

Request for Proposal (RFP)
For
Selection of Software Vendor
For
Implementation
Of
Various Departmental Schemes

Reference No: T-1/20-01-2018

Released by:

**Welfare of Schedule Castes and Backward Classes Department,
SCO 42-44, Sector 17 A, Chandigarh, 160017**

Disclaimer

This Request for Proposal (RFP) for Selection of System Partner for Implementation of schemes in Welfare of Schedule Castes and Backward Classes Department herein referred to as Department.

While the information in this RFP has been prepared in good faith, it does not purport to be comprehensive or to have been independently verified. Neither Department, nor its employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligence or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of Department. It does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to this Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project. Department shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, projections, etc with respect to the Project. Such statements, projections, etc reflect various assumptions made by the management, officers, employees, consultants, and experts of Department, which (the assumptions and the base information on which they are made) may or may not prove to be accurate. No representation or warranty is given as to the reasonableness of assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

Department shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of Department in selecting the System Partner (SP/SI/SV) who

qualifies through this RFP shall be final and Department reserves the right to reject any or all the bids without assigning any reason thereof.

Department may terminate the process at anytime without assigning any reason and upon such termination; Department shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

Tender invited for below mentioned work in single stage two covers system i.e. **Request for Technical Bid (Bid under Technical Envelope)** and **Request for Financial Bid (comprising of price bid Proposal under available Commercial Envelope)** for each schemes separately as per terms of reference mentioned below:-

Sr. No.	Name of Work	Tender Document Fee & eService Fee	Start Date & Time for Bid Preparation & Submission	Last Date & Time for Bid Preparation & Submission
1.	Selection of System Partner for Implementation of web system applications Name of schemes separately 1. MUKHYA MANTRI VIVAH SHAGUN YOJNA 2. MUKHYA MANTRI SAMAJIK SAMRASTA ANTARJATIYA VIVAH SHAGUN YOJNA 3. DR. AMBEDKAR MEDHAVI CHHATTAR SANSODHIT YOJNA 4. FINANCIAL ASSISTANCE FOR HIGH COMPETITIVE ENTRANCE EXAMINATIONS THROUGH PRIVATE INSTITUTIONS 5. DR. B.R AMBEDKAR AWAS NAVINIKARAN YOJNA 6. STATE WELFARE SCHEMES INFORMATION CENTER AT TEHSIL LEVEL	Tender Document Fees - NIL	20.01.2018 *Please Check	05.02.2018 at 1700 Hrs *Please Check

Under this process, the Technical bid Application as well as Financial Bid shall be invited at single stage under two covers i.e. Technical & Commercial Envelope.

The Bidders can submit their tender documents along with hard copies in the department as per the dates mentioned in the key events & dates:-

Key Events and Dates

DOCUMENT CONTROL SHEET		
S.NO	PARTICULARS	DATE & TIME
1.	Tender Reference No.	T-1/20.01.2018
2.	Invitation of Bids w.e.f	24.01.2018
3.	Sale of Bid Document	Up to 05.02.2018
4.	Pre Bid Meeting (On the spot submission of doubts and clarifications)	02.02.2018 (3-5 PM)
5.	Last date of online submission of bid	05.02.2018 at 1700 Hours
6.	Last date of manual submission of documents	07.02.2018 1700 Hours Onwards
7.	Date and Time of Opening of Technical Bid	09.02.2018 1030 Hours Onwards
8.	Date and Time of Opening of Technical Presentation	09.02.2018 1500 Hours Onwards
9.	Date and Time of Opening of Financial Bid	To be intimated later on the basis of technical bids
10.	Office address, Venue for Manual submission of documents	Directorate of Welfare of Schedule Castes and Backward Classes Department SCO 42-44, Sector 17 A, Chandigarh – 160017, Haryana, India.
11.	Earnest Money Deposit	NIL
12.	Method of Selection	Quality & Cost Based Selection (QSBC) procedure

Bid Documents:

The RFP document has been open through department's website to Companies/Agencies for Software Development & its implementation for State Govt. Department/Boards/Department.

Supplemental Information to the RFP:

If Department deems it appropriate to revise any part of this document or to issue additional information to clarify any section of this RPF, it may issue supplements/amendments/addendums/corrigendum etc to it.

All such supplements/amendments/addendums/corrigendum etc shall be communicated to respective empanelled Companies/Agencies. All such supplements/ amendments/addendums/corrigendum etc, shall be a part of this RFP and the bidders shall ensure to submit their proposals accordingly.

RFP Format:

This document provides Bid process and includes the scope of work for the bidder with regards to the Selection of System Partner (Vender) for Implementation of web based applications/online schemes in Department to facilitate Department in determining bidder's suitability as the proposed solution provider for the requirements outlined in this RFP. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the proposed solution provider for the requirements outlined in this RFP.

Proposal Preparation Costs:

The bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings /discussions/presentations, preparation of bid, providing any additional information required by Department to facilitate the evaluation process, and all such activities related to the process. This RFP does not bind Department to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

Department's Right to Terminate the Process

1. Department may terminate the bidding process at any time without assigning any reason. Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer. Department may invite the bidder for further discussions and negotiation towards the process of selection. The commencement of such negotiations does not, however, signify a commitment by Department to execute a contract or to continue negotiations. Department may terminate negotiations at anytime without assigning any reason.

Venue & Deadline for submission of bids:

1. Proposals must be submitted in the WSCBC Department, S.C.O 42-44, Sector 17A, Chandigarh as per the details mentioned in Key event date Sheet of this RFP.
2. Last Date & Time of submission: As per the Data Sheet table.
3. Department may, at its discretion, extend the deadline for submission of proposal in which case all rights and obligations of the proposed project and the bidders will thereafter be subject to the deadline as extended.

