

**REQUEST FOR PROPOSAL  
FOR  
DEVELOPMENT, IMPLEMENTATION AND  
MAINTENANCE  
OF  
OFFICE WORKFLOW AUTOMATION SYSTEM**

**RFP No. 311**

**Dated 4<sup>th</sup> March 2014**

**(Revised on 15<sup>th</sup> March 2014)**

**Office of The Principal Chief Conservator of Forests, Odisha, Govt. of Odisha, Aranya  
Bhawan, Chandrashekharpur, Bhubaneswar-751016**

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## SECTION-I

### 1 CHECKLIST

#### A) GENERAL BID

Please check whether following have been enclosed in the respective covers, namely, letter of General Bid

(Pre-qualification Criteria), Technical Bid and Commercial Bid:

| Description   | Please Tick |
|---|-------------|
| 1. RFP Paper Cost (DD No.: ....., Amt: Rs. 1,000/-,<br>Bank.: ....., Date: .....)<br>(Please refer to clause 3.1.a of Section-III)  |             |
| 2. Earnest Money (BG No.: ....., Amt: Rs. 50,000/-,<br>Bank.: ....., Date: .....)<br>(Please refer to clause 3.1.b of Section-III)  |             |
| 3. Evidence of registered firm / company<br>Please refer to clause 3.1.c of Section-III)  |             |
| 4. Evidence of operation in Bhubaneswar for last FIVE years<br>(Please refer to clause 3.1.c of Section-III)  |             |
| 5. ISO: 9001: 2008 certificate<br>(Please refer to clause 3.1.d of Section-III)   |             |
| 6. Proof of Average Turnover of not less than Rs 2 crores<br>(Please refer to clause 3.1.e of Section-III)  |             |
| 7. Proof of successful implementation of at least two domestic software Projects in State/Central Govt. each of order value at least Rs.10 lakhs<br>(Please refer to clause 3.1.f of Section-III) |             |
| 8. Declaration of Ineligibility<br>Please refer to clause 3.1.g of Section-III)   |             |
| 9. Copy of PAN<br>Please refer to clause 3.1.h of Section-III)  |             |
| 10. Service Tax Registration Certificate<br>Please refer to clause 3.1.h of Section-III)  |             |
| 11. VAT Clearance Certificate<br>Please refer to clause 3.1.h of Section-III)   |             |
| 12. EPF Registration Certificate<br>Please refer to clause 3.1.h of Section-III)  |             |
| 13. Proof of Technically qualified software workforce of at least 30<br>(Please refer to clause 3.1.j of Section-III)   |             |
| 14. Digitization Experience<br>Please refer to clause 3.1.k of Section-III)   |             |
| Acceptance of terms & conditions contained in the RFP documents<br>(Please refer Annexure-7)  |             |
| Representative authorization letter<br>(Please refer Annexure-4)  |             |

|   |  |
|---|--|
| Vendor Profile<br>(Please refer Annexure-1) |  |
|---|--|

**B) TECHNICAL BID**

|  |  |
|--|--|
| Bidder's Profile<br>(Please refer Annexure-1)              |  |
| Details of projects completed<br>(Please refer Annexure-2) |  |
| Projects in Rollout<br>(Please refer Annexure-3)           |  |
| Proposed Methodology<br>(Please refer Annexure-7)          |  |
| Work orders & completion certificates                      |  |

## SECTION-II

### 2. INVITATION OF BID

#### 2.1. INTRODUCTION

The Conservator of Forests (GIS), (the Authorized Officer) invites Request for Proposal (RFP) on behalf of the Principal Chief Conservator of Forests (PCCF), Odisha, (Purchaser) from the Bidders to provide solution in office workflow automation and document management system for his office. The RFP Document may be downloaded from the tender section of [www.odisha.gov.in](http://www.odisha.gov.in). The bidder has to submit a nonrefundable amount of Rs.1000/- in shape of bank draft drawn in favour of Principal Chief Conservator of Forests, Odisha, Bhubaneswar towards cost of RFP document along with the bid document at the time of submitting the bid.

#### 2.2. SCHEDULE OF EVENTS FOR OFFICE WORL FLOW AUTOMATION SYSTEM

| S. No | Information  | Details   |
|-------|--|---|
| 1.    | Hosting of the document on the Notice Board/ Website | 20.03.2014 (Revised)  |
| 2     | Address for Submission of Bid                        | Conservator of Forests (GIS)<br>o/o PCCF, Odisha, Aranya Bhawan,<br>CS Pur, Bhubaneswar   |
| 3     | Cost of RFP (Nonrefundable)                          | Rs. 1000/- in form of DD from any nationalized Bank in favour of PCCF, Odisha, Bhubaneswar.   |
| 4     | Earnest Money Deposit                                | Bank Guarantee for Rs. 50,000/- from a local branch of any nationalized Bank in favour of Conservator of Forests (GIS), o/o PCCF, Odisha, Bhubaneswar valid for 180 days from the date of opening of the technical bid. |
| 5     | Last date of receipt of Pre-Bid Queries              | 5 PM of 19.3.2014   |
| 6     | Date of Pre-Bid Meeting                              | 11 AM of 22.03.2014   |
| 7     | Last date of receipt of Bids                         | 5 PM of 04.04.214   |
| 8     | Opening of General Bids                              | 11 AM of 05.04.2014   |
| 9     | Opening Technical Bids                               | 3 PM of 05.04.2014  |
| 10    | Date of Presentation                                 | 11 AM onwards of 07.04.2014   |
| 11    | Opening of Commercial Bids                           | 11 AM of 15.04.2014   |

#### 2.3. AMENDMENT TO INVITATION BID

At any time prior to the deadline for submission of bids, Authorized Officer reserves the right to add / modify / delete any portion of this document by issuance of an addendum, which would be published on the web site and will also be made available to the all the bidders who have indicated their intention to bid. The addendum shall be binding on all bidders.

## SECTION-III

### 3. GENERAL BID

#### 3.1. ELIGIBILITY CRITERIA

- a. The bidder shall submit Rs. 1000/- (Rupees One Thousand) only towards the Cost of RFP document in form of DD from any nationalized Bank in favour of PCCF, Odisha, Bhubaneswar
- b. The bidder shall submit Bank Guarantee for Rs. 50,000/- (Rupees Fifty Thousand) only towards the EMD from a local branch of any nationalized Bank in favour of Conservator of Forests (GIS), o/o PCCF, Odisha, Bhubaneswar valid for 180 days from the date of opening of the technical bid.
- c. The bidder should be registered under Companies Act, 1956 or registered firm and should have been providing IT Services for last **five years** as on 31st March, 2013. It is mandatory for the vendor to have a registered office in Odisha with fully operational establishment and support office for last **five years**. Necessary documentary evidence must be submitted.
- d. The bidder must possess an ISO 9001: 2008 certification. Must submit the registration certificate.
- e. Minimum average turnover of the bidder for the last 3 financial years (FY 2010-11, 2011-12, 2012-13) ending on 31<sup>st</sup> March 2013 must be at least Rs.2 Crores. The Vendor shall submit copies of audited Balance Sheets and Profit and Loss Accounts/ Annual Reports of last three financial years (up to 31-Mar-2013) and Income Tax Returns for those years downloaded from Income Tax Department Portal
- f. Bidder must have experience in the development and maintenance of software and web application in any State Govt./PSU/Central Government. The Bidder must have implemented at least 2(two) Software developments, implementation and rollout of Project for any State Govt./PSU/Central Government each of minimum value of **Rs.10.00 lakhs (Rupees Ten Lakh)** in last **3 years** ending on 31<sup>st</sup> March 2013. Copies of Work orders and successful completion certificate for each project proof must be enclosed.
- g. The Bidder should not be under declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India/State Governments/Court of Law. A declaration is to be submitted along with the bid.
- h. The Bidder should have valid PAN, Service Tax Registration and VAT Clearance Certificate. Copy of the Certificates to be submitted.
- i. The Bidder should have been registered under Employees' Provident Fund (EPF) Authority. Copy of such certificate must be enclosed as a proof.
- j. The Company should have qualified and experienced IT professionals. Minimum 30 software professionals must be on pay roll of the company as on 31st March 2013. Self Attested copy of EPF return showing list of employees on pay-roll shall be submitted towards evidence of employees on pay-roll.
- k. The vendor should have experience in digitization of records for any State/Central Govt. organizations. Necessary documentary evidence must be submitted.

Bidders qualifying in the General Bid will be called for a technical presentation.

## **SECTION-IV**

### **4. SCOPE OF WORK**

#### **4.1. Functional Requirements**

PCCF intends to maximize the work efficiency and use less paper in its daily official works. It has a huge database of documents which has to be digitized and available electronically to avoid permanent damage. To achieve this objective it requires a centralized web based office automation system which will have document management system and workflow management system and intranet based chat forum. The bidder should provide an indigenous solution with scope for enhancements.

Detailed scope of work is mentioned in the following paragraphs.

#### **4.2. Document Management System**

1. This module should help in uploading of the scanned or typed documents in to the system and allow documents to be stored in a centralized location so that user should get their documents easily through various search criteria.
2. System should allow all kind of file extension.
3. It should allow unlimited user login system so that at the same time multiple users can log in to the system and upload/download the required document perfectly. Log in should be through biometric password and IP address specific.
4. The documents at the time of entering into the application should have the option for segregation of the document as by dept. name, sender name, document type etc.
5. Option for effective tracking of the document should be there in the software. This should help the user to search relevant document at required time.

#### **4.3. Work Flow management**

1. This module should help the users in forwarding the documents uploaded in the previous module.
2. There should be an option for creation of e file, attaching documents writing note sheets in the file and forwarding and receiving the file by any channel of users.
3. The software should help the higher authority to take decision on the file and return back to the user without any physical interference.
4. The software should be agnostic to all Operating Systems, browsers and devices (Desktop, Laptops & Mobile Devices) for Smooth file transaction.
5. Various report need to be generated by which a user can be able to locate the file, check whether his file is kept attended or not, and history of file flow.
6. The module should help issue of letters at different user end through a central electronic issue register.
7. The module should have the facility of using both English & Odiya fonts in all its functionalities.

#### **4.4. Data Digitization**

1. The vendor should take up the work of digitization and data entry for conversion of manual records/files in to electronic forms. The scanning should be done at 300 dpi or



above and vendor should ensure that the Quality of scanned images is enhanced to optimum level.

2. System should provide user-friendly interface for uploading the scanned / typed documents. While uploading, the system should generate a serial number assigned to the document.
3. Various options to be provided for categorization & protocols for secured User Access privileges.

#### **4.5 Live Chat Option**

Officials should have the option to discuss electronically through software while processing any files.

#### **4.6. Message Communication**

Officials connected to the network should be able to send and receive messages from one another.

#### **4.7. Technical Requirement**

1. The solution architecture should be built on sound architectural principles enabling fault-tolerance, high-performance and scalability both on the software and hardware levels
2. Solution architecture must support web services standards including XML, SOAP, UDDI and WSDL
3. Solution architecture must be loosely coupled so as to integrate additional systems in future.
4. Solution architecture must support trace logging, error notification and resolution and exception handling
5. The system architecture should include adequate security covering management of identity, threat and vulnerability. The architecture should cover network, host, application and data security.
6. The solution shall provide the functionality to configure the parameters to define the business rules with the application.
7. The application will be hosted on database which will contain all the data of the application. Since this data will be centralized and is very critical, the server would be installed and operated in clustered configuration to ensure high availability and reliability.
8. The bidder should provide software environment in which the proposed solution is intended to be developed in the Technical Bid and also mention the compatible set of hardware to be put in place by the Purchaser to host the solution.

#### **4.8. Deliverables**

- a. Detailed Project Report
- b. Functional Workflow Automation System with source code
- c. Database driven Document Storage System
- d. Training & Handholding

## SECTION-V

### 5. INSTRUCTION TO BIDDERS

#### 5.1 EVENT SCHEDULE & COST OF BIDDING

- a. The Vendor shall bear all costs associated with the preparation and submission of its bid and PCCF shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- b. All bidding events shall be as per the Schedule of Events stipulated in this RFP only.

#### 5.2 PROPOSAL VALIDITY AND SECURITY

- a. Technical and Commercial Proposals shall remain valid for a period of six months from the date of Technical Bid opening specified. The Authorized Officer shall reject the Proposal as being non -responsive if it is valid for a shorter period.
- b. In exceptional circumstances, prior to expiry of the original proposal validity period, the Authorized Officer can request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing to or by facsimile to the listed contact information of the bidders. In such an event, the Bidders shall not be permitted to modify the Proposal, but shall be required to extend the validity of the Proposal for the extension period.
- c. The Bidder shall furnish, as part of its Proposal, a Bid Security (EMD) of **Rs 50, 000/-** in the form of Bank Guarantee (as per Annexure-8) in favour of 'Conservator of Forests (GIS), o/o PCCF, Odisha, Bhubaneswar'.
- d. The EMD shall remain valid for a period of 180 days from the date of opening of the Technical Bid.

#### 5.3. PRE BID MEETING

- a. The vendor's designated representatives are invited to attend the Pre-Bid Meeting at their own cost, which will take place at the venue and time stipulated in the Schedule of Events of this RFP only.
- b. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- c. The bidders are requested to submit any queries in writing to reach the Authorized Officer on or before the date and time as stipulated in the schedule of events of this RFP, as it may not be practically possible at the Pre-Bid meeting to answer all the queries instantly.
- d. Any modification of the Proposal documents which may become necessary as a result of the Pre-Bid Conference shall be made by the Authorized Officer exclusively through the issue of an Addendum which should be collected by bidder from the Conservator of Forests (GIS) under acknowledgement.

#### 5.4 BID OPENING

- a. The RFP Evaluation Committee(s) shall evaluate the Technical Bids, Presentation and commercial bids. The Evaluation Committee(s) may choose to conduct negotiation or discussion with any or all the Bidders.
- b. The decisions of the Evaluation Committee(s) in the evaluation of the Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee(s).

- c. At the date, time and location of the bid opening as specified in the RFP, the Evaluation Committee(s) shall open the Proposals, in the presence of Bidders' designated representatives who choose to attend.
- d. The Bidders qualified as per the eligibility criteria would only be called for Technical Presentation.
- e. After evaluation of technical bids, the commercial bids of only those Bidders who secure the **70 marks** in technical evaluation, as specified in this RFP, will be opened. The date and time of opening of the commercial bids will be announced at a later date, and the bids will be opened in the presence of the Bidder's representatives who choose to be present.

## **5.5. SOURCE CODE AND IPR**

The ownership of source code of all applications developed/customized for Office Automation System should be transferred to the Authorized Officer. In the event of termination of contract, during the contractual period, vendor shall submit source code of all applications.

## **5.6. GENERAL INFORMATION**

- a. The Bid must be accompanied with an EMD in shape of bank guarantee only in favour of Conservator of Forests (GIS), o/o PCCF, Odisha, Bhubaneswar for Rs.50,000/- (Rupees Fifty Thousand Only) issued by a local branch of any nationalized bank. No EMD shall be accepted in form of DD/BD/Cheque/Cash or in any other form. RFPs without EMD shall be treated as non-responsive and will not be accepted.
- b. The Authorized Officer shall not entertain any request for escalation in cost/price on account of any reason during the period of validity of bid.
- c. The Authorized Officer reserves the right to accept or reject any or all responses without assigning any reason.
- d. No consortium bidding will be allowed for the execution of the project.
- e. The EMD is refundable to unsuccessful Bidders within 1 (One) month after awarding the Contract to the successful bidder, thereafter to be known as Vendor.
- f. The Authorized Officer may decide to undertake the Security Audit at a later stage. The charges for the same shall be borne/paid by purchaser separately. However, it will be the responsibility of the vendor to rectify all the points raised by the security auditor and make the software audit compliant.
- g. Necessary infrastructure will be provided by this office for hosting of the software.
- h. Vendor has to provide free of cost one year warranty and AMC for the software from the date of successful hosting of the software.
- i. The Vendor shall provide resource deployment for implementation and training to 100 users for a period of 3 months from the date of commissioning.
- j. After the 3 months initial period, additional support may be required by this office as per the category of resources mentioned in the RFP document.

## 5.7. Payment Terms

### A. FOR SOFTWARE

| SL. | DELIVERABLES  | PAYMENT   |
|-----|---|---|
| 1.  | Requirement Specification document  | 10% of cost towards Application Development and Customization of Office Automation System & Resource deployment for implementation and training to 100 users for a period of 3 months against equivalent BG |
| 2.  | Detailed Study Report with Software prototype   | 20% of cost towards Application Development and Customization of Office Automation System & Resource deployment for implementation and training to 100 users for a period of 3 months against equivalent BG |
| 3.  | Software Development, Integration and Hosting   | 50% of cost towards Application Development and Customization of Office Automation System & Resource deployment for implementation and training to 100 users for a period of 3 months.                      |
| 4.  | Resource deployment for implementation and training to 100 users for a period of 3 months | Balance 20% of cost towards Application Development and Customization of Office Automation System & Resource deployment for implementation and training to 100 users for a period of 3 months.              |

### B. FOR DIGITIZATION

| SI | DELIVERABLES                                      | PAYMENT                             |
|----|---|-------------------------------------|
| 1  | Digitization of records & deployment of resources | Based on monthly Invoice submission |

### C. FOR ANNUAL MAINTENANCE COST

| SI | DELIVERABLES  | PAYMENT                   |
|----|---|---------------------------|
| 1  | AMC of the software on yearly basis from 2 <sup>nd</sup> year onwards | Half yearly on completion |

## 5.8. DOCUMENTS TO BE SUBMITTED WITH GENERAL BID

- a. The documents as per the pre-qualification criteria along with all the supporting documents from Clause No. 3.1 of Section-III.
- b. Bidder's Profile (Annexure-1)
- c. Self Declaration (Annexure-4)
- d. Representative Authorization Letter (Annexure-5)
- e. Acceptance of Terms & Conditions contained in the RFP documents (Annexure-6)

## 5.9. DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

- a. Details of projects undertaken in the last 3(three) years as per the format Project Profile (completed) (Annexure-2)

- b. Details of relevant projects undertaken in the last 3(three) years as per the format Project Profile (In Roll-Out) (Annexure-3)
- c. Proposed Methodology & Time Line, software environment and hardware requirement to host the proposed solution. (Annexure-7)
- d. Copies of work orders and successful completion certificates from clients

#### **5.10. DOCUMENT TO BE SUBMITTED WITH COMMERCIAL BID**

The Commercial Bid as per the format given in Annexure-9

#### **5.11. DISQUALIFICATION OR REJECTION OF BID**

The bid shall be rejected at any stage on account of the following.

- a. If the bid or its submission is not in conformity with the instruction mentioned herein.
- b. If it is received after the expiry of due date and time.
- c. If it is incomplete and required documents are not furnished.
- d. If misleading or false statements/ representations are made as part of pre-qualification requirements.
- e. If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.
- f. Canvassing in connection with RFPs is illegal and strictly prohibited and the RFPs submitted by the Bidders, who resort to canvassing will be rejected.

#### **5.12. TAXES AND DUTIES:**

Taxes and duties payable will be indicated separately.

#### **5.13. CLARIFICATION OF BID:**

To assist the examination, evaluation and comparison of bids the Authorized Officer may at its discretion, ask the vendor for clarification of its bid. The request for clarification and the response shall be in writing and no change in price and substance of the bid shall be sought, offered or permitted.

#### **5.14. FORFEITURE OF EMD (BID SECURITY)**

EMD submitted by the Vendor may be forfeited under the following conditions:

- a. If the Vendor withdraws the RFP before the expiry of the validity period.
- b. In the case of a successful Vendor if it fails to accept award of work.

#### **5.14. NOTICES**

For the purpose of all notices, the following shall be address of the purchaser;

To

The Conservator of Forests (GIS)

O/o The Principal Chief Conservator of Forests, Odisha,  
Govt. of Odisha,  
Aranya Bhawan,  
Chandrashekharpur,  
Bhubaneswar-751016

## **SECTION-VI**

### **6. Terms & Conditions**

#### **6.1 CONTENTS OF RFP DOCUMENT**

This RFP Document comprises of the following Sections.

SECTION- I: CHECKLISTS

SECTION- II: INVITATION FOR BIDS

SECTION- III: GENERAL BID (Eligibility Criteria)

SECTION- IV: SCOPE OF WORK

SECTION- V: INSTRUCTION TO BIDDERS

SECTION- VI: TERMS & CONDITIONS

SECTION- VII: BID OPENING & EVALUATION

SECTION- VIII MISCELLANEOUS

SECTION- IX PROFORMA & ANNEXURE

The Bidder is expected to examine the RFP Document carefully. Failure to furnish all information required as per the RFP Document may result in the rejection of the Bid.

#### **6.2 AMENDMENT OF BIDS**

6.2.1 Bids once submitted cannot be amended. However, in case of some administrative Exigencies, the client may decide to take fresh bids from all the Bidders before actually opening of the Technical and Commercial Bids.

#### **6.3 LANGUAGE OF BID & CORRESPONDENCE**

The Bid will be prepared by the Bidder in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder should also be in English, and the correspondence between the Bidder & Client will be in English language only.

#### **6.4 BID CURRENCIES**

Prices shall be quoted in **INDIAN RUPEES**, exclusive taxes, levies etc. Taxes, levies etc, if any, chargeable should be shown separately as percentage of the basic price or taxes as the case may be.

#### **6.5 FORMAT AND SIGNING OF BID**

6.5.1. The Bidder shall prepare the Bid as per the proforma appended to this document neatly typed and shall be signed by an authorized signatory/ies on behalf of the Bidder.

6.5.2. All pages of the Bid, except for un-amended printed literature, shall be initialed by the person or persons signing the Bid.

6.5.3 The Bid shall contain no interlineations, erasures or overwriting, in order to correct error made by the Bidder. All corrections shall be done & initialed by the authorized signatory after striking out the original words / figures completely.

## **6.6 SEALING AND MARKING OF BIDS**

6.6.1. The Bidder shall seal & mark various parts of the Bid as follows:

- a. General Bid/Eligibility shall be sealed in a covering envelope (Envelope-1) super-scribed with words “General Bids for Appointment of Office Automation Solution Provider for PCCF, Odisha”
- b. Technical Bid shall be sealed in a covering envelope (Envelope-2) super-scribed with words "Technical Bid for Appointment of Office Automation Solution Provider for PCCF, Odisha”
- c. Commercial Bid shall be sealed in a covering envelope (Envelope-3) super-scribed with words “Commercial Bid for Appointment of Office Automation Solution Provider For PCCF, Odisha”.

6.6.2 Every envelope and forwarding letter of various parts of the Bid shall be addressed to:

**To**

**The Conservator of Forests (GIS)**

O/o The Principal Chief Conservator of Forests, Odisha,  
Govt. of Odisha,  
Aranya Bhawan,  
Chandrashekharpur, Bhubaneswar-751016

6.6.3. If the envelopes are not sealed and marked as required above, Client will assume no responsibility for the Bid's misplacement or premature opening.

6.6.4. Bids sent through Telex / Telegrams / Fax / Email shall not be acceptable.

6.6.5 The envelope shall be sealed by signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures.

6.6.6. A Bidder who packs its Bid in a manner other than what has been described in para 6.6. above, may face rejection of the Bid.

## **6.7 DEADLINE FOR SUBMISSION OF BIDS**

6.7.1 Bids will be received by the Conservator of Forests (GIS) at the specified address not later than the date and time specified in the schedule of events of this RFP only.

6.7.2 The Authorized Officer may, at its discretion, extend this deadline.

6.7.3 Bids must be received at the Office of The Principal Chief Conservator of Forests, Odisha, Govt. of Odisha, Aranya Bhawan, Chandrasekharpur, Bhubaneswar-751016 not later than the time and date specified in the Schedule of Event. In the event of the specified date for the submission of Bids being declared a holiday for the Purchaser, the Bids will be received up to the appointed time on the next working day. If the Bids are sent by Speed Post or Registered post or courier, it should reach the purchaser on or before the scheduled last Date and Time fixed for receipt of Bids as per the Schedule of Events. The purchaser shall not be responsible for any delay in transit when Bids are sent through post/ Courier.

## **6.8 LATE BIDS**

Any bid received by after the deadline for submission of bids prescribed only as per schedule of Events of this RFP will be rejected.

## **6.9. MODE OF SUBMISSION OF BIDS**

The Bids could be sent by Speed Post/Registered Post or can be dropped personally. In any circumstances the bid must reach to the office on or before last date of submission of Bid. Bids sent by Telex or Fax or E-mail mode will be rejected.

## **6.10. MODIFICATION & WITHDRAWAL OF BIDS**

6.11.1. Bids cannot be withdrawn during the interval between its submission and expiry of Bid's validity period, as specified.

## **6.11. RIGHT TO ACCEPT/REJECT THE BID**

PCCF reserves the right to either accept or reject any or all bids without assigning any reason for such action.

## **6.12. SIGNING AN MOU & PERFORMANCE BANK GUARANTEE**

The successful bidder, thereafter to be known as 'Vendor', shall execute an agreement incorporating the terms and conditions of the RFP for execution of the work. The format of the agreement will be supplied later on. The successful bidder shall have to deposit a performance bank guarantee representing 20% of the contract amount valid for one year issued by a local branch of any nationalized bank. The date of signing the agreement will be reckoned as date of commencement of contract.

## **6.13. LIQUIDATED DAMAGES**

In the event of delay attributable to the Vendor (except in case of force majeure) in execution of work, specified in this Contract / furnishing of deliverables, the Vendor will be liable to a penalty @2% of the value of work order in respective phases, for every week of delay up to a maximum of 10%, after which the Purchaser will be at liberty to cancel the award. For the purpose of this clause, part of a week shall be considered to be a full week.



## SECTION-VII

### **Bid Opening & Evaluation**

#### **7.1. Bid Opening**

a. The Bids shall be opened only on the date and time fixed as per the schedule of events of this RFP or (then next working day at same time, if this date is declared holiday for the Purchaser) in Mini Conference Hall, Aranya Bhawan, Bhubaneswar, in the presence of representatives of the Bidders who may choose to attend the proceedings. The representatives of Bidders will sign a register in evidence of their presence.

b. In order to assist in the examination, evaluation and comparison of Bids, the Purchaser may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing, but no change in the price or substance of the Bid shall be sought, offered or permitted.

c. In the first instance, envelopes super scribed with the words “General Bid” only will be opened, and eligibility of each Bidder will be ascertained after ensuring that the EMD and RFP cost is submitted. In doubtful cases (where further documents or clarification are required to establish eligibility), the Purchaser at its discretion, may decide to open Technical Bid.

However, such Bids shall be rejected subsequently, if it is found that the Bidder has claimed eligibility on false grounds.

d. The envelopes containing Technical Bids of Bidders qualifying through ‘General Bid’ will be opened and the contents will be announced in the presence of all Bidders or their representatives. A Bidder may also be allowed to inspect the Technical Bids and supporting documents given by other Bidders. An open discussion regarding various elements contained in the Technical Bids may also take place, if required. Marks for quality shall be assigned in accordance with the criteria provided.

e. Opening of Commercial Bids: The Commercial Bids of only those Bidders will be opened who secure at least 70 % marks in the Technical Bid. The date of opening of Commercial Bid will be announced later on.

#### **7.2. EVALUATION & SELECTION CRITERIA**

The Proposal Evaluation Committee constituted by PCCF/ Forest & Environment Department, Government of Odisha will do the Technical Evaluation of the RFP. The Technical Bids will be evaluated in accordance with the scheme explained in the table below. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of **70 marks (out of total 100 marks)** in the

technical evaluation will only be considered for further commercial bid evaluation. Bids not securing the minimum specified technical score will be treated as technically non-responsive and hence debarred from being considered for commercial evaluation.

The evaluation of the bid shall be based on the following criteria:

| <b>Sl no</b> | <b>Item</b>   | <b>Maximum Marks</b> | <b>Criteria</b>                      | <b>Marks</b> |
|--------------|---|----------------------|--------------------------------------|--------------|
| 1.           | Organizational Strength in terms of no. of years of existence in Odisha                                 | 5                    | More than 10 years                   | 5            |
|              |   |                      | Above 5 years up to 10 years         | 3            |
|              |   |                      | 5 years                              | 1            |
| 2.           | Average turnover of the Company in last three year (FY 2010-11, 2011-12, 2012-13)                       | 5                    | More than Rs. 5 crores               | 5            |
|              |   |                      | Above Rs. 2 crores to Rs.5. crores   | 3            |
| 3.           | Presentation on Understanding of the scope, demonstration of proposed solution with implementation plan | 25                   |                                      | *            |
| 4            | Demonstration of already developed solution in file workflow and document management system             | 10                   |                                      | *            |
| 4.           | No. of software professionals on its payroll.   | 10                   | Above 50                             | 10           |
|              |   |                      | More than 30 up to 50                | 5            |
|              |   |                      | Minimum 30                           | 2            |
| 5.           | Quality certification   | 10                   | ISO 9001:2008 & ISO 27001:2005       | 10           |
|              |   |                      | ISO 9001:2008                        | 5            |
| 6.           | Experience in completing compliance to Cyber Security Audit   | 15                   | More than 6 projects                 | 15           |
|              |   |                      | More than 2 project up to 6 projects | 10           |
|              |   |                      | 2 Projects                           | 5            |

|    |   |    |                                       |    |
|----|---|----|---------------------------------------|----|
| 7. | No. of projects developed and implemented for State/Central govt. organizations worth of Rs. 10 lakhs or more | 10 | More than 8 projects                  | 10 |
|    |   |    | More than 3 projects up to 8 projects | 5  |
|    |   |    | 3 Projects                            | 2  |
| 8. | No. of Projects in Rollout, and manpower deployment in single project for Govt. Organization                  | 10 | More than 10 project                  | 10 |
|    |   |    | More than 2 projects up to 10         | 5  |
|    |   |    | 2 Projects                            | 2  |

\* Mark will be awarded by the evaluation committee.

**The minimum qualifying Technical Score shall be 70 marks.**

Commercial bids of technically qualified bidders will only be opened. All other Commercial bids will be ignored.

Final selection will be based upon “Quality cum Cost Based Selection” (QCBS) method as explained below. Normalized score for in case of each bidder, both for technical bid and commercial bid, will be computed and the bidder securing highest score (sum of normalized technical and commercial scores) will be selected for the work.

i. Normalized Technical Score (NTS):

(Mark Secured by the bidder/Highest Score obtained by any Bidder) x70

ii. Normalized Commercial Score (NCS):

(Lowest quoted Price /Price Quoted by the bidder) x30

**(N.B. Price quoted in Schedule-1 of the Price Bid shall be taken in to consideration for computing normalized commercial score)**

**Final Score = NTS + NCS**

**N.B. In case of tie in final score, bidder having higher NTS will be preferred. The successful bidder shall abide by the lowest rate received for schedule-2 & schedule-3 of the commercial bid.**

The Bidders quoting extremely low quote will not be considered.

## **SECTION-VIII**

### **Miscellaneous**

#### **8.1. SINGLE RFP**

In case only one bid is found to be eligible on evaluation of technical bid, PCCF reserves the right to consider the bid.

#### **8.2. RESOLUTION OF DISPUTES AND ARBITRATION**

The matter regarding any disputes, differences, claims and demands shall be referred to the sole arbitrator. The award of the sole arbitrator shall be final and binding on both the parties. The Principal Secretary, Forest & Environment Department, Government of Odisha shall be the sole Arbitrator.

#### **8.3. LEGAL JURISDICTION**

All legal disputes are subject to the jurisdiction of Bhubaneswar court only.

#### **8.4. BINDING CLAUSE**

All decisions taken by PCCF regarding the processing of this RFP and award of contract shall be final and binding on all concerned Bidders. Conditional RFPs shall be summarily rejected.

#### **8.5. CONFIDENTIALITY**

Any information pertaining this office that comes to the knowledge of the vendor in connection with this contract, will be deemed to be confidential and the Vendor will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The vender shall ensure due secrecy of information and data not intended for public distribution. The affidavit to this effect should be submitted along with security deposit.

#### **8.6. FORCE MAJEURE**

This clause shall mean and be limited to the following in the execution of the contract;

- War / hostilities
- Riot or civil commotion
- Earth Quake, Flood, Tempest, Lightning or other natural physical disaster
- Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the Vendor, which prevent or delay the execution of the order by the consultant

#### **8.7 INNOVATIONS**

The successful vendor needs to be proactive while rendering services and innovative while doing the developments & consulting. The successful vendor shall suggest various

enhancements to the existing scope which would be useful for PCCF and citizen in terms of development & integration. In case of enhancement beyond the existing scope, unit rates would be referred from the rate contract submitted by the selected vendor in the Commercial bid of RFP Ref No 311 Dtd. 4<sup>th</sup> March 2014 as Revised on 15<sup>th</sup> March 2014.

We expect Rational and Complete Biddings from all eligible Bidders.

15<sup>th</sup> March, 2014

Bhubaneswar , Odisha , India

-Sd-

Conservator of Forest, GIS

O/o the PCCF, Odisha

Bhubaneswar- 751023

E- Mail : [gis.pccfodisha@gmail.com](mailto:gis.pccfodisha@gmail.com)

Tel: +91 0674 2300187

Mob : +91 9437075627

**SECTION-IX  
PROFORMA & ANNEXURES**

**GENERAL BID  
Annexure-1**

**OFFICE OF PCCF(ODISHA)  
RFP FOR OFFICE AUTOMATION**

**BRIEF BIDDER'S PROFILE**

|    |   |                                       |                 |
|----|---|---------------------------------------|-----------------|
| 01 | Name of the Firm/Company  |                                       |                 |
| 02 | Year Established  |                                       |                 |
| 03 | Address of Registered Office  |                                       |                 |
| 04 | Telephone No.   |                                       |                 |
| 05 | Fax No.   |                                       |                 |
| 06 | E-mail Address  |                                       |                 |
| 07 | Website   |                                       |                 |
| 08 | Name of the Proprietor/Director   |                                       |                 |
| 09 | PAN number  |                                       |                 |
| 10 | TIN number  |                                       |                 |
| 11 | No. of full time personnel currently under employment                       |                                       |                 |
| 12 | No. of years of Proven experience of providing similar Services.            |                                       |                 |
| 13 | Annual turnover<br><br>Audited Annual Turnover in<br><br>last three years   | Annual turnover of the company in Rs. |                 |
|    |   | FY                                    | Turn Over (Rs.) |
|    |   |                                       | ATO             |
|    |   | 2010-11                               |                 |
|    |   | 2011-12                               |                 |
|    | 2012-13   |                                       |                 |
| 15 | Total no. of professional staff (in software development) as on 31-03-2013: |                                       |                 |

Signature of the Bidder

Date:

Place:

**GENERAL BID AND TECHNICAL BID**

**Annexure-2**

**OFFICE OF PCCF(ODISHA)**  
**RFP FOR OFFICE AUTOMATION**

**PROJECT PROFILE (COMPLETED)**

| Sl. No. | Client Name and address | Project Name | Project Description | Year of completion | Project Cost (INR) (Attach WO) |
|---------|-------------------------|--------------|---------------------|--------------------|--------------------------------|
|         |                         |              |                     |                    |                                |
|         |                         |              |                     |                    |                                |
|         |                         |              |                     |                    |                                |
|         |                         |              |                     |                    |                                |
|         |                         |              |                     |                    |                                |
|         |                         |              |                     |                    |                                |

Signature of the Bidder  
Date:  
Place:

**OFFICE OF PCCF(ODISHA)**  
**RFP FOR OFFICE AUTOMATION**

**PROJECT PROFILE (IN ROLL-OUT)**

| Sl. No. | Client Name and address | Project Name | Project Description | No. of professionals deployed | Remarks |
|---------|-------------------------|--------------|---------------------|-------------------------------|---------|
|         |                         |              |                     |                               |         |
|         |                         |              |                     |                               |         |
|         |                         |              |                     |                               |         |
|         |                         |              |                     |                               |         |
|         |                         |              |                     |                               |         |
|         |                         |              |                     |                               |         |

Signature of the Bidder  
Date:  
Place:



**OFFICE OF PCCF(ODISHA)**  
**RFP FOR OFFICE AUTOMATION**

**SELF DECLARATION**

Date: \_\_\_\_\_

Ref: \_\_\_\_\_

To

The Conservator of Forests (GIS)  
O/o PCCF, Odisha,  
Govt. of Odisha,  
Aranya Bhawan,  
Chandrashekharpur,  
Bhubaneswar-751016

In response to the invitation No. \_\_\_\_\_, Dt: \_\_\_\_\_, I, Ms. /Mr. \_\_\_\_\_, as a \_\_\_\_\_, I / We hereby declare that our company \_\_\_\_\_ is having unblemished past record and was not declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Signature of the Bidder

Date:

Place:

**OFFICE OF PCCF(ODISHA)**  
**RFP FOR OFFICE AUTOMATION**

**REPRESENTATIVE AUTHORIZATION LETTER**

Date : \_\_\_\_\_

Ref : \_\_\_\_\_

To,

The Conservator of Forests (GIS)  
O/o PCCF, Odisha,  
Govt. of Odisha,  
Aranya Bhawan,  
Chandrashekharpur,  
Bhubaneswar-751016

Ms. /Mr. \_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the company in dealing with invitation reference No. \_\_\_\_\_, Dt: \_\_\_\_\_. S/He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,  
Authorised Signatory

---

Representative's Signature

Signature attested

**OFFICE OF PCCF(ODISHA)**  
**RFP FOR OFFICE AUTOMATION**

**ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE RFP**  
**DOCUMENTS**

To,

The Conservator of Forests (GIS)  
O/o PCCF, Odisha,  
Govt. of Odisha,  
Aranya Bhawan,  
Chandrashekharpur,  
Bhubaneswar-751016

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. \_\_\_\_\_] regarding Development, implementation and maintenance of Office Automation System.

I declare that all the provisions of this RFP Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of the Bidder

Date:

Place:

**OFFICE OF PCCF(ODISHA)**  
**RFP FOR OFFICE AUTOMATION**  
**TECHNICAL BID**

**1. PROPOSED METHODOLOGY & TIME LINE**



**2. SOFTWARE ENVIRONMENT FOR PROPOSED SOLUTION**

**3. HARDWARE REQUIREMENTS FOR THE PURCHASER**

- Attach extra sheet(s), if required.

Signature of the Bidder

Date:

Place:

**OFFICE OF PCCF(ODISHA)**  
**RFP FOR OFFICE AUTOMATION**

**FORMAT FOR BANK GUARANTEE (EMD)**

**EARNEST MONEY DEPOSIT GUARANTEE**

Whereas the Conservator of Forests (GIS), o/o PCCF, Odisha, Aranya Bhawan, Chandrasekharpur, Bhubaneswar-751016, herein after referred to as 'Purchaser', has floated a 'Request For Proposal' for development and Implementation of a web based application for office automation in the office of the PPCF, Odisha vide reference no. ---dated -----.

And Whereas the Purchaser has stipulated in the notice that any respondent bidder has to deposit earnest money of Rs.50000/- (Rupees fifty thousand only) in shape of bank guarantee issued by a local branch of any nationalized bank, with validity for 6 months from the date of opening of Technical Bid (i.e. dd-mm-yyyy) pledged to the Purchaser (Conservator of Forests (GIS), o/o PCCF, Odisha, Aranya Bhawan, CS Pur, Bhubaneswar-751016).

And Whereas M/s -----, herein after referred to as 'Respondent Bidder' is desirous of participating in the RFP and thus requires a bank guarantee for Rs.50000/- as aforesaid to be eligible of becoming a responsive bidder.

We, -----Bank, --- Branch ----- having our registered corporate office at ----- in consideration of our healthy business relation with the 'Respondent Bidder' and its creditworthiness do hereby agree unequivocally and unconditionally to pay within 48 hours of being noticed by the Purchaser in writing for invocation of Bank Guarantee, without it being necessary for the Purchaser to adduce any proof in support of the claim and without any demur the amount of Rs.50000- (Rupees fifty thousand only) on behalf of the 'Respondent Bidder' in shape of demand draft drawn in favour of the Principal Chief Conservator of Forests, Odisha, payable at Bhubaneswar.

And We ---- bank, hereby agree not to revoke this guarantee during its currency except with the previous consent of the Purchaser in writing and agree that any change in the constitution of the said 'Respondent Bidder' or the Guarantor shall not discharge the Guarantor from its liability hereunder.

And We ---- bank, hereby agree that our liability hereunder shall not be discharged by virtue of any arrangement between the Purchaser and the Respondent Bidder whether with or without the knowledge or consent or by any reason of the Purchaser showing any indulgence or forbearance to the Respondent Bidder, whether as to payment, time performance or any other matter whatsoever which but for this provision would amount to discharge of the surety under any law.

The Guarantee herein contained shall remain in full force and effect up to ----- from the date of its execution.

Unless a claim under the Guarantee is lodged with us (bank) up to -----, all rights of the Purchaser under the Guarantee shall be forfeited and we (bank) shall be relieved and discharged from all liabilities hereunder.

Notwithstanding any thing contained herein above,

4. Our liability under this Guarantee shall not exceed Rs.50000/- (Rupees fifty thousand only).
5. The Bank Guarantee shall remain valid up to dd-mm-yyyy
6. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if you serve upon us written claim or demand on or before –dd-mm-yyyy.

**COMMERCIAL BID**

**Annexure-9**

**OFFICE OF PCCF(ODISHA)**  
**RFP FOR OFFICE AUTOMATION**

We M/s \_\_\_\_\_ offer the following price:

RFP Ref No:

Dtd:

*(Vendor must submit the commercial bid in the following format in the Office Letter Head and duly signed, failing which the Bid will be cancelled)*

**Schedule-1**

| Sl. No.  | Component   | Cost (INR)           | Taxes applicable | Total Amount (in INR) |
|----------|---|----------------------|------------------|-----------------------|
| 1        | Application Development and Customization of Office Automation System                     |                      |                  |                       |
| 2        | Resource deployment for implementation and training to 100 users for a period of 3 months |                      |                  |                       |
| 3        | Maintenance of Office Automation System   | 2 <sup>nd</sup> Year |                  |                       |
|          |   | 3 <sup>rd</sup> Year |                  |                       |
|          |   | 4 <sup>th</sup> Year |                  |                       |
| Total    |   |                      |                  |                       |
| In words |   |                      |                  |                       |

**Schedule-2**

(The following cost components would not be evaluated during financial bid evaluation)

**COST FOR DIGITIZATION OF RECORDS**

| Sl. No. | COST COMPONENTS                                      | RATE PER PAGE (IN RS.) |
|---------|--|------------------------|
| 1.      | Scanning per page (Images/Documents/Files)           |                        |
|         | Paper Size: A1                                       |                        |
|         | Paper Size: A2                                       |                        |
|         | Paper Size: A3                                       |                        |
|         | Paper Size: A4                                       |                        |
| 2.      | Per entry of the scanning records in to the software |                        |
| 3.      | Data entry -Paper Size: A4                           |                        |

**Schedule 3**

(The following cost components would not be evaluated during financial bid evaluation)

**COST FOR HANDHOLDING SUPPORT**

| <b>Sl. No.</b> | <b>COST COMPONENTS</b>             | <b>Qualifications and Roles</b>   | <b>RATE PER MONTH (IN RS.)</b> |
|----------------|------------------------------------|---|--------------------------------|
| 1.             | System Integrator (1 no.)          | Engineering Graduate<br><b>Roles and Responsibility</b><br>Well exposed to both software & hardware environment, can take care of Computer lab, find the IT requirement, develop software and do the necessary integration as required.   |                                |
| 2.             | Operations Manager (1 no.)         | Graduate<br><b>Roles and Responsibility</b><br>Exposure in to operational management. Can be used for the Operation Manager for any of IT needs relating usage of software or hardware. In addition such resources can be used in inventory management, procurement, Data management or for any other purpose   |                                |
| 3.             | Operations Assistants (1 no.)      | Graduate<br><b>Roles and Responsibility</b><br>Execution or support work in an professional manner  |                                |
| 4.             | Data Management Assistants (1 no.) | Graduate<br><b>Roles and Responsibility</b><br>Well trained data entry Operator to take up any assignment.  |                                |
| 5.             | Project Manager                    | BE/B.Tech/ MCA/MBA<br>Project Management  |                                |
| 6.             | Programmer                         | BE/B.Tech/ MCA/MBA<br>1. Should have experience of 2 years in application development.  |                                |
| 6.             | System Administrator               | Minimum Bachelor's degree or higher qualification with MCSE or any equivalent Microsoft certification<br><b>Roles and Responsibility</b><br>i. Assist in the planning, design, documentation, and implementation of various systems to include desktop PC's, servers, and software applications.<br>ii. Develops, maintains, and monitors procedures for all server backups.<br><br>iii. Monitors, plans, and coordinates the distribution of client/server software and service packs.<br>iv. Perform on-site and remote technical support.<br>v. Assist in the organization and inventory of all hardware and software resources. |                                |
| 7.             | Network Engineer                   | Minimum Bachelor's degree or higher qualification with MCSE / CCNA certification.<br><b>Roles and Responsibility</b><br>i. Assists in the planning, design, documentation, and implementation of various systems to include desktop   |                                |



|  |  |   |  |
|--|--|---|--|
|  |  | PC's, servers, network equipment and software.<br>ii. Oversee network configuration maintenance and management<br>iii. Overseeing computer security and anti-virus updates etc.<br>iv. Designs, installs, upgrades, configures, and repairs local and wide area network hardware and infrastructure |  |
|--|--|---|--|

Signature of the Bidder

Date:

Place: