the contract shall be entitled for any interest on the amount of the award.
- 17.12. The Arbitrator shall give reasoned award and the same shall be final, conclusive and binding on the parties.
- 17.13. The fees of the arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.

**18. Time is of the essence**

- 18.1. Time shall be of the essence in respect of any date or period specified in this Contract or any notice, demand or other communication served under or pursuant to any provision of this Contract and in particular in respect of the completion of the activities by the Bidder by the specified completion date.

**19. Conflict of interest**

- 19.1. The Bidder shall disclose to the Purchaser in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.

**20. Publicity**

- 20.1. The Bidder / Bidder's Team shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Purchaser first gives the Bidder its written consent.

**21. Force Majeure**

- 21.1. Force Majeure shall not include any events caused due to acts/ omissions of the Bidder resulting in a breach/ contravention of any of the terms of the Contract and/or the Bidder's Bid. It shall also not include any default on the part of the Bidder due to its negligence or failure to implement the stipulated/ proposed precautions, as were required to be taken under the Contract.
- 21.2. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen i.e. war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restriction, strikes, lockouts or act of God (hereinafter referred to as events) , or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred at any location in scope. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. Any failure or lapse on the part of the Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the above mentioned events or the failure to provide adequate disaster management/ recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.
- 21.3. In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

**22. Delivery**

- 22.1. The Bidder shall bear the cost for packing, transport, insurance and delivery of all the goods for "Selection of System Integrator for design, development, implementation and maintenance of Nurse Registration and Tracking System (NRTS) for Indian Nursing Council" at all locations identified by the Purchaser.
- 22.2. The Goods supplied under this Contract shall conform to the standards mentioned in the RFP, and, when no applicable standard is mentioned, to the authoritative standards; such standard shall be approved by Purchaser.

**23. Insurance**

- 23.1. The Goods supplied under this Contract shall be fully insured by the Bidder at his own cost, against any loss or damage, till the Acceptance of the System. The Bidder shall submit to the Purchaser, documentary evidence issued by the insurance company, indicating that such insurance has been taken.
- 23.2. The Bidder shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the goods and also the charges like transportation charges, octroi, etc. that may be applicable till the goods are delivered at the respective site of installation shall also be borne by the Bidder.

**24. Transfer of Ownership**

- 24.1. The Bidder must transfer all titles to the assets or goods procured for the purpose of the project to the Purchaser at the time of Acceptance of System. This includes all licenses, titles, source code, certificates etc related to the system designed, developed, installed and maintained by the Bidder.



## **B. SPECIAL CONDITIONS OF CONTRACT (SCC)**

### **25. Performance Security**

- 25.1. The successful Bidder shall furnish Performance Security to the Purchaser at the time of signing the Contract which shall be equal to 10% of the value of the Contract and shall be in the form of a Bank Guarantee from a Nationalised/ Scheduled Bank in the Proforma given in clause 4.1 of Section 4 of this RFP which would be valid up to a period of six months after the contract period.

### **26. Liquidated Damages**

- 26.1. If the Bidder fails to supply, install or maintain any or all of the goods as per the contract, within the time period(s) specified in the Contract, the Purchaser without prejudice to its other rights and remedies under the Contract, **deduct from the Contract price, as liquidated damages, a sum equivalent to 0.5 % per week or part thereof of milestone payment value.**
- 26.2. The deduction shall not in any case exceed **10 percent of the Contract Value.**
- 26.3. The Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the Purchaser's right to claim such amount against the Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the Work or from any other obligations and liabilities under the Contract.
- 26.4. Delay not attributable to the Bidder will be considered for exclusion for the purpose of computing liquidated damages.

### **27. Ownership and Retention of Documents**

- 27.1. Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Bidder shall deliver to the Purchaser all documents provided by or originating from the Purchaser and all documents produced by or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Bidder shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such documents.

### **28. Information Security**

- 28.1. The Bidder shall not carry any written/printed document, layout diagrams, floppy diskettes, hard disk, storage tapes, other storage devices or any other goods /material proprietary to Purchaser into / out of any location without written permission from the Purchaser.
- 28.2. The Bidder shall not destroy any unwanted documents, defective tapes/media present at any location on their own. All such documents, tapes/media shall be handed over to the Purchaser.

- 28.3. All documentation and media at any location shall be properly identified, labeled and numbered by the Bidder. The Bidder shall keep track of all such items and provide a summary report of these items to the Purchaser whenever asked for.
- 28.4. Access to Purchaser's data and systems, Email and Internet facility by the Bidder at any location shall be in accordance with the written permission by the Purchaser. The Purchaser will allow the Bidder to use facility in a limited manner subject to availability. It is the responsibility of the Bidder to prepare and equip himself in order to meet the requirements.
- 28.5. The Bidder must acknowledge that Purchaser's business data and other Purchaser proprietary information or materials, whether developed by Purchaser or being used by Purchaser pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to Purchaser; and the Bidder along with its team agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the Bidder to protect its own proprietary information. The Bidder recognizes that the goodwill of Purchaser depends, among other things, upon the Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by the Bidder or its team could damage the goodwill of Purchaser, and that by reason of the Bidder's duties hereunder. The Bidder may come into possession of such proprietary information, even though the Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. The Bidder shall use such information only for the purpose of performing the said services.
- 28.6. The Bidder shall, upon termination of this agreement for any reason, or upon demand by Purchaser, whichever is earliest, return any and all information provided to the Bidder by Purchaser, including any copies or reproductions, both hardcopy and electronic.

### **29. Security and Safety**

- 29.1. The Bidder will comply with the directions issued from time to time by the Purchaser and the standards related to the security and safety, in so far as it applies to the provision of the Services.
- 29.2. The Bidder shall upon reasonable request by the Purchaser, or its nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.

### **30. Confidentiality**

- 30.1. The Bidder shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the Services/Contract and/or Purchaser's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents without the prior written consent of the Purchaser.

- 30.2. The Bidder shall be liable to fully recompense the Purchaser for any loss of revenue arising from breach of confidentiality. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause.

**31. Events of Default by Prime Bidder**

- 31.1. The failure on the part of the Bidder to perform any of its obligations or comply with any of the terms of this Contract shall constitute an Event of Default on the part of the Bidder. The events of default are but not limited to:
- 31.2. The Bidder/ Bidder's Team has failed to perform any instructions or directives issued by the Purchaser which it deems proper and necessary to execute the scope of work or provide services under the Contract, or
- 31.3. The Bidder/ Bidder's Team has failed to confirm / adhere to any of the key performance indicators as laid down in the Key Performance Measures / Service Levels, or if the Bidder has fallen short of matching such standards / benchmarks / targets as the Purchaser may have designated with respect to the system or any goods, task or service, necessary for the execution of the scope of work and performance of services under this Contract. The above mentioned failure on the part of the Bidder may be in terms of failure to adhere to performance, quality, timelines, specifications, requirements or any other criteria as defined by the Purchaser;
- 31.4. The Bidder has failed to remedy a defect or failure to perform its obligations in accordance with the specifications issued by the Purchaser, despite being served with a default notice which laid down the specific deviance on the part of the Bidder/ Bidder's Team to comply with any stipulations or standards as laid down by the Purchaser; or
- 31.5. The Bidder/ Bidder's Team has failed to adhere to any amended direction, instruction, modification or clarification as issued by the Purchaser during the term of this Contract and which the Purchaser deems proper and necessary for the execution of the scope of work under this Contract
- 31.6. The Bidder/ Bidder's Team has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Bid, the RFP and this Contract
- 31.7. There is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Bidder.
- 31.8. The Bidder/ Bidder's Team has failed to comply with or is in breach or contravention of any applicable laws:
- o Where there has been an occurrence of such defaults inter alia as stated above, the Purchaser shall issue a notice of default to the Bidder, setting out specific defaults / deviances / omissions / non-compliances / non-performances and providing a notice of thirty (30) days to enable such defaulting party to remedy the default committed.
  - o Where despite the issuance of a default notice to the Bidder by the Purchaser, the Prime Bidder fails to remedy the default to the satisfaction of the Purchaser, the

Purchaser may, where it deems fit, issue to the defaulting party another default notice or proceed to contract termination.

### **32. Termination**

- 32.1. The Purchaser may, terminate this Contract in whole or in part by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:
- Where the Purchaser is of the opinion that there has been such Event of Default on the part of the Bidder / Bidder's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract.
  - Where it comes to the Purchaser's attention that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder's Bid, the RFP or this Contract.
  - Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor agency, and to ensure business continuity
- 32.2. Termination for Insolvency: The Purchaser may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.
- 32.3. The Bidder may, subject to approval by the Purchaser, terminate this Contract before the expiry of the term by giving the Purchaser a prior and written notice at least 3 months in advance indicating its intention to terminate the Contract

### **33. Consequence of Termination**

- 33.1. In the event that the Purchaser or the Bidder, terminates this Agreement pursuant and depending on the event of default, compensation shall be decided by the purchaser as per the services provided by the Bidder that have been accepted by the Purchaser or his authorized representative(s).

### **34. Change Control Note (CCN)**

- 34.1. This applies to and describes the procedure to be followed in the event of any proposed change to contract, Project Implementation, and Service levels. Such change shall include, but shall not be limited to, changes in the scope of services provided by the Bidder and changes to the terms of payment.

- 34.2. Change requests in respect of the contract, the project implementation, or the Service levels will emanate from the Parties' representative who will be responsible for obtaining approval for the change and who will act as its sponsor throughout the Change Control Process and will complete Part A of the CCN (Annexure I, Section 3 of the RFP). CCNs will be presented to the other Party's representative who will acknowledge receipt by signature of the authorized representative of the Purchaser.
- 34.3. The Bidder and the Purchaser while preparing the CCN, shall consider the change in the context of whether the change is beyond the scope of Services including ancillary and concomitant services required
- 34.4. The CCN shall be applicable for the items which are beyond the stated/implied scope of work as per the RFP document.
- 34.5. **Quotation**
- 34.5.1. The Bidder shall assess the CCN and complete Part B of the CCN. In completing Part B of the CCN the Prime Bidder shall provide as a minimum:
- a description of the change;
  - a list of deliverables required for implementing the change;
  - a timetable for implementation;
  - an estimate of any proposed change;
  - any relevant acceptance criteria;
  - an assessment of the value of the proposed change;
  - Material evidence to prove that the proposed change is not already covered within the scope of the project, Agreement and Service Levels.
- 34.5.2. Prior to submission of the completed CCN to the purchaser or its nominated agencies, the Bidder will undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, the Bidder shall consider the materiality of the proposed change in the context of the Agreement, the Project Implementation, Service levels affected by the change and the total effect that may arise from implementation of the change.
- 34.5.3. Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the Bidder meets the obligations as set in the CCN. In the event the Bidder is unable to meet the obligations as defined in the CCN then the cost of getting it done by third party will be borne by the Bidder. Change requests and CCNs will be reported monthly to each Party's representative who will prioritize and review progress.

**C. SERVICE LEVELS**

**35. Purpose**

- 35.1. The purpose is to define the levels of service provided by the Bidder to the Purchaser for the duration of the contract .The benefits of this are:
  - 35.1.1. Start a process that applies to Purchaser and Bidder management attention to some aspect of performance, only when that aspect drops below the threshold defined by the purchaser
  - 35.1.2. Help the Purchaser control the levels and performance of Bidder's services
- 35.2. The Service Levels are between the Purchaser and the Bidder
- 35.3. The SLA are indicative only and would come into effect from the date of commissioning/ Go-Live and until the successful completion of the operations & maintenance period of 3 years.

**36. Description of Services Provided**

The following is set of activities that the Bidder would be required to carry out. The below mentioned is only an illustrative list and detailed set of activities will be finalized after award of contract

- 36.1. Implementation and Roll Out
  - 36.1.1. Design, development, customization, integration, testing and rollout of software applications at INC and SNC's office locations, DC and DR sites.
  - 36.1.2. Supply, installation, integration, commissioning and roll out of hardware and network at INC and SNC's office locations, DC and DR sites.
  - 36.1.3. Installation of other solutions such as biometric solution and Card printing solution and Nurse Passport printing solution.
- 36.2. Enhanced Support
  - 36.2.1. Provision of regular and ad-hoc MIS reports
  - 36.2.2. Administration of Databases, Systems and Network
  - 36.2.3. Handholding Support Staff at INC and SNC's office locations
  - 36.2.4. Training
- 36.3. Maintenance Support
  - 36.3.1. Maintenance services for Software deployed.
  - 36.3.2. Maintenance services for Hardware and other devices deployed.
  - 36.3.3. Maintenance services for Network deployed.

The exact scope and boundaries of services provided as part of this Contract Agreement are detailed in Section 5 and annexure therein of this tender.

**37. Service Level Agreements & Targets**

- 37.1. This section is agreed to by Purchaser and Bidder as the key performance indicator for this project. This may be reviewed and revised according to the procedures detailed in Clause 44, SLA Change Control.
- 37.2. The following section reflects the measurements to be used to track and report systems performance on a regular basis. The targets shown in the following tables are for the period of contact or its revision whichever is earlier.
- 37.3. The procedures in Clause 43 will be used if there is a dispute between Purchaser and Bidder on what the permanent targets should be.

**38. General principles of Service Level Agreements**

- 38.1. The Service Level agreements have been logically segregated in the following categories:
  - 38.1.1. Implementation phase related performance levels
  - 38.1.2. Availability of Solutions (User end)
  - 38.1.3. Equipment Availability
  - 38.1.4. Quality of Service
  - 38.1.5. Services related to Facility Management
  - 38.1.6. Services related to Application Maintenance – Resolution of Bugs / Defects

**39. Service Levels Monitoring**

- 39.1. **The Service Level parameters defined in Clause 40 shall be monitored on a periodic basis**, as per the individual parameter requirements. The Bidder shall be responsible for providing appropriate SLA measurement and monitoring tools for the same. In case of severe performance degradation of the system/ services during the contract period, the Bidder will be expected to take immediate corrective action. In case issues are not rectified to the complete satisfaction of Purchaser within a reasonable period of time then the Purchaser will have the right to take appropriate penalizing actions, including action as per clause 40 or termination of the contract.

40. Measurements & Targets

40.1. Implementation Phase related Performance Levels

Measurement	Definition	Target	Penalty
<b>Commencement of Work</b>			
1. Team mobilization and commencement of work	<p>The Bidder is expected to mobilize the team for commencement of work for this project.</p> <p>Commencement of work would mean reporting and availability of the Bidder's resources (all Key Personnel as per Section 5 of the RFP) at the Purchaser's office for the project.</p> <p><b>Measurement Tool:</b> Attendance Register (at INC and SNC Office Locations)</p>	For Bidder related services : Within 15 calendar days from the date of Contract	<p>Delay beyond 15 calendar days = 1% of the contract value +</p> <p>0.1% of the Contract value for every day of delay</p>
	<p>For <i>Facility Management and Handholding Services</i>, commencement of work would mean, reporting of all proposed resources at the INC and SNC's office locations</p> <p><b>Measurement Tool:</b> SLA Monitoring tool for Online attendance and Manual attendance register (at INC and SNC Office Locations)</p>	Atleast one week before Acceptance of System	It may lead to Termination of the Contract at the discretion of the Purchaser.
<b>Installation and Commissioning</b>			
2. Installation and Commissioning of system at	Delivery, installation, integration, testing of all hardware components / equipments / devices / software	Refer Clause 5.1 of Section 5 of the RFP	Penalty covered under Liquidated



Measurement	Definition	Target	Penalty
DC and DR sites and INC and SNC's office locations	applications etc required for the system to the satisfaction of the Purchaser and conforming to the Service Levels defined.		Damages Clause 26 of this section

40.2. Availability of Solution (User end)

Measurement	Definition	Target	Severity Level
<b><i>NRTS Application</i></b>			
1. Availability of NRTS Application - (DC site only)	<p>Uptime = {1 - [(Application downtime) / (Total Time – Maintenance Downtime)]}</p> <p>Total Time shall be measured on 16*6 basis for NRTS.</p> <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to the Bidder) for Business processing either to the end user or for batch job processing to the time it becomes fully available for the above stated business processes.</p> <p>Any downtime for maintenance shall be with prior written intimation to the Purchaser.</p> <p><b>Measurement Tool:</b> Reports from EMS</p>	Minimum 98% up time measured on a weekly basis	-
		<p>&gt;= 96.0% to &lt;98.0 % up time measured on a weekly basis.</p> <p>Please note that continuous downtime of every 2 hours would raise the severity by one level. e.g. here the severity level will raise from 4 to 5.</p>	4

Measurement	Definition	Target	Severity Level
	<p><b>Example:</b></p> <p>Application downtime = 2 hrs</p> <p>Total time (in a week) = 16*6 = 96 hrs</p> <p>Maintenance downtime = 1 hr</p> <p>Uptime = <math>1 - (2/(96-1)) = 0.98</math> or 98%</p>	<p>&gt;= 95.0% to &lt;96.0% up time measured on a weekly basis.</p> <p>Please note that continuous downtime of every 2 hours would raise the severity by one level.</p>	6
		<p>&lt;95.0% up time measured on a weekly basis.</p> <p>Please note that continuous downtime of every 2 hours would raise the severity by one level.</p>	7
2. Availability of all application modules at SDC	Script based checking every 10 minutes daily (8 am to 8 pm) Quarterly average from the log. Script based checking to be facilitated by system integrator.	>= 97%	-
		Continuous downtime for more than 30 minutes	5
		>= 95% to < 97%	7
		>= 92 to < 95%	8
		< 92%	9

Measurement	Definition	Target	Severity Level
3. Concurrent connects to the application	10 instances per month of random testing shall be carried out between 8 to 8 pm)  using automated load-testing tools with <b>500</b> concurrent Users per minute	>=95%	-
		>= 93% to < 95%	5
		>= 90% to < 93%	7
		<90%	9
4. Average time taken for opening Internet portal (Home page) from remote site at 256 Kbps connectivity	Script based checking every 10 minutes daily (8 am to 8 pm) Quarterly average from the log. Script based checking to be facilitated by system integrator.	Through a Leased line <= Average daily 10 seconds	-
		Through a Leased line, > Average daily 10 seconds	4
5. Average time for submission of forms / data by Purchaser Staff like but not limited to Login, registration forms, verification, approvals etc.	Random check (100 instances per quarter) would be conducted for determining average time	<= 5 seconds	-
		> 5 seconds	4
6. Average time for	Random check (100 instances per quarter) would be	< 15 seconds	-

Measurement	Definition	Target	Severity Level
submission of forms/ data by Nurses(Time between pressing the 'submit' button and generation of acknowledgement of successful or unsuccessful submission from the system)	conducted, during peak hours, for determining average time.	> 15 seconds	4
<b>Other Services</b>			
7. Availability of Biometric Solution at the active site. (DC site only)	Uptime = {1 - [(Biometric solution downtime) / (Total Time – Maintenance Downtime)]} Total Time shall be measured on 16*6 basis. Downtime shall be measured from the time the biometric solution becomes unavailable (due to any reasons whatsoever attributable to the Bidder) for the INC and SNC user to the time it becomes fully available. Further any downtime for maintenance during the 16*6 timeframe shall be with prior written intimation to the Purchaser <b>Measurement Tool:</b> Reports from EMS	Minimum 98 % up time measured on a weekly basis	-
		>= 96.0% to <98.0% up time measured on a weekly basis	4
		>= 95.0% to <96.0% up time measured on a weekly basis	5
		<95.0% up time measured on a weekly basis	7
8. Availability of EMS at the	Uptime = {1 - [(EMS downtime) / (Total Time –	Minimum 96 % up time measured on a weekly	-

Measurement	Definition	Target	Severity Level
active site. (DC site only)	<p>Maintenance Downtime)}}                      Total Time shall be measured on 16*6 basis.                      Downtime shall be measured from the time the EMS becomes unavailable (due to any reasons whatsoever attributable to the Bidder) for the INC and SNC user to the time it becomes fully available.                      Maintenance downtime shall not be during the 16*6 timeframe.                      Further any downtime for maintenance during the 16*6 timeframe shall be with prior written intimation to the Purchaser</p>	basis	
		>= 95.0% to <96.0% up time measured on a weekly basis	4
		>= 94.0% to <95.0% up time measured on a weekly basis	5
		>= 93.0% to <94.0% up time measured on a weekly basis	6
		<93.0% up time measured on a weekly basis	7
9. Availability of Audit Log at the active site. (DC site only)	<p>Uptime = {1 - [(Audit Log downtime) / (Total Time – Maintenance Downtime)]}                      Total Time shall be measured on 16*6 basis.                      Downtime shall be measured from the time the Audit Log becomes unavailable (due to any reasons whatsoever attributable to the Bidder) for the INC and SNC user to the time it becomes fully available.                      Maintenance downtime shall not be during the 16*6 timeframe.</p>	Minimum 98 % up time measured on a weekly basis	-
		>= 97.0% to <98.0% up time measured on a weekly basis	4
		>= 96.0% to <97.0% up time measured on a weekly basis	5

Measurement	Definition	Target	Severity Level
	Further any downtime for maintenance during the 16*6 timeframe shall be with prior written intimation to the Purchaser <b>Measurement Tool:</b> Reports from EMS	>= 95.0% to <96.0% up time measured on a weekly basis	6
		<95.0% up time measured on a weekly basis	7
10. Availability of Anti Virus at the active site. (DC site only)	Uptime = {1 - [(Anti Virus downtime) / (Total Time – Maintenance Downtime)]} Total Time shall be measured on 24*7 basis. Downtime shall be measured from the time the Anti Virus becomes unavailable (due to any reasons whatsoever attributable to the Bidder) for the INC and SNC user to the time it becomes fully available. Any downtime for maintenance during the 24*7 timeframe shall be with prior written intimation to the Purchaser <b>Measurement Tool:</b> Reports from EMS	Minimum 96 % up time measured on a weekly basis	-
		>= 95.0% to <96.0% up time measured on a weekly basis	4
		>= 94.0% to <95.0% up time measured on a weekly basis	5
		>= 93.0% to <94.0% up time measured on a weekly basis	6
		<93.0% up time measured on a weekly basis	7

Measurement	Definition	Target	Severity Level
11. Availability of SMS Gateway and Payment Gateway Solution at the active site. (DC site only)	<p>Uptime = {1 - [(SMS Gateway or Payment Gateway Solution downtime) / (Total Time – Maintenance Downtime)]}</p> <p>Total Time shall be measured on 24*7 basis.</p> <p>Downtime shall be measured from the time the SMS Gateway and/or Payment Gateway Solution becomes unavailable (due to any reasons whatsoever attributable to the Bidder) for the NRTS user to the time it becomes fully available.</p> <p>Any downtime for maintenance during the 24*7 timeframe shall be with prior written intimation to the Purchaser</p> <p><b>Measurement Tool:</b> Reports from EMS</p>	Minimum 96 % up time measured on a weekly basis	-
		>= 95.0% to <96.0% up time measured on a weekly basis	4
		>= 94.0% to <95.0% up time measured on a weekly basis	5
		>= 93.0% to <94.0% up time measured on a weekly basis	6
		<93.0% up time measured on a weekly basis	7
12. Network Availability at INC and SNC office locations	<p>Network availability for a week is defined as total time (in minutes) in a week less total down time (in minutes) in a week excluding planned network downtime. The network is considered available when all the services in full capacity are available.</p> <p>Network Availability (%) = <b>(Total minutes during the week – Planned downtime</b></p>	>=99.5%	-
		>= 99.5% to <98.0% up time measured on a weekly basis	5
		>= 98.0% to <97.0% up time measured on a	6

Measurement	Definition	Target	Severity Level
	<p><b>- Downtime minutes during the week) *100 / Total minutes during the week</b></p> <p>Total Time shall be measured on 16*6 basis.</p> <p>Planned Network Downtime refers to unavailability of network services due to infrastructure maintenance activities such as configuration changes, up gradation or changes to any supporting infrastructure. Details related to such planned outage shall be agreed with the INC and SNCs.</p> <p><b>Measurement Tool:</b> Reports from EMS</p>	<p>weekly basis</p> <p>&gt;= 97.0% to &lt;96.0% up time measured on a weekly basis</p> <p>&lt;96.0% up time measured on a weekly basis</p>	<p></p> <p>7</p> <p>8</p>
<p>13. Network Availability between DC and DR</p>	<p>Network availability for a week is defined as total time (in minutes) in a week less total down time (in minutes) in a week excluding planned network downtime. The network is considered available when all the services in full capacity are available.</p> <p>Network Availability (%) = <b>(Total minutes during the week – Planned downtime - Downtime minutes during the week) *100 / Total minutes during the week</b></p>	<p>&gt;=99%</p> <p>&gt;= 99% to &lt;97.0% up time measured on a weekly basis</p>	<p>-</p> <p>5</p>



Measurement	Definition	Target	Severity Level
	<p>Total Time shall be measured on 16*6 basis.</p> <p>Planned Network Downtime refers to unavailability of network services due to infrastructure maintenance activities such as configuration changes, up gradation or changes to any supporting infrastructure. Details related to such planned outage shall be agreed with the INC and SNCs.</p> <p><b>Measurement Tool:</b> Reports from EMS</p>	>= 97.0% to <96.0% up time measured on a weekly basis	6
		>= 96.0% to <95.0% up time measured on a weekly basis	7
		<95.0% up time measured on a weekly basis	8
14. Network Quality of Service	<p>Quality of Service (QoS) refers to the capability of a network to provide traffic engineering to selected network traffic.</p> <p>The primary goal of QoS is to provide priority including dedicated bandwidth, controlled jitter, latency and improved loss characteristics.</p> <p><b>Measurement Tool:</b> Reports from EMS</p>	99% throughput of minimum stipulated bandwidth during 16*6 hours	-
		>=97% and <99% throughput of minimum stipulated bandwidth during 16*6 hours	5
		<97% throughput of minimum stipulated	6

Measurement	Definition	Target	Severity Level
		bandwidth during 16*6 hours	
		Average Packet loss exceeding 0.5% over a month ( at Data Centre and WAN level)	4
		Latency Delay > 150 ms (every instance) ( at Data Centre and WAN level)	4
15. Antivirus Management	Rollout of latest anti-virus definition file on workstations and Servers on being made available on Supplier's website.  <b>Measurement Tool:</b> Reports generated from Anti Virus software console	100% on time	7