Late Bids:

Bids received after the due date and the specified time for any reason whatsoever, shall automatically stand rejected. General Guidelines for bid opening:

- RFP. There will be two bid-opening events (i) for the Technical Bids and (ii) for the Commercial bids.
- Every page of the Bid (Technical & Commercial Bid) Document needs to be clearly stamped & duly signed by the authorized signatory of the bidder.
- Department will open the Technical bids and list them for further evaluation. The 'Commercial Bid' shall not be opened until the evaluation of the Technical bids is complete.
- All the bidders will be invited during the opening of bids. However, if there is no representative of the bidder, Department may still go ahead and open the bids.

About the Department

The Welfare of Schedule Castes & Backward Classes Department implements various schemes for the Welfare of Schedule Castes & Backward Classes in the State of Haryana. The main function of the Department is to coordinate and supervise the activities of other departments in the matter of implementation of various schemes designed for the Welfare of Scheduled Castes, Backward Classes and De-notified Tribes.

Head Office:

Welfare of Schedule Castes and
Backward Classes Department,
SCO 42-44, Sector 17 A,
Chandigarh, 160017.
Phone: 0172 270 4006.
<https://haryanascbc.gov.in>

SCOPE OF WORK:

Department of Welfare of Schedule Castes & Backward Classes Haryana has decided to implement 6 schemes under online and integrated system. Although, Department has already been using offline systems to manage them. However, now it intends to achieve another milestone in Automation and e-Governance by leveraging ICT to take its services online and mobile through advanced web based and mobile technology in order to bring efficiency, transparency and accountability in its operations and to put effective delivery of services to its beneficiaries across the state of Haryana. The broad scope of work shall have the following stages:-

The proposed System should be a centralized, automated & integrated system with well-defined workflows and clearly assigned roles & responsibilities. This new system needs to be implemented for Department will fall under a domains and will cover all the branch offices along with the integration of various other existing and future IT applications.

Complete web based system as per the requirement should Go-live within **30 days** at both the Department from the award to work. Selected implementation agency will be responsible for the end to end system study, design & development, existing data migration, implementation, training and operation & maintenance of for a period of two years.

Main deliverables are as under for Department (WSCBC):

Design, Development, implementation and testing of web portal/application for Department.

- Integration with various 3rd party applications such as SMS gateway, Email gateway and SSL.
- Implementation/Hosting on State Data Centre and User training.
- Third party security and auditing of web application along with performance testing from the Govt. empanelled agencies.
- Completion and launch of all the proposed applications within **30days**.
- Operations and maintenance for contract period.
- System Software requirement specifications Document including detailed functional and non- functional requirements
- User manual and online training.
- SDD (System Design Document)
- The following printable reports should be generated through this module for Department:
 - i. List of Applied candidates
 - ii. List of Invalid applications
 - iii. Information and statistics of various schemes
 - iv. SMS/Email Alerts to Students
 - v. All other report as required by the Department.

Indicative MIS reports to be generated for each user level have also been listed along with the functional requirements. However, it is the total responsibility of the selected vendor to analyze in details the complete Functional requirements & list of reports/returns that should be required in these schemes as well as other requirements of various statutory & regulatory authorities. These are to be finalized during system study phase & documented in detail by the System Partner. The minimum indicative functional requirements for the 6 schemes in terms of various user levels have been indicatively listed in the **Annexure –“A”** of this document.

Besides, the Web based application will provide seamless and Efficient Interaction for its users at Head office and operational level. The Scope of work will consist of the following 6 Schemes:

1. MUKHYA MANTRI VIVAH SHAGUN YOJNA

This scheme is being implemented to honor the girl child and to ensure that the girls from poor families and daughters of widows/destitute women, sports women and orphan girl child, are married gracefully. For this purpose, grant is given to the following persons for the celebration of marriage of their daughters under this scheme:

1. A grant of Rs. 51000/- is provided to widows (Income criteria less than one lac p.a.). Out of this an amount of Rs. 46,000/- is to be paid on or before celebration of marriage and amount of Rs. 5,000/- is to be paid within 6 months on submission of marriage registration certificate. No balance amount will be paid if marriage registration certificate is not submitted within 6 months.
2. A grant of Rs. 41000/- is provided to the SC/DT families living below poverty line and widows/divorced/destitute women/ orphan and destitute children (Income criteria less than one lac p.a.). Out of this an amount of Rs. 36,000/- is to be paid on or before celebration of marriage and amount of Rs. 5,000/- is to be paid within 6 months on submission of marriage registration certificate. No balance amount will be paid if marriage registration certificate is not submitted within 6 months.

3. A grant of Rs. 11000/- is provided to the persons all sections of society living below poverty line (other than SC's) and all section's families (including SC/BC) having land holding of less than 2.5 acres or whose family annual income is less than Rs. 1,00,000 p.a. Out of this an amount of Rs. 10,000/- is to be paid on or before celebration of marriage and amount of Rs. 1,000/- is to be paid within 6 months on submission of marriage registration certificate. No balance amount will be paid if marriage registration certificate is not submitted within 6 months.
4. A grant of Rs. 31000/- is provided to sports woman (any caste/any income).

Terms and conditions of Eligibility

1. Haryana domicile.
2. Age of bride should be 18 years or more.
3. Age of groom should be 21 years or more.
4. Benefit is given upto marriage of 2 daughter of a person.
5. Widow/divorce woman can take benefit for her own marriage provided she has not taken this benefit earlier.

Procedure

- The applicant will submit his on-line application form one month before the date of marriage on www.haryanascbc.gov.in. DWO will sanction the grant and payment will be made through Aadhar linked bank account.
- In case of application is submitted after the date of marriage, the competent authorities for the sanction of shagun are as under:-
 1. up to one month after marriage: District Welfare Officer.
 2. up to 3 month after marriage: Deputy Commissioner
 3. up to 6 month after marriage: Concerned Divisional Commissioner

Note: application will not be entertained received after 6 months of the date of marriage.

2. MUKHYA MANTRI SAMAJIK SAMRASTA ANTARJATIYA VIVAH SHAGUN YOJNA

This is a 50:50 sharing basis scheme of Government of India/State Government. In order to promote communal harmony, inter-caste marriages are encouraged. Under the scheme, both the spouse should be citizen of India and one of the spouse should be a Scheduled Caste and he/she should be a permanent resident of Haryana State. An amount of Rs. 1,01,000 is provided as incentive to the married couple.

Pattern

Rs. 51,000 as direct benefit transfer to the joint account of the couple will be given immediately after marriage and the balance amount of Rs. 50,000 will be given after one year of cohabitation.

Conditions of Eligibility

- Both the spouses should be citizen of India and one of the spouse should be Scheduled Caste and he/she should be permanent resident of Haryana State and he/she has not taken any benefit under similar scheme.
- The grant shall only be given once for the first marriage.
- A non-scheduled Castes boy who marriage a scheduled Castes girls and vice-versa, the concerned Scheduled Castes bride/bridegroom will be given a cash grant of Rs. 51,000/- in the joint account of married couple.
- The beneficiary can apply for incentive within one year from the date of marriage.

Procedure of Implementation of Scheme

- Applications shall be invited by the Director, welfare of Sch. Castes and Backward Classes from the eligible couples by giving wide publicity through news papers and the All India Radio. The application should be supported with a Certificate from District Magistrate in case of Civil Marriage or Registered Certificate from Tehsil Dar / SDM. The District Welfare Officers will verify the facts stated in the application and place. The District Welfare Officers will sanction the amount. After the sanction is issued, the District Welfare Officer will draw the amount and disburse/deposit the same in the Joint account of the couple.

- The claim of incentive for inter-caste marriage will not be claimed as a matter of right.
- The expenditure involved may be debited under head, 2225-Social Security and Welfare-C-Welfare of Scheduled Castes, Scheduled Tribes and other backward Classes-Incentive for their inter-caste marriage (Plan).

3. DR. AMBEDKAR MEDHAVI CHHATTAR SANSODHIT YOJNA

To encourage the merit amongst Scheduled Castes and Backward Classes students a scheme namely “ Dr. Ambedkar Medhavi Chhattar Sansodhit Yojna” was launched from the year 2005-06.It is amended in 2009 which make this scheme “The Scheme of masses”as its scope has been extended up to post-graduate classes. Now this scheme is known as “Dr. Ambedkar Sanshodhit Medhavi Chhattar Sansodhit Yojna.

Eligibility

- Students should be domicile of Haryana.
- Students should belong to Scheduled Caste or Backward Classes.

Rate of incentive

- Amount of incentive ranges from 8000 to 12,000 p.a.

How to apply

- Student may submits their online application on website i.e www.haryanascbc.gov.in.

Mode of Payment

- Payment is made directly in the bank account of the student.

4. FINANCIAL ASSISTANCE FOR HIGHER COMPETITIVE ENTRANCE EXAMINATIONS THROUGH PRIVATE INSTITUTIONS

This scheme has been modified w.e.f 1-6-2009. Under the amended Scheme, a committee headed by the Secretary, Welfare of Scheduled Castes & Backward Classes has been constituted which will determine the duration of coaching and quantum of fee for different examinations keeping in view the market rates. Under the scheme, earlier the financial assistance up to Rs 10,000/- was being given. The income ceiling under the scheme has also been enhanced from Rs 1.00 lacs p.a. to Rs 2.50 lakhs p.a

Eligibility

- The student should be a domicile of Haryana & must belong to Scheduled caste/Backward Class.
- Annual Income of the parents/guardians should not exceed Rs 2.50 lacs.
- The candidate should possess all the requisite qualification required for the examination.
- The candidate will not be permitted to avail more than two chances for a particular competitive examination.

How to apply

- Have application from DWO/TWO or download it from department website.
- Duly filled the application and submit as prescribed in Advt. whenever issued.

Mode of Payment

- Payment is payable through Bank Account of Institution.

5. DR. B.R. AMBEDKAR AWAS NAWINIKARAN YOJNA

In order to solve the housing problem of Scheduled Castes and Denotified Tribes/ Tapriwas Jatis " Housing scheme for Scheduled Castes and Denotified Tribes, Dr B.R Ambedkar" is being implemented by this department. From the year 2006, amount has been enhanced from Rs 10,000 to Rs. 50,000 and a provision of Rs. 10,000 is also made for repair of the house. **Since the inception of present government, a remarkable growth is showing in this scheme as expenditure increase from 70.50 lacs to 1800.00 lacs and beneficiaries from 705 to 7868 in the year 2009-10. Rs. 30.36 Cr. have been spent on 7,868 houseless persons in the year 2009-10 to construct or repair their dwelling.**

Eligibility

- Applicant must be a resident of Haryana and should be a Scheduled Caste/ Denotified Tribes.
- Must be registered in BPL list.
- Applicant should have a plot of 50 sq. yard in village and 35 sq. yard in urban areas.

6. STATE WELFARE SCHEMES INFORMATION CENTER AT TEHSIL LEVEL

20 percent of the total budget of the State is kept for welfare schemes for SCs which are implemented by various departments under Scheduled Caste Sub Plan (SCSP). There is large number of welfare schemes and the information about these schemes is not adequately spread among the Haryana residents. There is an urgent need to have such information centers across the State. It has been therefore decided to have these information centers at Tehsil level where information about each welfare scheme shall be provided to the public and public will be able to apply for these schemes in these centers.

These information centers will be equipped with computers, touch screens, scanners and printers etc and there will be various counters for this purpose.

Residents will pay a nominal fee for applying and he will be given a scheme related complete information documents containing a checklist of documents required for the scheme.

Project implementation approach:

Given the challenges and the stakes involved, a phased project implementation approach has been adopted by the Department for implementation of 6 schemes. The complete activities have been planned under various phases as given below:

- Phase 1** Detailed Functional Requirement study, System Requirements Study, Preparation of SRS Document and System Design and approved by the Department
- Phase 2** Design, Development, Testing, Security Audit and implementation of web application. Go-Live of the system and training.
- Phase 3** Legacy data migration/entry.
- Phase 4** Operation and Maintenance of the entire application software for a period of 1 year or 2 years.

The indicative list of activities to be performed by selected vendor in each of the above phase has been mentioned in the sections below; but shall not be treated as an exhaustive list of activities.

It is the entire responsibility of the System Partner to perform all the requisite activities required for successful implementation of schemes.

Phase 1 - Detailed Functional Requirement study, System Requirements Study and System Design. The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

- After successful award, the vendor shall prepare & submit an Integrated Project Plan for the entire project that covers detailed tasks which are intended to be performed as part of the project along with the scope and duration of each of the activity.
- The minimum indicative functional requirements for the proposed schemes system in terms of various user levels have been indicatively listed in the Annexure –“A” of this document. However, SV shall perform its own individual assessment by consulting with the Department, to obtain more details on the current business processes, functions and activities performed by the Department as per the project requirements.
- The SV shall ensure to conduct a detailed Functional Requirements gathering and prepare a Functional document the same, which shall then be approved by the department.
- SV will be free to suggest re-engineering of processes?
- SV shall study the various other existing systems to be integrated with new system.
- The SV shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, performance and security of the application software for schemes & shall ensure that the Systems design documents should adhere to the industry wide best practices.
- The SV shall ensure solution compatibility with latest browsers and that the system would also require the use of unique user IDs and passwords for authentication purposes and OTP's as applicable for transaction authentication and authorizations.
- Audit, trail logs shall also need to be maintained at server level.

Desires Project Timelines: (Day)- approximately 09th February 2018.

S.NO.	Name Of Phase/Activity	Desired Timelines Days(D)
1.	Phase-1 - Detailed Functional Requirement study, System Requirements Study, System Design and approvals	D+10 (+3 days for approval)
2.	Phase 2 - Design, Development, Testing, (3 rd Party Security Audit and implementation of web application)	D+25
3.	Phase 3 – Testing and Implementation and Go Live of	D+30
4.	Phase 4 - Legacy Master data migration/entry and user training	D+40

Time taken by office for approval will not be included for day's calculation. Desired Technology Platform Requirements:

Although, bidders are free to propose any robust and advanced industry proven technology platforms to meet the requirements of this project. However, preference would be given as per the following:

- **Web based Applications: Open Source/Proprietary technology environments**
- **3rd party integration: (external interfaces)**

Considering the wide scope of work, project objectives and involvement of various stakeholders, integration of Web applications with various existing or new systems would be required. SV would be responsible for coordination with 3rd party vendors for the integration but all the necessary approvals and assistance and cost of third party vendors for such services would be provided/borne by the Department.

- **SMS & Email gateway integration.**

Deployment and implementation:

On the successful testing of the solution, SV shall have to deploy the solution at the hosting environment provided in the State Data Center or other Govt. based server for operationalization of web application. This includes installation/ configuration of required system software, application software, relevant database, OS, integration tools and other requisite software's as per the requirement.

The SV shall ensure the complete system testing internally and performing necessary security audits from the state designated agency/third party to be nominated by Department before making the application Go-Live.

Performance Requirements (SLAs):

Time will be the essence of the contract:

S.No.	Major Area	Parameters	Requirement	Penalty Breach
1	Implementation of end to end Application System	Timelines for completion of phases as per approved project plan during entire implementation period	Delay of no more than one month for any given phase and no more than two month's time cumulatively for the entire project	Between one and two week will attract a 2 per cent penalty per month of delay (on the particular payment milestone); will be a breach, thereafter.
2	Help Desk / Call Center	Resolving the technical problems And grievances. .and maintaining records	Time <ul style="list-style-type: none"> • Immediately • Within a day • Within two weeks 	Constitutes a breach if it is less than 90 per cent for two consecutive quarters.
3	Availability of application	Software solution covering all business functionalities and requirements	100 per cent availability of websites between 8 am and 8 pm during all working days. Computed Monthly.	
4	Resolution Time (Only for Bug/defects fixing)	Time taken by the SV to fix the problem & release the same into the production system	<p>Severity Level 1: Within 24 hours</p> <p>Severity Level 2: Within a maximum of 2 days</p> <p>Severity Level 3: Within a maximum of 5 days</p>	Inability to resolve as per severity level 1-2-3 on more than two occasions shall attract a penalty of one per cent (on the particular quarter payment) for each 24 hours delay beyond permissible limit.
5	Risk Factor and their mitigations	Manpower, System crash problems	Alternate arrangement within one week.	Failure will be treated as Breach.

6	Change requirement/ Fresh requirement In department	Quick action within two days proof will have to be shown for in department	Requirement review has to be submitted to the Department.	Rates shall be on man month basis.
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Software Defect Categorization:

- Severity level 1:** Critical business functionality is impacted which hampers the routine work.
- Severity level 2:** Problems which affects the normal execution of the work, but work around is available for the work to be completed in the existing functionality.
- Severity level 3:** Problems which have minimal impact on the operation or system and are trivial in nature and need some changes in requirement.

Software Vender's Responsibilities:

- Nominate a senior person in the capacity of a Project manager, who will serve as the single point of contact for the Department and shall attend all meetings related to the project.
- Plan and execute the project through a suitably qualified technical team. As part of this requirement, submit a project plan and keep it updated at all times.
- Finalize the detailed requirements and suggest any improvements to the processes being followed by Department that would be necessary as a result of the proposed IT/SYSTEM application.
- Design, Develop, Test, 3rd party audit, Baseline and Release the software solution consistent with applicable guidelines.
- Carry out necessary acceptance tests including certifications (as may be applicable) and report the test results including satisfactory conformance to requirements.
- Provide suggestions including hosting requirements in state data centre & enabling software licenses required for the designing, development, deployment and operations of the proposed solution. Provide Comprehensive Technical Documents and User Manuals (for both department users and external users).
- Impart training to the end users and also develop Training materials.
- Provide implementation and other support services, as proposed and mutually agreed upon, to ensure that the solution is rolled out to all the participating stakeholders and is smoothly operational as per the work (project) plan that is agreed upon.
- Provide the end to end operations maintenance and support for a period of one (1) year. Such maintenance support period shall commence from the date the system is Go-Live.
- During the maintenance and support period, successful bidder shall provide IT operations and administration of the installed solution in conformity with the States IT policies, fix software defects, enhance the software as per an agreed plan and provide such other technical support and hand-holding necessary for the smooth functioning of the overall solution covered under the scope of the project in conformity with the agreed performance criteria.
- The selected bidder agrees to make good any defects and shortcomings in the software that is part of the agreed requirements.
- Facilitate audit and assessments, as and when required.
- At the end of Maintenance and Support period, assist in smooth transition of the operations to the Department.

Department's Responsibilities

- Nomination of a single point of contact for all communications & interaction required for this project, approval and documents in time. Hardware required, connectivity etc will be provided by Department.
- Carry out project tasks which fall under the Departmental responsibility, within reasonable time limits, particularly in matters related to reviews, approvals, and acceptance, provide all requirements, etc.
- Make timely payments to the selected vendor.
- Provide the required timely access to personnel, test data, clarifications, and decisions and to resolve any issues as may be necessary for the selected bidder to carry out their obligations under this contract (including the work plan).
- Reporting technical issues to the selected bidder's personnel for resolution.
- Provide seating space and basic office amenities to the agreed number of bidder personnel who will be involved in the course of the project.
- Provide all necessary data in readable form.
- Formal requests for changes to software and conform to the agreed process in approving and implementing these changes.
- This team shall be mandatorily involved in every interaction between the Selected Vendor team of WSCBC and shall also be the responsible for any slippages on side of SCBC.
- It may also be noted that any sign-off's on the documents/deliverables submitted by the SV shall be mandatorily given by the competent authority from Department; only after getting countersign from Competent Authority for this project
- Department shall have to make the necessary arrangements for hosting of application in WSCBC based on the details of hosting requirements.
- Facilitate procurement of necessary IT infrastructure (software licenses like SSL certificate, etc if applicable) shall be assisted by SV.

Clause Table

Sr. No.	Clause	Document Required
1.	Processing fee for the Tender Document must have been submitted	
2.	The Bidder must have been registered under the Companies Act 1956 having registered office in India or under the Partnership Act as a Partnership Firm 1932 or under LLP Act, 2008 for last five years as on 31.03.2017. A certified copy must be attached. Consortiums are not allowed.	Copy of Certificate of Incorporation
3.	The average Turnover of Company/Agency in last 3 Financial Years (2015-16, 2016-17, 2017-18) should have been Rs. 5 crores from IT services	Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited years Certificate duly signed by Chartered Accountant of the Bidder confirming the positive net worth for the last three financial years.
4.	The Bidder should be a profit making firm in each of the last three audited financial years (2015-16, 2016-17, 2017-18)	Audited Balance Sheet and Profit & Loss Account Statement of the Bidder for each of the last 3 audited financial years.
5.	The Company/Agency must have adequate experience in development and implementation of customized IT	Work Order/Client Certificate. Define Satisfactory execution and payment record.

	software in the preceding last five years with any State/Central Government/PSUs for at least 10 different projects/ Department	
6.	The Company/Agency must be an established organization having experience of executing customized software development project of at least milestone Project valuing minimum Rs. 1 crore for any PSU/ Government Department/ organization	Work Order/Client Certificate. Define Satisfactory execution and payment record.
7.	The Bidder must have necessary licenses, permissions, consents, NOCs and approvals for carrying out the business. The Bidder must have valid GST No. and Pan No.	Copy of GST No. and Pan No. The Bidder must provide an undertaking stating that the firm all the requisite approvals/NOCs required by law to carry out the business.
8.	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of the Bidding Company or Partner in the case of Partnership firm or Proprietor in the case of proprietorship firm to sign the bid on their behalf.	A Certificate from the Bidder's Company Secretary certifying that the Bid signatory is authorized by the Board of Directors of the Company to do so, with acceptance of board resolution, resolutions number and date/ partner in case of partnership firm or proprietor in the case of proprietorship firm to sign the Bid on their behalf.
9.	Earnest Money Deposit	NIL

10.	The bidder should have minimum 40 regular IT professional employees on its payroll as on 31.03.2017 and should have an office in Tri-city (Chandigarh/Mohali/Panchkula) or NCR.	<ul style="list-style-type: none"> • Proof of address of Office location –Electricity bill, Rent Agreement, Water Bill, telephone bill. • Proof of Head count – Self certificate from company head on company letter head.
11.	<p>In case the entity is a defaulter in paying any dues to any of the Govt. Department</p> <p>a) If yes, the bidder is not for the tender</p> <p>b) If no, affidavit to this effect to be submitted</p>	Affidavit signed signatory to be submitted on non judicial stamp paper of Rs. 10 duly attested by notary public.
12.	Information/documents/ experience certificates submitted by entity along with the tender are genuine and true and nothing has been concealed therein.	Affidavit signed signatory to be submitted on non judicial stamp paper of Rs. 100 duly attested by notary public.
13.	Selected company should not have been black listed in the last five years by any Government entity in India (Centre/State organizations or Department/ Institutions.) for breach of any applicable law or violation of regulatory prescriptions or breach	Affidavit signed signatory to be submitted on non judicial stamp paper of Rs.10 duly attested

	agreement as on date of submission of Bid.	
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Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for further evaluation.

In case of changes in taxation laws:

In case there is any change in the tax implications because of changes in any of the applicable laws of the country, the additional burden/benefit shall be borne/enjoyed by the department.

Evaluation of Bids

The bids will be in two parts (Technical and Financial) as indicated in the Tender. The bids will be evaluated using 70: 30 scoring criteria for technical and financial bids. The technical bids shall be evaluated using Technical Bid evaluation criteria. Only Bidders securing more than 60 marks will be treated as technically qualified and eligible for opening of financial bids. The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.

An evaluation committee consisting of officials from Department will evaluate the bids of all the bidders both technically and commercially as per the following schedule/pattern.

1. Only Technical bid shall be opened on the day of opening of the technical bids.
2. Conditional bids shall be summarily rejected.

3. The Technical bids:-The documents furnished by each bidder with its Technical Bid and will be examined to see whether the qualifications and specific requirements mentioned in the tender document are fulfilled.
4. Technical bids shall be evaluated using 'Technical Bid Evaluation Criteria'. List of evaluation criteria is given below. The bidders securing more than 60 percent score in technical bid shall be treated as Technically Qualified Bidders.
5. The Commercial Bids of those bidders who satisfy the parameters laid out in the Pre-Qualification cum Technical Bid will only be opened. The place, date and time of the opening of the Commercial Bids shall be notified separately.
6. The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.
7. Financial Bids that are less than 50% of the average bid price will be disqualified [the average bid price is computed by adding all Financial Bid values of ALL the technically qualified bidders and dividing the same by the number of bidders].
8. L1 Calculation shall be done using following formula:- The bidder with lowest financial bid (L1) will be awarded 100% financial score. Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder = {(Financial Bid of L1/Financial Bid of the Bidder) X 100}% (Adjusted to two decimal places)

- i. The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score
- ii. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- iii. In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award.

Technical Bid evaluation criteria

S. No.	Evaluation Criteria	Scores
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1.	<p>Company Background and Experience – The Company/Agency should be operating in the field of Design, Development & Implementation of Web Applications or related IT Projects during the last three Financial Years (2014-15; 2015-16 and 2016-17) with an average annual turnover as under:</p> <ol style="list-style-type: none"> 1. Turnover up to 5 Crores – 05 Points 2. Turnover >5 & up to 10 Crores - 07 Points 3. Turnover >10 Crores – 10 Points 	10
2.	<p>Experience in Design, Development & Implementation of Websites/Portals & Web Applications Development in Govt Sector/PSU/Cooperatives – The firm should provide citations of Design, Development & Implementation of Websites/Portals & Web Applications or related IT Projects assignments completed by Company/Agency during the last five years of the value as under:</p> <p>[(Project value >10 lacs)</p> <ol style="list-style-type: none"> 1. Up to 5 projects – 10 Points 2. 5 to 10 projects – 20 Points 3. >10 projects – 25 Points 	25
3.	<p>Bidder's Experience in Haryana Government/PSUs/ Cooperatives:</p> <p>Government Related Project Experience: How well the vendor is having presence in the State of Haryana i.e. experience of providing Web based Application Services and Maintenance or related IT Projects assignments for any Govt. Deptt/ Board/ Corporation in the State of Haryana.</p> <ol style="list-style-type: none"> 1. Up to 5 projects – 10 Points 2. 5 to 10 projects – 20 Points 3. >10 projects – 30 Points 	30
4.	<p>Bidder's Experience in Providing Similar Scope of Work</p> <p>How well the vendor is having experience of developing & implementing similar projects in the Govt. Sector</p> <p>5 marks for 1 project upto maximum of 20 marks for 4 projects</p>	20
5.	<p>Presentation:</p> <p>The bidder company/agency will make a presentation of their understanding about the project and highlighting the methodology & proposed value additions etc. of this project.</p>	15

BUSINESS DETAIL**(Annexure- 1)**

1. Name of the Bidder:_____
2. Incorporation as Sole Proprietor/Partnership/Private Limited or Limited Firm:
_____ in the year _____ at _____
3. Whether any Legal/Arbitration/proceeding is instituted the Bidder or the Bidder has lodged any claim in connection with works carried out by them. If yes, please give details.
4. Whether the bidder complies with the requirement of Registration under the Contract Labour (Regulation and Abolition) Act: Yes/No
5. Bidder's Profile:

SR. NO	PARTICULARS	RESPONSE OF THE BIDDER
1	Name of the firm	
2	Details of Registration PAN No./TIN No. of the Company (Please attach photocopy)	
3	Address of Registered Office	
4	Contact Person Details	
5	Contact No, Email id, Fax No.	
6	GST No.	

ANNEXURE- 2 Project Citations

SR. No.	PARTICULAR	BIDDER'S RESPONSE
1	Name of project and Client Department	
2	Location where services were delivered	
5	Contract Period	
6	Status of assignment: completed/ Ongoing (if it is on-going, level of completion)	
8	Brief Description of the scope of Work	
11	Additional Information if any	

ANNEXURE 3: FORMAT FOR FINANCIAL BID

(On Letterhead of Bidder)

Sr. No	Activity	No of Units	Unit Cost (Rs. In Figures)	Total Cost (Rs. In Figures)
i.	One Time Setup, Development, Customization fee as per Scope of Work	1		
ii.	Per Application Fee (Per Student/Per Year)	Upto 30000 From 30001 to 50000 More than 50001		
iii.	Monthly Fee for Operating Help Desk	12		
iv	Monthly Cloud Hosting Fee (Only on the server of the MeiT, Govt of India Empanelled Agencies)	12		
iv.	Training Cost (Per Batch/ Per Day for Batch of up to 20 Participants)	10		
Total				

Additional FEE: The above financial quote has been invited in respect of the Welfare Schemes mentioned in the Scope of work. However, if at a later stage the Department introduce/ adopt any other Welfare Scheme during the contract period with the service provider, He will also have to cover such schemes for which one time set up, development and customization fee be quoted separately in the below given table. Whereas application fee will be remain same as mentioned in annexure 4 column ii for such new scheme(s):

S.No	Activity	Total Cost (Rs. In Figures)
1	One Time Setup, Development, Customization fee for any new scholarship/Welfare scheme (Per Scheme)	
Total		

HELP DESK

- Maintain one help-desk– by providing one project coordinator and two support man-power for the help-desk.
- Help desk is to be manned – 3 duly trained personnel after the Go Live of the system for the entire duration of the contract period.
- The Department will provide the software (ticket management system) and the space used for operating the helpdesk.
- The helpdesk shall be available as per the Department timings (9 a.m. to 5 p.m.) from Monday to Friday. However, during Admission & examination time, the helpdesk will have to work over the weekends.

**MANPOWER COST FOR ONSITE SERVICE/ SUPPORT AND DATA DIGITIZATION
(OPTIONAL)**

S.No	Activity	Total Cost (In Figures)	Total Cost (In Words)
1.	Project Manager/ Database Administrator (MCA/ B.Tech in Computers/IT with minimum 5 years' experience.)		
2.	Software Developer MCA/ B.Tech in Computers/IT with minimum 3 years' experience.		
3.	Database Administrator MCA/ B.Tech in Computers/IT with minimum 3 years' experience.		
4.	Quality Analyst (MCA/ B.Tech in Computers/IT with minimum 3 years' experience.)		
5.	Designer (Diploma from a Reputed Institute with minimum 3 years' experience.)		
6.	Technical Support Person (BCA/BSC IT/B.Tech with minimum experience of 2 years)		
7.	Data Entry Operator(Diploma from a Reputed Institute with minimum 2 years' experience.)		
	Total Amount		

Terms:

- Bidder is required to use the format in the above table to submit their financial bids.
- Rates should be exclusive of taxes.
- 10% Annual increase in the will be applicable on the charges

Name of the Signatory, (Designation)

Signature of Authorized Signatory

ANNEXURE - A

Indicative Functional requirements for various user levels

Technical Features/Functions

Web Application: As mentioned, in the scope of work, single web portal comprising of tools/means to implement 6 departmental schemes; should be designed and developed for the Department.

Following are the broad functional requirements for various level user:

Department Level (WSCBC):

- Provision to add schemes and set criteria at Front End.
- Active/Inactive schemes
- Set the required document list to be uploaded scheme-wise.
- Active/Inactive document to be uploaded.
- Furnish list of Mandatory/Non-Mandatory documents
- Facility to view number of applications received, verified, approved, correction required or rejected, on hold, payment initiated and payment completed.
- Facility to view and download scheme wise reports.
- More reports may need to be generated as per the requirement of department.

Note: This list is non-exhaustive, final functional requirements will be finalized during information gathering phases before the preparation and finalization of SRS.

User Level (Web Portal)

- Facility to create his/her secured login on portal and reset credentials.
- Facilities to view the schemes, check eligibility criteria, apply for the scheme and submit.
- Facility to upload and submit application with required documents.
- Facility to track the status of application process.
- Facility to communicate with department through, email and submitting remarks.

Note: This list is non-exhaustive, final functional requirements will be finalized during information gathering phases before the preparation and finalization of SRS.

Change Request

The bidders are also required to quote for manpower based on experience levels of candidates as indicated in the financial quote. Blended rate as specified in the financial quote shall be applicable to any significant changes to the solution.

Limitation of Liability

The entire & collective liability of the bidder arising out of or relating to this engagement, including without limitation on account of performance or non-performance of obligations hereunder, regardless of the form of course of action, whether in contract, or otherwise, shall in no event exceed the total Contract Price under this project plus invoking of the Bank Guarantee submitted by the bidder.

Termination Material Breach

In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party.

In case the Material Breach continues, after the notice period, the Department as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:

- i. If the Software vendor is not able to deliver the services as per the SLAs defined in this RFP which translates into Material Breach, then the Department may serve a 7 days written notice for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, the Department will have the option to terminate this Agreement. Further, the Department may also offer a reasonable opportunity to the System Partner/Vender to explain the circumstances leading to such a delay.

- ii. In the event that System Partner undergoes change of control, Department may, as an alternative to termination, require a full Performance Guarantee for the obligations of System Partner by a guarantor acceptable to Department or its nominated agencies. If such a guarantee is not furnished within 30 days of Department demand, the Department may exercise its right to terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the System Partner.
- iii. The termination provisions set out in this Clause shall apply *mutatismut and is* to the SLA.

Effects of termination

- (a) In the event that Department terminates this Agreement pursuant to failure on the part of the System Partner to comply with the conditions as contained in this Clause and depending on the event of default, Performance Bank Guarantee furnished by System Partner may be forfeited.
- (b) On termination of this Agreement for any reason, the Department will decide the appropriate course of action.

Termination of this Agreement due to bankruptcy of System Partner

The Department may serve written notice on System Partner at any time to terminate this Agreement with immediate effect in the event that:

- (a) The System Partner reporting an apprehension of bankruptcy to the Department or its nominated agencies;
- (b) Department or its nominated agencies apprehending as similar event.

Force Majeure

The vendor shall not be to liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is there sult of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the and not involving bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Department in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify the Department in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

Disputes Resolution

Amicable Settlement The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the Dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 60 days from the date of receipt of written notice, the matter shall be referred for Arbitration.

Arbitration In case of any dispute, either party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by a sole arbitrator that may be appointed with the consent of Parties to such dispute. If there is no agreement among the parties to the identity or appointment of such sole arbitrator within 30 days of issue of notice of reference, then the arbitral proceedings shall be conducted by a panel of three arbitrators, one arbitrator to be appointed by the Client and other appointed by System Partner and the third arbitrator to be mutually appointed by the other two arbitrators in accordance with provisions of Arbitration and Conciliation Act, 1996.

Arbitration proceedings shall be conducted in and the award shall be made in English language. Arbitration proceedings shall be conducted at Chandigarh/Panchkula and following area agreed:

- The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly.
- The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel)

- When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfill their remaining respective obligations under this Agreement.

AWARD OF CONTRACT

Award Criteria

The Best Evaluated Bidder according to QCBS evaluation will be considered first for award of contract by the Department.

Right to accept / reject any or All Proposals

Department reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any financial or other liability to the affected bidders or any obligation to inform the affected bidders of the grounds for Department's decision.

Notification of Award

Prior to the expiration of the validity period, Department will notify the successful bidder in writing or by fax, to be confirmed in writing by letter, that its bid has been accepted.

In case the tendering process/ public procurement process has not been completed within the stipulated period, Department may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance guarantee, Department will promptly notify each unsuccessful bidder. Department shall not be bound to give reasons for rejection of any bid.

Performance Bank Guarantee

- i. The successful bidder shall at his own expense deposit with Department, within Ten (10) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized bank or scheduled banks acceptable to Department, payable on demand, for the due performance and fulfillment of the contract by the bidder.**

- ii. **This Performance Bank Guarantee will be for an amount equal to 5% of the value of the contract awarded (inclusive of taxes). The value of the contract will be calculated as the sum of all payments (as stipulated by the contract) to be made by Department to the bidder during the contract period.**

All charges and expenses whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee shall be valid initially till 6 months after the completion of the contract period. In case, the project will be extended/delayed beyond the timelines, the bidder shall be required to extend the Bank Guarantee till the actual date of completion of project. The performance bank guarantee may be discharged/returned by Department upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

- i. **In the event of the bidder being unable to service the contract for whatever reason, Department would evoke the PBG. Not with standing and without prejudice to any rights whatsoever of Department under the contract in the matter, the proceeds of the PBG shall be payable to Department as compensation for the pre-estimated, pre-determined and pre-agreed loss resulting from the bidder's failure to perform/comply its obligations under the contract.**
- ii. **Department shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.**

Signing of Contract

Within 15 days of receipt of the initial Notification of Award the successful Bidder shall execute the Contract with Department.

Term of the Contract

The term of this Contract shall be for a period of two years commencing from the date of “Successful Implementation / Go-live” of end to end solution. However, the contract maybe extendable, on mutually agreed terms and conditions, one year at a time for a period of next two years.

(The Date of Go-Live will be date on which bidder received Letter of Successful Implementation/ Go- live from Department)

Failure to agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Department may award the contract to the next best value bidder or call for new bids or invoke the PBG/EMD.

PAYMENT SCHEDULE

The following section outlines the payments to be given by Department to the selected bidder for successful execution of the project at each milestone of the project.

The following schedule would be followed for payment during the Project implementation in line with scope of work:

Sr. No	Key Activities/ Milestones	Payment (%) of Fixed Price Cost	Remarks
1.	Completion of Phase 1	10%	On approval of SRS, SDD
2.	Completion of Phase 2	60%	On successfully completion of Pilot
3.	Completion of Phase 3	100%	
4.	After one year, Change and flesh requirements in Department	Man Month basis.	After one year, successful completion Payment (%) of One Time Project Costs

Other Payment Terms

- i. Any increase/decrease in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid/project will be to the account of the Department.
- ii. Whenever the penalty is levied on System Vender for failing to meet the required SLA, the payment shall be made for the quarter and the penalty (if any) will be adjusted in the payments of next quarter.
- iii. Any delay on account of Department & stake holders department officials (and not attributable to the System Partner) shall not be taken into account while computing adherence to service levels for the System Partner. The final authority in deciding the responsibility lies totally with the Department only.
- iv. Any monetary figure in decimal shall be rounded off to the nearest INR.
- v. All payments would be subject to withholdings, if any, due to SLA and performance criteria besides other statutory withholdings.
- vi. TDS or any other statutory deductions will be made as per existing laws.

Other Miscellaneous Terms

- I. Work would be carried out in Haryana/Chandigarh. No out of pocket expenses shall be provided and the same shall be the responsibility of the agency. Expenses relating to tours will be borne by the concerned Department as per Govt. Procedures equivalent to that post.
- II. Department will take a **Performance Bank Guarantee (PBG)** of value upto 10% of total engagement value from the selected agency which shall be returned back after successful completion of 1 years period of successful running of the SYSTEM.
- III. The ownership of all deliverables including Source Code and artifacts resulting from such engagements including any intellectual property shall vest solely with the Department. The proprietorship of the application/software component developed should be of the Department and the Company will not use the same developed software for any other purpose / department / state/country.
- IV. If State on request of Party grant permission to use the source code for any other State/Country, the Company/Agency have to pay the charges to Department to the tune of minimum 20% of the project for each instance.

Covering Letter Format

To

The Director
Welfare of Schedule Castes and Backward Classes Department,
SCO 42-44, Sector 17 A,
Chandigarh, 160017.

Subject: Selection of Software Vendor to Design and Develop Web Application

Reference: RFP No. Dated.....

Respected Sir/Ma'am,

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the RFP for proposed project solution. To meet such requirements and provide such services as required and are set out in the tender document. We attach hereto the tender response as required by the tender document, which constitutes our bid.

We undertake, if our bid is accepted, to adhere to the implementation plan (Project schedule for providing Services in Study, Design, Development, Implementation, Operation and Maintenance of proposed project put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and WSCBC or its appointed representatives.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response for a period of 90 days from the last date of submission of the bid document and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and WSCBC.

We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to WSCBC is true, accurate, and complete. This bid includes all information necessary to ensure that the statements the rein do not in whole or in part mislead WSCBC as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the tender response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our department/ company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Designation

Seal.

Date:

Place:

Business Address: