

OPEN TENDER TENDER
FOR
Setting up of an
***ON-LINE WEB-ENABLED
PROJECT MANAGEMENT
SOFTWARE SYSTEM*** *using
Microsoft's Enterprise Project
Management or IBM's Rational
Portfolio Manager)*
IN
SOUTH EASTERN RAILWAY



**IT CENTRE
S.E.RAILWAY
GARDEN REACH**

**TENDER FORM
SOUTH EASTERN RAILWAY
IT CENTRE
Garden Reach**

(Setting up of an on-line web-enabled Project Management Software in South Eastern Railway using either Microsoft's Enterprise Project Management or IBM's Rational Portfolio Manager and with necessary hardware and software)

TENDER NOTICE NO: IT/GRC/TP/1/2007

ESTIMATED COST : Rs. 88,00,000/- (Eighty eight lakh only)

COMPLETION PERIOD : Within 6 months of issue of Acceptance Letter

COST TENDER DOCUMENT: Rs.5,000 (Five thousand only)

LAST DATE OF SUBMISSION : 22.02.08 up to 15:00 Hrs.

DATE & TIME OF OPENING : 22.02.08 at 15:30 Hrs.

EARNEST MONEY : Rs. 1,76,000/- (Rupees One lakh seventy-six thousand only)

Signature of Tenderer

TENDER APPLICATION FORM

To,
The President of India,
Acting through the Sr. EDPM
S.E. Railway, Garden Reach
Kolkata

1. I/We have read the various conditions to tender and hereby agree to abide by the said conditions. I/We also agree to keep this tender open for acceptance for a period of 90 (ninety) days from the date fixed for opening the same and in default thereof, I/We will be liable for forfeiture of my/our "Security deposits". I/We offer to do the work of **setting up an on-line web-enabled Project Management System in South Eastern Railway with necessary hardware and software** at the rate quoted in attached schedule (Tender Sheet for quoting the rates) and hereby agree to abide by the general and special conditions of contract and to carry out the work according to the specifications and parameters laid down by the railway for the present contract.
2. I/We will be setting up the System using
(please indicate whether you will Micorosft's **EPM** or IBM's **RPM**)
3. A sum of Rs 1,76,000/- is hereby forwarded as Earnest Money in the form of Money Receipt from Cash Office/D.D./FDR in favour of FA&CAO/ S.E.Railway . The full value of the earnest money shall stand forfeited without prejudice to any other rights or remedies if: -
 - a) I/We resile from my/our offer within the validity period of the tender
 - b) I/We do not commence the work within ten days after receipt of orders to the effect.
4. Until a formal Agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modification as may be mutually agreed to between us and indicated in the Letter of Acceptance of my/ our offer for this work.

Signature of the
Tenderers

Tenderers postal address:

Date:

(To be filled by the contractor)

Name :

Address:

Telephone No. :



Sr.EDPM
For & on behalf of President of India

Part-I

Scope of Work

The work is for setting up of an **On-line Project Management Software System – using either Microsoft’s EPM (Enterprise Project Management) or IBM’s RPM (Rational Portfolio Manager)** in an web-enabled interface with necessary hardware, software, training, customization and five years comprehensive maintenance. The subject has been discussed with both Microsoft and IBM’s technical teams twice along their presentations before the officers of this Railway. The objective of South Eastern Railway is to derive maximum mileage out of the Software (Microsoft’s EPM or IBM’s RPM) for effective monitoring of the railway’s on-going projects.

2. It will be a turnkey project in which the Firm/Executing Agency, who gets the contract, would set up the on-line web enabled Project Management System by using either Microsoft’s *Enterprise Project Management (EPM)* or IBM’s *Rational Portfolio Manager(RPM)*. He would bring in the necessary hardware, software, all other necessary peripherals that are required or otherwise indicated in this tender document, install the hardware and software, connect it to the existing railway network (LAN/WAN of South Eastern Railway), create the necessary database and applications, get the existing data/information relating to sanctioned and on-going projects transferred or captured in the application with the help and assistance of the users, customize the applications as per the requirement of the railway/users, create necessary Reports Templates, make the system live, run the applications for 2 months after completion of all works (after making the system live and on-line), concurrently train the users, carry out the trouble shooting and customization as may arise during the period of use and then finally transfer the entire System to the railway for day to day running but remain responsible for comprehensive maintenance (AMC), protection of the supplied and installed hardware, software and carry out necessary customization(if any) or trouble shooting (if any) that may arise from time to time, for a period of five years from the date of transfer of the system to railway. It should be amply clear to the bidders that the objective of railway is not just to have EPM/RPM set up in the railway with necessary hardware through the successful bidder, but to ensure that the successful bidder also maintain its uninterrupted operation by way of knowledge/skill transfer and through comprehensive maintenance of the system.

3. The Firm/Executing Agency would be responsible to set up the Project Management Software System for South Eastern Railway, dove-tail it to South Eastern Railway’s existing LAN/WAN environment so that the users can use the software/application remotely from their desktops.

4. Thus, it will be the responsibility of the executing Agency to bring in the necessary

- i) Hardware (Database Server and/or Application Server and any other hardware that may be required for the successful implementation of the set up). The specifications and sizing of the database, OS of the database etc. would be decided by the Executing Agency
- ii) The necessary database application (Oracle/DB2/SQL Server)
- iii) Any other software or interface applications that may be required

- iv) Project Management Software- Microsoft's EPM (Enterprise Project management) or IBM's RPM (Rational Portfolio Manager) for 50 users out of which 20 would be super users (in the Head Quarters) and 30 would be normal users (at the field level)
 - v) One 24 port Layer3 switch/and any other switches (of CISCO make) as would be required to connect to Railway's LAN / WAN
 - vi) One Server Rack with kits for 2 system (International "U" format design, Modular Steel / Aluminum sections, holding capacity for 2 nos. full twoer/Rack servers with their Disk storage & consoles, vertical x horizontal adjustable sections/ partitions in approx 2,000 mm High x 1000-4,000 mm width overall size (single/multi units) exhaust fans, universal socket power, strips in each sections –Make- HCL, President, ValRack, Vero
 - vii) Fire walls/ Spy ware/ Anti-virus that may be required for protection of the database and the application from virus, spyware, hacking or any malicious attack. The software/solution in this case would be decided by the Executing Agency.
5. In addition to the above items (I to vii stated above), the firm would also supply
- (i) 5 nos. of PCs (Core 2Duo, 2 Ghz speed or more, 512 MB RAM, DVD Combo, LAN Card in built, 80 GB HDD or more with Windows XP Prof or Vista Ultimate). PCs would be of HCL, HP, IBM, Lenovo, WIPRO or Dell make. 5 sets of computer furniture (table and revolving chair with arm) would also be supplied along with the PCs. A small network would be created with these PCs connecting the Servers for the purpose of customization, trial run etc. For this purpose required I/O box, patch cords etc. would also be arranged.
 - (ii) 1 no. of 10 KVA on-line UPS to provide uninterrupted power supply to the Servers
 - (iii) 2 nos. of Colour inkjet printer with A3 size printing facility – HP Officejet K7108 or similar
 - (iv) 1 nos. Multi-functional Deskjet Printer- HP Officejet 6318 or similar,
 - (v) One LCD/DLP Projector (Minimum 1500 Ansi lumens) of Epson/ Sharp/ In Focus
 - (vi) 5 UPS (600 VA or more of APC/TVS/ make) for the desk top PCs

6. Railway would merely extend its existing LAN connectivity and electric power connectivity to the primary/core switch of the Server of the new System, give the data in respect of the on-going projects for creating the database of the system, organize the consultation and discussion with the users and provide the overall all co-ordination for successful and smooth implementation.

7. The Firm/ Executing Agency would submit the complete scheme of implementation (solution lay-out/architecture) of the project of giving the details of hardware(including server specifications), software along with specifications that the Agency would bring in to execute the work. The Scheme would include amongst others:

- i. Hardware architecture and details of hardware with their specifications and sizing etc. that would be deployed
- ii. Software architecture
- iii. Application features
- iv. Any other details that the Executing Agency may like to explain in detail

8. As already mentioned, the work would be a turn-key project. The bidder would be responsible to bring in everything that they require for a successful implementation of the application software. Items indicated in para 4 and 5 above are basically broad mandatory requirements. If any additional items would be required, that would be the choice of the bidder/firm/executing agency. **It is possible that the Executing Agency may require to bring in additional hardware or/and software for successful implementation of the project software, which they are free to indicate.**

9. The objective of para 4 is to lay down certain parameters for hardware and peripherals e.g. the Server(s) should be rack mounted servers, the core switch connecting to the Server(s) should be a layer 3 switch etc. This is only meant to ensure that the generic specifications of hardware on which the core software (i.e. EPM or RPM) would be installed, should be similar for all bidders, so that items outside the core software are of the same specifications for all the bidders. As regards the items at para 5, these are provided as supporting hardware/equipments for the work as a whole and therefore would be of uniform standard or specification i.e. the bidder can choose from the brands indicated or specifications indicated.

Key Application Parameters:

10. The bottom line is successful implementation of an Enterprise level Project Management software with whatever hardware and software required. At the end the objective is that the senior executive in the Railway to –

- i) Get a global view of all the projects under execution in its various parameters viz. financial, physical, materials.
- ii) Enable the field level executive to capture details of a project viz.TOC (target date of completion), physical details, financial details and then capture the progress so that at any point of time various views/snapshots can be seen of the project targets in its various parameters) and progress in each parameters vis-à-vis the project targets.
- iii) **Customize the software to generate various views/snapshots, create Templates of the various reports.** These report formats would be customized in consultation with the user departments. The various reports that are generated at various periods should be available both as non-editable report file and should also have the capability of being displayed or saved as a pdf file or as a word /excel file so that past reports can be viewed and/or progress at various time period can be seen in juxtaposition of each other to see the progress in various time frames in one single shot.

- iv) **The software should have a discussion board or bulletin board** facility for users/executives discuss projects issues on-line in an interactive manner. The discussion board can be similar to blogs in internet where one user starts a discussion on the subject which others can add their views and thus the discussion continues on that subject, while the main page of the discussion board displays the various topics under which discussions are continuing or have taken place. This list would be displayed in order of dates when they were started. There are many examples in internet to show the kind of discussion board/bulletin board that is envisaged. For instance the discussion forum in www.irastimes.org (one of railway's own internal sites) can be seen as an illustration.
- v) Similarly, the portal should have a storage facility of photos, videos which the users can upload themselves and the portal have the facility to play them or display them through user-friendly menu. It should be similar to **ishare** of rediff.com or etube.com or similar sites in
- vi) **The software (EPM/RPM) should either have a mailing facility in- built** or have an interface to a mailing software (this too has to be brought in by the Agency along with the package) to enable the users in the application send/receive mails from other users. In other words, the Home Page of the application should have a mail box that users can use exclusively amongst the Project users i.e. within the Project Intranet. This is the minimum requirement. If the mailing application can have the ability to mail outside the Project intranet and receive mail from outside the Project intranet, it would still be better **but** not mandatory. The mailing facility should be confined to only the users in the application ,i.e. without an user-id in the application itself, one can not avail of this mailing facility. It would be the firm's responsibility to bring in additional mailing application if the project software does not have in- built facility.

11. The Users : The users to the project management software would be both at HQ/Garden Reach/Kolkata and at four divisions via. Kharagpur, Adra, Chakradharpur and Ranchi. All the divisions are connected with Railnet (Railway's own LAN/WAN connecting all the divisions). Users both at Garden Reach(S.E. Rly. HQ) and Divisions would log on to the management Application site and work on the applications. The users would spread over various departments of South Eastern Railway including the Construction Wing. **Total no. of users would be 50, out of which 20 will be Super Users and 30 would be Client Users.**

Home page of the application:

12. The user should require nothing more than a browser to work on the application. The user should enter the url of the application in their browser and get to the **Project Management application Home Page or Portal**, log in using user id and password and get access to those privileges that are assigned to them in the application. The home page should have the various menu/links to various works/facilities of the application.

13. Railway would provide the required IP address of Railnet to the servers where the application would be hosted. The other users already have Railnet connectivity and therefore they would be able to get the hosted applications Home Page by entering the URL of the application.

14. The Home Page of the Application should be tastefully designed to give it a unique flavour and feel of South Eastern Railway. Some of the project pictures or land marks of South Eastern Railway would be given to the executive firm to create animated slides or flash enabled slide to give the feel of a virtual reality. The site should have the provision

for storing/ uploading of video files and photographs of the projects, so that users can upload or/and view the video files/ photos of the on-going projects

Other important features of the application:

15. Project managers should have a rich client tool to create new projects. This tool should allow users to work offline as well as online. This should seamlessly integrate with the central server where all the project details & resource information is stored.

16. The solution should provide portfolio analysis capabilities that enable the project managers & senior officials to view real-time project and resource information across South Eastern Railway. This portfolio management tool should enable users to interact with time-phased data easily through PivotTables and charts. Views of project and resource data should be customizable by an administrator to meet the specific reporting needs of an organization. Project data shall be stored in the database queries shall be used through for analyzing the project portfolio.

17. Solution should provide features to create and evaluate *what-if* scenarios. The tool should be web-based and shall allow users to interactively modify project schedules and staffing, and see the effect of the changes on a project portfolio. Modeling *what-if* scenarios is very critical because it allows users to identify potential solutions for at-risk projects within the portfolio.

18. Solution should provide capability to centrally store, link and share information such as documents, issues and risk related to project plans. Complete document management capabilities such as check-in/check-out and versioning should be provided leveraging central server's operating system capabilities.

19. The solutions should provide role based Project Guide for using the system. Step-by-step interactive instructions should enable users to walk through the key areas of a project — tasks, resources, tracking and reporting — getting them started more quickly. In addition, it should be customizable to effectively promote South Eastern Railway's best practices from within the application.

20. Wizards should be provided to reduce the time and complexity of setting up projects. As users generate new project plans, wizards should help them select custom fields and templates, facilitates collaboration, and allows supporting documentation to be attached to the project or tasks. A new wizard simplifies the setup process for project calendars, increasing efficiency. Managers can customize tracking views to track projects the way they like — percentage of work completed, total and remaining work, or specific hours per day or week.

21. **The application should have detailed 'help' menu for the entire application as well as for each facility in the application** such that an user can browse through the *help* menu in order to get the necessary guidance to use various facilities in the application.

22. The solution architecture should provide the flexibility and security to share data with other systems using industry-standard XML, & API connectors.

23. Solution should Project Managers to assign team members from the Project Server Enterprise Resource Pool and add members from any LDAP servers.

24. Printing Wizard should be provided to help users print the project data. Solution should have a wizard to create new presentations of Project data in Word, PowerPoint and Visio.

25. The application should have in-built capability of setting up of conditional 'alerts' for various physical limits, financial ceilings or time deadlines and then auto-generation of messages (either an e-mail to the user or note in user's work-space) whenever these 'limits' are crossed

26. Detailed documentation of the Project should be furnished both in soft form and in hard copy.

Signature of Tenderer(s)
Name & Address



Sr.EDPM
S.E.Railway / Garden Reach
For and on behalf of President of India

Part-II


ELIGIBILITY CRITERIA OF EXECUTING AGENCY

Eligibility conditions:

Only firms who have considerable experience in setting up of on-line web-enabled Project Management applications using **Microsoft's Enterprise Project Management or IBM's Rational Portfolio Manager**, would be eligible to apply. The experience of the firm would be specifically scrutinized on the basis of the following eligibility criteria.

- i. The firm/bidder should have successfully completed, in the last three years and the current financial year, **at least one work of EPM or RPM implementation in any Govt. or semi Govt. organization/PSUs or reputed Public Limited Companies for a value not less than 35% of the tendered value** (i.e cost of the work so completed should not have been less than Rs.30,80,000/-). **The firm should submit a certificate from the organization giving details of the work executed, value of the work executed and date when the work was completed.**
- ii. The firm should have received contractual income of at least 150% of the tendered value (i.e. at least Rs.1,32,00,000/-) in the last three years and the current financial year. **For this purpose audited accounts of the firm duly certified by a Chartered Accountant should be submitted.**

Signature of Tenderer(s)
Name & Address


Sr.EDPM
S.E.Railway / Garden Reach
For and on behalf of President of India

Part III

Execution of the Work and Completion Schedule

1. **Location of the hardware:** The hardware (Servers etc) would be located in IT Centre (previously known as EDP Centre) on the 1st floor of New Administrative Building, Garden Reach. The Agency's technical personnel would be given necessary access to the location and other facilities

2. Sr.EDPM or his representatives will interact with the hardware and software team of the executing Agency on day to day basis, provide them space and other necessary facilities for setting up the system. He would also organize discussion/consultation with user departments/ major users regarding their requirement and expectations from the applications so that the customization is on expected lines.

3. The Executing Agency should indicate the no. of software/hardware personnel who would be working in railway premises for this work, so that the necessary arrangement for their work-space would be organised by Sr.EDPM. **Stay at Kolkata or commuting to Garden Reach for these personnel would be the responsibility of the Executing Agency.**

Creation of a prototype:

4. **After the hardware and application system are set up, a prototype would be created with all the features that has been discussed in the Scope of the Work.** This prototype may have 2 to 3 super users and at least equal number of client users and should have project data of about 4 to 5 on-going projects from two to three departments. This prototype should get approved for acceptance by South Eastern Railway through Sr.EDPM before proceeding further. Once the prototype, is mutually agreed, the data in respect of all other on-going projects would be supplied to the executing team of the Executing Agency for transfer to the database and setting up the full-fledged system for the entire South Eastern Railway

Project Documentation & Project Report:

5. Documentation of the execution details should be concurrent along with the System set up, and Sr.EDPM should be kept posted with each development in the shape of **a documentation that would ultimately get evolved into the Project Report.** The Project Report would be part of the System that would be handed over to Railway when the Work is completed. It should give details of the hardware, software, configuration details of the hardware & software in South Eastern Railway, user details, various facilities provided, user manual, FAQs on the Project etc. The Project Report would be a kind of detailed and informed documentation of the work and would work as a kind of guided tour of the Application as implemented in South Eastern Railway

Time for completion of the work:

6. **These above work should be completed in all respect, within a maximum period of 6 months of issue of Letter of Acceptance (i.e. the system would be put on-line with all data of on-gong projects).** Therefore, the Executing Agency should be pro-active in respect of hardware procurement, deployment of personnel, software customization, liaisoning with the railway users of the system. It would be expected of the Executing Agency to ideally have two teams working on this work- one on setting up of the hardware infrastructure while the other on the software customization. **The execution should progress concurrently on software and hardware fronts rather than the software part following the actual hardware being set up first.** For this purpose, the Executing Agency may set up its virtual server or use its own off-shore server for data capture, customization, designing of the pages (home page and other pages), prototype testing etc. without waiting for

the hardware of the contract to have been set up in the first place. **Net connectivity would be made available to the Executing Agency in case they need to work on their remote Servers and make progress on the software front**

Resources to be made available to the Executing Agency:

7. **The IT Centre (previously EDP Centre) is open six days of the week and if required would be kept open even on Sundays if the Executing Agency requires.** The Centre is open from 700hrs in the morning till 2100hrs in the evening on all the six days with staff of IT Centre, being available in two shifts. This would give adequate scope to the Executing Agency to get enough time in terms of office hours for their work. **Therefore, neither lack of office time or any other facility should be a constraint for concurrent progress in software customization in this Work.**

8. A reasonably spacious room in the IT Centre with a PC and printer, railway phone and office furniture would be made available to the Software team from the day they report to IT Centre, so that they can start working on the software customization on site, without any loss of time. This room would work as the Camp Office of the Executing Agency during the execution of the Work. The PC would have net connectivity too.

Expectations from the Executing Agency:

9. As soon as the Acceptance Letter is issued, the Executing Agency should depute their software team to have discussion with our users explaining them the way the software would evolve to incorporate the requirements of South Eastern Railway and collect the requirements of the Users and start working on the front-ends of the Application.

10. **Ideally, the software team of the Executing Agency should start attending IT Centre from 4th day onwards after the date of issue of the Acceptance Letter.** The Software team should not be burdened with the Commercial/legal/administrative matters relating to the contract. These aspects should be handled by other personnel of the Executing Agency. **It would be expected of the Executing Agency to create the right administrative, technical and commercial team/arrangement for creating the necessary synergy so that there is no loss of time and there is optimal use of resources, time and technical expertise.**

Project Data capturing :

11. The details of on-going Projects and newly sanctioned Projects would constitute the data base of this Application. After customizing/configuration of the software, the actual data of all our Projects would be captured into the Application. The data would be broadly up-to-date meaning once a details in respect of a Project has been handed over to the Executing Agency, generally no further updates on the same Project would be expected to be entered once again by the Agency during the setting up of the system. However, if any new details (not incremental addition/progress on the same item already supplied) arises in the same Project, these may be given to the Agency for entering in the database.

Volume of Work:

12. It would be the responsibility of the Executing Agency to create a data capturing form quickly so that the users can start entering the data. The sooner it is done, the faster the users can capture the data. Sr.EDPM would co-ordinate with users for expeditious data capturing. However, the firm/Executing Agency should extend the necessary training, if required at this stage to the users or data entry operators, as the case may be, who would enter the data. **The approximate no. of Projects that would be monitored through the System proposed through this tender would be 1000 and the total financial amount involved would be approximately Rs.5000 crore. These figures are only illustrative and not exhaustive.** Each Project would have large no. of phases of execution starting from Estimate preparation, tendering, requisition for stores, tender finalization, budget allotment, Agreement signing, materials issue, monitoring of physical progress of work and financial progress and final closure. Each phase may have many sub-phases. The

details of procedure, time of their capturing and nature of reports to be generated would be given to the technical/software team of the Executing Agency as the work commences.

13. The five PCs being procured along with the System hardware, which the firm would place in a LAN with the Servers may be used for data capturing, if required, along with the customization works.

Completion of work and acceptance of by railway:

14. As the work progresses, the railway team and the team of the Executing Agency would be interacting on a day-to-day basis and get the forms, reports, various wizards, templates, menu and other features accepted by the railway through the Sr.EDPM. Other user departments may also be get involved in this work of validation/acceptance of the progress of the work.

15. Once the software part is over and the System is ready for operation, a centralized training of users would be conducted at Garden Reach in the IT Centre, where the software personnel of the Executing Agency would impart hands-on training to the user for at least for 15 hours spread over 5 days. However, full training duration and duration for each day may be changed after mutual discussion with the users. If the Executing Agency feels more training hours to be provided, the same will be organized by railway.

16. Once the Executing Agency is satisfied that all aspects of the work is complete with software, data and connectivity, the System would be declared live through a process of written confirmation.

Operation of the new System:

17. After the work is declared complete, **the day-to-day running of the System would be handled by the Executing Agency for a period of two months.** During this period, the **Agency would depute at least two persons to be stationed in IT Centre, Garden Reach for two months.** One of them may be required to run the system at Garden Reach by way of helping the super users at their respective offices (who may be Heads of Deptt. or other functionaries) use the application with most of its features, hold small training sessions of groups of users. The second official may visit the field offices (the four Divisions at Kharagpur, Chakradharpur, Adra, Ranchi and Construction Units at a few places in these Divisions) and carry out the same exercise with the users there.

18. After two months of successful operation (during which if any customization is felt required or any modifications are called for the Executing Agency would carry out the same.

19. After the exercises from 14 to 18 are over, the Executing Agency will formally hand over the System to Railway for which written statement of transfer of the System would be brought out and signed by Sr.EDPM and the authorized signatory of the Executing Agency.

Annual Maintenance of the System:

20. After the hand over of the system as explained at (19) above, the day to day running of the System, updation of the database, taking back up, fine tuning, administration of the System etc. would be the responsibility of the Railway (IT Centre). However, maintenance of the hardware, System software and other peripherals would be that of the Executing Agency for a period of five years from the date of handing over of the system to South Eastern Railway. **The AMC would be comprehensive covering all hardware parts, labour, software originally installed and patches that might have been published in the intervening period. However, PCs, Printers, LCD Projectors, UPS (i.e. all those part of the list from i. to vi. at para-5 of Scope of Work) would be outside this AMC.** In other words, only the core System would be under this comprehensive AMC for five year. The core System would mean the System comprising those hardware and software that would comprise the on-line Project Management Software.

21. For providing effective maintenance coverage, the Executing Agency has to **depute once a month, one hardware personnel and one software personnel, both being proficient in the respective fields and specifically on the items installed in South Eastern Railway. They would inspect the System**, do preventive check and carry out maintenance work for the hardware as well as the software. After their inspection and maintenance work, they would submit a Monthly Report to Sr.EDPM. The Monthly Report should bring out the health of the System and maintenance work carried out. It would indicate if any hardware or software upgradation, repair or changes being proposed by them and when such work would be carried out. Any other events, facts that the Inspecting Team may consider relevant for reporting should also be included in the Report.

22. If the inspection indicates any repair or replacement of any hardware parts or any software work, they would carry out the same or get it done within a very reasonable time frame mutually agreed upon by the Executive Agency and Sr. EDPM.

Up time & Penalty in AMC:

23. **The Executing Agency would indicate the contact no. or help line to which IT Centre can call up in any case of problem during any time.** Whenever any call is made, the receiver of the call should give a complaint no. so that next time the problem/ complaint can be traced with reference to this complaint no. Once a complaint is lodged, this should be responded to within 24 hours (except Sunday and Gazetted holidays) and the system should be made operational within 72 hours (i.e. three working days after complaint is lodged) without fail. Failure beyond 72 hours would attract penalty @ Rs.500/- per day or part thereof.

24. Name, address, mobile phone no. land line number and email of executive level officers of the Executing Agency's organization to whom the problem should be escalated should be given so that if normal channel of complaint redressal fails, complaints can be directed to him by Sr.EDPM. Any change of incumbent in such functionaries should be promptly intimated to Sr.EDPM. A separate detailed Agreement

Penalty provision:

25. If there is any break down of the System Server or any application leading to the on-line system not working (excepting the problem attributable to network disconnection) for more than 48 hours (excluding Sundays and Gazetted Holidays) there would be a penalty of Rs. 1000/- per day of delay in System restoration.



Signature of Tenderer(s)
Name & Address

Sr.EDPM
S.E.Railway / Garden Reach
For and on behalf of President of India

Part-IV

Payment terms

Payment will be made in phased manner as per details that follows.
quarter.


	Item of work	Payment terms	Details
I	Hardware	50%	On supply, inspection and submission of OEM's certificates etc.
		25%	On hardware being set up, application software installed and a prototype of the Application created and accepted by Sr.EDPM
		25%	On making the System operational and on-line with complete data base of sanctioned and on-going projects and completing two months of running the system
II	Software	50%	On supply of license certificates and media kits
		50%	After running of the system for two months
III	System configuration and setting up the System	50%	On setting up of the system, creation of prototype of the live system
		50%	On completion of the two months of running the System in South Eastern Railway
IV	AMC	1/4 th of yearly AMC value	On successful completion of each quarter

Recoveries from bills:

7. The following would be the recoveries from the bills

- i. Income Tax at source (TDS) @ 2%
- ii. Surcharge on Income Tax @ 10 % of the I.Tax calculated
- iii. Education Cess @ 3% on the total of I.T.(as at i.)and surcharge on IT (as at ii.)
- iv. West Bengal Sales Tax @ 2% if the Executing Agency is registered under VAT Act and such registration is valid on the date of making such payment or else @ 4% in all other cases.
- v. Security Deposit @ 10% of the bill amount till the total Security Deposit amount is recovered.

Signature of Tenderer(s)
Name & Address

Sr.EDPM 
S.E.Railway / Garden Reach
For and on behalf of President of India

Part-V

General condition of the tender

- 1 General conditions of contract and specifications for materials and works are laid down in general conditions of contract and standard specifications – 2001 of S.E.Rly Part – I,II,III and which can be seen at the office of the Sr.EDPM/Garden Reach. These terms and conditions form part of the contract unless otherwise mentioned in the special condition and specifications.
- 2 The tenderer shall quote their rates in the tender giving the rates both in figures and words per unit as per details specified therein.
3. Tenderer/s containing erasures and alterations of the tender documents are liable to be rejected. Any correction made by the tenderer/s in his/their must be attested by him/them.

Validity of the Offer :

4. The tenderer shall **hold the offer open till 90 days from date of opening of the tender.** It is understood that the tender documents have been issued to the tenderer and the tenderer is being permitted to submit his offer with the stipulation that **after submitting his tender, he will not rescind from his offer or modify the terms and conditions thereof in a manner not acceptable to Sr.EDPM/S.E.Rly./Garden Reach.**

Failure to comply with tender conditions:

5. Should the tenderer fail to observe or comply with the foregoing stipulations, the amount deposited as Earnest Money or recovered as Security Deposit in course of the work, for the due performance of the above stipulation shall be forfeited to the Railway. If the tender is accepted the amount of Earnest Money deposited initially with the tender document will be held as Security Deposit for the due and faithful fulfillment of the contract. The Earnest Money of the unsuccessful tenderers will be returned to the unsuccessful tenderers but the Railway shall not be responsible for any loss or depreciation that may happen to the security for the due performance of the stipulation to keep the offer open for the period specified in the tender documents or to the earnest money while in their possession, nor be liable to pay interest thereon.
6. It shall not be obligatory on the said authority to accept the lowest tender and no tenderer/s shall demand any explanation for the cause of rejection of his/their tender.
7. If the tenderer deliberately gives/ tenders deliberately give wrong information in his/ their tender or creates/ create circumstances for the acceptance of his/their tender, the Railway reserves the right to reject such tender at any stage.
8. If the tenderer expires after the submission of his tender or after the acceptance of his tender, the Railway shall deem such tender as cancelled, if partner of a firm expires after, the submission of their tender or after the acceptance of their tender, the Railway shall deem such tender as cancelled unless the firm retains its character.

Cost of Tender document / Earnest Money & Security Deposit:

9. The cost of Tender document is Rs.5,000/- The bidders can deposit the amount in Cash Office at Garden Reach, Kolkata-43 and show the Money Receipt in IT Centre and collect

the tender document. However, the document can also be downloaded from the web site www.tenders.gov.in. If downloaded from the site, the cost of tender of Rs.5,000 should be deposited by way of Demand Draft issued in favour of FA&CAO, S.E.Railway and the DD be enclosed with the Tender.

10. The tender must be accompanied by Earnest Money for an amount of Rs.1,76,000/-. The Earnest Money can be deposited in cash in the Cash Office, Garden Reach and the Money Receipt enclosed with the Tender. Alternatively, the tender may enclose a DD in favours of FA&FCAO, S.E.Railway payable at Kolkata for the same amount. FDR in favour of FA & CAO can also be accepted. **Tenderer should note that Tender not accompanied with Earnest Money will be summarily rejected and no request would be entertained on this account. Cheques will not be accepted as Earnest Money and such tenders would be rejected summarily.**
11. Successful tenderer has to pay Security Deposit towards due performance of the contract. The Security Deposit would be worked out as follows;
 - a) Security deposit for each work should be 5% of the contract value.
 - b) The amount can be deposited by the successful tenderer either in Cash deposited with Cash Office, Garden Reach or they can deposit a DD favouring FA&CAO, S.E.Railway for the same value or deposit an FDR favouring FA&CAO, S.E.Railway. Otherwise, the amount would be recovered from the running bill at the rate of 10% of the bill amount till the full security deposit is recovered.
 - c) It may also be noted that the Earnest Money initially deposited with the tender form would be retained as Security Deposit. The balance amount would be recovered as indicated at (b) above.
 - d) Security Deposit will be released after the physical completion of the work as certified by the authority who signs the contract agreement, but not less than an officer of the rank of JA Grade in the Railway. Before, the SD is released, the executing Agency (the contractor) should furnish an unconditional and unequivocal no-claim certificate to the railway.
 - e) Neither SD nor Earnest Money (that gets absorbed as part of SD in case of successful contractor) would attract interest at the time of release.

Performance Bank Guarantee (P.G) :

12. In addition to Security Deposit, the successful tenderer would have to submit a Performance Bank Guarantee
 - a) The successful bidder should give a performance guaranty in the form of an irrevocable bank guaranty amounting to 5% of the contract value.
 - b) The P.G should be furnished by the successful contractor after issue of the Letter of Acceptance but before signing of the Agreement and should be valid upto expiry of the maintenance period i.e. 5 years in this tender. The Agreement should normally be signed within 15 days after the issue of L.O.A and Performance Guaranty should also be submitted within this time limit.

- c) The Performance Guarantee would be released after satisfactory completion of the work and maintenance period is over.
 - d) If the contract is rescinded due to the failure of the contractor to successfully complete the work, the Security Deposit will be forfeited and the Performance Guarantee will also be encashed and the balance work would be got done separately. The original contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a JV or a partnership firm, then every member/ partner of such a firm would be debarred from participating in the tender for the balance work either in his/her individual capacity or as a partner of any other JV/Partnership firm.
11. Tender must be enclosed in sealed covers and must be sent to the Sr.EDPM/Garden Reach by registered post so as to reach him within 15:00 Hrs. on 22.02.08 or deposited in the special box allotted for the purpose in the office of the Sr.EDPM/Garden Reach. This will be sealed at 15:00 Hrs on 22.02.08. Railway shall however not be responsible for any delay in postal transaction, transmit etc and such delay shall not be acceptable.
 12. Tenders would be opened at 15:30hrs on 22.02.2008 in the Office of Sr.EDPM in the presence of bidders or their representatives.

Agreement:

13. The successful tenderer/s shall be required to execute a formal Agreement with the president of India acting through the Sr.EDPM/S.E.Rly./Garden Reach for carrying out the work according. The person authorized to sign the Agreement should be communicated to Sr.EDPM immediately on receipt of the Acceptance Letter. The organisation/company/firm should issue Power of Attorney in favour of the person/functionary who would sign the Agreement. For all practical purpose the person signing the Agreement would represent the Executing Agency and would co-ordinate all affairs with the railway. All bills, vouchers or statements would be signed by him. However, for technical liaison and software matters, the Agreement signing authority may nominate such technical or competent person as he may decide. The names and telephone nos. and mobile no. of such persons should be communicated to Sr.EDPM
19. Should a tenderer be retired engineer of the gazetted rank or any gazetted officer working before his retirement, whether in the executive or administrative capacity, or whether holding a personable post or not, in any of the Railways owned and administered by the PRESIDENT OF INDIA for the time being, or should a tenderer being partnership firm have as one of its partner a retired engineer or a retired gazetted officer as aforesaid or should a tenderer being an incorporated company have any such retired engineer officer as one of its directors, or should a tenderer have in his employment any retired engineer or retired gazetted officer as aforesaid, the full information as to the date of retirement of such engineer, gazetted officer for the said service and in case where such engineer or officer has not retired from Government service at least two years prior to the date of submission of the tender as to whether permission for taking such contract, or if the contractor be a partnership firm or an incorporated company to become a partner or director as the case may be or to take employment under contractor, has been obtained by the tenderer or the engineer or the officer stated in writing at the time of submitting of the tender. Tender with out the information above referred to or a statement to the effect that no such retired engineer or retired gazetted officer is so associated with the tenderer, as the case may be shall be rejected.

20. When the tender is received by the administration it will be understood that the tenderer/s has/have gone through carefully in details all the instructions, conditions, general and special conditions of the contract and all general and special instructions for execution of the works and that the tenderer/s has/have got himself/themselves clarified in all points and doubts and interpretations by the proper authorities of the Railway administrations.

Rates should be all inclusive:

21. The submission of a tender by the contractor implies that he has read and abides by the conditions stated herein and in the notice of tender accompanying the tender forms. The tenderer shall quote their rates inclusive of all charges, including all taxes, levied by the Union of Indian or State Government including sales tax, Royalty etc. However, if the tenderers intends to show the tax portion separately, they may do so, in a column next to their gross rate and show the net rate after tax. Railway would not take the responsibility to compute rates of the tenderers taking tax components.

Who can sign tender papers:

22. When work is tendered for by a firm or a company or a contractor the tender shall be signed by individuals legally authorized to enter into commitments on their behalf.
23. **The Railway will not be bound by any power of Attorney granted by the tenderer or by changes in the compositions of the firm made subsequent to the execution of the contract**, it may, however, recognize such power of attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the contractors :

1. For initial vetting : Rs. 100/-
2. For subsequent vetting Rs. 30/-

Documents in respect of the Company:

24. Tenderer should specially and fully disclose their respective constitution and submit along with tenders attested copies of documents like partnership deeds, articles and memorandum of association etc; if any, in support of such disclosure. If a tenderer is a firm i.e.; Partnership business it should be stated whether the same is registered under the Indian partnership act and the Name & Address of all the partners of the firm should be disclosed. The Railway administration shall always have liberty to require production of the originals of the said documents and also to make such further and other requisitions regarding the constitutions as may be considered necessary from time to time.

Doubts:

25. Should the tenderer find discrepancies or omissions in the tender document or any of the tender forms or should there be in doubt as to their meanings he should at once notify/contact Sr.EDPM who may send written instructions to all tenderers, if verbal clarifications does not resolve the matter or clear the doubts.
26. It shall be understood that every endeavor has been made to avoid any error which can materially effect the basis of the tender and the successful tenderer shall take upon himself and provided for the risk of any error which may subsequently be discovered and shall make no subsequent claim on account thereof.

Site verification

27. **Before submitting a tender, the tenderer will be deemed to have satisfied himself by actual inspection of the site and location of the work that all conditions liable to be**

encountered during the execution of works are taken into account. In case they need to again see the site or verify certain conditions which are critical to their evaluation or technical requirement, they may get in touch with Sr.EDPM and fix a time and date for the same well in advance of the date of receipt of tender document.

28. The tenderer whose tender has been accepted shall be required to appear at the office of the Sr.EDPM/Garden Reach, S.E.Railway in person, or if a firm or corporation, a duly authorised representative shall so appear to execute the contract documents within seven days after the notice that the contract has been awarded to him/them failure to do so shall constitute a breach of the agreement effected by the acceptance of the tender in which case the full value of the earnest money accompanying the tender shall be forfeited without prejudiced to any other rights or remedies.
29. In the event of any tenderer whose tender is accepted shall refuse to execute the contract documents as herein before provided, the Railway may determine that such tenderer has abandoned the contract and there upon this tender and the acceptance thereof shall be treated as cancelled and the railway shall be entitled to forfeit the full amount of the earnest money and to recover the liquidated damages for such default.
30. That work will be carried out on fixed programme approved by the Sr.EDPM Garden Reach/Kolkata. The method and system of carrying out the work will be described by him or his representatives.
31. A certificate should be attached along with the tender papers as the tenderer/s has/have purchased copy of the schedule of rates of S.E. Railway and gone through all conditions of the rates specifications etc. embodied herein.
32. **The deduction of Income Tax at source at the rate of 2% shall be made from the contractor's bills in terms of provision in section 194-C of the Income Tax Act,1961 with 12% surcharge on I/T (10% Surcharge and 2% Education Cess) . West Bengal Sales Tax (WBST) @ 2% on the billed amount will also be recovered and remitted to West Bengal Sales Commissioner.**
33. The contractor shall employ the following technical staff during execution of this work.
 - (i) One Graduate Engineer when the cost of the work to be executed is Rs.15 lakhs or above.
 - (ii) One qualified Diploma Holder (Junior Engineer) when the cost of the works to be executed is more than Rs.5 lakhs but less than Rs.15 lakhs.

Technical staff should be available at site whenever required by the Engineer-In charge to take instructions. In case the contractors fail to employ technical staff as aforesaid he shall be liable to pay a reasonable amount not exceeding a sum of Rs.2,000/- (Rupees Two Thousand only) for each month of default in case of graduate engineer and Rs.1,000/- (Rupees One Thousand only) for each month of Default in case of Diploma Holder (overseer).The decision of the engineer in charge as to the period for which the required technical staff has not employed by the contractor and as to the reasonableness of the amount to be deducted on this account shall be final and binding on the contractor.

- 34 **Force Majeure Clause:** If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, civil commotion, sabotage, serious loss or damage by fire, explosions, epidemic, strikes, lockouts or act of God.(herein after referred to "events") provided notice of the happening of any such event is

given by either party to the other within 21 days from the date of occurrence thereof neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance and works under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Sr.EDPM as to whether the work have been so resumed or not shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract by giving notice to the other party.

35 **Determination of Contract: (Para 61 of GCC)**

Right of Railway to determine the contract: Railway shall be entitled to determine and terminate the contract at any time, if in the Railway's opinion, the cessation of work has become necessary owing to paucity of funds or from any other causes whatever, in which case, the value of approved materials at site and of work done to date by the contractor will be paid for in full at the rate specified in the contract. Notice in writing from the Railway of such determination and the reason thereafter shall be conclusive evidence thereof.

Payment on determination of contract: Should the contract be determined under the above provisions, and the contractor claims payment for expenditure incurred by him in the expectation of completing the whole of the work, the Railway shall admit and consider such claims as are deemed reasonable and are supported by vouchers to the satisfaction of the railway's representative in charge of the contract. Railway's decision on the necessity and propriety of such expenditure shall be final and conclusive.

The contractor shall have no claim to any payment of compensation or otherwise, howsoever on account of any profit or advantage which he might have derived from the execution of the work in full but which he did not derive in consequence of determination of the contract.

36 **Determination of the contract owing to default of contractor:**

The contract may be terminated if the contractor fails to execute the work within the time limit given and if railway does not extend the time and suffers from such deficiencies as has been explained in detail in Clause-62 of the GCC.

37 **Settlement of Disputes: (Clause 63 of GCC)**

All disputes and differences of any kind whatsoever arising out of or in connection with the contract, whether during the progress of the work or after its completion and whether before or after the determination of the contract, shall be referred to by the contractor to the Railway and the Railway shall, within 120 days of receipt of contractor's representations make and notify decisions on the matters referred to by the contractor in writing. *The detailed provision in this regard exists in Clause 63 of the GCC*. In the even railway fails to take a decision within 120 days on the disputes/representations made to them, the contractor may in terms of the detailed instructions given in Clause 63 of GCC make representation to the General Manager for appointment of Arbitrator to adjudicate on the disputes under the provisions of Arbitration & Reconciliation Act 1996



Sr.EDPM

S.E.Railway/Garden Reach
(For & on behalf of the President of India)

Signature of Tenderer(s)
Name & Address

Part VI Tenderer's particulars

FINANCIAL AND OTHER STATUS :

1. Name of the Organisation :
2. Postal Address STD Code and Telephone No.Fax/Telex :
3. Form of Business :
(a) Propriety :
(b) Partnership company :
(Name and address and Telephone No. of all partners. Attach attested copy of partnership deed)
4. Whether the Business partnership registered :
5. Whether registered with CPWD, Railways, MES and other Govt./Public Sector undertakings (Provide latest copies of registration and validity) :
6. Name and Address of Banker :
7. Authorised and paid up capital (A copy of the articles of association to be enclosed) :
8. Present financial position:
9. Any other information that the tenderer may give in support of their credential

(This information can be given in separate sheet as extensively as the tenderer may wish in order to furnish their profile for the appreciation of their strength and credentials)

Signature of tenderer/s



Sr.EDPM
S.E.Railway/Garden Reach
(For & on behalf of the President of India)

Part VII

CHECK LIST

Please state Yes/No on the items for convenience of both railway and the tenderer.

	Items	Yes/ No	Remarks
1	Have you read through all the pages of the tender documents		
2	Have you carefully read the provisions relating to EMD, SD(Security Deposit) and Performance Guarantee		
3	Have you deposited /enclosed EMD amount and the cost of tender document (if downloaded from our tender site)		
4	Have you deposited the cost of Tender document in Cash Office or enclosed the cost in the form of DD along with the tender		
5	Have you carefully gone through the Eligibility Criteria in Part II of the Tender		
6	Have you submitted the necessary certificates and documents to establish your eligibility		
7	Have you enclosed your detailed scheme of implementation of the work with details of hardware and software as required in para 7 of Part 1 (Scope of the Work) of the tender		
8	Have you indicated your hardware requirement for the setting up of the system and have indicated their rates for each individual items in the Tender Sheet for Quoting Rates		
9	Have you quoted rates inclusive of all taxes and if taxes have been shown separately, have you shown the total rate after the taxes		
10	Do you have any special condition and if so have you clearly indicated the same in your documents		
11	Any other information that you are interested to enclose/reveal		

Signature of the Tenderer



Sr.EDPM
S.E.Railway/Garden Reach
(For & on behalf of the President of India)

PART VIII**Tender Sheet for Quoting Rates**

NAME OF WORK:- Setting up of an on-line web-enabled on-line project management system with Microsoft's EPM or IBM's RPM and necessary hardware and software

	Items of work			Rate quoted (Total)	
				Figure	Word
I	Hardware				
		Qty	Unit Rate (in figure)		
	Primary Hardware				
	Servers & other hardware that the Executing Agency will require for execution of the work <i>(please quote rate for each individual hardware item that would come under this group)</i>				
	Additional Hardware				
	PC as per specification in Part I along with networking in a room with CAT 5 cable, patch cords, I/O box all that is required	5			
	10 KVA on-line UPS	1			
	500/600VA UPS for PCs	5			
	MFD Printer (HP Officejet 6318 or similar)	1			
	Inkjet Printer with A3 size printing (HP Officejet K7108 or similar)	2			
	LCD/DLP Projector	1			
	Computer Table & chair (with arm)set	5			
II	Software (The cost of software would include license for 50 users as explained in para-11 of Scope of Work), While giving rates, rates for each software may be given separately with break up cost for each software.				
III	System Integration (Installation, customization of the Software as per the details given in Scope of Work, prototype creation, data capturing/transfer and testing and acceptance by Sr.EDPM including operating the system for 2 months)				
IV	AMC for five years from the date of handing over of the system	1 st Year			
		2 nd Year			
		3 rd Year			
		4 th Year			
		5 th Year			
		Total for AMC for 5 years			
Total cost (for all items I to IV)					

Rates would be inclusive of all taxes. If tenderer intends to indicate the tax rates etc. separately, they may do so. However, they should indicate the final figure including the taxes, by showing the tax components separately or by including, as per their choice.

Note: Tenderer may/should use separate sheets (in the above format) to submit the rate quoting as the space may not be sufficient in this sheet to accommodate all details. Please mention on this sheet that you are enclosing separate sheet for in lieu of this one.



Signature of the Tenderer

Sr.EDPM
S.E.Railway/Garden Reach
(For & on behalf of the President of India)