40.3. Equipment Availability

Measurement	Definition	Target	Severity Level
<b>Servers</b>			
1. Peak I/O utilization for each server at DC / DR sites	Peak I/O utilization of each server crossing 70% for a sustained period of more than 15 minutes in the normal course (with an exception to the batch processes) is the criteria for default.  <b>Measurement Tool:</b> Reports from EMS	Each occurrence in servers (either same or different) that is operational at the active site and cross the peak I/O utilization of 70% for a sustained period > 15 minutes.  Penalty percentage for this measurement shall be a multiple of number of occurrences of the above event in a month.	3
		Each occurrence in servers (either same or different) that is operational at the active site and cross the peak I/O utilization of 70% for a sustained period > 30 minutes.	4

Measurement	Definition	Target	Severity Level
		Penalty percentage for this measurement shall be a multiple of number of occurrences of the above event in a month.	
		Each occurrence in servers (either same or different) that is operational at the active site and cross the peak I/O utilization of 70% for a sustained period > 1 hour.	5
		Penalty percentage for this measurement shall be a multiple of number of occurrences of the above event in a month.	
<b>Office Equipment</b>			
2. Battery replacement for UPS for all equipment / devices procured	Replacement of battery used for UPS	3 times in the five year period starting from the Acceptance of System	5

Measurement	Definition	Target	Severity Level
	<p>This excludes regular maintenance of the UPS and its batteries.</p> <p><b>Measurement Tool:</b> SLA Monitoring tool for inventory management</p>	during 7 <sup>th</sup> , 14 <sup>th</sup> and 20 <sup>th</sup> quarter	
3.		> 4 instances in a quarter when one month inventory of the consumables is not available	4
4. Repair / replacement of Biometric Fingerprint Reader, Card Printer and Passbook Printer	<p>Biometric Fingerprint Reader, card printer and passbook printer should be replaced or repaired after complaint logging from INC/ SNC officials</p> <p><b>Measurement Tool:</b> System generated call log at Helpdesk</p>	Within 8 business hours of logging complaint	-
		>1 to <=2 business days of logging complaint	3
		More than 2 business days of logging complaint	4

40.4. Quality of Service

Measurement	Definition	Target	Severity Level
<b>Manpower Availability</b>			
1. Availability of System Administrator, Network Administrator and Database Administrator at designated location.	[(Total number of man-days available for a month) / (Agreed Total number of man-days in a month)] *100  Availability shall be calculated for each type of administrator.  <b>Measurement Tool:</b> SLA Monitoring tool for Online attendance	>= 98% for each administrator type and calculated on a monthly basis	-
		>=95 % to < 98% for each administrator type and calculated on a monthly basis	5
		>=90 % to < 95% for each administrator type and calculated on a monthly basis	6
		< 90 % for each administrator type and calculated on a monthly basis	7
2. Availability for Facility Management and Handholding Staff at INC and SNC office locations.	[(Total number of man-days available for a month) / (Agreed Total number of man-days in a month)] *100  <b>Measurement Tool:</b> SLA Monitoring tool for Online attendance	>= 98% calculated on a monthly basis	-
		>=95 % to < 98% calculated on a monthly basis	5
		>=90 % to < 95% calculated on a monthly basis	6

Measurement	Definition	Target	Severity Level
		< 90 % calculated on a monthly basis	7
<b>Reporting</b>			
3. MIS reporting	All MIS reports as mentioned in Section 5, Scope of Work and / or as agreed with the Purchaser  <b>Measurement Tool:</b> SLA Monitoring tool	3 instances of delay in a quarter	-
		>3 instances of delay in a quarter	5

40.5. Incident Reporting

Measurement	Definition	Target	Severity Level
Incident Reporting	Any events as described under Clause 4 of Section 5 - Scope of Work  100% incidents to be informed to Purchaser within 4 hours of the incident.  <b>Measurement Tool:</b> Reports from EMS	>4 hours of the incident	5
Security Incident Reporting	Any events as described under Clause 4 of Section 5 - Scope of Work	Refer table 'Security Incident Reporting' below	5

Measurement	Definition	Target	Severity Level
	Any events as described under Clause 40.5 – Service Level Agreement  <b>Measurement Tool:</b> Reports from EMS		

**Security Incident Reporting**

The Bidder shall be responsible for monitoring the incidents on a 24x7 basis and also respond to the incidents within the below mentioned schedules:

S. No	Incident Severity Level	Min. %age of total Incidents that should be Detected	Target Time to Acknowledge the incidents	*Target Time to Analyze & Resolve the Incident	Target Incident Status Update Interval	Target Time to Close the Incident and Report INC Management	Target %age of incidents that should be resolved
1.	Severity 1	75%	90 Minutes	6 Hours	Within 4 Hours and every 3 hours thereafter	8 Hours from acknowledgment	75% rising to 80% within first 6 months of rollout
2.	Severity 2	75%	90 Minutes	6 Hours	Within 4 Hours and every 3 hours thereafter	8 Hours from acknowledgment	75% rising to 80% within first 6 months of rollout
3.	Severity 3	80%	60 Minutes	4 Hours	Within 2 hour and	6 Hours from	80% rising to



S. No	Incident Severity Level	Min. %age of total Incidents that should be Detected	Target Time to Acknowledge the incidents	*Target Time to Analyze & Resolve the Incident	Target Incident Status Update Interval	Target Time to Close the Incident and Report INC Management	Target %age of incidents that should be resolved
					every hour thereafter	acknowledgement	85% within first 6 months of rollout
4.	Severity 4	85%	60 Minutes	4 Hours	Within 2 hour and every hour thereafter	6 Hours from acknowledgement	90% rising to 95% within first 6 months of rollout
5.	Severity 5	90%	30 Minutes	2 Hour	Every 30 minutes	4 Hours from acknowledgement	90% rising to 95% within first 6 months of rollout

\*Unless a fault

The security incident severities are defined as:

**Severity 1** – Small numbers of system probes or scans detected on internal systems; isolated instances of known computer viruses easily handled by antivirus software.

**Severity 2** – Small numbers of system probes or scans detected on external systems; intelligence received concerning threats to which systems may be vulnerable.

**Severity 3** – Significant numbers of system probes or scans detected; penetration or denial of service attacks attempted with no impact on operations; widespread instances of known computer viruses easily handled by anti-virus software; isolated instances of a new computer virus not handled by anti-virus software.

**Severity 4** – Penetration or denial of service attacks attempted with limited impact on operations; widespread instances of a new computer virus not handled by anti-virus software; some risk of negative financial or public relations impact.

**Severity 5** – Successful penetration or denial of service attacks detected with significant impact on operations; significant risk of negative financial or public relations impact.

40.6. **Services related to Facility Management**

Measurement	Definition	Target	Severity Level
Resolution of IT hardware / application / network / devices related issues	<p><b>“Resolution Time”</b> means time taken (after the trouble call has been logged on the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation.</p> <p>Provisioning of standby or alternate, if required, should be done along with associated data being restored, services reinitiated and SLA conditions being met. Final Resolution shall be deemed to be complete only after the original equipment is replaced / reinitiated along with data being restored to the correct state and services are resumed.</p> <p><b>Monthly measurement level</b></p> <p>Refer to Clause 4 of Section 5 – Scope of work for</p>	Resolution of 98 % of the total calls within 4 hours of logging the call	-
		Resolution of 98 % of the total calls within 1 working day of logging the call	2
		Resolution of 98 % of the total calls within 2 working days of logging the call	3
		Resolution of 98 % of the total calls in > 2 working days of logging of the call	4

Measurement	Definition	Target	Severity Level
	details of Facility Management services.  <b>Measurement Tool:</b> System generated call log of the complaints at IT Help Desk		

40.7. Services related to Application Maintenance – Resolution of bugs / defects

S.No.	Measurement	Definition	Severity Level of Bugs	Target	Severity Level
1	Resolution Time	<b>“Resolution Time”</b> , means time taken by the Bidder’s software maintenance staff to troubleshoot and fix the bugs/defect from the time the call has been escalated to the Bidder team till the delivery of the solution to INC for UAT and subsequently updates the status of the call in the Help Desk system.	Critical	At least 99% calls to be resolved within 2 working days	-
				>= 97% to < 99% calls be resolved within 2 working days	4
				>= 95% to < 97% calls to be resolved within 2 working days	5
				< 95% calls to be resolved within 2 working days	6

S.No.	Measurement	Definition	Severity Level of Bugs	Target	Severity Level
		<p><b>It is based on Monthly measurement level.</b></p> <p><b>Measurement Tool:</b> System generated call log of the complaints from IT Help Desk / EMS</p>	High	At least 99% calls to be resolved within 3 working days	-
	>= 97% to < 99% calls to be resolved within 3 working days			4	
	>= 95% to < 97% calls to be resolved within 3 working days			5	
	< 95% calls to be resolved within 3 working days			6	
			Medium	At least 99% calls to be resolved within 4 working days	-
	>= 97% to < 99% calls be resolved within 4 working days			4	
	>= 95% to < 97% calls to be resolved within 4 working days			5	

S.No.	Measurement	Definition	Severity Level of Bugs	Target	Severity Level
				< 95% calls to be resolved within 4 working days	6
			Low	At least 99% calls to be resolved within one business week	-
				>= 97% to < 99% calls be resolved within one business week	4
				>= 95% to < 97% calls to be resolved within one business week	5
				< 95% calls to be resolved within one business week	6

40.8. **Footnotes**

- a. Non working days = All Sundays and Public Holidays as declared by the Purchaser
- b. 24\*7 means three shifts of 8 hours every day, for all seven days of the week, without any Non working days
- c. 16\*6 means two shifts of 8 hours every day except for the Non working days:  
First Shift : 8.00 am to 4.00 pm  
Second Shift: 4.00 pm to 12.00 am
- d. Bugs/ Defects: This would include Software Application related problems/defects as analyzed and forwarded by SI (System Integrator) / FMS (Facility Management Services) team or as reported by the users to the SI / FMS team.

**e. Severity for Bugs / Defects**

The severity of a bugs / defects would be based on the business impact of the problem. Severity is defined as follows:

<b>Severity of Bugs / Defects</b>	<b>Definition</b>
Critical	Showstoppers involving major functional failure in the application. There are no usable workarounds available to troubleshoot the problem. Affects majority of the users (more than 25%).
High	Users face severe functional restrictions in the application irrespective of the cause. Workarounds are time consuming. Affects majority of the users (more than 25%).
Medium	Moderate functional restrictions in the application irrespective of the cause. Has a convenient and readily available workaround. Affects a few users.
Low	Requiring cosmetic functional changes. Does not require any workaround. It may include user query / suggestions but has no business impact.

**41. Reporting Procedures**

- 41.1. The Bidder representative will prepare and distribute Service level performance reports in a mutually agreed format by the **5th working day of subsequent month**. The reports will include “**actual versus target**” Service Level Performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to Purchaser management personnel as directed by Purchaser.
- 41.2. Also, the Bidder may be required to get the Service Level performance report audited by a third-party Auditor appointed by the Purchaser.

**42. Penalties**

**42.1. General**

A maximum level of performance penalties is established and described below.

The framework for performance penalties as a result of not meeting the Service Level Targets are detailed below:

- Performance penalties shall be levied for not meeting each of the severity levels of performance as per the following table:

Severity Level	Penalty as a percentage of Half Yearly applicable
9	Event of default and termination as per Clause 31 and 32 of this section of RFP respectively and the consequences as provided in Clause 33 of this section of RFP
8	8.0 %
7	4.0 %
6	2.0 %
5	1.0 %
4	0.5 %
3	0.4 %
2	0.3 %
1	0.2 %

42.2. Performance Penalty for not meeting a measurement parameter for two consecutive quarters shall result in twice the penalty percentage of that respective measurement parameter.

42.3. Maximum Penalty applicable for any quarter shall not exceed 30% of the 'applicable fees' for the respective quarter.

42.4. Two consecutive quarterly deduction of 30 % of the applicable fee on account of any reasons, will be deemed to be an event of default and termination as per Clause 31 and 32 of this Section of RFP respectively and the consequences as provided in Clause 33 of this section of RFP shall follow.

### 43. Issue Management Procedures

#### 43.1. General

This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between Purchaser and Bidder.

Implementing such a process at the beginning of the outsourcing engagement significantly improves the probability of successful issue resolution. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at lower management levels.

#### 43.2. Issue Management Process

43.2.1. Either Purchaser or the Bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.

43.2.2. Any unresolved issues/disputes concerning the Project/Contract between the Parties will first be referred in writing to the Project Manager for his consideration and resolution. If the Project Manager is unable to resolve any issue/dispute within 5 days of reference to them, the Project Manager will refer the matter to the Program Management Committee. If the Program Management Committee is unable to resolve the issues/disputes referred to them within 15 days the unresolved issue/dispute will be referred to Steering Committee for resolution. The Steering Committee within 30 days of reference to them shall try to resolve the issue/dispute.

43.2.3. If the Steering Committee fails to resolve a dispute as per the above clause, the same shall be referred to arbitration. The arbitration proceedings shall be carried out as per the Arbitration procedures mentioned in Clause 17 of this section of RFP.

### 44. Service Level Change Control

#### 44.1. General

It is acknowledged that this **Service levels may change as Purchaser's business needs evolve over the course of the contract period**. As such, this document also defines the following management procedures:

- a. A process for negotiating changes to the Service Levels
- b. An issue management process for documenting and resolving particularly difficult issues.
- c. Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.



Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change.

- 44.2. **Service Level Change Process:** The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues will also be addressed. The Bidder's representative will maintain and distribute current copies of the Service Level document as directed by Purchaser. Additional copies of the current Service Levels will be available at all times to authorized parties.
- 44.3. **Version Control:** All negotiated changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release or for release when a critical threshold of change has occurred.

#### 45. Exit Management Plan

- 45.1. An Exit Management plan shall be furnished by Bidder along with the Project Plan document as mentioned in clause 9.26 sub clause 9.26.1 of this document. The document shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation, and Service Level monitoring.
- i. A detailed program of the transfer process that could be used in conjunction with a Replacement Service Provider including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
  - ii. Plans for provision of contingent support to Project and Replacement Service Provider for a reasonable period after transfer.
  - iii. Exit Management plan in case of normal termination of Contract period
  - iv. Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.
  - v. Exit Management plan in case of termination of the Bidder
- 45.2. Exit Management plan at the minimum adhere to the following:
- 45.2.1. Three (3) months of the support to Replacement Service Provider post termination of the Contract
  - 45.2.2. Complete handover of the sources codes, reports, documents and other relevant items to the Replacement Service Provider
  - 45.2.3. Certificate of Acceptance from authorized representative of Replacement Service Provider issued to the Bidder on successful completion of handover and knowledge transfer
- 45.3. In the event of termination or expiry of the contract, Project Implementation, or Service Level monitoring, both Bidder and Purchaser shall comply with the Exit Management Plan.

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

**D. ANNEXURES**

*Annex I: Change Control Note*

<b>Change Control Note</b>		<b>CCN Number:</b>
<b>Part A: Initiation</b>		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
<b>Details of Proposed Change</b>		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized Purchaser	by	Date:
Name:		
Signature:		
Received by the Bidder		Date:
Name:		
<b>Signature:</b>		
<b>Change Control Note</b>		<b>CCN Number:</b>
<b>Part B : Evaluation</b>		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, payment terms, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
<b>Brief Description of Solution:</b>		
<b>Impact:</b>		
<b>Deliverables:</b>		
<b>Timetable:</b>		
<b>Charges for Implementation:</b>		
(including a schedule of payments)		

Section 3: Contract Conditions and Service Levels

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<b>Other Relevant Information:</b> (including value-added and acceptance criteria)	
<b>Authorized by the Bidder</b>	<b>Date:</b>
<b>Name:</b>	
<b>Signature:</b>	
<b>Change Control Note</b>	<b>CCN Number :</b>
<b>Part C : Authority to Proceed</b>	
Implementation of this CCN as submitted in Part A, in accordance with Part B is: (tick as appropriate)	
<b>Approved</b>	
<b>Rejected</b>	
<b>Requires Further Information</b> (as follows, or as Attachment 1 etc.)	
<b>For Purchaser and its nominated agencies</b>	<b>For the Bidder</b>
Signature	Signature
Name	Name
Title	Title
Date	Date

*Annex II: Form of Agreement*

THIS Agreement made the .....date of.....2013., between.....( hereinafter.....referred to as the “Bidder”) of the one part and Indian Nursing Council (hereinafter called the “Purchaser”) of the other part.

WHEREAS the Bidder is about to perform services as specified in this RFP .....(hereinafter called “works” ) mentioned, enumerated or referred to in certain Contract conditions, specification, scope of work, other sections of the RFP, covering letter and schedule of prices which, for the purpose of identification, have been signed by ..... on behalf of the .....Bidder and .....( the Purchaser) on behalf of the Purchaser and all of which are deemed to form part of the Contract as though separately set out herein and are included in the expression “Contract” whenever herein used.

**NOW, THEREFORE, IT IS HEREBY AGREED** between the parties as follows:

- a. The Purchaser has accepted the tender of the Bidder for the provision and execution of the said works for the sum of .....upon the terms laid out in this RFP.
- b. The Bidder hereby agrees to provide Services to Purchaser, conforming to the specified Service Levels and conditions mentioned
- c. The following documents attached hereto shall be deemed to form an integral part of this Agreement:

<b>Complete Request for Proposal (RFP) Document</b>	<i>Section 1,2,3,4,5 and 6 of the RFP</i>
<b>Break-up of cost components</b>	<i>Bidder’s Commercial Proposal</i>
<b>The Purchaser’s Letter of Intent dated &lt;&lt;&gt;&gt;</b>	<i>To be issued later by the Purchaser</i>
<b>The Bidder’s Letter of acceptance dated &lt;&lt;&gt;&gt;</b>	<i>To be issued later by the Purchaser</i>
<b>Bid submitted by the Bidder as per file No. &lt;&lt;&gt;&gt;</b>	

- d. The mutual rights and obligations of the “Purchaser” and the Bidder shall be as set forth in the Agreement, in particular:
  - the Bidder shall carry out and complete the Services in accordance with the provisions of the Agreement; and
  - the “Purchaser” shall make payments to the Bidder in accordance with the provisions of the Agreement.

**NOW THESE PRESENTS WITNESS** and the parties hereto hereby agree and declare as follows, that is to say, in consideration of the payments to be made to the Bidder by the Purchaser as hereinafter mentioned, the Bidder shall deliver the services for the said works and shall do and perform all other works and things in the Contract mentioned or described or which are implied there from or there in respectively or may be reasonably necessary for the completion of the said works within and at the times and in the manner and subject to the terms, conditions and stipulations mentioned in the said Contract.

Section 3: Contract Conditions and Service Levels

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**AND** in consideration of services and milestones, the Purchaser will pay to the Bidder the said sum of .....or such other sums as may become payable to the Bidder under the provisions of this Contract, such payments to be made at such time and in such manner as is provided by the Contract.

IN WITNESS WHEREOF the parties hereto have signed this deed hereunder on the dates respectively mentioned against the signature of each.

Signed  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_

Signed  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_

Date :

Date :

Place :

Place :

**in the presence of :**

**in the presence of :**

Signed  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Date :  
Place :

Signed  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Date :  
Place :

# **Request for Proposal**

for

**Selection of System Integrator for  
Design, Development, Implementation  
and  
Maintenance of Nurse Registration  
and Tracking System (NRTS)**

for

**Indian Nursing Council (INC)**



**Tender No.: NRTS-001**

**Dated: 30-12-2013**

# **SECTION 4**

## **Bid Submission Formats**



**Table of Contents**

1 Pre Qualification Formats ..... 4

    1.1 Pre-Qualification Checklist..... 4

    1.2 Pre-Qualification Covering Letter..... 7

    1.3 Bidder information form..... 9

    1.4 Earnest Money Deposit Form..... 11

2 Technical Formats ..... 12

    2.1 Technical Bid Letter ..... 12

    2.2 Credential Format..... 14

    2.3 Details of Litigation..... 15

    2.4 Overview of Proposed Solution..... 16

    2.5 Details of Manpower Resource..... 17

    2.6 Statement Of Deviations From Schedule Of Requirements..... 20

3 Commercial Proposal Formats ..... 21

    3.1 Commercial Bid Letter..... 21

    3.2 Breakdown Of Cost Components..... 24

4 Proformas..... 46

    4.1 Performance Bank Guarantee..... 46

**1 Pre Qualification Formats**

**1.1 Pre-Qualification Checklist**

<b>Sl. No.</b>	<b>Pre-Qualification Conditions</b>	<b>Proof of document required</b>	<b>Compliance (Yes/ No) Page number where proof is annexed</b>
1.	Bidder should be a company registered under the Indian Companies Act, 1956 and should be in operations in India for a period of at least 5 years as on March 31, 2013	<ul style="list-style-type: none"> <li>• Certificate of incorporation</li> <li>• Copy of valid PAN card</li> <li>• Copy of valid Service tax registration</li> <li>• Copy of valid Sales tax/ VAT registration</li> </ul>	
2.	Earnest Money Deposit	<ul style="list-style-type: none"> <li>• Bank Guarantee as per clause 1.4 of section 4</li> </ul>	
3.	Tender Fee	<ul style="list-style-type: none"> <li>• Demand draft</li> </ul>	
4.	Authorization of signatory for the purpose of this RFP	<ul style="list-style-type: none"> <li>• Power of Attorney</li> </ul>	
5.	Bidder should have an annual turnover of minimum Rs. 250 crores in each of last three financial year (2010-11, 2011-12 and 2012-13) accruing from System Integration (excluding supply of hardware servers, components, devices, etc), development of IT applications areas and Application Maintenance services	<ul style="list-style-type: none"> <li>• Audited Balance Sheet for the last three financial years, 2010-11, 2011-12 and 2012-13</li> <li>• Certificate by company statutory auditors</li> </ul>	
6.	Bidder should have experience of handling the following projects in India as System Integrator with Government/ PSU clients in last 3 years (2010-11, 2011-12 and 2012-13) including supply of hardware servers, components, devices, software implementation, maintenance etc. a) Atleast a one (1) assignment with a	<ul style="list-style-type: none"> <li>• Notarized copy of Purchase Order / Work Order / Completion certificate from client</li> </ul>	

Section 4: Bid Submission Formats

Sl. No.	Pre-Qualification Conditions	Proof of document required	Compliance (Yes/ No) Page number where proof is annexed
	<p>minimum project value of Rs. 20,00,00,000 (Rs. Twenty Crore)</p> <p style="text-align: center;">OR</p> <p>b) Atleast two (2) assignments with a minimum project value of Rs. 15,00,00,000 (Rs. Fifteen Crore)</p> <p style="text-align: center;">OR</p> <p>c) Atleast two (3) assignments with a minimum project value of Rs. 10,00,00,000 (Rs. Ten Crore)</p>		
7.	Bidder should have certification of ISO 9001:2000 and CMMi Level 3	<ul style="list-style-type: none"> <li>• Copy of valid certificate issued to Bidder by respective agencies</li> </ul>	
8.	Bidder should have experience in last five years (5 years) of working in at least 3 projects where registration is conducted including biometric data and unique identifier is generated for purpose of tracking registered applicants. At least a database of 5,00,000 (Five Lakh) registered applicants should have been created with such solution. Other features that may be demonstrated are solution development, e-Form designing, system integration with existing software solution.	<ul style="list-style-type: none"> <li>• Notarized copy of Purchase Order / Work Order / Completion certificate from client</li> <li>• The last five years will comprise of periods counted from 2008-09, 2009-10, 2010-11, 2011-12 and 2012-13</li> </ul>	
9.	The Bidder must have at least 100 full time IT professional on its rolls	<ul style="list-style-type: none"> <li>• Certificate from authorized signatory for number of technically qualified professionals employed by the firm</li> </ul>	
10.	Participant should not be an entity which has been black-listed by Government	<ul style="list-style-type: none"> <li>• Undertaking on company letter head. In case the</li> </ul>	

Section 4: Bid Submission Formats

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Sl. No.	Pre-Qualification Conditions	Proof of document required	Compliance (Yes/ No) Page number where proof is annexed
		Participant is black-listed by any Government agency / department, it is mandatory to enclose relevant letter / communication in this regard by the concerned agency / department	
11.	The bidder should have office in Delhi NCR and should be able to provide technical support to the SNCs	<ul style="list-style-type: none"> <li>• A self-certification from authorized signatory mentioning list of offices including head office, regional offices and support centers</li> </ul>	

## 1.2 Pre-Qualification Covering Letter

Date: dd/mm/yyyy

To

The Secretary,  
Indian Nursing Council,  
Kotla Road, Temple lane,  
Opp. Mata Sundri College,  
Near I.T.O., New Delhi – 110002

**Reference:** RFP Number <<>> Dated<<>>

Dear Sir,

With reference to your Request for Proposal for “**Selection of System Integrator for design, development, implementation and maintenance Nurse Registration and Tracking System (NRTS) for Indian Nursing Council**”, we hereby submit our Prequalification proposal, Technical Proposal and Commercial Proposal for the same.

We hereby declare that:

- a. We offer to supply equipments and provide services at the prices and rates mentioned in the attached commercial proposal
- b. We have not been banned or blacklisted by any government organization in India (Central / State Government).
- c. We hereby acknowledge and unconditionally accept that the Purchaser can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of Agency for providing services.
- d. We have enclosed a **Bank Guarantee for Rs. 50,00,000 and Demand Draft of Rs 5000** in favour of ‘**Secretary, Indian Nursing Council**’ as Earnest Money Deposit and tender fees respectively, which is valid for 180 days from the opening of the Technical Bid.
- e. We hereby declare that all information and details furnished by us in the Proposal are true and correct, and all documents accompanying such application are true copies of their respective originals.
- f. We agree to abide by our offer for a period of 180 days from the date of opening of technical bid prescribed by **Indian Nursing Council** and that we shall remain bound by a communication of acceptance within that time.
- g. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the RFP. We do hereby undertake to provision as per these terms and conditions.
- h. In the event of acceptance of our bid, we do hereby undertake-
  - i. To supply the products and commence services as stipulated in the schedule of delivery forming a part of the attached proposal.

Section 4: Bid Submission Formats

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- ii. To undertake the project services for entire contract period from the date of signing of the contract.
- iii. We affirm that the prices quoted are inclusive of development, delivery, installation, commissioning, training, and providing facility management, handholding support, and inclusive of all out of pocket expenses, taxes, levies discounts etc.
- i. We do hereby undertake, that, until a formal contract is prepared and executed, this proposal, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.
- j. We understand that the bank guarantee furnished by us as Earnest Money Deposit may be encashed under conditions enumerated in Section 2 of the RFP
- k. We understand that the Indian Nursing Council may cancel the bidding process at any time and that Indian Nursing Council is not bound to accept any bid that it may receive without incurring any liability towards the bidder.

In case of any clarifications please contact \_\_\_\_\_ email at \_\_\_\_\_

---

**Signature of Authorized Signatory (with official seal)**

Date	_____
Name	_____
Designation	_____
Address	_____
Telephone	_____
Fax	_____
E-mail address	_____

**1.3 Bidder information form**

S.No	Particulars	Details	
1.	Name of the company / firm		
2.	Mailing address in India		
3.	Telephone number		
4.	Fax number		
5.	E-mail address		
6.	Name and designation of the authorized person		
7.	Year of establishment and constitution of organization		
8.	Whether the Firm / Company has any widely accepted certification.		
9.	Bidder should have an annual turnover of minimum Rs. 250 crores in each of last three financial year (2010-11, 2011-12 and 2012-13) accruing from System Integration (excluding supply of hardware servers, components, devices, etc), development of IT applications areas and Application Maintenance services	Year	SI's turn over
2010 – 11			
2011 – 12			
2012 – 13			
10.	<p>Bidder should have experience of handling the following projects in India as System Integrator with Government/ PSU clients in last 3 years (2010-11, 2011-12 and 2012-13) including supply of hardware servers, components, devices, software implementation, maintenance etc.</p> <p>a) Atleast a one (1) assignment with a minimum project value of Rs. 20,00,00,000 (Rs. Twenty Crore)</p> <p>OR</p>	<p>Project 1:</p> <p>Name:</p> <p>Client:</p> <p>Value:</p> <p>Year:</p> <p>Provide similar details for 5 projects</p>	

Section 4: Bid Submission Formats

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S.No	Particulars	Details
	<p>b) Atleast two (2) assignments with a minimum project value of Rs. 15,00,00,000 (Rs. Fifteen Crore)</p> <p>OR</p> <p>c) Atleast two (3) assignments with a minimum project value of Rs. 10,00,00,000 (Rs. Ten Crore)</p>	
11.	<p>Bidder should have experience in last five years (5 years) of working in at least 3 projects where registration is conducted including biometric data and unique identifier is generated for purpose of tracking registered applicants/citizens. At least a database of 5,00,000 (Five Lakh) registered applicants should have been created with such solution. Other features that may be demonstrated are solution development, e-Form designing, system integration with existing software solution.</p>	<p>Project 1: Name: Client: Value: Year:</p> <p>Provide similar details for 5 projects</p>
12.	Details of EMD	
13.	Details of tender fees	



#### 1.4 Earnest Money Deposit Form

To,  
The Secretary,  
Indian Nursing Council,  
Kotla Road, Temple lane,  
Opp. Mata Sundri College,  
Near I.T.O., New Delhi – 110002

Whereas M/s <<Name of Bidder>>, a company incorporated under the Indian Companies Act, its registered office at ...../ (hereinafter called 'the Bidder') has submitted its Proposal dated ----- for **“Selection of System Integrator for design, development, implementation and maintenance Nurse Registration and Tracking System (NRTS) for Indian Nursing Council”** (hereinafter called “the Bid”) to **Indian Nursing Council**.

KNOW ALL MEN by these presents that WE <<Name of Bank>> of -----  
----- having our registered office at -----  
----- (hereinafter called "the Bank") are bound unto the **Indian Nursing Council** (hereinafter called "the Client") in the sum of Rs. 50,00,000 (Rupees Fifty lakh only) for which payment well and truly to be made to the said Client, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ----- day of -----  
-----2013

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid
2. If the Bidder, having been notified of the acceptance of its Proposal by the Client during the period of validity of Proposal, bidder:
  - withdraws his participation from the Proposal during the period of validity of Proposal document;
  - fails to extend the validity if required and as requested or
  - fails to produce Performance Bank Guarantee in case of award of tender within 15 days of award of LOI or awarding contract whichever is earlier

We undertake to pay to the Client up to the above amount upon receipt of its first written demand, without the Client having to substantiate its demand, provided that in its demand the Client will note that the amount claimed by it is due to it owing to the occurrence of one or any or a combination of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to the period of bid validity and its validity should be extensible to 90 days beyond the bid validity date. Any demand in respect thereof should reach the Bank not later than the above date.

-----  
**(Authorized Signatory of the Bank)**

## 2 Technical Formats

### 2.1 Technical Bid Letter

To  
The Secretary,  
Indian Nursing Council,  
Kotla Road, Temple lane,  
Opp. Mata Sundri College,  
Near I.T.O., New Delhi – 110002

Sir,

Sub: Selection of System Integrator for design, development, implementation and maintenance Nurse Registration and Tracking System (NRTS) for Indian Nursing Council

Ref: RFP No. <<>> dated << 2013>>

We, <<name of the undersigned Bidder>>, having read and examined in detail all the bidding documents in respect of Selection of System Integrator for design, development, implementation and maintenance Nurse Registration and Tracking System (NRTS) for Indian Nursing Council do hereby propose to provide our services as specified in the bidding proposal submitted by us.

1. Deviations

We declare that all the services shall be performed strictly in accordance with the RFP documents except for the variations, assumptions and deviations, all of which have been detailed out exhaustively in the “statement of deviation” format as provided in RFP, irrespective of whatever has been stated to the contrary anywhere else in our Proposal.

2. Qualifying Data

We confirm having submitted the information as required by you as technical criteria. In case you require any other further information/ documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

3. Performance Bank Guarantee

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance bank guarantee in the form prescribed at Clause 26 of Section 2.

4. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

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

Thanking you,

Yours sincerely,

(Signature of the Bidder)

Printed Name

Designation

**Seal**

Date:

Place:

Business Address:

## 2.2 Credential Format

***Bidders are requested to furnish the credentials in the same format for both Pre-Qualification and Technical bids.***

Assignment Name	Country
Name of Client	Location within the Country
Address	Duration
Start Date and End Date	Transaction Volume: (No. of Customers)
Contract Value (in INR)	Name of associated firm, if any
Narrative Description of Project	
Description of actual services provided:	

**2.3 Details of Litigation**

Details of litigation(s) the Bidder is currently involved in, or has been involved in, for the last three years:

Particulars	Response
Party in dispute with	
Dispute initiation by	
Year of initiation of dispute	
Detailed description of dispute	
Resolution / Arrangement arrived at (if concluded)	

**Witness:**

**Signature**      -----

**Name**            -----

**Address**        -----

**Date**            -----

**Bidder:**

**Signature**      -----

**Name**            -----

**Designation**   -----

**Company**        -----

**Date**            -----

## 2.4 Overview of Proposed Solution

Please provide approach & methodology to execute the entire engagement with relevant details on solution architecture, hardware and network plan, helpdesk facility etc.

A **Detailed Project Plan** covering break-up of each phase into the key activities, along with the start and end dates must be provided as per format given below.

<b>Activity-wise Timelines</b>							
<b>S. No.</b>	<b>Item of Activity</b>	<b>Month wise Program</b>					
		1	2	3	4	5	...
	Project Plan						
1	Activity 1						
1.1	Sub-Activity 1						
1.2	Sub-Activity 2						
2							
2.1							
2.2							
3							
3.1							
4							

*Note: The above activity chart is just for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones as per their proposal.*

## 2.5 Details of Manpower Resource

**Note:** For the Key Personnel (refer Section 5), it is mandatory to provide name of proposed resource along with details desired as per format given below. **It is mandatory that the resource proposed for the key position should not change in the first six months of the project. Any change of resource post six months should be compensated with equivalent or better resource. It is also informed that the INC would interview the resources suggested by the bidders before their deployment on board..**

S.No	Name of the Resource	Age	Proposed Role	Higher Qualification	Basic Qualification (E.g. B.Sc/ B.E./ Diploma)	Certifications (e.g. PMI/ ITIL)	Total Experience in IT industry (in years)	Total Experience (in years)
1.								
2.								
3.								

1	<b>Name:</b>		
1.	<b>Proposed position / role</b>	<i>(only one candidate shall be nominated for each position)</i>	
2.	<b>Date of Birth</b>	<b>Nationality</b>	
3.	<b>Education</b>	<i>(Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment)</i>	
4.	<b>Years of experience</b>		

<b>1</b>	<b>Name:</b>																						
<b>5.</b>	<b>Years with the firm</b>																						
<b>6.</b>	<b>Areas of Expertise and no. of years of experience in this area</b>	<i>(as required for the Profile)</i> ▶																					
<b>7.</b>	<b>Certifications and Trainings attended</b>	▶																					
<b>8.</b>	<b>Employment Record</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Employer</th> <th style="width: 25%;">Position</th> <th style="width: 25%;">From</th> <th style="width: 25%;">To</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> <p><i>[Starting with present position and last 2 firms, list in reverse order, giving for each employment: dates of employment, name of employing organization, positions held.]</i></p>		Employer	Position	From	To																
Employer	Position	From	To																				
<b>14.</b>	<b>Detailed Assigned Tasks</b>	<i>(List all tasks to be performed under this project)</i>  ▶																					
<b>15.</b>	<b>Relevant Work Undertaken that Best Illustrates the experience as required for the Role)</b>																						



1	Name:
<p><b>Name of the Assignment:</b></p> <p><b>Year:</b></p> <p><b>Location:</b></p> <p><b>Employer:</b></p> <p><b>Main Project Features:</b></p> <p><b>Positions held:</b></p> <p><b>Activities Performed:</b></p>	

**2.6 Statement Of Deviations From Schedule Of Requirements**

Following are the deviations from the requirements of RFP document **No <<>> dated <<2014>>**. These deviations, assumptions and variations are exhaustive. Except these deviations, assumptions and variations, all other Terms and Conditions of the RFP are acceptable to us.

**Deviations in Scope of Work**

S. No. (1)	Reference of RFP Volume Number, Clause No. & Page. No (2)	Deviation in the Proposal (3)	Brief Reasons (4)

**Deviation in Terms and Conditions**

S. No. (1)	Reference of RFP Volume Number, Clause No. & Page. No (2)	Deviation in the Proposal (3)	Brief Reasons (4)

**Witness:**

**Signature**      -----

**Name**            -----

**Address**        -----

**Date**            -----

**Bidder:**

**Signature**      -----

**Name**            -----

**Designation**   -----

**Company**        -----

**Date**            -----

### 3 Commercial Proposal Formats

#### 3.1 Commercial Bid Letter

To  
The Secretary,  
Indian Nursing Council,  
Kotla Road, Temple lane,  
Opp. Mata Sundri College,  
Near I.T.O., New Delhi – 110002

Sir,

**Sub: Selection of Agency for implementation and maintenance of Nurse Registration and Tracking System for Indian Nursing Council**

**Ref:** RFP No. <<>> dated <<2013>>

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of **Selection of Agency for implementation and maintenance of Nurse Registration and Tracking System for Indian Nursing Council** do hereby propose to provide services as specified in the RFP number <<>>.

#### 1. PRICE AND VALIDITY

All the prices mentioned in our bid are in accordance with the terms as specified in the bidding documents. This bid is valid for a period of 150 calendar days from the date of opening of the technical bids.

2. We have studied the relevant clause(s) in Indian Tax Laws and hereby declare that if any taxes, surcharge, Professional and any other corporate Tax is altered under the laws, we shall pay the same.

#### 3. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates on account of payment as well as for price adjustment in case of any increase / decrease from the scope of work under the contract.

#### 4. BID PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders of this RFP included in bidding documents.

**5. QUALIFYING DATA**

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

**6. BID PRICE**

We declare that our bid prices are for the entire scope of the work as specified in the Scope of Work and bid documents. These prices are attached with our bid as part of the bid.

**7. PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in clause 4.1 of Section 4 of RFP within 15 days of issue of LOI.

8. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

9. We understand that our bid is binding on us DURING THE VALIDITY PERIOD OR THE EXTENSIONS THEREOF and that you are not bound to accept a Bid you receive.

10. **We confirm that no deviations are attached here with this commercial offer.**

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal:

Date:

Place:

Business Address:

**Witness:**

**Signature**      -----

**Bidder:**

**Signature**      -----

Section 4: Bid Submission Formats

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**Name**           -----

**Name**           -----

**Address**       -----

**Designation**   -----

**Company**       -----

**Date**           -----

**Date**           -----

### 3.2 Breakdown Of Cost Components

**Note:**

Bidder should provide all prices, quantities as per the prescribed format under this Annexure. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (Zero) in all such fields.

It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable.

Purchaser reserves the right to ask the Agency to submit proof of payment against any of the taxes, duties, levies indicated.

Purchaser shall take into account all Taxes, Duties & Levies for the purpose of Evaluation.

Summary Table		(All Prices in Indian Rupees)			
Sr. No	Item Description	Reference Table	Total Base Price (A)	Total of Taxes, Duties & Levies (B)	Total Price C=A+B
1.	NRTS Application along with 3 years maintenance	Table A			NRT
2.	Hardware for DC Site	Table B			HPS
3.	Hardware for DR Site	Table C			HBS
4.	DC/DR Co-location charges	Table D			DDC
5.	Office Hardware Equipment	Table E			HOT
6.	COTS Software Licenses (Perpetual)	Table F			CSL
7.	Implementation and Rollout	Table G			HSS
8.	Administration of Database, System and Network	Table H			DSN
9.	Support Services	Table I			ASP
10.	AMC for Hardware and COTS software	Table J			AMC
11.	Training	Table K			TRN
12.	Networking for all sites and office locations	Table L			NTW
13.	Data Entry and Migration	Table M			DEM
14.	Application Change Request	Table N			ARC
15.	Miscellaneous items (for entire contract period)	Table O			MIS
	<b>Total Bid Price (T)</b>				<b>T</b>

Table A : NRTS Application along with 3 years maintenance Cost																	(All Prices in Indian Rupees)				
Sr. No	Item Description	Ref. Annex. in Bid	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies												Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J	Total L=C+K		
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax				Other Taxes	
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)			%	Value (J)
	<b>Servers</b>																				
1.	NRTS Application software along with 3 years of maintenance																				
2.	Others 1 (if any)																				
3.	Others 2 (if any)																				
4.	Others 3 (if any)																				
5.	Others 4 (if any)																				
	<b>Total Price (NRT)</b>																	<b>(NRT)</b>			

Table B : Hardware for DC Site for the contract period					(All Prices in Indian Rupees)																
Sr. No	Item Description	Ref. Annex. in Bid	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies														Total L=C+K	
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax		Other Taxes			Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)	%	Value (J)		
	<b>Servers</b>																				
6.	Web server																				
7.	Application																				
8.	Database																				
9.	Biometric De-Duplication and verification server																				
10.	DNS																				
11.	EMS																				
12.	Anti Virus																				
13.	Mail Server																				
14.	Authentication																				
15.	Audit log																				
16.	Web Servers -QA Environment																				
17.	App Servers -QA Environment																				
18.	DB Servers -QA Environment																				
19.	Load Balancer																				
20.	Others 1 (if																				



Table B : Hardware for DC Site for the contract period						(All Prices in Indian Rupees)															
Sr. No	Item Description	Ref. Annex. in Bid	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies												Total L=C+K			
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax			Other Taxes		Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)		%	Value (J)	
	any)																				
21.	Others 2 (if any)																				
22.	Others 3 (if any)																				
23.	Others 4 (if any)																				
	<b>Total Price (HPS)</b>																		<b>(HPS)</b>		

*Note: Base Rate per unit as mentioned in column 'B' above shall be used for the purpose of 'Change Order' for respective item, if any*

Table C : Hardware for DR Site for a the contract period						(All Prices in Indian Rupees)															
Sr. No	Item Description	Ref. Annex. in Bid	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies												Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J	Total L=C+K		
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax				Other Taxes	
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)			%	Value (J)
	<b>Servers</b>																				
1.	Web Server																				
2.	Application																				
3.	Database																				
4.	Biometric De-Duplication and verification server																				
5.	DNS																				
6.	Authentication																				
7.	Others 1 (if any)																				
8.	Others 2 (if any)																				
9.	Others 3 (if any)																				
	<b>Total Price (DDC)</b>																			<b>(HBS)</b>	

*Note: Base Rate per unit as mentioned in column 'B' above shall be used for the purpose of 'Change Order' for respective item, if any*

Table D : DC and DR Co-location for a period of 3 years						(All Prices in Indian Rupees)																
Sr. No	Item Description	Ref. Annex . in Bid	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies														Total L=C+K		
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax		Other Taxes			Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J	
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)	%	Value (J)			
	<b>Servers</b>																					
1.	Data Center co-hosting charges																					
2.	Others 1 (if any)																					
3.	Others 2 (if any)																					
4.	Others 3 (if any)																					
	<b>Total Price (DDC)</b>																					<b>(HBS)</b>

Table E : Office Hardware for the contract period						(All Prices in Indian Rupees)															
Sr. No	Item Description	Ref. Annex. in Bid	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies												Total L=C+K			
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax			Other Taxes		Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)		%	Value (J)	
1.	Desktops																				
2.	Card Printer																				
3.	Passbook Printer																				
4.	Biometric Slap Scanner																				
5.	Digital Camera																				
6.	Switches																				
7.	LAN Cable																				
8.	Others (if any)																				
9.	Others (if any)																				
10.	Others (if any)																				
	<b>Total Price (HOT)</b>																				<b>(HOT)</b>

Note: Base Rate per unit as mentioned in column 'B' above shall be used for the purpose of 'Change Order' for respective item, if any

Table F : COTS Software Licenses (Perpetual)					(All Prices in Indian Rupees)																	
Sr. No	Item Description	License Policy	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies													Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J	Total L=C+K		
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax		Other Taxes				
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)	%			Value (J)	
1.	<b>Operating System</b>	CPU License																				
		Server License																				
		User License																				
		Client Access License																				
		Other 1																				
		Other 2																				
2.	<b>EMS</b>	CPU License																				
		Server License																				
		User License																				
		Client Access License																				
		Other 1																				

Table F : COTS Software Licenses (Perpetual)						(All Prices in Indian Rupees)															
Sr. No	Item Description	License Policy	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies														Total L=C+K	
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax		Other Taxes			Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)	%	Value (J)		
		Other 2																			
3.	<b>Audit log</b>	CPU License																			
		Server License																			
		User License																			
		Client Access License																			
		Other 1																			
		Other 2																			
4.	<b>Anti Virus</b>	CPU License																			
		Server License																			

Table F : COTS Software Licenses (Perpetual)					(All Prices in Indian Rupees)																
Sr. No	Item Description	License Policy	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies												Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J	Total L=C+K		
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax				Other Taxes	
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)			%	Value (J)
		User License																			
		Client Access License																			
		Other 1																			
		Other 2																			
5.	<b>Mailing Software</b>	CPU License																			
		Server License																			
		User License																			
		Client Access License																			
		Other 1																			

Table F : COTS Software Licenses (Perpetual)					(All Prices in Indian Rupees)																					
Sr. No	Item Description	License Policy	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies													Total L=C+K							
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax		Other Taxes		Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J						
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)	%			Value (J)					
		Other 2																								
6.	<b>Biometric Solution</b>	CPU License																								
		Server License																								
		User License																								
		Client Access License																								
		Other 1																								
		Other 2																								
7.	<b>Identity &amp; Access Management</b>	CPU License																								
		Server License																								



Table F : COTS Software Licenses (Perpetual)					(All Prices in Indian Rupees)																
Sr. No	Item Description	License Policy	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies													Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J	Total L=C+K	
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax		Other Taxes			
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)	%			Value (J)
		User License																			
		Client Access License																			
		Other 1																			
		Other 2																			
8.	<b>Application Server Software</b>	CPU License																			
		Server License																			
		User License																			
		Client Access License																			
		Other 1																			

Table F : COTS Software Licenses (Perpetual)					(All Prices in Indian Rupees)																
Sr. No	Item Description	License Policy	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies													Total L=C+K		
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax		Other Taxes		Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J	
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)	%			Value (J)
		Other 2																			
9.	<b>Database Software License</b>	CPU License																			
		Server License																			
		User License																			
		Client Access License																			
		Other 1																			
		Other 2																			
10	<b>Any Other</b>	CPU License																			
		Server License																			
		User																			

Table F : COTS Software Licenses (Perpetual)					(All Prices in Indian Rupees)																
Sr. No	Item Description	License Policy	Qty (A)	Base Rate per Unit (B)	Total Base Price (C=AxB)	Taxes, Duties and Levies													Total L=C+K		
						Service Tax		Sales Tax		Excise Duty		Customs Duty		Octroi		Works Contract Tax		Other Taxes		Total of Taxes, Duties & Levies K=D+E+F+G+H+I+J	
						%	Value (D)	%	Value (E)	%	Value (F)	%	Value (G)	%	Value (H)	%	Value (I)	%			Value (J)
		License																			
		Client Access License																			
		Other 1																			
		Other 2																			
	<b>Total Price (CSL)</b>																				<b>(CSL)</b>

**Note: Base Rate per unit as mentioned in column 'B' above shall be used for the purpose of 'Change Order' for respective item, if any**

<b>Table G: Implementation and Rollout</b>		<b>(All Prices in Indian Rupees)</b>								
<b>Sr. No</b>	<b>Resource Description</b>	<b>No. of person months</b>	<b>Base Rate per person month</b>	<b>Base Price (A)</b>	<b>Taxes and Levies</b>				<b>Total of Taxes &amp; Levies D=B+C</b>	<b>Total L=A+D</b>
					<b>Service Tax</b>		<b>Other Taxes</b>			
					<b>%</b>	<b>Value (B)</b>	<b>%</b>	<b>Value (C)</b>		
1.	Project Director									
2.	Project Manager									
3.	Post Implementation Project Manager									
4.	Solution Architect (Software)									
5.	Solution Architect (Network & Security)									
6.	Solution Architect (Infrastructure and Hardware)									
7.	Business Analyst									
8.	Module Leader									
9.	Programmers									
10.	QA Team Leader									
11.	Testing Engineers									
12.	Trainer (for Operational and Technical Training)									
13.	Others (if Any)									
	<b>Total Price (HSS)</b>									<b>(HSS)</b>

**Note: Base Rate per person month as mentioned above shall be used for the purpose of 'Change Order' for respective resource, if any**

<b>Table H: Administration of Database, System and Network</b>					<b>(All Prices in Indian Rupees)</b>					
<b>Sr. No</b>	<b>Resource Description</b>	<b>No. of person months</b>	<b>Base Rate per person month</b>	<b>Base Price (A)</b>	<b>Taxes and Levies</b>				<b>Total L=A+D</b>	
					<b>Service Tax</b>		<b>Other Taxes</b>			<b>Total of Taxes &amp; Levies D=B+C</b>
					<b>%</b>	<b>Value (B)</b>	<b>%</b>	<b>Value (C)</b>		
1.	System Administrator									
2.	Database Administrator									
3.	Network Administrator									
4.	Others 1									
5.	Others 2									
6.	Others 3									
7.	Others 4									
	<b>Total Price (DSN)</b>								<b>(DSN)</b>	

**Note:** Base Rate per person month as mentioned above shall be used for the purpose of 'Change Order' for respective resource, if any

<b>Table I: Support Services</b>					<b>(All Prices in Indian Rupees)</b>					
<b>Sr. No</b>	<b>Resource Description</b>	<b>No. of person months</b>	<b>Base Rate per person month</b>	<b>Base Price (A)</b>	<b>Taxes and Levies</b>				<b>Total L=A+D</b>	
					<b>Service Tax</b>		<b>Other Taxes</b>			<b>Total of Taxes &amp; Levies D=B+C</b>
					<b>%</b>	<b>Value (B)</b>	<b>%</b>	<b>Value (C)</b>		
1.	FMS personnel									
2.	Handholding Staff									
3.	Programmer									
4.	Others 1									
5.	Others 2									
	<b>Total Price (ASP)</b>								<b>(ASP)</b>	

*Note: Base Rate per person month as mentioned above shall be used for the purpose of 'Change Order' for respective resource, if any*

Table J : AMC for contract period						(All Prices in Indian Rupees)					
Sr No	Item Description	AMC for Year 1 (A1)	AMC for Year 2 (A2)	AMC for Year 3 (A3)	Total AMC Price (A = A1 + A2 + A3)	Taxes, Duties and Levies				Total E=A+ D	
						Service		Others			Total of Taxes, Duties & Levies D=B+C
						%	Value (B)	%	Value (C)		
1.	AMC for proposed hardware (Refer Table A and B for details)										
2.	AMC for Office hardware (Refer Table C for details)										
3.	AMC for COTS Software (Refer Table D for details)										
4.	Others										
	<b>Total Price (AMC)</b>										<b>(AMC)</b>

<b>Table K: Training</b>					<b>(All Prices in Indian Rupees)</b>					
<b>Operational and Technical Workshops</b>										
<b>Sr. No</b>	<b>Resource Description</b>	<b>Number of Training sessions / Workshops</b>	<b>Cost per Training session / Workshop</b>	<b>Total Cost (A)</b>	<b>Taxes and Levies</b>					<b>Total L=A+D</b>
					<b>Service Tax</b>		<b>Other Taxes</b>		<b>Total of Taxes &amp; Levies D=B+C</b>	
					<b>%</b>	<b>Value (B)</b>	<b>%</b>	<b>Value (C)</b>		
1	Training sessions / Workshops									
2	Others									
	<b>Total Price (TRN)</b>									<b>(TRN)</b>



Table L : Network Cost					(All Prices in Indian Rupees)					
Sr. No	Item Description	Qty / Specifications (A)	Unit Price (B)	Total Base Price C=(AxB)	Taxes, Duties and Levies				Total of Taxes, Duties & Levies F=D+E	Total L=C+F
					Service		Others			
					%	Value (D)	%	Value (E)		
1.	Leased Line network to SNC office									
2.	Broadband network in all SNC office									
3.	DC/ DR Connectivity									
4.	Other 1									
	<b>Total Price (NTW)</b>									<b>(NTW)</b>

Table M: Data Entry and Migration					(All Prices in Indian Rupees)					
Sr. No	Resource Description	No. of Records (A)	Base Rate per record (B)	Base Price C = A*B	Taxes and Levies				Total of Taxes & Levies D=B+C	Total F=C+D*
					Service Tax		Other Taxes			
					%	Value (D)	%	Value (E)		
1.	Data Entry	8,00,000 (approx)								
2.	Others 1									
3.	Others 2									
	<b>Total Price (DDE)*</b>									<b>(DDE)</b>

\* To be paid on actual

Table N: Application Change Requests					(All Prices in Indian Rupees)					
Sr. No	Resource Description	No. of person months	Base Rate per person month	Base Price (A)	Taxes and Levies				Total of Taxes & Levies D=B+C	Total L=A+D*
					Service Tax		Other Taxes			
					%	Value (B)	%	Value (C)		
1.	Man-Month Rate for undertaking change request work	1								
2.	Others 1									
3.	Others 2									
	<b>Total Price (ACR)*</b>									<b>(ACR)</b>

\* To be paid on actuals

Table O : Miscellaneous items					(All Prices in Indian Rupees)					
Sr. No	Resource Description	Qty (A)	Unit Price (B)	Total Base Price C=(AxB)	Taxes, Duties and Levies				Total of Taxes, Duties & Levies F=D+E	Total L=C+F
					Service		Others			
					%	Value (D)	%	Value (E)		
1.	Travel Cost									
2.	Printing & Stationary									
3.	Secretarial Services									
4.	Insurance Expenses									
5.	Any incidental expenses									
6.	Other 1									
7.	Other 2									
8.	Other 3									
	<b>Total Price (MIS)</b>									<b>(MIS)</b>

#### 4 Proformas

##### 4.1 Performance Bank Guarantee

PROFORMA BANK GUARANTEE  
(on Non Judicial stamp paper of Rs.100.00)

Ref:

Date:

Bank Guarantee No.

To

<<Name and Address of the purchaser>>

Dear Sir,

**Indian Nursing Council** having its Registered office at <<>> (hereinafter called the "Purchaser" which expression shall unless repugnant to the subject or context include its successors and assigns) having issued Tender **Selection of System Integrator for design, development, implementation and maintenance of Nurse Registration and Tracking System (NRTS) for Indian Nursing Council** dated <<>> (hereinafter called "RFP") to M/s <<>> (hereinafter called the "<<>>") having its Registered / Head office at <<>>, dated <<>>, proposed to perform services as Selection of System Integrator for design, development, implementation and maintenance Nurse Registration and Tracking System (NRTS) for Indian Nursing Council" (hereinafter called "Proposed Services") detailed in Section XX (Scope of Work) of the RFP. Further Indian Nursing Council has expressed its desire to hire <<>> to perform the Proposed Services through its Letter Of Intent, dated <<>>. In pursuance of the clause XX of Special Conditions of Contract, Section XX of RFP, <<>> is requested to deposit Rs <<>>, being 10% (ten) of the total value of the contract as security with Indian Nursing Council.

In furtherance of the said clause XX of Special Conditions of Contract, Section XX of RFP and in consideration of being appointed as Agency for performing the Proposed Services, <<>> hereby agrees to submit an irrevocable and unconditional Security Deposit for an amount of Rs. <<>> valid for the entire contract period, also valid in case of any extension of contract, from the date of signing of this agreement to the addressee of the letter.

We, the \_\_\_\_\_ Bank incorporated under \_\_\_\_\_ law and having one of our branches at \_\_\_\_\_ and having our Registered office/Head office at \_\_\_\_\_ do here by unconditionally and irrevocably guarantee and under take to pay to the "Purchaser" immediately on demand without any demur reservation, protest, contest and recourse to the extent of the said sum of Rs. <<>> (<<>>). Any such claim/demand made by the said "Purchaser" on us shall be conclusive and binding on us irrespective of any dispute or differences raised by the <<>>.

We .....Bank Ltd. further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Agreement have been fully paid and its claims or discharged or till the

Section 4: Bid Submission Formats

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Purchaser or their duly authorized officer certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the Agency and accordingly discharges the guarantee. Unless a demand or claim under this contract is made on us in writing on or before the contract period for the issuance of the detailed order, we shall be discharged from all liability under the guarantee thereafter

We ..... Bank Ltd. Further agree with the **Indian Nursing Council** that the Indian Nursing Council shall have the fullest liberty without our consent and without effecting in any manner our obligation, hereunder to vary any terms and conditions of the said Agreement or to extend time of performance by the said Agency from time to time or to postpone for any time any of the powers exercisable by the Indian Nursing Council against the said Agency and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension, being granted to the said Agency or for any forbearance, act or omission on the part of the Indian Nursing Council or any indulgence by the Indian Nursing Council to the said Agency or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Agency.

We.....Bank Ltd., lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Indian Nursing Council in writing

**Dated the.....day of.....2013**

Witness:

(Signature)

(Signature)

Name

Name

Official Address

(Designation with Bank stamp)

# **Request for Proposal**

for

**Selection of System Integrator for  
Design, Development, Implementation**

**and**

**Maintenance of Nurse Registration  
and Tracking System (NRTS)**

for

**Indian Nursing Council (INC)**



**Tender No.: NRTS-001**

**Dated: 30-12-2013**

# **SECTION 5**

## **Scope of Work**

Table of Contents

LIST OF TABLES.....	4
LIST OF FIGURES .....	4
Abbreviations.....	5
1 Intent.....	7
2 Project Background .....	7
2.1 ABOUT INDIAN NURSING COUNCIL.....	7
2.2 OBJECTIVES OF THE PROJECT .....	8
2.2.1 <i>Organization Structure of the INC and SNC</i> .....	9
2.3 STAKEHOLDERS .....	10
3 Conceptual Technical Design of NRTS.....	11
3.1 CONCEPTUAL TECHNICAL DESIGN OF NRTS .....	11
3.1.1 <i>The NRTS Application</i> .....	11
3.1.2 <i>Architectural Principles</i> .....	11
3.1.3 <i>Proposed Security Architecture</i> .....	12
4 Overview of scope of work.....	13
4.1 NRTS APPLICATION SOFTWARE DEVELOPMENT AND WEB PORTAL DEVELOPMENT .....	13
4.1.1 <i>Broad scope of activities to be computerized:</i> .....	13
4.1.2 <i>System Requirement Study</i> .....	14
4.1.3 <i>Development of the web portal and NRTS application</i> .....	15
4.1.4 <i>Biometric Solution for de-duplication and verification</i> .....	17
4.1.5 <i>Software testing of web portal and NRTS application</i> .....	17
4.1.6 <i>Deployment and Configuration of Web Portal and NRTS Application</i> .....	18
4.1.7 <i>Integration Requirements</i> .....	18
4.1.8 <i>User Acceptance Testing (UAT)</i> .....	19
4.2 SETTING UP OF DATA CENTER AND DISASTER RECOVERY CENTER .....	20
4.2.1 <i>Enterprise Management Solution</i> .....	23
4.2.2 <i>Security Solution</i> .....	23
4.3 SITE SURVEY AND SITE PREPARATION FOR INSTALLATION AND COMMISSIONING OF IT AND NON-IT HARDWARE .....	24
4.4 SETTING UP NETWORK FOR STATE NURSING COUNCILS .....	25
4.5 DATA MIGRATION .....	26
4.6 TRAINING AND CAPACITY BUILDING .....	26
4.7 SYSTEM INTEGRATION AND COMMISSIONING (GO-LIVE) .....	28
4.8 HANDHOLDING SUPPORT AFTER GO-LIVE.....	29
4.9 OPERATION AND MAINTENANCE/ FACILITY MANAGEMENT SERVICES (FMS) .....	29
4.9.1 <i>Implementation Support</i> .....	29
4.9.2 <i>Deployment of Manpower for Facility Management Services</i> .....	30
4.9.3 <i>Managed services during Operations and Maintenance Period</i> .....	30
4.9.4 <i>Support Services Web Portal &amp; NRTS Application</i> .....	33
4.9.5 <i>MIS Reports</i> .....	33
4.9.6 <i>Change Request Management Services</i> .....	35
5 Annexure .....	36
5.1 TIMELINES AND DELIVERABLES OF THE PROJECT .....	36
5.2 PAYMENT SCHEDULE .....	41
5.3 BILL OF MATERIAL .....	42



Section 5: Scope of Work

---

5.4 DATA DETAILS OF INC .....43

5.5 CONSTITUTION OF THE TEAM .....43

    5.5.1 *Overview*.....43

    5.5.2 *Key Personnel* .....44

    5.5.3 *Non - Key Personnel*.....47

    5.5.4 *Expected effort from Key personnel deployed by System Integrator*.....50

5.6 INC AND SNC'S OFFICE LOCATIONS.....51

---

Section 5: Scope of Work

---

**LIST OF TABLES**

TABLE 1: DOCUMENT DELIVERABLES AT SYSTEM REQUIREMENT STUDY PHASE .....	15
TABLE 2: DOCUMENT DELIVERABLES AT DEVELOPMENT OF THE WEB PORTAL AND NRTS APPLICATION PHASE .....	16
TABLE 3: ESTIMATED CAPACITY .....	17
TABLE 4: EXPECTED TARGETS .....	17
TABLE 5: DOCUMENT DELIVERABLES AT SOFTWARE TESTING OF THE WEB PORTAL AND NRTS APPLICATION PHASE .....	18
TABLE 6: DOCUMENT DELIVERABLES AT UAT PHASE .....	20
TABLE 7: DATA CENTER KEY COMPONENTS (INDICATIVE).....	21
TABLE 8: DISASTER RECOVERY CENTER KEY COMPONENTS (INDICATIVE).....	22
TABLE 9: DOCUMENT DELIVERABLES FOR SETTING DC AND DRC .....	23
TABLE 10: DOCUMENT DELIVERABLES FOR SITE SURVEY.....	25
TABLE 11: NETWORKS REQUIREMENT AT STATE NURSING COUNCILS .....	25
TABLE 12: DOCUMENT DELIVERABLES FOR SETTING NETWORK CONNECTION .....	26
TABLE 13: DOCUMENT DELIVERABLES DURING TRAINING AND CAPACITY BUILDING .....	28
TABLE 14: DOCUMENT DELIVERABLES DURING GO-LIVE .....	28
TABLE 15: INDICATIVE LIST OF MIS REPORTS .....	34
TABLE 16: TIMELINES AND DELIVERABLES OF THE PROJECT .....	36
TABLE 17: PAYMENT SCHEDULE .....	41
TABLE 18: BILL OF MATERIALS (INDICATIVE ONLY) .....	42
TABLE 19: DATA ESTIMATES.....	43
TABLE 20: RESOURCE REQUIREMENT .....	43
TABLE 21: LIST OF PERSONNEL .....	50
TABLE 22: OFFICE LOCATIONS.....	51

**LIST OF FIGURES**

FIGURE 1: ORGANIZATION STRUCTURE OF INC.....	9
FIGURE 2: ORGANIZATION STRUCTURE SNC .....	10

## Abbreviations

Term	Definition
AMC	Annual Maintenance Contract
COTS	Commercial Off The Shelf
DB	Database
DBA	Database Administrator
DC	Data Center
DLL	Dynamic Linked Library
DNS	Domain Name Server
DR	Disaster Recovery
EDP	Electronic Data Processing
EAPI	Electronic Application Programming Interface
EMS	Enterprise Management Solution
GUI	Graphical User Interface
SI	System Integrator
INC	Indian Nursing Council
HQ	Headquarter
HTTP	Hyper Text Transfer Protocol
LAN	Local Area Network
MIS	Management Information System
MPLS	Multi Protocol Label Switching
MSDG	Mobile Service Delivery Gateway
NRTS	Nurse Registration and Tracking System
NSDG	National Service Delivery Gateway
OEM	Original Equipment Manufacturer
OS	Operating System
RAID	Redundant Array of Inexpensive Disks
SAN	Storage Array Network
SDD	System Design Document
SI	System Integrator
SLA	Service Level Agreement
SMS	Short Messaging Service
SMTP	Simple Mail Transfer Protocol
SNC	State Nursing Council
SNMP	Simple Network Management Protocol
SRS	Software Requirement Specification
SSDG	State Service Delivery Gateway
STQC	Standardisation Testing and Quality Certification
SSL	Secured Socket Layer
TCP	Transmission Control Protocol

Section 5: Scope of Work

---

<b>Term</b>	<b>Definition</b>
TIA	TELECOMMUNICATIONS INDUSTRY ASSOCIATION
UDP	User Datagram Protocol
UAT	User Acceptance Testing
WAN	Wide Area Network

## 1 Intent

The intent of this document is to provide the detailed scope of work for System Integrators who shall be engaged for Design, Development, Implementation and Maintenance of Nurse Registration and Tracking System (NRTS) and provide related services to Indian Nursing Council also known as 'INC'.

INC is inviting bid for engaging reputed System Integrators to undertake:

- Design, Development, Implementation and Maintenance of Nurse Registration and Tracking System (NRTS) application
- Supply, Installation, Integration, Commissioning, Management and Maintenance of enabling infrastructure comprising of Office Hardware, Servers, Databases, Operating systems, Storage and Security equipment along with associated peripherals, accessories and services at DC / DR and office locations for the contract period
- Data migration of legacy nurse registration data.
- Setting up Network for State Nursing Councils
- Setting up Data Center and Disaster Recovery Center
- Provision for SMS services using MSDG
- Provision for Payment Gateway services using NSDG/ SSDG
- Handholding support at all State Nursing Councils
- Facility Management Services at the INC office in Delhi and at DC/ DR sites as required.

This document is part of the RFP document and only details out the Scope of Work for system integrator.

## 2 Project Background

### 2.1 About Indian Nursing Council

The Indian Nursing Council is an autonomous body under the Ministry of Health & Family Welfare, Government of India. The organization was constituted by the Central Government under section 3(1) of the Indian Nursing Council Act, 1947 of parliament with an objective to:

- ▶ Establish and monitor uniform standard of nursing education for nurses/ midwives, Auxiliary Nurse-Midwives and health visitors by doing inspection of the institutions;
- ▶ Recognize the qualifications under section 10(2) (4) of the Indian Nursing Council Act, 1947 for the purpose of registration and employment in India and abroad;
- ▶ Approve registration of Indian and Foreign Nurses possessing foreign qualification under section 11(2) (a) of the Indian Nursing Council Act, 1947;
- ▶ To prescribe the syllabus & regulations for various nursing programs;
- ▶ Power to de-affiliate the institution in case of lapse in the maintenance of requisite standards;
- ▶ To advise State Nursing Councils, Examining Boards, State Governments and Central Government in various important items regarding Nursing Education in the Country.

Key statistics are as follows:

- ▶ Nurses registered in State Nursing Councils in India as per the cumulative data since 1947 are mentioned as below:;

- over 14.06 lakhs nurses and midwives,
- 6.6 lakhs auxiliary nurse and midwives,

## **2.2 Objectives of the project**

The objectives behind initiating the project were:

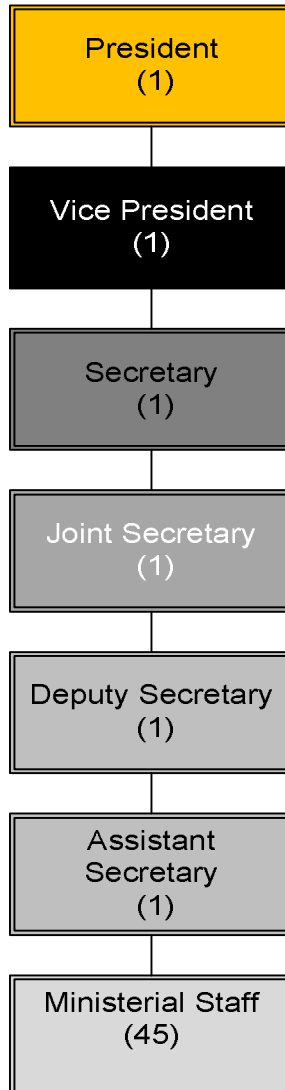
- ▶ Online availability of data of active and registered nurses/ midwives across country through a Computerized Live Register;
- ▶ Issuance of National Unique Identification (NUID) card and Nurse Register book to registered nurses.
- ▶ Standard application form and procedures for clearances of application forms;
- ▶ Online filing and submission of registration application forms;
- ▶ Appropriate MIS reporting framework;
- ▶ De-duplication of nurses/ midwives biometric data;
- ▶ Unique identification of nurses/ midwives resulting in easy and simplified verification process;
- ▶ Quick verification process by the hospitals/ private clinics before employing any nurse/midwife;
- ▶ Facilitate stakeholders with requisite information regarding registration services of INC
- ▶ Online renewal and update of information by nurses/ midwives

## 2.2.1 Organization Structure of the INC and SNC

### 2.2.1.1 Organization Structure of Indian Nursing Council

The Indian Nursing Council is headed by the President followed by Vice President and then Secretary. The organization structure followed by INC is mentioned below:

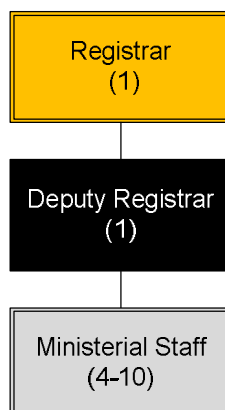
Figure 1: Organization Structure of INC



### 2.2.1.2 Organization Structure of State Nursing Council

State Nursing Councils are present in the respective State Capitals of India. As of now, there are 25 SNCs present in India. Please refer list of SNCs in Appendix. A typical State Nursing Council is headed by the Registrar, supported by Deputy Registrar and henceforth Staff members. The organization structure followed by SNC is shown below:

Figure 2: Organization Structure SNC



## 2.3 Stakeholders

The entities involved in the project are identified as below:

- ▶ **Indian Nursing Council:** The Indian Nursing Council is an Autonomous Body under the Government of India, Ministry of Health & Family Welfare, constituted by the Central Government under section 3(1) of the Indian Nursing Council Act, 1947 of parliament in order to establish a uniform standard of training for nurses, Midwives and health visitors, under Section 15-A of Indian Nursing Act 1947, Indian Nursing Council has a mandate to maintain Indian Nursing Register.
- ▶ **State Nursing Council of all 25 States:** Register and renewal of registration for the practicing nurses, midwives, ANM/ FHW with a mission and vision to provide a database of actual practicing nurses in the respective States.
- ▶ **Nurses/ Midwives:** Primary registration of a nurse is mandatory with the respective State Nursing Council where his/ her nursing college is located. Nurses also need to get themselves registered to other state if they move to other state for work. Nurses/ midwives would be able to access many services online.
- ▶ **Healthcare societies/ Hospitals/ private clinics:** Medical institutions like healthcare societies, hospitals, clinics etc should employ only registered nurses. The system would help them to validate the registration of a nurse/ midwife.



- ▶ **Nursing Schools/ College:** Nursing schools/ colleges are required to submit the enrolment details of the students to the respective State Nursing Council (SNC) immediately after the admissions are closed and at the end of entire course

### 3 Conceptual Technical Design of NRTS

#### 3.1 Conceptual Technical Design of NRTS

##### 3.1.1 The NRTS Application

NRTS is conceptualized as a centralized web based application to be accessed by all the users (INC Officials, SNC Officials, Nurses, Nursing Colleges, Hospitals/ Medical Institutions) with their respective access rights and views. The application may have local web pages for the State Nursing Councils which may include state specific details as well. NRTS application would primarily consist of 8 core modules and shall have an N-Tier architecture comprising of presentation layer delivery through web portal, SMS gateway, Email etc. Middleware will facilitate communication between user interfaces and application layer through pre-defined business rules of application modules. Database shall have the capability for integration with UIDAI's Aadhaar number (as and when available) through external connectors. All applications shall be secured through role based user access.

##### 3.1.2 Architectural Principles

The System Integrator should adhere to the following architectural principles while designing the NRTS application:

- **Service Oriented Architecture (SOA):** Service-oriented architecture is an approach to define integration architectures based on the concept of a service. It applies successful concepts proved by Object Oriented Development, Component Based Design, and Enterprise Application Integration technology. The goal of SOA can be described as bringing the benefits of loose coupling and encapsulation to integration at an enterprise level. SOA becomes relevant especially when there are multiple applications in an enterprise and point-to-point integration between them involves complexity.
- **Ease of Use:** The underlying technology needs to be user friendly. By having easy use-of-use principle, training can be kept to a minimum thereby aiding IT change management and the risk of using a system improperly can be minimized.
- **Web Based Architecture:** System Integrator shall propose web-based applications.
- **Workflow:**
  - The proposed workflow solution should support BPEL, SOAP, WSDL, HTTP and B2B protocols like EDI, ebXML, RosettaNet, HIPPA etc.
  - The proposed workflow solution should provide a drag and drop GUI based facility for constructing business workflows
  - The proposed workflow solution should have a rules engine that allows rules to be created to define approval hierarchies

- The NRTS application shall support process workflows customized for respective SNCs.
- **Interoperability:** The ability to have applications and computers from different sources and platforms work seamlessly together on and across networks can be a key to sharing resources and reduction in long-term development costs. System Integrator shall ensure interoperability of the solution proposed.
- **N-Tier model:** N-Tier model is the framework in which application user interface, logic, data, and their associated processing and repair are separated from each other in logical manner is more flexible in response to changes in internal logic, platforms, and structures; this isolates/minimizes the impact of change. Considering requirements of ease of support, scalability and interoperability, N-tier model shall be proposed.
- **Roadmap of products:** All the products (hardware and software) offered as part of the solution must have clear roadmap for next 5 years. System Integrator shall attach support documents in this regard from the respective OEMs.

### 3.1.3 Proposed Security Architecture

Envisaged security architecture for the NRTS solution is provisioned as below:

- **User Level Security:** Restricted areas of the application should only be accessible through pre-defined user access rights. Users at SNC would have dual factor authentication i.e. logging into desktop using biometric authentication and logging into NRTS application using username and password.
- **Application Level Security:** Application shall have Role based access, encryption of user credentials and storing of user credentials for external and internal (INC and SNC) users in separate repositories. Application level security should be provided through following security controls
  - Protect operations/ transactions from unauthorized access
  - Data transmission must be secured with transport level security
  - The data should be encrypted at the database level
- **Network Level Security:** Network traffic shall be encrypted using SSL & secured connectivity between users and Data Center. The required 256 bit SSL certificate shall be provisioned by the System Integrator. Network traffic shall be managed through network monitoring system at each project location.
- **Infrastructure Level Security:** Application infrastructure shall be hosted in a DMZ & firewall and IPS shall be installed to detect malicious activities.

## **4 Overview of scope of work**

The broad scope of work for the successful System Integrator during the period of contract/ engagement would include (but not limited to):

- NRTS Application software development and web portal development
- Setting up of Data Center and Disaster Recovery Center
- Site survey and site preparation for installation and commissioning of IT and non-IT hardware
- Setting up Network for State Nursing Councils
- Data Migration
- Training and Capacity Building
- System integration and Commissioning (Go-Live)
- Handholding support after Go-Live
- Operation and Maintenance/ Facility Management Services (FMS)

### **4.1 NRTS Application software development and web portal development**

#### **4.1.1 Broad scope of activities to be computerized:**

- I. The System Integrator is expected to design, develop and install the NRTS application to be rolled out in INC and SNC offices comprising of the following modules primarily:
  - Application submission
  - Application submission bulk
  - Primary Registration
  - Old Registration
  - Reciprocal Registration
  - Temporary Registration (INC and SNC)
  - NOC/ Transcript Issuance
  - Registration Renewal
  - Additional Qualification
  - Loss of Document/ Card
  - Activation of account
  - Surrender of account
  - Nursing College Database: Interface for nursing colleges where the authorized user can upload the data sets in a pre-defined format. The format will be designed by the System Integrator in consultation with INC
    - a. Enrolment data of students immediately after closing of admission process
    - b. Result data after completion of course
  - Workshop database
  - Asset management
  - SLA monitoring
- II. The Biometric solution provided by the System Integrator for registration and verification of the nurses should be based on the UID guidelines to capture biometrics and have following minimum features:

- Verification of biometric records for fingerprint
  - Segmentation of fingerprints
  - Feature extraction & Template Generation from fingerprint ISO images in RAW/ JPEG/JPEG2000/PNG/BMP/ WSQ formats
  - NFIQ quality check of fingerprint images
  - ISO image conversion function support for RAW/ JPEG /JPEG2000/PNG/BMP/ WSQ formats.
  - The solution should handle and capture missing fingers within the slap
  - Extractor should be able to generate templates either from fingerprint slap (4-4-2) image or from single fingerprint image.
  - Minutiae extraction algorithm should be Minex compliant
  - Image Standards, Extractor & Minutia Template Standards as defined in [www.egovstandards.gov.in](http://www.egovstandards.gov.in) for fingerprints
  - The SI shall be responsible to store RAW images for all biometric data capture.
- III. The application will be integrated with following third party applications:
- SMS Gateway
  - Payment Gateway
  - Integration with Email Solution
- IV. The application is expected to be a web based application which would be connected through central servers through primary network connectivity. As and when the registration data is entered, it would be uploaded to the central servers in real time. In case both primary and secondary network connectivity fails, provision should be provided to store the data locally and upload the batch as and when connectivity to the server is resumed. In such cases, special series of NUID number should be given to each SNC so that operations run smoothly at all locations.
- V. **Functional Requirement Specification:** The System Integrator shall validate the high level Functional Requirement Specifications (FRS) with the INC and respective SNC and may change as required. The high level FRS is provided as Annexure A of this RFP document.

#### 4.1.2 System Requirement Study

- I. Although FRS has been provided for the application, the System Integrator will be responsible to carry out an independent validation study at INC, SNCs and select nursing colleges to thoroughly understand the functional and operational process of the organization by:
- Interacting with concerned INC and SNCs' officials
  - Understanding state specific inclusions in the system
  - Reviewing the existing systems and applications
  - Detailed study of requirements of NRTS components and solutions
  - Detailing various use cases scenario

- Understanding / assessing data migration / digitization requirement and strategy
  - Understanding / assessing data inputs and outputs requirements
  - Collecting all input forms, registers and reports formats of INC and SNCs
- II. The System Integrator should obtain sign-off on the SRS from the designated authority.

Table 1: Document Deliverables at System Requirement Study phase

Document Deliverables		
S. No	Document Deliverable	Contents
1.	System Requirement Specification	<ul style="list-style-type: none"> <li>• Based on Independent study of System Integrator and Functional requirements as specified in the RFP document</li> <li>• Prepare as per the Latest version of the IEEE Standard 830 &amp; 1233 for drafting the SRS.</li> <li>• The System Integrator shall obtaining sign-off of SRS from the designated authority in INC.</li> </ul>

#### 4.1.3 Development of the web portal and NRTS application

- I. The System Integrator shall use an industry standard methodology for Software Engineering, covering the entire SDLC (Software Development Life Cycle)
- II. The System Integrator shall be responsible for the development of dynamic content and feature rich Web portal for the department and as per the guidelines issued by the Govt. of India for the development of the government websites/ portal like GIGW etc. All the sections of the Web portal should be of dynamic nature.
- III. Both the Web portal and the NRTS solution should support at least Unicode 5.1/ 6.0 standard based Bi-lingual versions for user interface. It is expected to be in English (India) and local languages of the respective States where State Nursing Councils are situated. The users should see the labels and captions on selected language, the System Integrator must translate, at its own, the equivalent State specific local language Captions for the English version (without altering the meaning) of the Web Portal and the NRTS solution and the same must be submitted to INC/ SNC for approval before implementation/ uploading or vice-versa.
- IV. State SNC data should be protected with access rights. SNC should not be able to access data of other state SNCs. Only limited information like NUID number, name of the nurse/ midwife etc. should be available for everyone's view.
- V. To maintain information security during transaction the developed application should support both HTTP and HTTPS (SSL certificate to be deployed by the System Integrator on the Web/ Application Server for the entire project duration).
- VI. The Application must have integrated security/ monitoring features with the following: -
  - Definition of Roles and Users
  - Define role-wise add/edit/view/delete rights for each entry form/ report in all modules
  - Digital time and user stamping of each transaction
- VII. Audit trail should be maintained. All deleted and edited records should be traceable and copy of all editions/ deletions should be available with MIS reporting of the same. The

- audit trail should be preserved securely and no user should be allowed to modify the record.
- VIII. The information and forms collected from various sources and the development of the web portal and application will have to be converted into appropriate electronic open standard format(s) as mentioned in “Interoperability Framework for E-Governance in India-Draft v0.6 issued by Department of Information Technology (DIT), Ministry of Communications & IT (MCIT), Government of India”.
- IX. The System Integrator will develop application with built-in feature or provide software integration of third party application involving all services and software functionalities as described below:
- User Access Control
  - User Dashboard
  - Workflow Management
  - SMS Services
  - Mailing solution (only to send e-mails)
  - Online Payment
- X. Version Control & Archiving: The System Integrator would be required to provide version control and archiving facility as strict version control is necessary for legal accountability, backup and disaster recovery. A simple but powerful interface must be provided for these features viz. date based snapshots, version comparing etc. Check in and checkout ability is therefore an essential component of content management. Versioning should also allow contributors to know whether they are working with the latest version, and allow them to merge changes made in separate versions when needed.
- XI. The Web portal & the Application developed should be compatible with all the common web browsers i.e. Web portal & the Application so developed should be browser independent
- XII. The workflow process for different SNC should be captured in the workflow system
- XIII. The selected System Integrator shall design the application keeping in mind the scenario that every SNC may have different process of registration and in future if required the database of the respective SNC may be shifted to some other location as per the choice of the SNC. Hence SI shall be responsible to handover the data to SNC and connect to the database instance created by SNC.
- XIV. The selected System Integrator shall deploy atleast two (2) developer resources for the project duration to develop MIS reports, implement any changes in the policy, etc.

Table 2: Document Deliverables at Development of the web portal and NRTS application phase

Document Deliverables		
S. No	Document Deliverable	Contents
1.	System Design Document	<ul style="list-style-type: none"> <li>• Based on principles of enterprise and service oriented architecture</li> </ul>

Document Deliverables		
		<ul style="list-style-type: none"> <li>• The design should be modular</li> <li>• The SDD should include                             <ul style="list-style-type: none"> <li>○ Solution Architecture</li> <li>○ Application Architecture</li> <li>○ Network Architecture</li> <li>○ Security Architecture</li> <li>○ Deployment Architecture</li> <li>○ Database Design</li> </ul> </li> </ul>

#### 4.1.4 Biometric Solution for de-duplication and verification

- I. Biometric de-duplication: A core component of NRTS applications is biometric duplicate check. The biometric solution will receive incoming biometric data and performs a biometric duplicate check against the database. It is proposed to use only fingerprint images for 1:N biometric de-duplication.
- II. Biometric verification: The biometric solution should accept image or feature sets to compare against the references stored in the database along with the NUID/ SUID number. Biometric verification is to be performed on fingerprints only.
- III. Estimated Capacities: The biometric solution should have the capabilities to cater to the following workload:

Table 3: Estimated Capacity

Database Size	Peak de-duplication requests	Peak verification requests
6 lakh	7500 requests / day  (Assuming 300 registrations per day per SNC)	100 request/day

#### IV. Expected Targets

Table 4: Expected Targets

Metric	De-duplication	Verification
Accuracy	False positive identification rate < 0.1%  False negative Identification rate < 1%	False acceptance rate < 0.01% at False rejection rate < 2%
Response Time		Less than a second for backend processing

#### 4.1.5 Software testing of web portal and NRTS application

- I. The costs of testing (other than third party auditing) shall be borne by the System Integrator

- II. The System Integrator shall be responsible for the following:
- Conducting testing of various components/ modules of the software developed, as per the latest version of the IEEE 730 standards.
  - Designing the Testing strategy, Test Cases
  - Obtaining sign-off on testing approach and plan.

Table 5: Document Deliverables at Software testing of the web portal and NRTS application phase

Document Deliverables		
S. No	Document Deliverable	Contents
1.	Unit and Integration testing plan	This document will cover the following aspects: <ul style="list-style-type: none"> <li>• Detailed test plans for comprehensive unit testing of various NRTS application modules</li> <li>• Detailed test plans for comprehensive integration testing of NRTS application</li> </ul>
2.	Unit and integration testing report	This document will detail unit and integration tests conducted and their results

#### 4.1.6 Deployment and Configuration of Web Portal and NRTS Application

- I. The System Integrator shall provide the required infrastructure at DC to host application.
- II. The System Integrator shall be responsible to host, install and configure web portal and application at DC.
- III. The System Integrator should provide server and client edition usage licenses (Perpetual License) in the name of INC for the various tools and third party components used by the System Integrator to run the application. These tools would typically include Application Framework / Environment for custom built and COTS based products, application to manage document repository, application to manage business process & workflow, Database Schema Designer, Help authoring tool etc., if used.
- IV. All third party tool(s)/software(s) supplied by System Integrator to run web portal and software application should provide comprehensive support though online/phone line, along with upgrade option for period of 3 years from data of installation.

#### 4.1.7 Integration Requirements

- I. **Integration with Payment Gateway:** The Web portal & Application must facilitate integration with existing payment gateway using NSDG/ SSDG for processing of payments online to facilitate various stakeholders to make payments online for various purposes e.g. payment of registration and renewal fees. The System Integrator would be responsible for integrating the payment Gateway implemented by NSDG/ SSDG, provided by Gol, with the proposed web portal/ application software. The recurring charges, if any, shall be borne by INC. The fee paid by the applicants online shall be transferred to the bank accounts of the respective SNC and the SI shall be responsible to



setup and configure the system such that the payment is credited to the account of respective SNC.

- II. **Integration with SMS Gateway:** The Web portal & Application must facilitate, from the day one integration with the existing SMS gateway (MSDG) for automatically sending the required details/ information through SMS to the stakeholders. The System Integrator would be responsible for integrating the existing SMS Gateway (MSDG), provided by GoI, with the proposed web portal/ application software. The recurring SMS charges, if any, shall be borne by INC.

SMS Estimate		
S. No	Assumption	Total
1.	Estimated number of registered nurses	A = 6,00,000
2.	Estimated Number of SMS/ nurse/ year	B = 5
3.	Total SMS to be sent	C = A*B = 30,00,000

- III. **Integration with Email Server:** The Web portal & Application must facilitate for automatically sending the required details/ information/ alerts through email to notify the designated stakeholders.
- IV. **Aadhaar Database:** System Integrator should develop an interface to authenticate nurses/ midwives with help of their Aadhaar Numbers. A combination of Aadhaar number along with demographic attribute like name or date of birth can be used along with the fingerprints to authenticate the nurse/ midwife. The Aadhaar number will be used as a parameter to reduce the operation to a 1:1 match.

#### 4.1.8 User Acceptance Testing (UAT)

- I. The System Integrator would be responsible for:
- Preparation and submission of detailed FAT/ UAT plans/ schedules/ procedures/ formats.
  - Prepare various use cases and scenarios
  - Performing Hardware and Software Testing: Conduct testing of various components/ modules of the software developed (web portal and NRTS application), as per the latest version of the IEEE 730 standards. The System Integrator shall be required to share the testing documents and standards with the designated S/w testing team, wherever applicable/ required.
  - Assist INC in carrying out user acceptance of solution.
  - System Test Cases with Results
  - UAT Case and Results

- Rectifying the Hardware and Software (including the web portal and NRTS application software) issues/ bugs reported during the testing upto the satisfaction of INC.
- Final approval/user acceptance of the software and system shall be given by INC after successful implementation and testing. This is the responsibility of the System Integrator to obtain the UAT approval from the INC.

Table 6: Document Deliverables at UAT phase

Document Deliverables		
S. No	Document Deliverable	Contents
1.	User Acceptance Testing Plan	<ul style="list-style-type: none"> <li>• As per the latest version of the IEEE 730 standards</li> </ul>
2.	User Acceptance test cases	
3.	User Acceptance test report	

#### 4.2 Setting up of Data Center and Disaster Recovery Center

- I. The System Integrator shall be responsible for establishing INC servers, storages and other components in a fully equipped and secured Data Center (DC) and Disaster Recovery Center (DRC) facility, which may or may not be owned by the bidder. The System Integrator must adhere to the best practices of Tier – 2 and above norms of TIA 942 guidelines for setting up DC and DRC.
- II. The cities for co-locating the DC (preferably in Delhi) and DRC shall be in two different seismic zones and shall be finalized in consultation with and approval of INC. The System Integrator shall also provide adequate staff to operate and manage the functioning of both DC and DRC at desired levels.
- III. If required in future, SI shall help INC to shift INC owned infrastructure at new DC location in Delhi and corresponding DRC at no extra cost to the purchaser. This may be required to be done only once during the contract period.
- IV. The System Integrator shall be responsible to install requisite software/ utilities tools and configure web server, application server and database server clusters. These servers should be configured to provide redundancy and high availability.
- V. System Integrator will be responsible for replication of data between DC and DRC such that at any point of time Recovery Point Objective (RPO) shall be of 4 hours. This means that at any point of time INC shall face a maximum data loss of last 4 hours data.
- VI. Apart from backing up at the DR site, backups should be taken on external media (tapes). System Integrator shall provide tapes required for taking backup. INC shall decide the location for offsite backup. The offline archival shall be available to INC in perpetuity.

- VII. During normal operations, the DC will serve the requests. The DRC will not be performing any work but will remain on standby. In the event of failover/ switchover, the DRC will take over the active role and all requests would be routed through DRC.
- VIII. System Integrator shall need to perform an independent assessment of the infrastructure requirements for the NRTS system and propose detailed BoM as part of their bid, which shall fulfill the SLA requirements specified in section 3.
- IX. It is desired that the DC and DR site are setup in parallel. The DR site shall be commissioned along with the DC site.
- X. The sizing of the DR site is to be considered significantly lower than the DC site. The applications at DR site and an indicative number of users who would be using the applications running in DR are provided below.
- XI. System Integrators are requested to quote the cost of the DR solution by considering deployment of only adequate number of software licenses, which are essential to meet the requirements and service levels.
- XII. The DC site is envisaged to have the following key components (indicative):

Table 7: Data Center Key Components (indicative)

S. No	Item
<b>Servers</b>	
1.	Web Server
2.	Application Server
3.	Database Server
4.	DNS Server
5.	Anti-virus Server
6.	Authentication Server
7.	Audit Log Server
<b>Network</b>	
8.	Office Router
9.	LAN Switches
<b>Software</b>	
10.	Anti-Virus/ Anti-spam software
11.	Application, Hardware and Network Monitor
12.	Audit Log Solution
13.	Operating System
14.	Database Management System
<b>Storage</b>	
15.	SAN Storage

- XIII. The DR site is envisaged to have at least the following key components (indicative):

Table 8: Disaster Recovery Center Key Components (indicative)

S. No.	Item
<b>Servers</b>	
1.	Web Server
2.	Application Server
3.	Database Server
4.	DNS Server
5.	Anti-virus Server
6.	Authentication Server
<b>Network</b>	
7.	Office Router
8.	LAN Switches
<b>Software</b>	
9.	Anti-Virus/ Anti-spam software
10.	Operating System
11.	Database Management System

- XIV. System Integrator may share the common infrastructure available at DC/ DR for the following activities:
- a. EMS Solution
  - b. SAN Storage
  - c. DNS Server
  - d. Any other (as proposed by the bidder in the technical solution)
- XV. System Integrator shall independently design the storage infrastructure and accessories as required for the solutions that shall be deployed at the DC and the DR sites.
- XVI. System Integrator shall include all the components that are required to make the solution complete.
- XVII. The Hardware/ Software infrastructure procured and installed in the DC/ DRC for INC/ SNC shall be owned by INC.
- XVIII. System Integrator shall be responsible for network security by creating different security zones like:
- a. Anti – Spam
  - b. Web filtering
  - c. Antivirus/ Antispyware
  - d. IDS/ IPS
  - e. URL filtering
  - f. Data encryption
  - g. Set policy for access control
- XIX. The selected System Integrator shall be responsible for facilities management at the DC/ DRC sites. The facilities management would involve activities such as network

management, managed security services, database administration, system administration etc.

- XX. The selected System Integrator shall be responsible to monitor DC/ DR hardware, software instances and network to ensure the required uptime of the solution as a whole.

Table 9: Document Deliverables for setting DC and DRC

Document Deliverables		
S. No	Document Deliverable	Contents
1.	DC-DR design document	<ul style="list-style-type: none"> <li>Design document containing the layouts, plan for administrative control, hardware layout plan, manpower deployment plan etc.</li> </ul>
2.	Information security policy document	<ul style="list-style-type: none"> <li>Process of planning and managing a defined level of security for information and IT services, including aspects associated with reaction to security incidents.</li> </ul>

#### 4.2.1 Enterprise Management Solution

It is envisaged that the entire IT infrastructure of INC including servers, desktops and network and other devices in the data centers and INC/ SNC office locations shall be managed through this solution.

- I. System Integrator shall architect the EMS solution such that it shall be deployed in a centralized manner at the data center and it shall have the capability to monitor all devices centrally.
- II. The agents required for the EMS solution shall be deployed on all the desktops / servers / devices to be monitored.
- III. The data collected through these agents shall be stored on the storage solution.
- IV. System Integrator shall propose infrastructure that shall be sufficient for leveraging all the capabilities of the EMS suite to the fullest extent.
- V. System Integrator shall provide requisite licenses for all the software required for the EMS suite, along with EMS database, add-on tools / modules, etc.
- VI. The EMS solution will be monitored by INC and System Integrator is expected to provide adequate training on EMS to the identified INC personnel.
- VII. EMS would be used to monitor SLAs and generate the log of any defaults.
- VIII. Please refer to Annexure B of this section for the product features of EMS solution.

#### 4.2.2 Security Solution

- I. In order to protect all the desktops and all the servers from any kind of virus / worm / trojan attack, System Integrator shall provision and implement an enterprise wide Anti-Virus and Anti-Spam solution, which will include the following:
  - a) Agent for desktops
  - b) Agent for servers

- c) Anti-Virus and Anti-Spam Gateway
  - d) Virus and spam scanner for SMTP
  - e) Virus scanner for HTTP
  - f) Virus and spam scanner for the mailing solution
- II. System Integrator shall propose the latest version of the antivirus solution available in the market on the day of submission of the bid. However, it is mandatory that System Integrator shall deploy the latest version of the Anti-virus available at the time of implementation in case newer version is available after the submission of bid.
  - III. Anti-virus shall have auto update feature, it shall be able to push signature from the centralized server to all the clients.
  - IV. System Integrator shall ensure that the scan logs are made available for review.

#### **4.3 Site survey and site preparation for installation and commissioning of IT and non-IT hardware**

- I. The System Integrator shall perform Site-survey of all the project locations (INC and SNC office locations) and submit site survey reports (location-wise) for the installation of all the required equipment.
- II. The list of SNC office locations is provided in clause 5.6 of this section
- III. INC/ SNC shall provide the requisite space to the System Integrator for the deployment of the requisite IT/ Non-IT infrastructure in the existing office premises at all the designated project locations. The System Integrator shall not be liable for any delay arising out of INC/ SNC's failure to provide the sites within the stipulated period.
- IV. All the quantities of the equipment to be supplied and installed at locations other than the DC and DRC mentioned in the BOM are indicative.
- V. The entire hardware and software supplied under the project should be branded, interoperable, Unicode 5.1 or higher compliant and IPv6 ready from the day one.
- VI. The System Integrator shall supply all the media and manuals, OEM support, updates, patches, and errata.
- VII. System Integrator should ensure that none of the components and sub-components is declared end-of-sale or end-of-support by the respective OEM at the time of submission of bid. If, the OEM declares any of the products / solutions end-of-sale subsequently, System Integrator should ensure that the same is supported by the respective OEM from its date of installation till the end of contract.
- VIII. The System Integrator shall be responsible for supply, installation and commissioning of all equipment as per finalised quantities of items mentioned in the BOM.

- IX. System Integrator should ensure that all the software, hardware, peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, patch cords (copper / fiber), cables, software, licenses, development / testing kits, tools, etc. should also be provisioned according to the requirements of the solution.
  
- X. The System Integrator shall be responsible for supplying and installing all allied accessories, consumables and fitting assembly and complete all related work for installation and commissioning.
  
- XI. The System Integrator shall provide OEM documentation with every unit of the equipment supplied.

Table 10: Document Deliverables for site survey

<b>Document Deliverables</b>		
<b>S. No</b>	<b>Document Deliverable</b>	<b>Contents</b>
1.	Site survey report of each location	<ul style="list-style-type: none"> <li>• Details of available infrastructure</li> <li>• Infrastructure that can be re-used in new system set up</li> <li>• Bill of material for each location</li> </ul>

#### 4.4 Setting up Network for State Nursing Councils

- I. System Integrator shall set up LAN at all SNC offices
- II. INC intends to equip SNCs with two networks

Table 11: Networks Requirement at State Nursing Councils

<b>S. No</b>	<b>Type of Connection</b>	<b>Minimum Bandwidth Requirement</b>	<b>Status</b>
1.	Leased Line	1 Mbps	Primary Network
2.	Broadband	512 kbps	Secondary Network

- III. The System Integrator will setup, install and configure the network connectivity for both primary and secondary network at all SNCs.
  
- IV. The System Integrator is expected to size the network and bandwidth of leased line with reasonable spare capacity such that the network can serve additional applications in future.
  
- V. System Integrator to provide office networking hardware such as Office Switches, Routers and LAN cable at each location

- VI. The detailed specifications for network components shall be provided in accordance with format provided in Annexure 1.3 and 1.4 of Section 6 of this RFP document

Table 12: Document Deliverables for setting network connection

Document Deliverables		
S. No	Document Deliverable	Contents
1.	Network design document	<ul style="list-style-type: none"> <li>Detailed document mentioning the network design for LAN and WAN with required bandwidth</li> <li>Back-up plan</li> </ul>

#### 4.5 Data Migration

- I. System Integrator shall be responsible for data migration of data with respect to registered nurse profile.
- II. The System Integrator is expected to take input from Enrolment Agencies, hired separately by INC, and migrate the collected data into new system.
- III. System Integrator shall be responsible to developing a utility to view the data collected by enrolment agencies in a structured format and upload the data collected by the enrolment agencies to the central database.
- IV. Handholding manpower provided by the System Integrator shall help the SNC staff to validate the data collected. The data collected by enrolment agencies would be uploaded to the central database only after due validation by the SNC officials.
- V. The data migration shall be carried out at 25 locations i.e. all SNC office locations and if required, at INC as well.

#### 4.6 Training and Capacity Building

- I. System Integrator shall impart end user operational and technical training to internal users on solutions being rolled out to allow end users to effectively and efficiently use the application system to support business processes.
- II. System Integrator shall prepare the solution specific Training Manuals and submit the same to INC for review and approval. The Training Manuals etc shall be provided in both English and local language of the State for respective State Nursing Council
- III. System Integrator shall provide training to selected officers from INC (around 20) and all SNCs (around 150) covering functional, technical aspects, usage and implementation of the products and solution. System Integrator shall provide separate training manuals for both the type of users.



- IV. System Integrator shall impart training related to application deployment / installation, administration and maintenance to technical users of INC. The knowledge transfer shall include initial and ongoing training and skills development, training materials, operations manuals, procedure manuals and deployment / installation guide as mentioned under technical documentation.
- V. System Integrator shall ensure that all concerned personnel receive regular training sessions on the procedures of incident / disaster management and their roles and responsibilities in such situation.
- VI. System Integrator shall prepare interactive Online Training Module for the applications. Interactive modules should be available in English. It should be accessible to all the users of INC and SNC based on their requirement on the internet.
- VII. System Integrator shall update the Training Manuals, procedures manual, deployment/Installation guides etc to reflect the latest changes to the solutions implemented.
- VIII. System Integrator shall ensure necessary environment setup, data creation to conduct end user training. INC/ SNC shall provide the necessary infrastructure such as training classrooms to conduct the end user training. The training environment that is different from the production environment shall be used for conducting the training sessions.
- IX. Based on the identified education and training needs, System Integrator shall employ efficient delivery mechanisms and trainers. System Integrator shall appoint trainers and organize training sessions on a timely basis and ensure that the attendance, performance evaluations are recorded.
- X. System Integrator shall impart training for EMS / Network and other identified modules to identified personnel from INC. System Integrator shall provide relevant training manuals.
- XI. Staff members at each SNC and INC to be trained for using Application by the System Integrator
- XII. Training workshop(s) will be organized for Registrar/ Dy. Registrar of all State Nursing Council. One training workshop is mandatory at each SNC location. A refresher training workshop after 6 months also needs to be conducted by system integrator. Each workshop should be minimum 4 hours session. The workshop would include both orientation towards the new system and the detailed functionalities of new system.
- XIII. Two training workshop would be held at INC which would be sensitization to the new system and need for change requirement.
- XIV. System integrator also needs to conduct at least two 5 day sessions of "Train the trainer" workshop which would be held at a central location.

Table 13: Document Deliverables during Training and Capacity Building

<b>Document Deliverables</b>		
<b>S. No</b>	<b>Document Deliverable</b>	<b>Contents</b>
1.	Training Manual	This document will be used as a reference guide during training and will allow the end users to become familiar with operating NRTS application
2.	Procedure Manual	This document is intended to help INC and SNC users to participate effectively in the training sessions. It sets out basic rules and guidelines for the operation of NRTS system
3.	Installation Guides	This document will guide the users at INC to manually install and configure the NRTS application
4.	User Manual (role-wise)	This documents will assist user to use the modules of NRTS application intended for the user as per their role in the system

#### 4.7 System integration and Commissioning (Go-Live)

The System Integrator shall integrate the hardware including the LAN, system software and application software and commission the whole project. The purchaser shall conduct Final Acceptance Testing (FAT) on receipt of intimation of commission of the whole project from the System Integrator. Only after the acceptance of FAT reports by INC, the entire infrastructure (including NRTS application) would be deemed to have been commissioned. After the successful commissioning of the project, the system would be declared as Go-Live and enter into implementation support phase and the System Integrator would also be issued a commissioning certificate by INC

Table 14: Document Deliverables during Go-Live

<b>Document Deliverables</b>		
<b>S. No</b>	<b>Document Deliverable</b>	<b>Contents</b>
1.	Asset Management Policy	This document will detail out the policy for identification and tagging of assets and will provide an overview to maintain accurate inventory records
2.	Security policy and procedure manual	This document will detail out the security policy that will be applied to the NRTS system and operations, will also detail out different procedures and formats required to implement the policy
3.	Access Control Policy	The purpose is to pen down the necessary user access controls for controlling the actions, functions, applications and operations of a legitimate user
4.	Incident Management Policy	This document will detail the requirement for dealing with computer security incidents as well as define the escalation path
5.	Change Management Plan	This document will detail the change management, communication and training strategy in conformance with

Document Deliverables		
S. No	Document Deliverable	Contents
		the need for change interventions, communication and training as analyzed and agreed with INC

The System Integrator shall transfer the ownership of all software developed/ customized/ configured/ procured. All licenses & support related documents should be in the name of INC.

#### 4.8 Handholding support after Go-Live

System Integrator is expected to conduct operational activities and provide hand-holding for INC and SNCs personnel at each SNC for a period of 6 months after Go-Live of the System. Some of the indicative tasks identified are as follows:

1. Validation of data collected by Enrolment Agencies at respective SNCs
2. Any other data entry activities related to the system
3. Perform operational tasks such as update of nurse information, reporting, generating MIS, functional and IT related issue resolution, day to day query resolution by liaison with vendors etc.
4. Providing assistance to SNC staff in learning the NRTS application
5. Overall guidance and continuous training on use of the NRTS application including software and hardware such as biometric scanners, card printers etc

The personnel shall follow requirements as described under Clause 5.5 of this RFP. However, System Integrator should note that the resource requirement also depends on INC/ SNC's need and is thus not binding on INC. For the purpose of bidding, the System Integrator shall quote for all the required resources as per requirement mentioned in Clause 5.5 of this document. Purchaser may later request for a reduction and increase in the number of resources based on its requirement based on the rate provided by the System Integrator and the contract gets revised accordingly.

#### 4.9 Operation and Maintenance/ Facility Management Services (FMS)

System Integrator would be responsible of operations and maintenance for the entire NRTS solution at INC and 25 State Nursing Council offices for 2.5 years after the 6 months implementation support post Go-live (as certified and accepted by INC).

##### 4.9.1 Implementation Support

- I. Post Go-live System Integrator shall be responsible to provide 6 month implementation support.
- II. During implementation period System Integrator shall be responsible to implement a helpdesk solution to manage all telephone call/online calls received from all project locations, System Integrator shall also keep a tracker of call resolved and pending. System Integrator will provide a monthly compliance report after resolving of such calls to INC.
- III. After the successful performance of the web portal & NRTS application, a separate sign-off/acceptance shall be issued to the System Integrator by INC.

#### **4.9.2 Deployment of Manpower for Facility Management Services**

- I. System Integrator shall depute the resources as mentioned in Clause 5.5 at the project locations for the entire period of contract from the day of start for commissioning of hardware and system software, to trouble shoot, manage, replace and repair the hardware/ system software onsite (if possible) and also lodge complaints of the local support team at SNCs for repairing the items as per SLA.
- II. The minimum required technical qualifications and experience details for the manpower are provided in Clause 5.5 of this RFP document
- III. Bidder would also provide system administrator, database administrator and network administrator for smooth functioning during FMS period.
- IV. Also, it would be the responsibility of the System Integrator to retain the deployed manpower for the entire Contract/ Project duration or in the event of a resource leaving the employment with System Integrator, the same shall be immediately replaced with another resource of equivalent minimum qualifications and experience. All such events should be notified prior to INC and proper approvals should be taken.
- V. During and after the end of the project period, the System Integrator shall refrain from canvassing INC and any of its associates with any claim for employment of the System Integrator's personnel deployed under the project.
- VI. The staff provided by the System Integrator will perform their duties in accordance with the instructions given by the designated officers of INC/ SNC from time to time. INC will examine the qualification, experience etc. of the personnel provided before they are put on positions. The System Integrator has to take approval from INC for the proposed staff before their deployment. INC has every right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.
- VII. At no time, the provided manpower should be on leave or absent from the duty without prior permission from the designated nodal officer of INC/ SNC. In case of long term absence due to sickness, leave etc the System Integrator shall ensure replacements and manning of all manpower posts by without any additional liabilities to INC. Substitute will have to be provided by the System Integrator against the staff proceeding on leave/ or remaining absent and should be of equal or higher qualifications/ experience.
- VIII. The proposed services shall be normally manned from 9:30 AM to 6:30 PM but may vary as per the requirement throughout the project period or as decided by INC.
- IX. The operational support will have to be provided through a suitable helpdesk system, to ensure that the solution is functioning as intended and that all problems associated with operation are resolved satisfactorily.

#### **4.9.3 Managed services during Operations and Maintenance Period**

##### **a) Helpdesk Support (Incident/ Problem Management)**

1. The System Integrator would setup a Helpdesk at INC, Delhi. To setup helpdesk INC shall provide a dedicated telephone line at the Helpdesk.
2. Help desk should be able to perform
  - Handle teething issues of the INC and SNC users, nurses and other stakeholders.
  - The Helpdesk persons should be accessible to all the project locations and their end-users on telephone/ e-mail/ chat.
  - The System Integrator shall have to maintain an online call log register with all the necessary details/ references and submit the report from same to the nodal officer as and when required. The format of the report would be mutually decided later at appropriate time.
  - The end-users should be allowed to create a ticket for any problem faced by him and same should be closed only by him after the resolution of the problem.
  - Helpdesk staff shall escalate the problem to the Project Manager and maintain the log/ status of the complaint in the online call log register.
  - Reply to the queries/ feedback/ suggestions/ complaints from all the stakeholders.
  - Help desk should provide support to all project location through online/telephone line.

**b) Preventive Maintenance Services**

This activity shall be carried out atleast once in every quarter in addition to the normal maintenance required. The sub-activities are detailed as below:

1. Check for any loose contacts in the cables & connections.
2. Inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment
3. Cleaning and removal of dust and dirt from the interior and exterior of the equipment.

**c) Corrective Maintenance services**

1. The System Integrator shall be responsible of troubleshooting of hardware problem of all supplied equipments and rectification of the same.
2. Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.

**d) Asset Management Services**

1. The System Integrator shall be required to create database of all IT assets like hardware, software, peripherals, etc., by recording information like configuration details, serial numbers, licensing agreements, warranty and AMC details, etc. Create Software inventory with information such as Licenses, Version Numbers and Registration Details
2. System Integrator should develop an interface so that INC officials may track the inventory at any time they want.
3. The System Integrator shall record installation and removal of any equipment from the network and inform INC even if it is temporary.
4. The System Integrator shall register all software procured by INC in this bid document with respective OEMs.

5. The System Integrator shall perform software license management and arrange for licensing contract renewal for INC for entire contract period from the date of installation at no cost to INC and notify INC on licensing contract renewal.

**e) Configuration Management Services**

1. The System Integrator shall maintain a record of hardware as well as software configurations of all equipments including the details of different policies implemented on the devices such as VLAN configurations, access control lists, routing filters, clustering details etc.
2. The System Integrator shall keep soft copies of the configurations of each of the devices mentioned above.
3. The System Integrator shall define change management procedures to ensure that no unwarranted changes are carried out on the equipments. All the changes carried out by the System Integrator must be formally approved by INC and recorded.
4. The System Integrator shall do proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations.
5. System Integrator shall ensure that these configurations are not accessible in general and must be kept confidential with the INC and project manager.

**f) Vendor Management Services**

1. The System Integrator shall coordinate with external vendors, for upkeep of equipment deployed to meet the SLA and shall liaison with various vendors/OEMS for all items as described in Bill of Material (BoM) Clause 5.3 of this document.
2. The System Integrator should maintain database of the various vendors and service providers, including vendors for hardware under warranty, service providers etc. with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments etc.
3. The System Integrator should, if required escalate and log calls with vendors/ OEM and other service providers and coordinate with them to get the problems resolved.

**g) Network Management Services**

The System Integrator shall be responsible for:

1. Performing Network monitoring, Network performance management, Configuration management, Network Fault management, Carrier/ Link management, Security management, IP management etc.
2. Performance tuning and ensuring resilient performance, reliability and high availability of the network and performance maintenance.
3. Daily monitoring of LAN & WAN, manual testing, troubleshooting and reporting including the following:
  - o Monitor the availability of links and their utilization at INC and SNC office locations; in case network fails at any location the System Integrator shall be responsible to restore the network.
  - o Collect the data flow on basis of time, interface, IP address, application wise for traffic analysis.

- Sending alerts to concerned people regarding critical errors.
- Checking local network status and taking remedial action (Logging Calls etc) in case of problems

#### **4.9.4 Support Services Web Portal & NRTS Application**

1. Overall administration, operations, monitoring, maintenance of the deployed Web portal, Application software and the Database to ensure the desired uptime.
2. Periodic backup and recovery of Database, application and web content.
3. During implementation support period and O&M period of 3 years, INC may request System Integrator, to make necessary changes in the layout, colour schema, MIS reports formats, input forms layout etc. However, these changes shall be suggested keeping in view that it should not transform in database schema. The System Integrator shall be responsible to make these changes at No extra cost to purchaser.
4. Design & Upload content on web portal as per instruction of the Purchaser. Content management services includes (content collection, translation, conversion, design of content upload content using CMS)
5. Web portal and application administration, support & maintenance throughout the project period. The System Integrator shall provide support on following activities:
  - a. Minor changes in NRTS on instruction of INC/ SNC
  - b. Bugs Fixing reported by INC/ SNC
  - c. Back office support required to update Web Portal & NRTS Application software
6. Maintain version control and archives of source code, and web site content and database
7. Download definitions/ patches/ updates/ service packs of the deployed third party tools/middle ware Software, this includes infrastructure at DC/ DRC and INC office at Delhi and State Nursing Council offices, to ensure the desired uptime.

#### **4.9.5 MIS Reports**

1. The System Integrator shall have to submit certain key deliverables which are mentioned hereunder. However, in addition to the reports/ deliverables as indicated below, System Integrator shall prepare and submit all other required information in the desirable format as notified by the purchaser related to project.
2. The formats for all the reports shall be prepared by the System Integrator and submitted to the purchaser for approval. The reports submitted by the System Integrator should strictly be in the approved format only which, if required, may be revised from time to time.
3. The reports will be submitted both in Hardcopy and Softcopy to the purchaser as per the time frame defined

Section 5: Scope of Work

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Table 15: Indicative list of MIS Reports

Sr. No	Activity	Deliverable	Frequency	Time Frame
1.	Install, Move, Add, Change Report (IMAC)	Details of Hardware Equipments	Monthly	Within 1 Week of end of each Month
2.	Software Inventory	Details of software license with renewal due date	Monthly	Within 1 Week of end of each Month
3.	Preventive Maintenance Reports	Equipment wise and date wise list of hardware for which preventive maintenance was undertaken during quarter	Monthly	Within 1 Week of end of each Monthly
4.	Vendor Management Report	Date wise details of calls logged with external vendor and their resolution time	Monthly	Within 1 Week of end of each Monthly
5.	Network Management Report	Network up time report of all network devices	Monthly	Within 1 Week of end of each Monthly
6.	SLA Compliance Report		Monthly	Within 1 Week of end of each Monthly
7.	SLA FMS Support (User)	Log reports of help desk, Call resolved, unresolved and escalated issues	Daily	Daily
		List of stand by equipments Incident Reporting	Monthly	Within 1 Week of end of each Month
		User complaint resolution time	Monthly	Within 1 Week of end of each Month
8.	SLA Manpower Report	Attendance of Manpower deployed	Monthly	Within 1 Week of end of each Month
9.	Backup and recovery services	Log reports of backup server	Monthly	Within 1 Week of end of each Monthly
10.	Configuration changes	Report on changes like configuration changes, patch upgrades, database	Monthly	Within 1 Week of end of each



Sr. No	Activity	Deliverable	Frequency	Time Frame
		reorganization, storage reorganization, log truncation, volume expansion, user creation, user password reset, etc.		Monthly
11.	SLA Web Portal Application S/w Report	Application up time report	Monthly	Within 1 Week of end of each Month
12.	SLA (Web Portal Support)	Report on content management reported and Time to upload	Monthly	Within 1 Week of end of each Month
		Report on minor changes reported and time taken to complete	Monthly	Within 1 Week of end of each Month
		Report on incident reporting of Bugs fixing reported and time taken to resolve	Monthly	Within 1 Week of end of each Month

#### 4.9.6 Change Request Management Services

1. INC may at any time, by a written order given to the System Integrator, make changes within the general scope of the Agreement in any one or more of the following: -
  - a. Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for INC.
  - b. The method of deployment, shipping or packing.
  - c. Schedule for Installation Acceptance.
  - d. The place of delivery and/or the services to be provided by the System Integrator.

## 5 Annexure

### 5.1 Timelines and Deliverables of the Project

System Integrator is expected to follow the schedule as mentioned below. The “Expected Date of Completion” as mentioned in the table below is the date by which the deliverable shall be submitted to the Purchaser. The System Integrator shall ensure that the deliverable is accepted by the Purchaser as per schedule mentioned in the table below post review.

T: Date of signing of Contract with System Integrator

Table 16: Timelines and Deliverables of the Project

Sr. No.	Scope of Work	Milestone	Date of Submission from ‘T’	Payment Milestone	Deliverables (Reports/ Documents/ Infrastructure)
1.	Project Kick Off	<ul style="list-style-type: none"> <li>▶ Project Plan</li> <li>▶ Team Mobilization</li> </ul>	T+1 Weeks		<ul style="list-style-type: none"> <li>▶ Detailed Project Plan with Timelines (.MPP/ .XLS or any other format chosen by the System Integrator)</li> <li>▶ Service Level Agreement (SLA)</li> <li>▶ Performance Security Deposit</li> </ul>
2.	Study, Design, Development & Deployment of NRTS	Perform System Study and Prepare SRS	T + 8 Weeks (includes 2 weeks for approval of SRS by Purchaser)	M1	<ul style="list-style-type: none"> <li>▶ Approved Software Requirement Specifications (SRS)</li> </ul>
3.		Development and Deployment of web portal and NRTS application	T + 22 Weeks (Includes 3 weeks of time taken for UAT acceptance)	M4	<ul style="list-style-type: none"> <li>▶ System Design Document (SDD) / Process Design Report</li> <li>▶ Testing Methodology including test cases and test plan and Test Results</li> <li>▶ Core application perpetual license along with source code</li> <li>▶ Server and client edition usage</li> </ul>

Section 5: Scope of Work

Sr. No.	Scope of Work	Milestone	Date of Submission from 'T'	Payment Milestone	Deliverables (Reports/ Documents/ Infrastructure)
					perpetual licenses in the name of the purchaser for the various middleware/ Portal/ and third party tools used by the System Integrator to run the application. (with 3 years OEM Support) ▶ UAT Acceptance
4.	Setting up of Data Center and Disaster Recovery Center	Supply, Installation, Configuration and Commissioning of Server Side Infrastructure	T + 16 Weeks	M2	▶ Supply, Installation, Configuration and Commissioning of Server Side Infrastructure at both DC and DR ▶ Supply, Installation, Configuration and Commissioning of Storage infrastructure ▶ Installation, Configuration and Commissioning of Network between DC/DRC ▶ Supply, Installation, Configuration and Commissioning of Replication infrastructure ▶ Supply, Installation, Configuration and Commissioning of Biometric Solution ▶ Supply, Installation, Configuration and Commissioning of other solutions like EMS, Audit Log Solution, Antivirus etc.
5.	Procurement and Installation of IT and Non IT Infrastructure at all	Site Survey & Preparation of Site survey report	T + 12 Weeks		▶ Site survey Report ▶ Hardware Deployment Plan, Testing Plan and Methodology ▶ Bill of Material for requisite hardware

Section 5: Scope of Work

Sr. No.	Scope of Work	Milestone	Date of Submission from 'T'	Payment Milestone	Deliverables (Reports/ Documents/ Infrastructure)
	project locations				items with make/ model/ qty (site-wise)
6.		Installation and Commissioning of Hardware and Network at State Nursing Councils as per BoM Clause 5.3 of this document	T + 18 Weeks	M3	<ul style="list-style-type: none"> <li>▶ Item Delivery Report, inspection reports (component - wise)</li> <li>▶ Infrastructure security and IP Policy with detailed specifications</li> <li>▶ Site Completion/ readiness Report</li> </ul>
7.	Training and Change Management	Perform activities as per the scope defined in para 4.1.6 of this document	T + 22 Weeks	M5	<ul style="list-style-type: none"> <li>▶ Training Plan</li> <li>▶ Training manual</li> <li>▶ Trainees Feedback</li> </ul>
8.	Rollout of NRTS – Go – Live	<b>GO-Live</b> <ul style="list-style-type: none"> <li>▶ Publish Web portal for public Use</li> <li>▶ Obtaining required approvals and procedural formalities for hosting</li> </ul>	T1 = T + 25 Weeks	M6	<ul style="list-style-type: none"> <li>▶ Final Acceptance (FAT)</li> <li>▶ Installation Manuals</li> <li>▶ User manual (Role wise)</li> <li>▶ Asset Management Policy</li> <li>▶ Backup &amp; Recovery Policy</li> <li>▶ Access Control Policy</li> <li>▶ Incident Management Policy</li> <li>▶ Change management plan development</li> <li>▶ Transfer of License in name of purchaser</li> </ul>

Section 5: Scope of Work

Sr. No.	Scope of Work	Milestone	Date of Submission from 'T'	Payment Milestone	Deliverables (Reports/ Documents/ Infrastructure)
9.	Operation and Maintenance for a Period of three year post acceptance of the solution	<b>Implementation Support</b> <ul style="list-style-type: none"> <li>▶ Implementation support for period of 6 months as defined in section 4.1.8 of this document</li> </ul>	T2 = T 1 + 6 months	M7	<ul style="list-style-type: none"> <li>▶ Acceptance of successfully performance of Web Portal &amp; NRTS application</li> <li>▶ Monthly compliance report on incident reporting and bugs fixing</li> </ul>
10.		FMS during O&M phase Perform activities defined in para 4.10 for 3 years from Go-Live For IT and Non-IT infrastructure provided at INC and SNC office locations	T2 + 2.5 years	M8	<ul style="list-style-type: none"> <li>▶ Report from (SN 1 to 11) defined in para 4.10.5, Operation &amp; management/ facility management section of this document</li> </ul>

Sr. No.	Scope of Work	Milestone	Date of Submission from 'T'	Payment Milestone	Deliverables (Reports/ Documents/ Infrastructure)
11.	Support web portal & NRTS application	<p><b>Support Web Portal &amp; NRTS Application</b></p> <p>Perform activities related to maintenance of web portal &amp; NRTS application, defined in Para 4.1.9.4) Operation &amp; Maintenance /Facility Maintenance services for a period of 3 years from Go-Live</p>			<p>▶ Report from (SN 12 to 14) defined in para 4.10.5, Operation &amp; management/ facility management section of this document</p>

**Note:** It may be noted that the contract will be signed within 30 days of selection of the System Integrator.

The Go-Live should be completed within 25 weeks of signing of contract. This will be followed by 6 months of implementation support and operations & maintenance phase for 2.5 years post successful commissioning of the project.

Deliverables/ Reports, if any, mentioned elsewhere in this RFP document would also be accounted for while ascertaining the successful completion of the respective Phase of the project and the System Integrator would submit the same as per the requirement of INC.

## 5.2 Payment Schedule

Table 17: Payment Schedule

S. No	Project Milestone	Payment Milestone	Payment (percentage of total contract value)
1.	Perform System Study and Prepare SRS	M1	2%
2.	Supply, Installation, Configuration and Commissioning of Server Side Infrastructure at DC and DR	M2	10%
3.	Installation and Commissioning of Hardware and Network at State Nursing Councils as per BoM Clause 5.3 of this document  <i>This payment would be divided into 25 equal installments. Bidder would be paid equated installment on completion of installation at each SNC</i>	M3	10%
4.	Development and Deployment of web portal and NRTS application	M4	5%
5.	Training and Change Management	M5	3%
6.	<b>GO-Live</b> ▶ Publish Web portal for public Use ▶ Obtaining required approvals and procedural formalities for hosting	M6	10%
7.	Operation and Maintenance – implementation support for 6 months	M7	10%
8.	Operation and Maintenance for a Period of 2.5 year post acceptance of the solution	M8	50% of the total value would be paid in equated quarterly installments during the remaining period of the contract

### 5.3 Bill of Material

The indicative Bill of Materials only for the one-time investment is provided below. System Integrator is expected to conduct an independent study to arrive at the items and the optimum number of each of the items. The System Integrator shall provide specifications of the proposed products as per **Section 6** of this document.

Table 18: Bill of Materials (Indicative only)

Sr. No	Item	Number required	Availability Mode
<b>Servers</b>			
<b>DC and DR</b>			
1.	Web Servers	As required	With HA in DC
2.	Application	As required	With HA in DC
3.	Database	As required	With HA in DC
4.	Biometric De-Duplication and authentication server	As required	
5.	DNS	As required	
6.	Authentication	As required	
7.	Anti-virus		
<b>Only DC</b>			
8.	EMS	As required	
9.	Audit log	As required	
10.	SSL Certificate	As required	
<b>Network</b>			
11.	Office Router	As required for each SNC office and INC office	
12.	Office LAN Switch		
<b>NRTS Application</b>			
13.	Biometric Solution	As required	
14.	EMS	As required	
15.	Operating Systems	Based on number of desktops and Servers	
16.	Audit log solution	As required	
17.	Antivirus	Based on number of desktops and Servers	
18.	Application server software	As required	
19.	Database Software	As required	
<b>Office Hardware</b>			
20.	Desktops	4 desktops at each SNC office	
21.	Card Printer	1 at each SNC office	
22.	Passbook Printer	1 at each SNC office	
23.	Fingerprint Slap Scanner	2 at each SNC office	
24.	Digital Camera	2 at each SNC office	
25.	Office LAN	As required	
26.	Switches/routers	As required	

The above table provides minimum requirements of servers to be in HA mode. The System Integrator must assess the requirements as per the Solution stack proposed.



## 5.4 Data details of INC

The following list is intended to provide an indication of the amount of data / number of consumers of INC.

Table 19: Data estimates

Number of nurses registered with INC	~15,00,000
Number of additional increase in registered nurses	~1,20,000 per annum
Number of Nursing colleges approved by INC	~ 3000
Number of users at INC	~15 users
Number of users at each SNC	~ 5
Concurrency of internal users of INC/ SNC	Above 80%

## 5.5 Constitution of the Team

### 5.5.1 Overview

- System Integrator shall provide adequate number of personnel each responsible for a specific role within the system. System Integrator must provide clear definition of the role and responsibility of each individual personnel.
- System Integrator shall have a defined hierarchy and reporting structure for various teams that shall be part of the project.
- All the concerned staff shall log an attendance on a daily basis at their respective reporting location.
- System Integrator shall ensure that all the personnel identified for this project have high level of integrity. System Integrator shall obtain an undertaking from each of the personnel assigned and the same shall be submitted to INC as and when demanded.
- The following table provides an indicative list of resource categories and the minimum resource requirements estimated for the different sites. However, System Integrator shall independently estimate the teams size required to meet the requirements of Service Levels as specified as part of this RFP. System Integrator shall propose qualified technical personnel with adequate skills levels to manage the infrastructure.

Table 20: Resource Requirement

S. No	Resource Category	No. of resources (minimum)	Head Quarters (Hours * Days) – Minimum	SNC - Minimum
1	Helpdesk	2	9.5*6 (Monday – Saturday) 9.30 AM to 7 PM	
2	Handholding staff	52 (2 at each SNC office and 2 for INC office)		9.5*6 (Monday – Saturday) 9.30 AM to 7 PM

**Note: x\*y implies personnel availability for 'x' hours on 'y' number of days in a week.**

- System Integrator must ensure that the minimum number and type of Key and Non-Key Personnel and minimum person-months as sought by INC specified are proposed, failing which the bid shall be considered as non-responsive. System Integrator can provide additional effective person-months and/or modify the staffing schedule on the basis of their estimate of effort required to complete the terms of reference given in of the RFP.
- System Integrator shall provide sufficient Non-Key Personnel in addition to the minimum Non-Key Personnel to complete the terms of reference. System Integrator need not submit the names of such Non-Key Personnel along with the bid response.
- System Integrator can offer more than one key personnel for a role to improve the quality of key personnel keeping in mind the terms of reference given in the RFP. The effective man months of such key personnel will be added for the role.
- The following clauses define the skill sets and qualification requirement for each of the resource categories.

## **5.5.2 Key Personnel**

### **5.5.2.1 Project Director**

- (S)He shall be responsible for organizing, planning, directing, and coordinating the overall program effort.
- (S)He shall be responsible for allocating resources to the project.
- (S)He shall be responsible for conflict management, issue and dispute resolution.
- (S)He shall participate in all fortnightly / monthly project meetings and project review meetings.
- (S)He shall review quality of project deliverables to ensure compliance with the agreed quality measures and standards.
- (S)He shall ensure compliance to the terms and conditions of the Contract and NDA signed with INC.
- (S)He shall have a minimum of 12 years experience in IT with minimum 6 years in Project Management.
- (S)He shall be available at least for one full day per month.

### **5.5.2.2 Project Manager**

- (S)He shall be at the onsite office as designated by INC.
- (S)He shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract.
- (S)He shall be responsible for organizing, planning, directing, and coordinating the overall program effort.
- (S)He shall participate in the steering committee meetings.
- (S)He shall be responsible for overall Project Planning.
- (S)He shall be responsible for managing the team resources and ensuring their optimum allocation.
- (S)He shall review the integration test plan for completeness and correctness.

- (S)He shall manage integration testing along with Solution Architect (Software) and Testing Engineers.
- (S)He shall prepare Performance Test Plan which shall specify the business transactions that shall be tested for performance.
- (S)He shall be responsible for organizing, planning, directing, and coordinating FMS Engineer (s).
- (S)He shall have extensive experience and proven expertise in managing similar multi-task contracts of this type and complexity.
- (S)He shall have a thorough understanding and knowledge of the principles and methodologies associated with program management, vendor management, quality assurance metrics and techniques, and configuration management tools.
- (S)He shall have a minimum of 10 years' experience in IT with minimum 4 years in Project Management.
- (S)He shall be B.Tech./B.E. with post graduate
- (S)He shall have PMP or an equivalent certification.
- (S)He shall be available onsite for full time during project implementation.

#### 5.5.2.3 **Solution Architect (Software)**

- (S)He shall be responsible for creating or selecting the most appropriate architecture for a system (or systems), such that it suits the business needs, satisfies user requirements, and achieves the desired results under given constraints.
- (S)He shall create Overall technical design (System Design Document - SDD) of the system consisting of project standards, the functional design and the database design - the blueprints which provide the map.
- (S)He shall facilitate High level planning for the development - overall steps for creation of the solution (Low Level Design – LLD) from the blueprints.
- (S)He shall develop integration test cases and include these in integration test plan. These test cases shall focus primarily on testing the interfaces of the modules. Each test case shall be described along with the input and output data, and the results expected after each test case.
- (S)He shall have a thorough understanding of the technical and quality standards and ensure adherence to those in order to maximize the future investment value and minimizing costs.
- (S)He shall be most visible during the requirements and design stages of a project lifecycle, but shall proactively monitor the adherence of the implementation to the chosen architecture during all iterations.
- (S)He shall have extensive experience in implementing specific security architectures of similar complexity as described in the RFP.
- Relevant certification for the proposed solution would be preferred.
- (S)He shall have a minimum 6 year experience in IT/ architecture design.

#### 5.5.2.4 **Solution Architect (Infrastructure and Hardware)**

- The Infrastructure Architect shall have the capability to design platform solutions to support applications, including their integration with database, network, and storage solutions.
- (S)He shall possess extensive detailed working knowledge and acumen in enterprise architecture best practices, including, but not limited to, logical and physical data architectures, network communications, operating systems, applications, data base servers, application servers, web servers, server consolidation, server performance, middleware, etc.
- (S)He shall have the ability to address specialized and complex infrastructure architectural issues. (S)He shall have extensive experience in infrastructure architecture discipline(s) of similar complexity as described in the RFP.
- Relevant certification for the proposed solution would be preferred.
- (S)He shall have a minimum of 6 year experience in designing and implementation of similar infrastructure.

#### 5.5.2.5 **Solution Architect (Network & Security)**

- The Solution Architect should have the capability to address key security and privacy requirements of the network. (S)He should implement using appropriate technologies and thereby design secure network solutions.
- (S)He should have specialization on a range of solutions, including, but not limited to, making appropriate use of PKI, intrusion detection / prevention, VPN, single sign-on, firewalls, and all elements of network-level security.
- (S)He should possess extensive knowledge and experience in network technology, network design, operations, encryption, information access, and authentication processes.
- (S)He should provide solutions to complex security-related architectural issues.
- (S)He should have extensive experience in implementing specific network architectures of similar complexity as described in the RFP.
- Diploma / Relevant certification in networking would be preferred.
- (S)He should have a minimum of 6 year experience in designing and implementation of similar network infrastructure.

#### 5.5.2.6 **Business Analyst**

- (S)He shall have an ability to understand the complexities of the Business and understand the requirements from business users.
- (S)He shall work with the business users of the applications and Programmers to translate the business needs and requirements into Functional specifications which can be used by the Programmers for implementation.
- Provide guidance to INC on devising effective and efficient approaches to achieve the project objectives.
- (S)He shall be able to analyze and map processes (current state/future state).
- (S)He shall be able to produce high quality documentation.
- (S)He shall be responsible for reporting status and issues to the Project Manager.

- (S)He shall act as a liaison between the technology and domain.
- (S)He shall understand the requirements from the Functions' perspective and translate them into a form (System Requirements Specifications) that can be understood and acted on by the application development and maintenance team.
- (S)He shall assist the Project Manager, Solution Area Module Leader in analyzing the requirements in terms of efforts, time, and costs.
- (S)He shall assist the QA Team Leader and Testing Engineers in preparation of test plans, test cases, test data, etc.
- (S)He shall assist during User Acceptance Testing & Implementation activities.
- (S)He shall review and provide guidance to Technical Writers while drafting User Manuals, Training Materials, FAQs, etc.
- (S)He shall have a minimum of 4 year experience as Business Analyst in IT industry (Quality & Relevance).

#### 5.5.2.7 Subject Matter Expert – Nursing Domain

- (S)He shall review and provide guidance the technical team of system integrator
- (S)He shall review all deliverables/ business requirements/ system design documents made by project team
- (S)He shall suggest impact on policies/ Act based on changes done by technology introduction
- (S)He shall have a minimum of 8 years of experience in nursing domain and should hold at least basic graduate degree in science.

### 5.5.3 Non - Key Personnel

#### 5.5.3.1 Post Implementation Project Manager

- (S)He shall be responsible for the overall contract performance after the go-live of the solution
- (S)He shall be responsible for organizing, planning, directing, and coordinating the overall program effort in the post-implementation phase
- (S)He shall participate in the steering committee meetings.
- (S)He shall be responsible for managing the team resources and ensuring their optimum allocation.
- (S)He shall review the integration test plan for completeness and correctness.
- (S)He shall manage integration testing along with Solution Architect (Software) and Testing Engineers.
- (S)He shall prepare Performance Test Plan which shall specify the business transactions that shall be tested for performance.
- (S)He shall be responsible for organizing, planning, directing, and coordinating FMS Engineer (s).
- (S)He shall have extensive experience and proven expertise in managing similar multi-task contracts of this type and complexity.

- (S)He shall have a thorough understanding and knowledge of the principles and methodologies associated with program management, vendor management, quality assurance metrics and techniques, and configuration management tools.
- (S)He shall have a minimum of 10 year experience in IT with minimum 4 years in Project Management.
- (S)He shall have PMI or an equivalent certification.
- (S)He shall be available onsite for at least one full day per week.

#### 5.5.3.2 Programmers

- (S)He shall be able to carry out analysis of the software requirements and prepare detailed specifications of the requirements.
- (S)He shall be responsible for covering the cycle of implementation to unit and integration testing for the application allocated to him/her.
- (S)He shall translate the SRS into the selected programming language to create source code and executables.
- (S)He shall undertake unit testing the same using the unit test plan prepared during detailed design phase. The defects found in this testing shall be logged and the programmer shall remove the identified defects.
- (S)He shall be responsible for identifying and escalating any issues – technical/business rules in the application allocated to him and their timely resolution.
- (S)He shall be responsible for using the development/testing and quality standards and best practices established in the project.
- (S)He shall ensure relevant documentation related to the application.
- (S)He shall be responsible for tuning the application as per the Performance Testing results.
- (S)He shall conduct UAT/ System Testing / defect fixing.
- (S)He shall report the status to the respective Module Leader.
- (S)He shall have prior experience of software development expertise in the module allocated to him.
- (S)He shall have prior experience in at least one of the technologies involved in the module allocated to him.
- (S)He shall have an overall IT experience of more than 3 years.

#### 5.5.3.3 Testing Engineers (System and Performance)

- (S)He shall write System Test cases and Performance Test cases.
- (S)He shall update System Testing Specification or Performance test specifications.
- (S)He shall incorporate review comments.
- (S)He shall create appropriate data sets, test scenarios, automated testing related scripts, etc.
- (S)He shall conduct System Testing / Performance testing of the application.
- (S)He shall conduct performance testing on a fixed/ predefined data set and concurrent users using automated testing tools.
- (S)He shall prepare relevant scripts and datasets for testing the application performance.

- (S)He shall log and verify the Testing defects.
- (S)He shall report the status to the respective Solution Area Project Leader.
- (S)He shall have an overall IT experience of more than 2 years. (S)He shall have experience of minimum 1 year in testing and hands-on experience in using automated tools for performance testing.

#### 5.5.3.4 **Technical Writer**

- (S)He shall understand the application functionality to draft project related deliverables.
- (S)He shall draft project related deliverables such as User Manuals, Training Materials, Installation & Deployment Manuals, Troubleshooting Guides, FAQs, etc.
- (S)He shall have minimum 2 years of experience in technical writing related to software applications.
- (S)He shall be a graduate by qualification.

#### 5.5.3.5 **Hand-holding staff**

- Handholding personnel must be graduate by qualification and familiar with basic IT support functions.
- (S)He shall undergo comprehensive application training.
- (S)He shall be well trained with Application and shall be able to support the day-to-day working of SNC offices
- (S)He shall be fluent in use of applications installed at SNC
- (S)He shall have a minimum of 2 year experience in IT industry

**5.5.4 Expected effort from Key personnel deployed by System Integrator**

Table 21: List of personnel

Sr. No.	Role	Key Personnel / Non- key personnel	Number of personnel	Minimum number of person-months expected
1.	Project Director	Key Personnel	1	1
2.	Project Manager	Key Personnel	1	6
3.	Post implementation Project Manager	Non-Key Personnel	1	6
4.	Solution Architect (Software)	Key Personnel	1	3
5.	Solution Architect (Infrastructure and Hardware)	Key Personnel	1	3
6.	Software Architect (Network & Security)	Key Personnel	1	3
7.	Business Analyst	Key Personnel	1	2

Legend:

Post go-live requirement



## 5.6 INC and SNC's Office Locations

The current addresses of office locations are mentioned below. These may or may not change during the contract period. However SNC would be located in State Capitals.

Table 22: Office Locations

S. No.	Location	Address
1.	INC Office	Combined Councils Building, Kotla Road, Opp. Mata Sundri College, New Delhi - 110002
2.	Kerala Nurses and Midwives Council	Red Cross Road, Thiruvananthapuram-695035. (Kerala)
3.	Maharashtra Nursing Council	IInd Floor, Nurses Hostel, E.S.I.S. Hospital Campus, Mulund West, Mumbai :- 400 080, (Maharashtra)
4.	Manipur Nursing Council	Medical Directorate, Lamphelpat, Imphal West-795004. Manipur
5.	Orissa Nurses and Midwives Council	HOD Building, Bhubaneswar – 751 001, (Orissa)
6.	West Bengal Nursing Council	8, Lyons Range, 4th Floor, Mitra Building, Kolkata - 700 001, West Bengal.
7.	Tripura Nursing Council	Directorate of Health Services Building, 3rd floor, Pt. Nehru Complex, Agartala-799006 (Tripura West)
8.	Meghalaya Nursing Council	Office of the D.H.S (MI), Meghalaya, Shillong.
9.	Delhi Nursing Council	Ahilaya Bai College of Nursing Building, LNJP Hospital, New Delhi-110002.
10.	Mizoram Nursing Council	Civil Hospital Complex, Dwarpoi, Aizwal, Mizoram-796001
11.	Uttar Pradesh Nurses and Midwives Council	5 –Servapalli, Mall Avenue Road, Lucknow – 226 001 (Uttar Pradesh).
12.	Rajasthan Nursing Council	B – 39, Sardar Patel Marg, C-Scheme, Jaipur, Rajasthan
13.	Karnataka Nursing Council	# 71, Nightingale Towers, Gandhinagar, Bangalore-560009, Karnataka.
14.	Gujarat Nursing Council	State Council's House, Opp. Maniben Ayurvedic Govt. Hospital, Asarwa, Ahmedabad :- 380 016 (Gujarat)
15.	Nursing Council of Uttarakhand	Directorate General Office, Medical Health & Family Welfare, Danda Lakhond, P.O. Gujrara, Sahasradhara Road, Dehradun, Uttarakhand-248001.
16.	Punjab Nurses Registration Council	SCO 109, Sector 40-C , Chandigarh, Punjab
17.	Haryana Nursing Council	SCO No.03, Sector 20 – D, Near Labour Chowk, Dakshini Marg, Chandigarh :- 160 020 (Haryana)
18.	Tamil Nadu Nurses and Midwives Council	140, Santhome High Road, Mylapore, Chennai: - 600 004. (Tamil Nadu)

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Section 5: Scope of Work

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<b>S. No.</b>	<b>Location</b>	<b>Address</b>
19.	Assam Nurses Midwives & Health Visitor Council	O/o The Directorate of Health Services, Hengrabari, Gawahati - 781036 (Assam).
20.	Himachal Pradesh Nurses Registration Council	Old Dental College Building, Near IGMC, Shimla – 171001 (Himachal Pradesh)
21.	Bihar Nurses Registration Council	Vikas Bhawan, New Secretariat, Bailey Road, Patna - 800015 (Bihar)
22.	Madhya Pradesh Nurses Registration Council	Flat No.7-8&8 Illrd Floor, Gomantika Parisar, Jawahar Chouk, Bhopal – 462003, M.P.
23.	Jharkhand Nurses Registration Council	G.N.M. Nurses Hostel, Rajendra Medical Institute. Ranchi-834009, Jharkhand.
24.	Andhra Pradesh Nurses & Midwives Council	Sulthan Bazar, Hyderabad-500095, Andhra Pradesh
25.	Chattisgarh Nursing Council	Old Nurses Hostel, Dte. Of Health Services, Mantralaya Parisar, Raipur, Chhattisgarh

## Technical Requirements Specifications - Hardware

Item	Description
1.1	Database Server
1.2	Other Server
1.3	Core Switch - DC
1.4	DC Rack
1.5	Blade Chasis
1.6	WAN Router DC
1.7	Intranet Firewall
1.8	Office Router
1.9	16 Port NW Switch
1.10	Desktops
1.11	Card Printer
1.12	Passbook Printer
1.13	Fingerprint Reader
1.14	Digital Camera

<b>Instructions for filling Annexure</b>	
1	It is <b>mandatory</b> to fill up <b>all sheets</b> provided under this <b>Annexure</b>
2	Bidder should fill up the specification sheets in the given format using MS-Excel.
3	Bidder should ensure that none of the listed parameters are modified, deleted and no additional parameter is added. (Remarks, if any, should be indicated separately in the Remarks column)
4	In case the Bidder is proposing any additional product category that is not listed in this section, he may use additional sheets.
5	In case the software proposed by the Bidder has multiple modules/components that are priced and sold separately, the Bidder should use additional sheets for each such module/component and include the licensing policy and number of licenses proposed for the same in the respective sheets. The same should also be reflected in the Commercial Bid format as new line items with the above said references.
6	Wherever <b>minimum requirements</b> are specified, it is <b>mandatory</b> to indicate with a YES or NO, whether the solution being offered <b>complies to the minimum requirements</b> stated. In case of non-compliance, Details/remarks must be provided.
7	It is mandatory to fill up the "Bidder's Response" column against all the listed parameters / features.
8	<b>Incomplete/ missing information or information not adhering to the prescribed format may not be considered during evaluation of bid and/or for award of marks.</b>
9	The Bidder is advised not to make any changes to any information in the functional requirements. For example, insert a row or delete a row or modify any other information like change the functionality required, etc. In case the bidder modifies any information the response would be rejected.

## Technical Requirements Specifications - Hardware

### Database server

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
DBS.REQ.001	Processor	Latest Generation x86-64 Bit Minimum 2.20 GHz with 8Core and 16MB Cache		
DBS.REQ.002	Number of Processors	Offered Server should be configured with 4 (Four) Processors		
DBS.REQ.003	Memory	At least 128GB DDR3 Memory Per Server		
DBS.REQ.004	Memory Scalability	1TB DDR3 better/higher is acceptable.		
DBS.REQ.005	Interface Port	Blade server should support Ethernet and fiber channel connectivity OR Converged Network Adapters in lieu of the same. The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric		
DBS.REQ.006	Network	The server should provide a minimum of 36Gb aggregate bandwidth per blade server		
DBS.REQ.009	Internal RAID	Internal RAID Controller should be able to do RAID 1,0		
DBS.REQ.010	Internal HDD	Minimum 2 * 600GB Internal SAS Hot Swap HDD (10k rpm or higher)		
DBS.REQ.011	Warranty	Critical Components like CPU, Memory, SSD / HDD & PCI Slots (Preferable) should be covered		
DBS.REQ.012	OS & Virtualization Infrastructure Support	Should support the following - MS Windows, RHEL, SLES, Oracle Solaris (Preferable), VMWare Vsphere & Microsoft HyperV		
DBS.REQ.013	Power Supply Redundancy	The supporting chassis should have redundant power supply.		
DBS.REQ.014	Form Factor	Full Blade		
DBS.REQ.015	Operating System Support	Microsoft Windows Server Microsoft Windows Server Hyper V Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) Vmware		
DBS.REQ.016	Application Support	SQL/ Oracle/ DB 2		
DBS.REQ.017	Warranty Support (parts/labor/onsite)	3/3/3 with 24x7 with 4 hour response		

## Technical Requirements Specifications - Hardware

Other servers				
Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
SER.REQ.001	Processor	Latest Generation x86-64 Bit Minimum 2.20 GHz with 8Core and 16MB Cache		
SER.REQ.002	Number of Processors	Offered Server should be configured with at least 2 Processors		
SER.REQ.003	Memory	Minimum 64 GB DDR3 or equivalent RAM of highest frequency as applicable in the quoted model to be offered per server. Memory should support ECC and memory mirroring upgradable up to 512GB		
SER.REQ.005	Network	The server should provide a minimum of 36Gb aggregate bandwidth per blade server		
SER.REQ.008	Internal HDD	Minimum 2* 600GB Internal SAS SFF Hot Plug HDD Per Server (10k rpm or higher)		
SER.REQ.009	DVD	Should support internally, externally or virtually on network		
SER.REQ.010	Power Supplies	Redundant Hot-Swappable Power Supplies Configured in N+1 Mode		
SER.REQ.011	Fans	Redundant Hot Swappable Fans		
SER.REQ.012	Warranty	Critical Components like CPU, Memory, HDD and PCI Slots should be covered		
SER.REQ.013	OS & Virtualization Infrastructure Support	MS Windows, RHEL, SLES, OEL, Oracle Solaris, VMWare VSphere & Microsoft HyperV		
SER.REQ.014	I/O & Power Supply Redundancy	The supporting chassis should have redundant power supply. The server should have redundant I/O		
SER.REQ.015	Form Factor	Half Width		
SER.REQ.016	Operating System Support	Microsoft Windows Server Microsoft Windows Server Hyper V Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) Vmware		
SER.REQ.018	Warranty Support (parts/labor/onsite)	3/3/3 with 24x7 with 4 hour response		

## Technical Requirements Specifications - Hardware

Core Switch - Data Center (Server Room) in HA mode				
Sr. No.	Item	Minimum Requirement Description	Compliance (Yes / No)	Deviations / Remarks
CSW.REQ.001	Hardware features	Proposed network device must be 19" rack mountable		
CSW.REQ.002	Hardware features	Network Infrastructure equipment must use 240V AC power.		
CSW.REQ.003	Hardware features	Must have Redundancy Power Supply Units (PSUs).		
CSW.REQ.004	Hardware features	Must have redundant of other components such as fans within network equipment.		
CSW.REQ.005	Hardware features	Must have redundant CPU/processor cards.		
CSW.REQ.006	Hardware features	Support Redundancy for CPU cards in switching over, to allow the standby CPU to immediately take over in sub-second time scales in the event of a failure.		
CSW.REQ.007	Hardware features	All components (including elements such as I/O cards, CPUs, power supplies and fans) must be hot swappable with zero disruption to traffic forwarding (Unicast or multicast).		
CSW.REQ.008	Hardware features	Must have minimum 4 modular slots and 2 should be dedicated for I/O modules.		
CSW.REQ.009	Hardware features	For high availability & performance must have two supervisory engine		
CSW.REQ.010	Hardware features	Chassis Switching Fabric Must be capable of delivering greater than 200Gbps per I/O slot. This switching speed in one direction, i.e. total of minimum 400 Gbps per slot.		
CSW.REQ.011	Hardware features	The switch should support minimum 16K IPv4 and IPv6 unicast routes and 8K of IPv4 and IPv6 Multicast Routes.		
CSW.REQ.012	Scalability	Chassis Must support minimum following port configuration on skidded I/O modules, any of the following port configuration should be available on demand just replacing the I/O Modules: > Minimum 40 x10 Gigabit Ethernet ports > Minimum 6 x 40 Gigabit Ethernet ports		
CSW.REQ.013	Scalability	Must support port channeling or equivalent across multiple chassis.		
CSW.REQ.014	Scalability	Physical standards for Network Device Should support Ethernet (IEEE 802.3, 10BASE-T), Fast Ethernet (IEEE 802.3u, 100BASE-TX), Gigabit Ethernet (IEEE 802.3z, 802.3ab), Ten Gigabit Ethernet (IEEE 802.3ae)		
CSW.REQ.015	Scalability	Software based standards for Network Device Must support IEEE 802.1d - Spanning-Tree Protocol, IEEE 802.1w - Rapid Spanning Tree, IEEE 802.1s - Multiple Spanning Tree Protocol, IEEE 802.1q - VLAN encapsulation, IEEE 802.3ad - Link Aggregation Control Protocol (LACP), IEEE 802.1ab - Link Layer Discovery Protocol (LLDP), IEEE 802.3x Flow Control		
CSW.REQ.016	Scalability	Must support auto-sensing and auto-negotiation (Link Speed/Duplex)		
CSW.REQ.017	Scalability	Routing protocol support: Static IP routing, OSPF, BGPv4, MP-BGP, BGP Route		
CSW.REQ.018	Scalability	Should support Bidirectional Forwarding Detection (BFD) for OSPF, IS-IS and BGP		
CSW.REQ.019	Scalability	The network infrastructure must allow for multiple equal metric/cost routes to be utilized at the same time		
CSW.REQ.020	Scalability	Hardware must support FCOE ports		
CSW.REQ.021	Scalability	Must have the ability to complete hitless software upgrades with zero interruption to services or data forwarding		
CSW.REQ.022	Scalability	Should support 802.1Q-in-Q (VLAN Stacking)		
CSW.REQ.023	Scalability	IEEE 802.3ad Link Aggregation or equivalent capabilities		
CSW.REQ.024	Scalability	IPv6 functionality		
CSW.REQ.025	Scalability	Must be IPv6 capable. If IPv6 compliance/support is not available, please identify if compliance is defined in device roadmap along with a timeframe		
CSW.REQ.026	Scalability	IP Version 6 (IPv6) must be supported in hardware		
CSW.REQ.027	Scalability	Must support Static IPv6 routing, OSPFv3		
CSW.REQ.028	Scalability	Should support both IPv4 and IPv6 routing concurrently. There should be the ability to tunnel IPv6 within IPv4.		
CSW.REQ.029	Scalability	Supported IPv6 features should include: DHCPv6, ICMPv6, IPv6 QoS, IPv6 Multicast support, IPv6 PIMv2 Sparse Mode, IPv6 PIMv2 Source-Specific Multicast, Multicast VPN		
CSW.REQ.030	Scalability	Device must support multicast in hardware		
CSW.REQ.031	Security features	Must support multiple privilege levels for remote access (e.g. console or telnet access)		
CSW.REQ.032	Security features	Must support Remote Authentication Dial-In User Service (RADIUS) and/or Terminal Access Controller Access Control System Plus (TACACS+)		
CSW.REQ.033	QoS features	Must support IEEE 802.1p class-of-service (CoS) prioritization		
CSW.REQ.034	QoS features	Must support rate limiting (to configurable levels) based on source/destination IP/MAC, L4 TCP/UDP		
CSW.REQ.035	QoS features	Must have the ability to complete traffic shaping to configurable levels based on source/destination IP/MAC and Layer 4 (TCP/UDP) protocols		
CSW.REQ.036	QoS features	There should not be any impact to performance or data forwarding when QoS features		
CSW.REQ.037	QoS features	Must support a "Priority" queuing mechanism to guarantee delivery of highest-priority (broadcast critical/delay-sensitive traffic) packets ahead of all other traffic		
CSW.REQ.038	QoS features	Must support ability to trust the QoS markings received on an ingress port		
CSW.REQ.039	Management features	Must support SNMP V1, V2, V3 and be MIB-II compliant		
CSW.REQ.040	Management features	Must support SNMP traps (alarms/alerts) for a minimum of four destinations		
CSW.REQ.041	Management features	Network switch should support Remote Monitoring on every port covering the following four groups (Statistics, Alarm, Event, History).		
CSW.REQ.042	Management features	Must be able to integrate with all standard Network Management Systems, including HP Open View Suite, Netcool and Infovista		
CSW.REQ.043	Management features	Should support flow based traffic analysis features and the ability to export of network IP flow information.		
CSW.REQ.044	Management features	Must support Network Timing Protocol (NTPv3) and should support the following: • Configuration of more than one NTP server • Specification of a local time zone • NTP authentication		
CSW.REQ.045	Port requirement from Day 1	Each Core Switch should be provided with 20 x 10G Ports since Day 1		
CSW.REQ.046	Port requirement from Day 1	SI has to propose the required transceivers as per their design		

## Technical Requirements Specifications - Hardware

### Rack - Data Center (Server Room)

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
RACK.REQ.001	Make			
RACK.REQ.002	Model			
RACK.REQ.003	Form Factor / Dimension	42U (600x1000)		
RACK.REQ.004	Material	Aluminum		
RACK.REQ.005	Cooling	Provision for heat dissipation for side-to-side and Front-to-Back units		
RACK.REQ.006	Cable Entry	Top and Bottm gland cable Entry trays with brush		
RACK.REQ.007	Side Panels	Full Side Panels for both sides		
RACK.REQ.008	Front Door	Front door with latch and ventilation holes.		
RACK.REQ.009	Back Door	Back door with latch and ventilarton holes.		
RACK.REQ.010	PDU	2* Dual 32 A PDU		
RACK.REQ.011	Power Outlets	2* 16 receptacle Power Connectors each connected to separate PDUs		
RACK.REQ.012	Extra Units	Keyboard Drawer, 2x fixed tray		
RACK.REQ.013	Mounting Accessories	Nuts and washers for mounting equipment and slides.		
RACK.REQ.014	Cable Managers	Adequate cable managesr for units.		
RACK.REQ.015	Depth Support	4 * Depth Support channels		



## Technical Requirements Specifications - Hardware

### Blade Chassis

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
BCH.REQ.001	Blade Chassis	Solution to house the required number of blade servers in smallest number of enclosure		
BCH.REQ.002		Same enclosure should support Intel Xeon/ AMD Opteron or RISC/EPIC blades. Enclosure should also support Unix/ Linux and Windows Operating environment.		
BCH.REQ.003		Should have Hot Pluggable & Redundant Management Modules / solution		
BCH.REQ.004		Should provide a highly reliable and high performance design in the blade enclosure with no single point of failure. Should provide detailed technical information.		
BCH.REQ.005		Should be able to accommodate the blade servers mentioned in the sections below in the proposed blade enclosures.		
BCH.REQ.006		The Midplane/Backplane, all interconnect switches the power bus running across the chassis should be in redundant configuration Chassis connectivity to the TOR switch must be able to provide a minimum of 8Gbps per blade server (with redundancy ) and 4Gbps sustained per blade server (with 1 connectivity module failure) in the chassis		
BCH.REQ.007		Support simultaneous remote access for different servers in the enclosure.		
BCH.REQ.008	LAN Interconnect	Two or Four network ports from each of the servers in the enclosure should be available on 10 Gigabit LAN switch / Link Aggregation Module / Pass-through to connect to external network devices..		
BCH.REQ.009	Fibre Channel Interconnects	Redundant 8GB Fibre Channel Pass thru Interconnect modules / FCoE interconnect modules to direct HBA cards to SAN Switch/Storage.		
BCH.REQ.010	MAC Address & WWN Management	Blade Enclosure should preferably support management & deployment of MAC Addresses of NIC Adapters and WWN No of FC adapters at the chassis level so that replacement of a server blade does not involve Network & SAN configuration effort at the blade level		

## Technical Requirements Specifications - Hardware

### Blade Chassis

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
BCH.REQ.011	Power Supply	The enclosure should be populated fully with power supplies of the highest capacity & energy efficiency available with the vendor. Power supplies should support N+N as well as N+1 redundancy configuration, where N is greater than 1. Guaranteeing complete availability even on failure of any 2 power supplies across the enclosure		

## Technical Requirements Specifications - Hardware

### Blade Chassis

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
BCH.REQ.012	Cooling	Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics		
BCH.REQ.013	Redundancy	All interconnect switches /TOR switches the power bus running across the chassis should be in redundant configuration		
BCH.REQ.014	System Software	Management/controlling software have to be from the same OEM		
BCH.REQ.015	Power Management	Must be able to show the actual power usage and actual thermal measurement data of the servers.		

## Technical Requirements Specifications - Hardware

### WAN Router- Data Center (Server Room) in HA mode

Sr. No.	Item	Minimum Requirement Description	Compliance (Yes / No)	Deviations / Remarks
WANR.REQ.001	Functional Requirements	The router shall support 1:1 route processor/control processor redundancy, 1:1/1:N switch fabric and PSU redundancy and 1:1 service module redundancy in case any services asked for in the RFP is delivered through a service module		
WANR.REQ.002	Functional Requirements	The Core router must be based on architecture which does hardware based forwarding and switching. The processing engine architecture must be multi processor based for enhanced performance.		
WANR.REQ.003	Functional Requirements	The Core router must have onboard support for intelligent traffic measurement and analysis. The router must support flow based traffic analysis feature.		
WANR.REQ.004	Functional Requirements	The router must have hardware assisted Network Address Translation (NAT) capability as per RFC 1631.		
WANR.REQ.005	Hardware Architecture	Backplane Architecture: The back plane architecture of the router must be modular and redundant. The back plane bandwidth must be 20Gbps from day 1 and scalable to 40 Gbps		
WANR.REQ.006	Hardware Architecture	Number of Slots: The router must be chassis based with minimum 4 numbers of slots.		
WANR.REQ.007	Hardware Architecture	The router must have redundant power supply module. The router must support 220V AC or -48V DC power supply module. There should not be any impact on the router performance in case of one power supply fails.		
WANR.REQ.008	Hardware Architecture	The router processor architecture must be multi processor based and should support hardware accelerated, parallelized and programmable IP forwarding and switching.		
WANR.REQ.009	Hardware Architecture	The router in the event of failure of any one processor should switchover to the redundant processor without dropping any traffic flow. There should not be any impact on the performance in the event of active routing engine.		
WANR.REQ.010	Hardware Architecture	The router must support on line hot insertion and removal of cards. Any insertion line card should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way.		
WANR.REQ.011	Hardware Architecture	The router must have support for flash memory for configuration and OS backup.		

WANR.REQ.012	Router Performance	Should support up to 18 Mpps of Forwarding performance		
WANR.REQ.013	Router Performance	The Router solution must be a carrier-grade Equipment supporting the following: Hitless interface protection, In-band and out-band management, Software rollback feature, Graceful Restart for OSPF, BGP, LDP, MP-BGP etc.		
WANR.REQ.014	Router Performance	The router should support uninterrupted forwarding operation for OSPF, IS-IS routing protocol to ensure high-availability during primary controller card failure.		
WANR.REQ.015	Physical Interface Support	The router line card must support following interface as defined in the IEEE, ITU-T: Fast Ethernet - 10BaseT/100BaseT Ethernet as defined in IEEE 802.3 , Gigabit Ethernet - 1000BaseSX, 1000BaseLX, 1000BaseZX as defined in IEEE 802.3		
WANR.REQ.016	Physical Interface Support	The router should support Channelized STM1 interfaces to aggregate multiple E1 / sub-rate E1 circuits coming in from remote locations.		
WANR.REQ.017	Physical Interface Support	Support for 10 Gigabit Ethernet interface.		
WANR.REQ.018	Layer 3 Routing Protocols	The router must support the IPv4 and IPv6 stack in hardware and software. It must support both IPv4 and IPv6 routing domains separately and concurrently. It must also support the ability to bridge between IPv4 and IPv6 routing domains.		
WANR.REQ.019	Layer 3 Routing Protocols	The router must support RIPv1 & RIPv2, OSPF, BGPv4 and IS-IS routing protocol.		
WANR.REQ.020	IPv6 Support	Should support IP version 6 in hardware.		
WANR.REQ.021	IPv6 Support	Should support IPv6 static route, OSPFv3, IS-IS support for IPv6, Multiprotocol BGP extensions for IPv6, IPv6 route redistribution.		
WANR.REQ.022	IPv6 Support	The router shall support dual stack IPv6 on all interfaces and IPv6 over IPv4 tunneling, IPv6 Multicast protocols – Ipv6 MLD, PIM-Sparse Mode, and PIM – SSM, P6 Security Functions – ACL, IPv6 Firewall, SSH over IPv6, MPLS Support for IPv6 - IPv6 VPN over MPLS, Inter-AS options, IPv6 VPN over MPLS, IPv6 transport over MPLS		
WANR.REQ.023	IPv6 Support	The router should support for IPv6 Multicast.		
WANR.REQ.024	IPv6 Support	Should support IPv6 Quality of Service		
WANR.REQ.025	IPv6 Support	Should perform IPv6 transport over IPv4 network (6 to4 tunneling).		
WANR.REQ.026	IPv6 Support	Should support SNMP over IPv6 for management.		

WANR.REQ.027	Quality of Service	The router must be capable of doing Layer 3 classification and setting ToS/Diffserve bits on incoming traffic using configured guaranteed rates and traffic characteristics. The marking of the ToS/Diffserve bits should be non-performance impacting.		
WANR.REQ.028	Quality of Service	The scheduling mechanism must allow for expedited or strict priority routing for all high priority traffic.		
WANR.REQ.029	Quality of Service	The scheduling mechanism must allow for alternate priority routing traffic necessary to keep from starving other priority queues.		
WANR.REQ.030	Quality of Service	The router must provide facility to prioritize the SNMP traffic.		
WANR.REQ.031	Multicast Support	The multicast implementation must support source specific multicast.		
WANR.REQ.032	Multicast Support	The router must support IGMPv2 and IGMPv3.		
WANR.REQ.033	MPLS Feature	Should support all standard protocols		
WANR.REQ.034	MPLS Feature	MPLS OAM - LSP Ping/Trace route for MPLS core		
WANR.REQ.035	MPLS Feature	Multicast VPN (mVPN)		
WANR.REQ.036	Security Feature	Should support Access Control Lists at layer 2-4 in hardware. The access list parameters may be any combination of source and destination IP or subnet, protocol type (TCP/UDP/IP etc), source and destination port. There should not be any impact on the router performance upon enabling Access Lists.		
WANR.REQ.037	Security Feature	The router should support multiple levels of access or role based access mechanisms.		
WANR.REQ.038	Security Feature	Should support CPU Rate limiting and control plane policing feature to make sure the router is always available for management.		
WANR.REQ.039	Security Feature	The proposed router should support for NAT performance of 10 Gbps and 4 Gbps of encryption from day one, which can be activated by either a software/license upgrade anytime in future.		
WANR.REQ.040	Security Feature	The proposed router should have embedded support for 2000 IPsec tunnels from day one, which can be activated by either a software/license upgrade anytime in future.		
WANR.REQ.041	Router Management Feature	Console Port: It should be possible to manage a particular system locally through console port or through a telnet session over LAN/WAN.		

WANR.REQ.042	Router Management Feature	The router must support management through SNMPv1, v2 and v3		
WANR.REQ.043	Router Management Feature	The router must support RADIUS and TACACS. The router must role based access to the system for configuration and monitoring.		
WANR.REQ.044	Router Management Feature	The router must support Network Time Protocol (NTP) as per RFC 1305.		
WANR.REQ.045	Router Management Feature	The router must have DHCP server functionality so that it can be used to lease IP addresses to the end points of local area network whenever required.		
WANR.REQ.046	Port requirement from Day 1	Each Core router should be provided with 10 x 1G ports from Day 1		
WANR.REQ.047	Port requirement from Day 2	SI has to propose the required transceivers as per their design		
WANR.REQ.048	Industry Standards & Certifications	The Router should be minimum EAL3 / Applicable Protection Profile certified under the Common Criteria Evaluation Program		

## Technical Requirements Specifications - Hardware

### Intranet Firewall- Data Center (Server Room)

Sr. No.	Item	Minimum Requirement Description	Compliance (Yes / No)	Deviations / Remarks
INT.FRW.REQ.001	General Requirements	The firewall should integrate with multiple full-featured, high-performance security services, including application-aware firewall, SSL and IPsec VPN, IPS with Global Correlation.		
INT.FRW.REQ.002	General Requirements	The FW should support a comprehensive command line interface (CLI), verbose syslog, and Simple Network Management Protocol (SNMP).		
INT.FRW.REQ.003	General Requirements	The FW should be a 2 slot chassis in 1/2 RU, 19-in. rack-mountable form factor		
INT.FRW.REQ.004	General Requirements	Should have a minimum real world Multi- protocol throughput of 20 Gbps. Real world profile should include but not limited to HTTP, Bit Torrent, FTP , SMTP and IMAPv4. Throughout should be further scabale to double with clustering whenever required in future.		
INT.FRW.REQ.005	General Requirements	Maximum 3DES/AES throughput of 4gbps		
INT.FRW.REQ.006	General Requirements	Maximum interfaces 10-port 10/100/1000 and 8-port 10 Gigabit Ethernet SFP+ and should be future scalable to 20 SFP+ ports.		
INT.FRW.REQ.007	General Requirements	Maximum vlans 1000		
INT.FRW.REQ.008	General Requirements	Should have 10 Virtual Firewalls Day1 scalable to 200		
INT.FRW.REQ.009	General Requirements	The software on the firewall should support online software reconfiguration to ensure that changes made to a firewall configuration take place with immediate effect.		
INT.FRW.REQ.010	General Requirements	Should support Active/Active and Active/Standby Failover		
INT.FRW.REQ.011	General Requirements	Firewall and VPN Active/Standby failover services should be supported without any additional licenses		
INT.FRW.REQ.012	General Requirements	Should have redundant power supply		
INT.FRW.REQ.013	General Requirements	Should have 2 USB 2.0 ports		
INT.FRW.REQ.014	General Requirements	The device should have a dedicated console port		
INT.FRW.REQ.015	General Requirements	Should support integrated Ipsec and Client and Clientless SSL VPN		



INT.FRW.REQ.016	General Requirements	Should support minimum 7,000 vpn tunnels		
INT.FRW.REQ.017	General Requirements	Botnet Filtering capabilities are must. It should have it's own reputation/ dynamic database to provide dynamic filter database about Botnets providing protection against spyware, adware, malware, data tracking, adult content that are used for distribution of above etc		
INT.FRW.REQ.018	General Requirements	Should support checking of incoming and outgoing connections against a dynamic database of known bad domain names and IP addresses, and then logs any suspicious activity.		
INT.FRW.REQ.019	General Requirements	Should support Routed and Transparent mode		
INT.FRW.REQ.020	General Requirements	Firewall should support Web based (HTTP and HTTPS) configuration, and management		
INT.FRW.REQ.021	General Requirements	Firewall should support Command Line Interface using console, Telnet and SSH		
INT.FRW.REQ.022	General Requirements	Should be managed using a centralized management system		
INT.FRW.REQ.023	General Requirements	Should support Syslog server logging		
INT.FRW.REQ.024	General Requirements	The FW should support site-to-site vpn as well as Remote access vpn on the same appliance		
INT.FRW.REQ.025	General Requirements	There Performance should not be significantly affected by enabling the firewall features, SSL and IPsec encryption should be performed by dedicated hardware processors. IPS should performed by dedicated add-in modules, each with its own processors, storage, and memory		
INT.FRW.REQ.026	General Requirements	The firewall should have support for cut-through proxy and user authentication		
INT.FRW.REQ.027	General Requirements	Should support dynamic downloading and enforcement of ACLs on a per-user basis once the user is authenticated with the appliance.		
INT.FRW.REQ.028	VPN Features	Should support minimum 7000 VPN tunnels		
INT.FRW.REQ.029	VPN Features	The device should support IPSEC/IKEv2 for remote VPN access		
INT.FRW.REQ.030	VPN Features	The security appliance supports the following encryption standards for ESP: DES, 3DES, AES-128, AES-192, AES-256		
INT.FRW.REQ.031	VPN Features	The security appliance supports the following hashing algorithms: MD5, SHA		
INT.FRW.REQ.032	VPN Features	Supports the use of SHA-2 compliant signature algorithms to authenticate SSL VPN connections that use digital certificates. Support for SHA-2 includes all three hash sizes: SHA-256, SHA-384, and SHA-512		
INT.FRW.REQ.033	VPN Features	Firewall should support Suite B cryptography including ECDSA, ECDH & SHA- 2		

INT.FRW.REQ.034	VPN Features	It should support IPSec VPN solution that is compliant with the following RFC: RFC 2408 - Internet Security Association and Key Management Protocol (ISAKMP) RFC 2409 - The Internet Key Exchange (IKE) RFC 2412 - The OAKLEY Key Determination Protocol		
INT.FRW.REQ.035	VPN Features	Should support Perfect forward secrecy using Diffie-Hellman (DH) groups 1,2,5 and 7		
INT.FRW.REQ.036	Industry Standards & Certifications	Firewall should be minimum EAL3 / Applicable Protection Profile certified under the Common Criteria Evaluation Program		

## Technical Requirements Specifications - Hardware

### Office Router

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
FRO.REQ.001		Should be chassis based & modular architecture for scalability and should be a high performance traffic forwarding upto 280 kpps		
FRO.REQ.002		Should have support for hardware based IPSEC and SSL		
FRO.REQ.003		Should have minimum of 512MB of RAM and 256 MB of Flash Memory		
FRO.REQ.004		Interface Requirements from day one		
FRO.REQ.005		3 x 1Gbps Base Ethernet interface		
FRO.REQ.006		2 x 2 Mbps V.35 serial interfaces		
FRO.REQ.007		Other Features		
FRO.REQ.008		Should support high performance traffic forwarding with concurrent features like Security, Voice enabled		
FRO.REQ.009		Shall support variety of interfaces like V.35 Sync Serial (64Kbps, 2 Mbps), 3G, Ethernet Interfaces –10/100 Mbps, 802.3af, ISDN BRI,		
FRO.REQ.010		Shall have IP Services like GRE tunneling, ACLs, IPSEC VPNs, NAT services. Should support Zone based Firewall, IPS and content filtering in future		
FRO.REQ.011		Should support hardware based encryption / compression with IPSEC throughput of 10 Mbps and minimum 20 VPN tunnels		

## Technical Requirements Specifications - Hardware

### 16 port Gigabit Managed (POE) Industrial Grade Switch for SNCs

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
NWS.REQ.001	General Requirement	Layer-2 Managed 16 Port10/100 Mbps Ports + 2 SFP Gigabit uplinks (IPv6 Compliant) with IP 20 environment		
NWS.REQ.003	General Requirement	Switching Capacity >6 Gbps and 6.5 Mpps		
NWS.REQ.004	VLAN	IEEE 802.1Q VLAN tagging		
NWS.REQ.005	VLAN	Should support Port based / Private VLAN		
NWS.REQ.006	VLAN	Should support GVRP or equivalent		
NWS.REQ.007	VLAN	Support 255 LAN groups and 4K VLAN IDs		
NWS.REQ.008	Multicast:	Should support IGMP v1,v2,v3 Snooping		
NWS.REQ.009	Spanning Tree	Shall support IEEE 802.1d Spanning tree		
NWS.REQ.010	Spanning Tree	Shall support IEEE 802.1w Rapid spanning tree		
NWS.REQ.011		Shall support IEEE 802.1s Multiple spanning tree		
NWS.REQ.012	Quality of Service	Should support for IEEE 802.1p CoS		
NWS.REQ.013		Classification of information in the MAC, IP and TCP/UDP headers		
NWS.REQ.014		IEEE 802.1P priority Queuing.		
NWS.REQ.015		Should support hybrid queuing with SP+WRR / IPv4 and IPv6 DSCP		
NWS.REQ.016	Security	IEEE 802.1x		
NWS.REQ.017		Support 802.1x and Radius and TACACS+ authentication		
NWS.REQ.018		Support management control by AAA and CPU processed traffic control		
NWS.REQ.019		User Authentication using standard based RADIUS server		
NWS.REQ.020		ACL to restrict access to sensitive network resources.		
NWS.REQ.021	Layer 3 functionality:	Should support following Layer 3 functionality <ul style="list-style-type: none"> <li>• Dynamic Routing – RIPv1/v2, OSPF, OSPF Fast Convergence, Border Gateway Protocol Version 4 [BGPv4] and Intermediate System-to-Intermediate System</li> <li>• Multicast Routing – PIM (SM,DM, SDM), DVMRP</li> <li>• IPv6 Dynamic Routing</li> <li>• Tunneling</li> </ul>		
NWS.REQ.022		Shall support minimum of 256 static routes.		
NWS.REQ.023	IPv6 Features	IPv4/IPv6 Dual Protocol Stack		
NWS.REQ.024		IPv6 unicast address types		
NWS.REQ.025		IPv6 multicast address types		
NWS.REQ.026		ICMPv6 RFC 2463		
NWS.REQ.027		IPv6 Neighbor discovery protocol		
NWS.REQ.028		ICMPv6 Redirect		
NWS.REQ.029		MLD v1/v2 Snooping		
NWS.REQ.030		SNMP over IPv6		
NWS.REQ.031		HTTP over IPv6		
NWS.REQ.032		IPv6 NTP support		
NWS.REQ.033		IPv6 Telnet support		

## Technical Requirements Specifications - Hardware

### 16 port Gigabit Managed (POE) Industrial Grade Switch for SNCs

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
NWS.REQ.034		IPv6 ACL		
NWS.REQ.035	Standards:	IEEE 802.3, IEEE 802.3u, IEEE 802.3z, IEEE 802.3x, IEEE 802.1p, IEEE 802.1q, IEEE 802.3ad, IEEE 802.1d, IEEE 802.1w, IEEE 802.1s, IEEE 802.1x		
NWS.REQ.036	Operating Temperature	-10° to 60°		
NWS.REQ.037	Configuration and Management:	SNMP Management v1,v2,v3		
NWS.REQ.038		Web based Management and configuration.		
NWS.REQ.039		Industrial standard Command Line Interface (CLI) based configuration.		
NWS.REQ.040		RS-232 console/ RJ45 connector Console/ USB mini type B console		
NWS.REQ.041		Telnet		
NWS.REQ.042		LEDs for diagnostics		

## Technical Requirements Specifications - Hardware

Desktop				
Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
DSK.REQ.001	Processor	Two Core , 64bit x86 Processor @ 3.2 GHz or more,4MB L3 cache, Memory support DDR3 or better specifications		
DSK.REQ.002	Motherboard & Chipset	OEM Motherboard		
DSK.REQ.003	Video	Integrated Graphic controller		
DSK.REQ.004	Network	Integrated 10/100/1000 Gigabit Ethernet controller		
DSK.REQ.005	Ports	1 HDMI port (Preferable), 2x USB 2.0 and 2 x USB 3.0 (Preferable) , 1xKeyboard port, 1xMouse port , 4 in 1 Media Card Reader (Preferable), Built in microphone ,Stereo jack		
DSK.REQ.006	HDD Controller	Integrated dual port SATA-II controller		
DSK.REQ.007	Memory	2GB DDR III 1333MHz or higher expandable up to 8 GB or more		
DSK.REQ.008	Storage	500GB sata II HDD 7200 RPM		
DSK.REQ.009	Optical Drive	22X DVD writer or higher		
DSK.REQ.010	Monitor	18.5" TFT or more (4:3 aspect ratio) LCD Monitor 1280 x 1024 resolution with 5 ms response time or better specifications, TCO 05 certified		
DSK.REQ.011	Keyboard	107 or more Keys Keyboard		
DSK.REQ.012	Mouse	USB Optical Scroll Mouse with anti-static mouse pad resolution of Optical 1000 cpi, Complying to CE and FCC norms		
DSK.REQ.013	Biometric Authentication	The user should be able to logon to the Desktop/ OS through biometric authentication and shall be capable of 1:N authentication as more than 1 personnel may access on the workstation		
DSK.REQ.014	Out Of Band Management	Out-of-band management preferable		
DSK.REQ.015	Power Management and DMI	System with Power management features & Desktop Management Interface implementation		
DSK.REQ.016	System Chassis	Desktop with wired keyboard and wired mouse		
DSK.REQ.017	OS Support &	Windows XP/Vista/7/8 or Linux Redhat 5 or Centos 5.5 or Ubuntu 12.10 or the latest OS		
DSK.REQ.018	Certification			
DSK.REQ.019	Preloaded Software	Above configuration preloaded <b>with Operating system with Hindi Language packs, Business productivity suit with Hindi Unicode fonts , Antivirus</b> with all necessary Plugins/ utilities and driver software including bundled in DVD Media [ Antivirus licence for 3 years support and upgradation]		
DSK.REQ.020	Warranty Coverage	Comprehensive warranty for 3 years.		
DSK.REQ.021	Power input	100 -240V AC		

## Technical Requirements Specifications - Hardware

### Card Printer

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
CPR.REQ.001	Technology	Dye sublimation and thermal transfer(D2T2) (direct print method)		
CPR.REQ.002	Resolution	300 dpi		
CPR.REQ.003	Speed (Edge to Edge Printing)	Minimum 100 cards per hour using YMCKO ribbon		
CPR.REQ.004	Input Hopper	Minimum 100 cards inbuilt input hopper with card cleaning system. Should also have option to feed card manually.		
CPR.REQ.005	Output Hopper	Minimum 30 cards		
CPR.REQ.006	Interface	USB, Ethernet TCP-IP		
CPR.REQ.007	Driver	Drivers for all prevailing OS and H/W Platform		
CPR.REQ.008	Software	SDK for Card design		
CPR.REQ.009	Accessories	Interface cable, power cable, ribbon cartridge and all other accessories.		
CPR.REQ.010	Warranty	25 to 400%		
CPR.REQ.011	Environment	Operating Temp oC 15 ~ 35 Humidity % 35-70(Non-Condensing Humidity)		
CPR.REQ.012	Power Supply	220/240 V, 50Hz		
CPR.REQ.013	Continuous Running	2-3 hours		
CPR.REQ.014	Print head	Yes		
CPR.REQ.015	Cleaning Kit	Yes		
CPR.REQ.016	Support to print with Color (YMCKO) Ribbon Full Panel	Yes		
CPR.REQ.017	Support to print with Color (YMCKO) Short Panel -	Yes		
CPR.REQ.018	Support to print with Monochrome (black) ribbon	Yes		
CPR.REQ.019	Support to In-line/Off Line	Yes		

## Technical Requirements Specifications - Hardware

Passbook Printer				
Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
PBP.REQ.001	Make	To be specified by Vendor		
PBP.REQ.002	Model	To be specified by Vendor		
PBP.REQ.003	Type of print head (No. of pins)	24 pin		
PBP.REQ.004	Size (No. of column)	90 columns		
PBP.REQ.005	Passbook Support	Vertical & Horizontal		
PBP.REQ.006	Print Speed	300 CPS or higher @ 12dpi in draft mode,		
PBP.REQ.007	Interface	Parallel / USB 2.0 (For parallel, provide PCI based parallel Interface card)		
PBP.REQ.008	Adjustment & Handling	Automatic thickness adjustment, auto alignment, auto border		
PBP.REQ.009	Drivers & accessories	Driver CD for Linux & Windows, Power, Parallel / USB Cable		



## Technical Requirements Specifications - Hardware

Fingerprint Reader				
Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
FPR.REQ.001	Image Resolution	500 ppi		
FPR.REQ.002	Image Capture Area	>= 3.2" * 3.0"		
FPR.REQ.003	Image Quality Compliance	FBI IAFIS Appendix F Specifications		
FPR.REQ.004	Capture time	Auto capture capability for flat fingerprints without operator intervention. Left and right hands and both thumbs(10 prints), in under 15 seconds		
FPR.REQ.005	Indicator	Green illuminated pictograms guide the user through image capture		
FPR.REQ.006	Interface	Fire wire(IEEE 1394)/USB 2.0		
FPR.REQ.007	Housing	Sealed, Rugged case with high tolerance for shock and vibration.		
FPR.REQ.008	Form factor/Volume	No larger than 6" * 6" * 5"		
FPR.REQ.009	Weight	Maximum 5 lbs		
FPR.REQ.010	Operating Temperature	0 - 50 degree celsius		
FPR.REQ.011	Operating Humidity	< 90 % relative		
FPR.REQ.012	Supported Operating System	All leading Operating Systems such as Windows, Linux, Unix etc		
FPR.REQ.013	Power Supply	Through USB		
FPR.REQ.014	Supported SDK	Sequence check and image quality check Segmentation of fingerprint images Sample user interface application		

## Technical Requirements Specifications - Hardware

### Digital Camera

Sr. No.	Item	Requirement Description	Compliance (Yes / No)	Deviations / Remarks
DCR.REQ.001	Pixel Resolution	6 mega pixel		
DCR.REQ.002	Image Sensor	CMOS		
DCR.REQ.003	Optical Zoom	2X (Minimum)		
DCR.REQ.004	Focus	high speed, low light auto focus		
DCR.REQ.005	Cables	USB cable		
DCR.REQ.006	Power	through USB		
DCR.REQ.007	Supported Operating System	All leading Operating Systems such as Windows, Linux, Unix etc		

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