

Request for proposal for selection of System Integrator for Integrated Financial Management System (IFMS) for Department of Finance, Government of West Bengal

Volume-I

General

Version 1.0

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013



**Finance Department
Government of West Bengal
2013**

INVITATION FOR PROPOSAL

The Finance Department, Government of West Bengal started its computerisation initiative in the year 1995 with the implementation of computerisation of treasury information system.

Subsequently, the department computerised the Budget Management functions in the year 2000 and also implemented the computerisation of salary accounts (COSA) in the year 2002.

Since then the application portfolio has been gradually augmented with the support of National Informatics Centre, West Bengal [NIC] to cover the various functionalities of the department. All these applications are running on stand alone basis.

As on date, the bill processing and bill payment activities have been automated in all the 88 treasuries of the state through two application packages, one developed by NIC and other developed by CMC. There is a facility for consolidation of those data through an application developed by TCS.

In the year 2012, the department implemented the Government Receipts Portal System (GRIPS) for facilitating tax payers for payment of taxes through an online portal. Also, the COSA application has been substantially upgraded to facilitate the DDOs for submission of salary bill in softcopy along with particulars of employees' data.

Note: Please refer Section 8 Annexure I for a detailed description on the existing applications and related ICT infrastructure along with the different stakeholders of the Financial Management Functions.

The applications have been running in a distributed environment with various technologies and multiple data repositories with very little integration.

The department now plans to implement an integrated financial management system (IFMS) in order to facilitate all the stakeholders to monitor the various financial management functions in a seamless manner and harnessing modern technologies like centralised architecture and service oriented architecture.

Application Integration, data migration and new module development shall have major emphasis in this project.

This RFP Document is being issued for selection of System Integrator (SI) for Design, Develop, Customize, Configure, Supply, Test, Implementation and Maintenance of Integrated Financial Management System (IFMS) and related System Software, and Hardware Setup for Department of Finance, Government of West Bengal.

Bidder agencies are advised to study this RFP document carefully before submitting their proposals. Submission of proposal in response to this RFP shall be deemed to have been done by the Agency after careful study and examination of this document with full understanding of its terms, conditions and implications.

The RFP Document comprises of two volumes:

- volume I
- volume II

Volume I comprises of the following 7 sections and annexure:-

- Section 1: Instruction to Bidders
- Section 2: Scope of Work
- Section 3: Project Implementation Plan
- Section 4: Draft Contract Agreement
- Section 4A: Annexure to Draft Contract Agreement
- Section 5: Core Hardware & Networking Requirements
- Section 6: Technical Specification for ICT Infrastructure
- Section 7: Compendium of Formats
- Section 8: Annexure-1: Existing Application and ICT Infrastructure Details

The following table summarises the contents of Volume I:-

Section	Description
Section 1	This section contains all the instructions to the Bidders
Section 2	This section details the scope of work for each of the components of the proposed Project
Section 3	This section details the project implementation plan for the scope of work defined in section 2
Section 4	This section contains the draft contract agreement
Section 4A	This section contains the annexure to the draft contract agreement
Section 5	This section contains the details of Core Hardware & Networking Requirements along with specifications

Section	Description
Section 6	This section contains the details of technical specification for ICT Infrastructure
Section 7	This section contains the details of all the formats to be used by the Bidder for submission of Proposal
Section 8: Annexure-1	It contains detailed description on the existing applications and related ICT infrastructure along with the different stakeholders of the Financial Management Functions

Volume II contains the Detailed Functional Requirements Specifications.

Note:-

Bidders may please note that the tender issuing authority, under the instruction of government of West Bengal, may bring about subsequent modifications in the RFP documents starting from the date of publishing of the RFP. These modifications shall be duly uploaded in the websites mentioned in this RFP along with the updated versions.

Bidders are therefore advised to download the latest versions of the RFP before attending the first pre bid conference meeting.

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Request for proposal for selection of System Integrator for Integrated Financial Management System (IFMS) for Department of Finance, Government of West Bengal

SECTION 1: INSTRUCTIONS TO BIDDERS

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

1. INSTRUCTION TO BIDDERS

1.1 KEY INFORMATION DATES AND EVENTS

S. No.	Information	Details
1.	Date of Publishing of Notice Inviting Tenders (NIT)	11-March-2013
2.	Tender Reference No	WTL/FIN/IFMS/12-13/014
3.	Name of the Project	Selection of System Integrator (SI) for implementation of Integrated Financial Management System (IFMS) of Finance Department (FD), Government of West Bengal (GoWB)
4.	About the Project	To Supply, Design, Develop, Implement & Maintain Integrated Financial Management System (IFMS) in a phased manner from the effective date of commencement of the project.
5.	Procurement of Tender Document	RFP can be downloaded from http://www.wbfin.nic.in , www.nicwb.nic.in , www.wtl.co.in , www.banglarmukh.com , www.tenders.gov.in from 14-March-2013
6.	Place of Sale of Tender Document: Place of submission of bids: Place of Opening of Technical and Financial Bids:	Office of Webel Technology Ltd (WTL) Block-BP, Plot-5, Sector-V, Salt Lake City, Kolkata – 700091
7.	Name & address of the Tender Inviting Authority	Webel Technology Ltd (WTL) Block-BP, Plot-5, Sector-V, Salt Lake City, Kolkata – 700091
8.	Cost of Tender Document	Rs 10,000/- (Rupees ten thousand) only Original Bid document will be available at WTL's office on all working days from 10.30 hrs to 16.00 hrs. (WTL's office address is given below) on submission of Demand Draft of Rs.10000.00 (Rupees Ten thousand only). Demand Draft will be in favour of Webel Technology Limited payable at Kolkata. WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.

S. No.	Information	Details
		The payment should be made before the pre-bid meeting if the bidder desires to participate in the pre-bid meeting.
9.	Earnest Money Deposit (EMD):	Rs 1,00,00,000/- (Rupees one crore) only in the form of DD from any Scheduled bank in favour of Webel Technology Limited payable at Kolkata This Demand Draft should be enclosed with the technical proposal
10.	Period of collection of tender document	From 14-March-2013 to 26-April-2013, 4:00 PM
11.	Contact Persons for queries	Shri Apurba Ratan Chakraborty, IAS, Secretary, Finance (Budget) Department apurba05@gmail.com 033-2214-4048 Shri Gautam Chatterjee, Joint Secretary, Finance (Budget) Department apurba05@gmail.com 033-2214-4019
12.	Due Date and Time for submission of Pre-Bid Queries/ Clarification	31-March-2013 The queries/ clarifications shall be submitted in the format as provided in the RFP. Each Bidder shall send only one e-mail containing the Pre-Bid Queries. In case of more than one e-mail only the queries provided in the first e-mail shall be considered.
13.	Date and Place of first Pre-Bid Meeting:	Date: 01-April-2013 (Monday) 10:30 AM Venue: Conference Hall 2, Writers' Buildings, Kolkata - 700 001 <ul style="list-style-type: none"> • Only two persons for each intending bidder's organization, who will buy the RFP, will be allowed to attend the Pre Bid Meeting. • The person should have proper authorization in respective company Letter Head. • Only queries as per format reaching WTL by 31.03.2013 will be taken for decision. • Queries will be entertained for those bidders who will procure the Original RFP document.
14.	Date and Place of second Pre-Bid Meeting:	Date: 08-April-2013 (Monday) 10:30 AM Venue: Conference Hall 2, Writers' Buildings, Kolkata - 700 001

S. No.	Information	Details
		Please Note: No bidder shall be allowed to participate in the pre-bid meeting without payment of Tender cost.
15.	Last date for submission of Bids	29-April-2013 (Monday), 4:00 PM
16.	Proposal Validity period	120 days from the due date of Proposal submission
17.	Validity period of Bid Security	45 days (beyond the Proposal validity period)
18.	Opening of Technical Bids	06-May-2013 (Monday), 11:00 AM
19.	Opening of Financial Bids	29-May-2013 (Thursday), 11:00 AM

1.2 ONE PROPOSAL PER BIDDER

Each bidder shall submit only one set (refer 1.15) of Proposal. If a bidder submits more than one Proposal, the Proposals shall be rejected.

In case of Consortium, Prime Bidder cannot be a member of any other consortium. However a member (other than Prime Bidder) of a consortium can be a member of more than one consortium.

1.3 COST OF PROPOSAL

The bidder shall bear all costs associated with the preparation and submission of its Proposal, presentations and Proof of Concept of the solution to the Finance Department, GoWB including travel cost incurred, etc. Finance Department, GoWB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

1.4 EVALUATION PARAMETER

Evaluation of the Proposal will be done in three stages, i.e. Pre-Qualification, Technical & Financial:

- The Technical Proposal of only those bidders will be evaluated who meet the minimum pre-qualification criteria and submit the bid security.
- The Financial Proposal will be opened only of those bidders who score the minimum prescribed marks in Technical evaluation criteria.
- The successful bidder will be selected on the Lowest Total Financial Quote (L1) basis i.e. the bidder having the Lowest Total Financial Quote amongst the bidders short-listed for financial proposal evaluation shall be treated as the Successful Bidder.

The details of evaluation parameters are discussed in the paragraphs below:

1.5 EVALUATION OF PRE-QUALIFICATION PROPOSAL

For the evaluation of Pre-qualification Proposal, the documents furnished by the Bidder will be examined to check if all the eligibility requirements stated below and furnished in accordance with the formats provided in the RFP are met.

Proposal not meeting the pre-qualification criteria shall be rejected and not be processed further beyond this stage.

The pre-qualification criteria have been bifurcated into two categories viz. Pre-Qualifying/ Eligibility criteria for Bidder/ System Integrator and Eligibility criteria for OEM.

1.5.1 PRE-QUALIFYING/ ELIGIBILITY CRITERIA FOR BIDDER/ SYSTEM INTEGRATOR

#	Eligibility Criteria to Participate	Supporting Documents
1.	The bidder (Lead Bidder and Consortium members, in case of Consortium) should be registered under Companies Act, 1956	Copy of Company Registration Certificate/ Certificate of Incorporation
2.	The bidder (Lead bidder, in case of consortium) should be at least a CMMi Level 5 certified Company as on date of proposal submission.	Copy of the certificate in the name of bidder (Lead bidder, in case of consortium)
3.	The bidder (Lead bidder and Consortium members, in case of Consortium) should be ISO 9001:2008 certified company	Copy of relevant Certificate
4.	Bidder (lead bidder in case of consortium) should have made a payment of Rs. 10,000 (Rupees Ten Thousand only) for the tender document	A copy of the DD (as proof of payment for tender purchase)
5.	The bidder (lead bidder in case of consortium) should have submitted an Bid Security of INR 10,000,000 (Rupees One Crore only)	A copy of the DD
6.	Bidder (lead bidder in case of consortium) must have a registered office for doing business in India for a period of at least last 5 years as on March 31, 2012	Certificate of Incorporation and Commencement of Business & Audited Financial Report
7.	Bidder (lead bidder in case of consortium) should have a minimum average annual turnover of 500 Crore for the preceding 3 financial years ending with March 31, 2012 (viz. FY11-12, FY 10-11 and FY 09-10). <u>Note:</u> The revenues must be accrued from Software Development/System Integration and Associated Services (may include: Consulting, Software maintenance/support, custom application development etc.)	Copy of audited Balance Sheets and Profit and Loss (P/L) statement

#	Eligibility Criteria to Participate	Supporting Documents
8.	Bidder (Lead Bidder and Consortium members, in case of Consortium), should be a profit making company for each of the last 3 preceding years ending with March 31, 2012 (viz. FY11-12, FY 10-11 and FY 09-10).	Copy of audited Balance Sheets and Profit and Loss (P/L) statement
9.	<p>The number of members in a consortium shall not be more than Three (including Lead bidder).</p> <p>The prime bidder should be solely responsible for the implementation of the entire scope of the project and should not subcontract any part of the work related to this project to any party not forming part of the proposed consortium.</p> <p><u>Note:</u> The bid should contain details of all the members of the consortium including their legal status and specify their roles and responsibilities in the project.</p>	Copy of the Consortium Agreement
10	The bidder (Lead bidder and Consortium member, in case of Consortium) shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal. (as per DIT guidance note issued on 26-dec-2011)	Self-declaration certificate
11	The members of the consortium (if applicable) should enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal and execution of the project if selected. The MoU in non-judicial stamp paper of appropriate denomination should be submitted to department along with the proposal.	Copy of the signed MoU
12	<p>The Bidder (Lead bidder or Consortium members, in case of Consortium) must have successfully implemented similar scoped projects* of a minimum consolidated value of INR 200 Crore during the preceding 5 years for State Government/ Central Government/PSU Organizations in India.</p> <p>*For the purpose of the RFP, similar scoped project shall mean: "The Project should be for State Government/ Central Government/PSU Organizations including Be-Spoke Enterprise Level Application Development set-up for the project; Supply, Installation Commission of ICT Infrastructure including server and storage; System Integration; Operation and Maintenance of Application and ICT Infrastructure."</p>	Copies of the Work Order and its completion certificates (within the last 5 yrs) and customer satisfaction certificate etc. issued by competent authority from respective Purchaser with date and stamp

#	Eligibility Criteria to Participate	Supporting Documents
	<p><u>In order to enable the Finance Department, GoWB to assess the authenticity of the above, the bidder shall provide relevant and necessary documentary evidence in relation to the previous similarly scoped contracts executed by the bidder. The Finance Department, GoWB further reserves the right to verify the correctness of documentary evidence furnished by the bidder for successful operation and performance of qualifying projects and Bidder shall arrange permission for the same.</u></p>	
13	<p>The bidder (Lead bidder and consortium members, in case of Consortium) shall have company registration certificate under company act, registration under Labour Laws Contract Labour (Regulation & Abolition Act) Act, valid sales tax registration certificate, valid income tax registration certificate and valid service tax registration certificate.</p>	<p>a) Copy of Company Registration certificate/Certificate of Incorporation b) Copy of registration under Labour Laws Contract Labour c) Copy of VAT registration certificate and clearance certificate. d) Copy of income tax registration certificate e) Copy of service tax registration certificate and clearance certificate</p>
14	<p>The bidder (lead bidder in case of consortium) should have a minimum of 50 named employees having experience in implementing Finance projects or other financial management projects and minimum employee strength should be 500 in India.</p>	<p>Copy of relevant certificate indicating the number of employees and declaration with name of resources and roles played in various stages of implementation</p>
15	<p>The Bidder (Lead bidder in case of consortium) should have direct authorization from the Original Equipment Manufacturers (OEM) for selling and supporting the components offered under this project. The Prime Bidder will have the responsibility of all kind of maintenance and support of application software, and hardware component specified in this project</p>	<p>Copy of authorization certificate from the Original Equipment Manufacturers (OEM).Manufacturer's Authorization Form (MAF) list to be provided by the Bidder.</p>

#	Eligibility Criteria to Participate	Supporting Documents
16	The Bidder (Lead bidder in case of consortium) should have local presence and there should be an existing set up established prior to March 31, 2012 with a development center and 200+ manpower	Address proof of local office

1.5.2 ELIGIBILITY CRITERIA FOR OEM

#	Eligibility Criteria to Participate	Supporting document
1	System software and Hardware & Networking OEM should have presence in India for more than last 10 years.	Copy of Certificate of Incorporation and Certificate of Commencement of Business
2	System software and Hardware & Networking OEM should have at least one Support center in India.	Copy of Certificate of Incorporation and Certificate of Commencement of Business
3	System software and Hardware & Networking OEM should be a profit making entity for preceding 3 financial years ending with March 31, 2012 (viz. FY11-12, FY 10-11 and FY 09-10).	Copy of audited Balance Sheets and Profit and Loss (P/L) statement
4	System software and Hardware & Networking OEM should have more than 3 partners to deliver the scope of work as is mentioned in the RFP document pertaining to the OEM for the proposed solution. These partner companies should be OEM partners for more than 5 years and OEM should certify the same.	Certification by OEM
5	OEM for Desktop, Printer, Scanner, UPS should be empanelled with DGS&D	Documentation by OEM
6	OEM for servers must have their offered model and CPU to have certified either through tpc-H or SPECint_rate2006	Documentation by OEM

Please Note:

1. **Successful Implementation/ Completion** means the complete system shall be operational for at least 1 year after the Go-Live Date of the Project. The same shall be verified only with the Purchaser letter/ Certificate provided by the Bidder. For any project, if Purchaser letter

is not submitted, then the same is treated as Ongoing project and not eligible for evaluation.

2. The information shall be provided for those projects which involve development/customization/implementation of IFMS solution.
3. **Government** shall mean Central/ State/ Local Government including Government Boards, agencies and corporations.
4. Finance Department, Government of West Bengal may ask the Bidder (or the Prime Bidder, in case of a Consortium) for any additional information whenever it feels that such information is necessary for evaluation. This may also include reference checks to verify credentials supplied by the Bidder.

1.5.3 CONSORTIUM

- Considering the wide variety of skills and resources needed to implement the IFMS Project, a group of Companies are allowed to come together and bid for this project as a consortium. However, the following must be noted with respect to the Consortium:
- The total number of consortium members including the Prime Bidder cannot exceed Three.
- All the parties in such Consortium shall be jointly and severally liable and bound under the Contract Agreement.
- Only Prime Bidder will submit the Proposal and sign the Contract Agreement.
- A Sole Bidder/ Prime Bidder cannot be a member of any (other) consortium. However a member (other than Prime Bidder) of a consortium can be a member of more than one consortium.
- A sole bidder/ consortium cannot submit multiple Proposals.
- In case of a consortium, the Prime bidder would need to submit a Consortium Agreement duly executed with the other consortium members for the contract clearly indicating the division of work (as an annexure to the Consortium Agreement) with respect to the Scope of Work (naming relevant clauses and sub-clauses) and their relationship. Consortium Agreement should be prepared on a stamp paper of requisite value.
- Consortium Agreement executed by the Prime bidder and consortium members should also be addressed to the FINANCE DEPARTMENT, GoWB clearly stating that the Agreement is applicable to this RFP and shall be binding on them for the contract period. Notwithstanding the Consortium Agreement, the responsibility of completion of job under this contract will be with the Prime bidder.
- The arrangement among the members of the Consortium shall be disclosed in the Proposal and binding on the members and no change in role and responsibility of the members would be accepted after the submission of the Proposal and till the completion of the Contract Agreement.

- The Prime Bidder shall respond to all queries and clarifications and ensure compliance to Proposal Process requirements.
- No change in the composition of a Bidder will be permitted by FINANCE DEPARTMENT, GoWB during the validity period of the Proposal
- Change in members of the consortium of the successful bidder will be allowed only with prior approval of the FINANCE DEPARTMENT, GoWB
- If at any stage of RFP process or during the currency of the Contract Agreement, any suppression/ falsification of information with respect to the above conditions is brought to the knowledge of the FINANCE DEPARTMENT, GoWB, then the FINANCE DEPARTMENT, GoWB shall have the right to reject the Proposal or terminate the Contract Agreement, as the case may be, without any compensation to the Prime bidder.

1.5.4 SUB-CONTRACTING

The Bidder shall not subcontract (to other parties not forming part of proposed consortium, if any) any of the work related to the IFMS Project.

1.6 EVALUATION OF TECHNICAL PROPOSAL

The evaluation of the Technical Proposal will be carried out as follows for those Bidders who meet the Pre-Qualification requirements.

- a. **EVALUATION OF THE TECHNICAL PROPOSAL:** The Technical Proposal will be evaluated against the requirements specified in the RFP and the Evaluation Criteria for the Technical Proposal.
- b. **PROPOSAL PRESENTATIONS INCLUDING PROOF OF CONCEPT:** Bidders meeting the pre-qualifications criteria would be invited to make a presentation to the Technical Evaluation Committee. The purpose of such presentations would be to allow the bidders to present their proposed solutions, proof of concept and the key points in their Proposal to the committee. The Key Personnel proposed in the Technical Proposal must be present during the presentation.
- c. **CLARIFICATIONS FROM BIDDERS:** The Technical Evaluation Committee may elicit clarifications from the bidders. The primary function of clarification in the evaluation process is to clarify ambiguities and uncertainties, if any, arising out of the evaluation of the Proposal documents.

Consequent upon the evaluation, each Technical Proposal has been divided into two categories:

- Application Service Provider (ASP) related technical evaluation parameters (weight: 80%)
- System Integrator with hardware supply related technical evaluation parameters (weight: 20%)

Technical Score (T) will be awarded out of a maximum of 100 marks for each category. Bidders are required achieve overall score of 70 marks or more for each category and overall weighted

average of 80 marks for both category to technically qualify for the evaluation of their Financial Proposal.

However, if the number of qualifying bidders are not at least three then the FINANCE DEPARTMENT GoWB may, at its discretion, consider up to three highest scoring bidders as qualified bidders.

1.6.1 EVALUATION OF TECHNICAL PROPOSAL

The Evaluation Committee, appointed by the Finance Department, GoWB would evaluate the technical bids. Bidders should be ready to give the presentation on their proposed solution along with the Proof of Concept in front of the Evaluation Committee at a date, time and location determined by the Finance Department with 5-6 days notice. They are expected to reply to all the queries from the Evaluation Committee during the presentation which would be of a maximum of 2 hour duration. The presentation would be part of technical evaluation process.

Finance Department, GoWB shall undertake only written clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in Table below. The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Proof of Concept:

The Bidder should prepare a proof of concept for the following and may refer the FRS document in this regard:-

- One Complete Expenditure cycle including the following sequential business processes:-
 - Budget Allotment from Head of Departments to DDO
 - Employee Pay Bill Preparation and online submission by the DDO
 - Bill Processing at Treasury
 - Issue of payment instruction to nodal bank through ECS / Core Banking / NEFT / RTGS.
 - Receipt of payment e-scroll by the treasury from nodal bank intimating payment status
 - Intimation to DDOs / Pensioners through email and sms
 - Payment Accounting by Treasury
- One Complete Receipt cycle including the following sequential business processes
 - Online payment of Taxes/fees by citizens/registered dealers

- Receiving receipt e-scroll by the treasury from nodal bank
- Receipt Accounting by Treasury
- Complete Treasury Accounting cycle
 - Compilation of Payments and Receipts by Treasury and submission to AGWB

The bidder should use service oriented architecture in designing the proof of concept and the same should be based on the proposed application and database server

As Application Service Provider (ASP):

#	Parameter	Maximum Score	Supporting Documents
A1	Bidder's Relevant Past Experience	10	
A.1.1	Successful design, development, testing, commissioning and support of Enterprise level Applications or similar Financial Management System of a minimum consolidated value of INR 50 Crore (each project should be of minimum value of INR 10 crore and a maximum of 5 projects to be cited for evaluation) during the preceding 5 years ending March 31, 2012 for Government Department or PSU organization in India as below: Consolidated value <=50 50 cr <Consolidated value <=75 cr 75 cr<Consolidated value <=100 cr Consolidated value>100 cr	0 5 7 10	Completion Certificate
A2	Technical Proposal	60	
A2.1	Approach & Methodology	20	
A.2.1.1	Approach & Methodology for Acceptance procedure, related Constraints, problem resolution and Dependencies	5	
A.2.1.2	Approach & Methodology for stakeholder sensitization, approval of SRS, Design Document & Customization Requirement, Training & UAT, onsite and remote technical support and handholding	5	
A.2.1.3	Approach & Methodology for Data Migration/ digitization Plan	5	
A.2.1.4	Approach & Methodology for Roll out and Post Implementation support, Training, Capacity building and Change Management Strategy	5	
A2.2	Proposed Solution Architecture as per Technical Proposal	20	
A.2.2.1	IFMS Architecture	10%	
A.2.2.2	Module Work Flow- Technology ,implementation and	14%	

#	Parameter	Maximum Score	Supporting Documents
	development environment used for the module		
A.2.2.3	Database Architecture	10%	
A.2.2.4	Architectural and Implementation Justification for required performance criteria (SLA)	5%	
A.2.2.5	Architectural and Implementation Justification for Handling of concurrent users	5%	
A.2.2.6	Integration Methodology, Technology and implementation	20%	
A.2.2.7	Data Migration Methodology, Technology and implementation	10%	
A.2.2.8	Project Execution Methodology (using Rational ALC/PLC tools or other compatible tools) 8.1. Project Plan (3) 8.2. Resource Allocation (8)	11%	
A.2.2.9	Application Architecture and Software	5%	
A.2.2.10	Solution Integration Architecture with data interfacing details for existing applications	5%	
A.2.2.11	Overall Deployment Architecture including integration with all internal and external stakeholders of IFMS	5%	
A.2.3	Proposed Application Security mechanism	5	
A.2.4	Application Modules Integration Methodology	5	
A.2.5	Presentation of Technical Proposal covering detailed explanation of items in A2 along with Proof of Concept of the proposed solution	10	
A3	Proposed Team Strength as per Technical Proposal	30	
A.3.1	Qualification , relevant certification and Experience of the proposed Project Manager and Assistant Project Managers in implementing the proposed solution for similar scoped project for Government (Centre/State/Local) and PSU organization in India.	5	
A.3.2	Qualification and Experience of the proposed Finance domain expert for the project	5	

#	Parameter	Maximum Score	Supporting Documents
A.3.3	Qualification, relevant certification, Experience of the lead personnel earmarked for the Project as per the following roles:- Solution Architect, Module Application Architect Database Architect Security Architect Development & Customization Integration & configuration Application Tester Data migration, Training and change management, Operation and maintenance	20	
Total		100	

As System Integrator (SI):

#	Parameter	Maximum Score	Supporting Documents
S1	Bidder's Relevant Past Experience	10	
S.1.1	Successful Delivery, Installation, Commissioning, System Integration, Helpdesk support of Hardware Components (Including Server, Storage, Network, client side Infrastructure) of a minimum consolidated value of INR 200 Crore (each project should be of minimum value of INR 40 crore and a maximum of 5 projects to be cited for evaluation) during the preceding 5 years ending March 31, 2012 for Government Department or PSU organization in India as below: Consolidated value <=200 cr 200 cr < Consolidated value <=300 cr 300 cr < Consolidated value <=400 cr Consolidated value >400 cr	0 5 7 10	Completion Certificate
S2	Technical Proposal	60	

#	Parameter	Maximum Score	Supporting Documents
S2.1	Approach & Methodology	20	
S.2.1.1	Approach & Methodology for Acceptance procedure, related Constraints, problem resolution and Dependencies	5	
S.2.1.2	Approach & Methodology for Implementation, Commissioning, System Integration ,onsite and remote technical support and handholding	5	
S.2.1.3	Approach & Methodology for Compliance to SLA	5	
S.2.1.4	Approach & Methodology for Roll out and Post Implementation FMS & Helpdesk support,	5	
S2.2	Proposed Infrastructure Architecture as per Technical Proposal	30	
S.2.2.1	Proposed Infrastructure Architecture at Data Center and DR Site	10	
S.2.2.2	Component sizing and Redundancy proposed in each component to meet the overall application performance: <ul style="list-style-type: none"> a. Data Base Server- b. Application Server - c. Web Server - d. LDAP Server - e. Other Servers- f. SAN Storage - g. Core Switch – h. DMZ Switch i. Load Balancer j. Firewall 	5	
S.2.2.3	Scalability of the components <ul style="list-style-type: none"> a. Data Base Server- b. Application Server - c. Web Server - d. LDAP Server - e. Other Servers- f. SAN Storage - g. Core Switch – 	5	

#	Parameter	Maximum Score	Supporting Documents
	<ul style="list-style-type: none"> h. DMZ Switch i. Load Balancer j. Firewall 		
S.2.2.4	<p>Improvement Suggested over the minimum Technical Specification as provided in the RFP in section 5.1.1</p> <ul style="list-style-type: none"> a. Data Base Server- b. Application Server - c. Web Server - d. LDAP Server - e. Other Servers- f. SAN Storage - g. Core Switch – h. DMZ Switch i. Load Balancer k. Firewall 	5	
S.2.2.5	Proposed Security Architecture	5	
S.2.3	Presentation of Technical Proposal covering detailed explanation of items in S2	10	
S3	Proposed Team Strength as per Technical Proposal	30	
S.3.1	Qualification , relevant certification and Experience of the proposed Project Manager and Assistant Project Managers in implementing the proposed solution for similar scoped project for Government (Centre/State/Local) and PSU organization in India.	6	
S.3.2	<p>Qualification, relevant certification, Experience of the lead personnel earmarked for the Project as per the following roles:-</p> <p>System Administrator System Integrator (for integrating the various hardware, network, security, System Software and other associated Components as applicable) Network Administrator</p>	24	

#	Parameter	Maximum Score	Supporting Documents
	Database Administrator Security Administrator FMS and Helpdesk lead		
Total		100	

Bidder must provide as supporting documentary proof in form of work orders confirming year, value of services delivered in each of the projects, completion certificate from Purchaser confirming year and value, scope of work along with reference details of the Purchaser.

1.6.2 EVALUATION OF FINANCIAL PROPOSALS

After evaluating the Technical Bids, Finance Department, GoWB shall notify the bidders whose Technical proposals were considered acceptable to the Department, indicating the date, time and place for opening of the Financial Bids.

The following points may be noted for the evaluation of the Financial Bid;

- Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding.
- The prices should be all inclusive of Taxes and Out of Pocket Expenses (OPEs). Taxes should be shown separately with tax rates as applicable. All expenses related to travel, boarding, lodging etc would be inclusive and no separate claims on any account would be entertained.
- Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its tender will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
- Any discrepancy relating to prices quoted in the offer across different sections of the bid, only prices given in the prescribed format given of the RFP shall prevail.

1.6.3 DETERMINATION OF SUCCESSFUL BIDDER

Bidders securing minimum **80 marks** in technical proposal evaluation will be shortlisted for financial proposal evaluation. The Finance Department, GoWB will determine the Bidder having the Lowest Total Financial Quote (**L1**) as the Successful Bidder, amongst the bidders shortlisted for financial proposal evaluation.

1.7 INSTRUCTION FOR PREPARATION OF PROPOSAL

- The RFP documents should be read in conjunction with any Addenda, proceedings of Pre-Bid Meetings, responses to Bidders' queries and any other clarification and information issued to Bidders in respect of the Proposal.
- The Bidder is expected to examine all instructions, forms, terms and conditions, Finance Department, GoWB's requirements and other information in the RFP documents. Failure to furnish all information required by the RFP documents or submission of a Proposal not substantially responsive to the RFP documents may result in rejection of the Proposal.
- The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the tender document.
- The Proposal shall be submitted strictly as per/ in prescribed annexure/ formats by person authorized by Board Resolution/ Power of Attorney (duly authorized by Board Resolution). The authorization shall be submitted along with the Proposal.

1.8 CLARIFICATION OF RFP DOCUMENTS

- Bidder (or Prime Bidder in case of Consortium) requiring clarifications on RFP documents may notify either by writing to or by sending in their queries by electronic mail to with the subject line "RFP for appointment of System Integrator for IFMS" indicating details of organization sending the query" to the contact details mentioned in section 1.1. RFP provides the format in which request for clarifications must be sent.
- FINANCE DEPARTMENT, GoWB will respond to queries/ clarifications of the Bidders in writing by publishing the responses on its website <http://www.wbfin.nic.in> as early as possible after the pre-bid meeting. FINANCE DEPARTMENT, GoWB will have the right not to respond to some or any of the queries at its sole discretion. FINANCE DEPARTMENT, GoWB will not entertain any correspondence regarding delay or non-receipt of clarifications/ queries.

1.9 PRE-BID MEETING

- Bidder (or Prime Bidder in case of Consortium) attending the Pre-Bid meeting must do so at their own cost. Not more than 2 representatives from any Bidder (or Prime Bidder in case of Consortium) are allowed to attend the Pre-bid meeting.
- Representatives of Bidder (or Prime Bidder in case of Consortium) shall not be allowed to attend the pre-bid meeting, if they do not pay the cost of RFP document before pre-bid meeting.
- FINANCE DEPARTMENT, GoWB reserves the right to change the time and venue of the Pre-Bid Meeting. The purpose of the Pre-bid meetings would be to explain FINANCE DEPARTMENT, GoWB's conceptualization of the project, its salient features, bidding terms and conditions and such other details as FINANCE DEPARTMENT, GoWB may wish to communicate.

1.10 AMENDMENT TO THE REQUEST FOR PROPOSAL

At any time prior to the deadline for submission of Proposal, FINANCE DEPARTMENT, GoWB may modify, for any reason deemed necessary, the RFP by notifying the amendments in writing or by publishing the amendments on the official website www.wbfin.nic.in and such amendment shall be binding on the Bidder.

1.11 LANGUAGE OF PROPOSAL

The Proposal and all associated correspondence shall be written in English and shall strictly conform to prescribed Annexure/ Formats, if any. Any interlineations, erasures or over writings shall be valid only if the authorized person signing the Proposal initials them (in case of scanned paper documents).

All Proposal and accompanying documents received within the stipulated time will become the property of FINANCE DEPARTMENT, GoWB and will not be returned.

1.12 CURRENCIES OF PROPOSAL AND PAYMENT

The bidder shall submit its Financial Proposal in **Indian Rupees (INR)** and payment under this contract Agreement will be made in Indian Rupees.

1.13 VALIDITY OF PROPOSAL

The Proposal will remain valid for a period of 120 days from the due date of Proposal submission.

In exceptional circumstances, at its sole discretion, FINANCE DEPARTMENT, GoWB may solicit the bidder's consent for an extension of the validity period. Such request and responses shall be made in writing.

1.14 DOCUMENTS COMPRISING THE PROPOSAL

The Proposal should be submitted by the Bidder in four parts:

- a. Bid Security
- b. Pre-Qualification Proposal
- c. Technical Proposal
- d. Financial Proposal

1.14.1 BID SECURITY

- A Bid Security of INR 10,000,000 should be paid in the form of DD from any Scheduled bank in favour of Webel Technology Limited payable at Kolkata and the same should be sealed in an envelope. The envelope should clearly show
 - Name of the company submitting the Bid Security
 - Tender Reference Number
- Proposal not accompanied by Bid Security shall be rejected as non-responsive.
- Bid Security should remain valid for a period of at least 45 days beyond the original validity period of Proposal, or at least 45 days beyond any extended period of Proposal validity subsequently requested.
- Bid Security shall be returned to all the unsuccessful bidders within one month after award of the project to the successful bidder.
- The Bid Security shall be forfeited under the following conditions:

If Bidder withdraws the proposal before the expiry of validity period.

During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.

If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if Bidder fails to:

- a) Accept the work order along with the terms and conditions.
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- d) Submitting false/misleading information/declaration/documents/proof/etc.

The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from participating in any job for a period of one year.

1.14.2 PRE-QUALIFICATION PROPOSAL

The Pre-Qualification Proposal must demonstrate that the Bidder fully meets all the minimum pre-qualification criteria set out in the RFP. The Pre-Qualification Proposal must provide the information as per the specifications mentioned in the RFP.

1.14.3 TECHNICAL PROPOSAL

- The complete project requirements (both technical and functional) have been elaborated in the RFP. Unless expressly indicated, the bidder shall not include any financial information regarding services in the technical Proposal.
- The Technical Proposal should comprehensively indicate the Bidder's understanding on each of the following, strictly in the order given below:

I. Proposed solution for IFMS project

- A. Understanding of the module wise, stakeholder wise and phase wise functional requirements of the IFMS Project. Bidder should clearly explain in detail as to how the functionality envisaged in the Project shall be met;
Implementation Approach & Methodology during
 - Application Development phase
 - Data Migration Phase
 - Pilot Deployment Phase & Capacity Building
 - Parallel run, Roll out phase & Capacity Building
 - Testing phase
 - Acceptance Phase
 - Customization phase
 - Procurement and Deployment phase
 - Application Maintenance phase
 - Facility Management and Helpdesk
- B. Proposed Solution Architecture including
 - Application Architecture
 - Database Architecture
 - Solution Integration Architecture
 - Deployment Architecture

- Integration with Payment Gateway, e-mail, SMS, IVRS etc.
- Integration with all internal and external stakeholders of IFMS.
- Data Center, Disaster Recovery Center Architecture including Replication Strategy

C. Proposed Application

- Conformance/ Compliance of Application Software to the
 - Functional requirements (including MIS/ Reporting Capabilities)
 - Technical requirements
 - Service Oriented Architecture & Layered Architecture
 - Inter-operability requirements with other platforms and technologies & Dependencies;
- Technology used for building the Application Software, its roadmap for next 5 years, and the Development platform;
- Mechanism to provide support for extensibility, scalability, forward compatibility, fault tolerance;
- Type of Security Mechanisms built within the application software;
- Mechanism of delivery of services, including support for browser based application, and use of intuitive GUI;
- Types of APIs or standard interface adapters available with the application software;
- Application support for real-time and batch-wise transactions;
- Does the Application Software provide
 - GUI based capability to define and configure workflows?
 - Online and context driven help?
- Types of databases supported, including the brands to databases supported, type of connectivity supported, etc.
- Level of customization expected over the solution, based upon details provided in the RFP.
- Mechanism in application software to provide measurement of its performance for SLA conformance

D. Availability of the Functional Requirement in the standard Application and the customization required to meet out the entire functionality as provided in the RFP.

E. System Software Proposed

- Details of Operating systems proposed for deployment over the following –
 - Servers

- Client Machines
- Web Server, Application Server, and how it addresses the requirements of,
 - Load balancing;
 - Fault tolerance;
 - Web Component Support;
 - Security features and facilities (SSL, DSC, encryption etc)
 - Achieving interoperability with heterogeneous technologies and platforms.
 - Management Interfaces (for configuration, resource allocation/de-allocation, node management, performance tuning and load analysis)
 - Application loading and unloading and related profiling
- Details of Database Server, and how it addresses the requirements of,
 - SQL standard supported
 - Clustering
 - Load balancing;
 - Fault Tolerance;
 - Security & Encryption;
 - Maintaining Audit Trail;
 - XML and related Support and Interoperability;
 - Mechanism of health check and query optimization;
 - Advanced Features Supported
- Details of Anti-virus solutions, and how they provide the following support,
 - Monitoring & Management of anti-virus solutions across the entire IFMS network;
 - Virus Definition & Patch Updation across the entire IFMS network on a regular basis.
- Details of EMS, and how it manages
 - Measurement of parameters required for measuring SLAs provided in the RFP
 - To Provide a Single console management of the entire operations.
- Details of any other System Software like LDAP etc including key features to complete the proposed solution.

F. Mechanism & standards identified and adopted for sharing information/ integration/ interfacing among all internal and external stakeholders of IFMS

G. Mechanism proposed for integration and utilization of the following shared infrastructure services of the Government

- WBSWAN;

- SSDG;
- UID
- SDC
- CSC, etc.

H. Security Architecture

- Understanding of the security requirements with respect to database, application, network and data centre;
- Standards to be followed
- List of all tools & technologies proposed for ensuring security of the entire IT systems;
- List of products and features of such products which the bidder intends to implement for attaining security;
- Standard methods and procedures and their adherence to international standards ISO 27001
- Capability of tools proposed to perform Single Sign-On, Integrated User Management, and other SOA standards, etc.

I. Hardware Infrastructure proposed

- Detailed Bill of Material, clearly highlighting aspects of Integration; Security & isolation; Efficiency; Scalability & plug-in capability; Patch Management; Fault tolerance and Reliability.
- OEM certified sizing document
- Methods adopted & assumptions made for performing hardware sizing
- Standards to be followed, if any, etc.

J. Mechanism for SLA Monitoring & Reporting

- Quality Assurance (QA) plan
- List of all tools and technologies proposed to be used
- Mechanism planned for adoption including various input parameters generated from the IT systems, the tools used to capture those input parameters, the logic applied over them for calculating the actual SLAs, etc. List out all performance parameters which would be used to calculate the SLAs.
- Mechanism to ensure correctness of the SLA data
- Mechanism to escalate non-conformance to SLAs;
- Capability of the proposed tool to perform advanced notification before breach of SLAs
- Mechanism in tools proposed to ensure non-tampering of the SLA data

- Standards to be followed, if any, etc.
 - Infrastructure administration and health monitoring mechanism proposed
 - Proposed Spare hardware for ensuring SLA
- K. Helpdesk and Service management
- List and details of all tools and templates proposed for use in the management of helpdesk.
 - Detailed roles & responsibilities, including the escalation matrix based upon issue severity, defined for this activity;
 - Mechanism for providing access to knowledge management services for technicians.
 - Key capabilities of the proposed tools
 - Asset & Inventory Management Mechanism pertaining to IFMS Project
 - Standards to be followed, if any, etc.
- L. Back up, Restoration and Business Continuity Planning
- Detailed plan for taking regular backup on an hourly/ daily/ weekly basis;
 - Suggested tools and templates for using in backup and restoration
 - Mechanism proposed for ensuring security of backed-up data files;
 - Policies and plans proposed for adoption for ensuring implementation of business continuity as per the technical requirements;
 - Detailed Plan for performing restoration drills
 - Standards to be followed, if any, etc.
- M. Training and Capacity building
- Mechanism proposed for comprehensive training need analysis
 - Mechanism proposed for designing training program
 - Proposed mode of training e.g. classroom, web-based, video conferencing, etc. to all users of IFMS
 - List of proposed training materials, etc.
- N. Change Management
- Documented Change control & Communication procedures
 - List and details of all Tools & templates proposed for use in the change management process;
 - Procedure for managing incremental changes which are highlighted during the entire project lifecycle.

- Comprehensive Exit Management Plan (in line with the requirements as detailed out in the RFP)

O. Project Plan

- Provide the Work Breakdown Structure for the IFMS project (Indicative work plan containing maximum timeframe for each milestone has been provided in the RFP). Bidder may propose lesser timeframe depending upon its assessment of the time required for project implementation. However, in any case, bidder are not allowed to propose more time than provided in the work plan given in the RFP;
- Internal & external project dependencies;
- List and details of all Tools & Techniques applied during project planning and management;
- List of all documents and deliverables to be produced at each project stage;
- List and details of all risks identified, their possible impact and the measures planned for adoption

P. Non-functional requirements

- Supportability
- Scalability
- User interface
- Flexibility for future customization and enhancement
- Technology Optimization
 - Application Optimization methodology
 - Data Volume Management strategy
 - Data Base Access methodology for query/ reports etc.
 - Risk Mitigation strategy for data inconsistency
 - Data Growth Archiving strategy & Availability of tools for Database administration
 - Application Performance and bottleneck analysis methodology

Q. Future roadmap in terms of O&M support, upgrades, etc. (Based on undertaking/ certification to be provided by OEM)

II. Experience and Expertise

In addition to the above information the Bidder must also provide following information as per formats given in the RFP:

Details of Relevant Experience
Format for Purchaser references
Format for key Project Team Member's Resume

III. Deviations

- Statement of deviations from tender terms and conditions
- Statement of deviation from technical specifications
- Statement of deviation from financial specifications

IV. Others

- Any other relevant information that Bidder thinks would be worth mentioning in the Proposal.
- Innovative suggestions, if any, that the bidder may want to render with respect to the approach adopted for the project in the light of their expertise or experience from similar projects

The Technical Proposal must provide the information as per the formats provided in the RFP

1.14.4 FINANCIAL PROPOSAL

Unless expressly indicated, the bidder shall not include any technical information regarding services in the financial Proposal. While submitting additional information, bidders should mark it as supplemental to the required response. Prices shall be quoted in **Indian Rupees**.

The financial Proposal must be summarized by completing the pricing matrices which are contained in the RFP.

The bidders shall mandatorily quote for all the requirements of IFMS Project Implementation, including any items which are not identified in the formats provided for the successful implementation of the project and subsequent operations & maintenance in line with SLA.

In the Proposal, the Bidder shall propose necessary infrastructure (including software and hardware), in its technical and financial Proposal, required to operationalize IFMS Solution. The Infrastructure proposed by Bidder shall address to all requirements including the functional, performance, security, scalability, availability, etc. for operationalization of IFMS. The Bidder shall be solely responsible for any financial implications on items not quoted in the Proposal and which are required for operationalization of the IFMS Solution. The Bidder shall bear responsibility for and cost of transport of all necessary infrastructures to the Project Sites.

The bidder shall quote a firm lump sum price for the services on a single responsibility basis. However, the successful prime bidder and consortium members shall be jointly and severally held responsible for the goods and/ or services provided during the period of contract.

FINANCE DEPARTMENT, GoWB reserves the right to procure the goods and/ or services, in whole or in part or in excess, as listed by the Bidder in its financial proposal. The Contract Price shall be adjusted based on the unit price provided by the Bidder in its financial proposal.

No adjustment of the Contract Price shall be made on account of any variations in costs of labor and materials or any other cost component affecting the total cost in fulfilling the obligations under the Contract Agreement.

The payment based on the price quoted as per Financial Proposal of the bidder shall be the only payment, payable by FINANCE DEPARTMENT, GoWB, to the successful bidder for completion of the contractual obligations by the successful bidder under the Contract Agreement, subject to the terms of payment specified in the Contract Agreement. The price would be inclusive of all taxes and duties as applicable on the date of issuance of the Request for Proposal Document. Additional amounts resulting from increase in the indirect tax rates, as relevant for the project, effective after the date of issuance of Request for proposal document, would be paid separately by the Customer after calculating the difference resulting from such increase. Similarly if there is a reduction in rates of these taxes, effective after the date of issuance of Request for proposal document, the Customer shall reduce the amount payable by an amount saved because of such a reduction.

The overall project cost shall be bifurcated under the following components:

- Application Development/ Customization
- Procurement and Deployment
- Operation and Maintenance

The Financial Proposal must provide the information as per the formats provided in the RFP.

1.15 INSTRUCTION FOR SUBMISSION OF THE PROPOSAL

1.15.1 SUBMISSION OF PROPOSAL

- The bidders are requested to provide four hardcopies and a soft copy (in the form of non-re-writable CD/ DVD) of Pre- Qualification and Technical Proposal along with DD for Bid Security. The Financial Proposal shall be submitted in only one hardcopy.
- The CD/ DVD containing Pre- Qualification and Technical Proposal must be packed along with their respective hard copies duly signed using a “Permanent Pen/ Marker” and should bear the name of the Bidder (Prime Bidder in case of Consortium), submitting the Proposal. One hardcopy to be super scribed “Original” and the others as “Copy”
- All pages of the Proposal shall be serially numbered, properly bound and initialed on each page by the authorized representative.
- The Bid Security DD, Pre- Qualification, the Technical Proposal and Financial Proposal must also be packed separately into sealed covers, each of which bears the following details:
 - Packet One: DD for Bid Security and DD for Cost of RFP Document (in case the bidder did not attend the pre-bid meeting).
 - Packet Two: “Pre-Qualification Proposal” (4 hardcopies, i.e. one Original & Three Copies and softcopy in CD/ DVD format)
 - Packet Three: “Technical Proposal” (4 hardcopies, i.e. one Original & Three Copies and softcopy in CD/ DVD format). In case of any discrepancy, the signed hardcopy documents shall be considered. Bidders are also advised to submit digitally signed pdf version of the bid documents as applicable
 - Packet Four: “Financial Proposal” (One hardcopy)
 - Packet Five: “Proposal for Selection of System Integrator for the IFMS Project” (Contains all above packets i.e. Packet One, Two, Three & Four)

Each of the above listed packets must contain the following information:

- Name of the Project
 - Packet no. and title as given above
 - Bidder's Name and Address
 - Name of the Primary and Secondary Contact person from the Bidder's side
- Bidders are advised to scrupulously observe the submission formalities mentioned above. Failure to observe the same may result in the Proposal being declared non-responsive and, therefore, being rejected.

- FINANCE DEPARTMENT, GoWB will not accept delivery of Proposal by fax or electronic mail. Proposal received in such manner shall be treated as defective and invalid, and will be rejected.
- Bidder must ensure that the information furnished in respective hard copies, and CD/ DVD is identical. In case of any discrepancy observed by FINANCE DEPARTMENT, GoWB in the contents of the hard copy and CD/ DVD, the information furnished in Original Hardcopy will prevail over the copy and/ or CD/ DVD.
- The authorized representative of bidder shall sign on all the statements, documents, certificates, submitted by him, owning responsibility for their correctness/ authenticity.

1.15.2 VENUE AND DEADLINE FOR SUBMISSION OF PROPOSAL

- The hard copies and soft copy of the Proposal should reach at the following address:

Purchase Manager
 Webel Technology Limited
 Plot-5, Block-BP, Sector-V
 Salt Lake City,
 Kolkata - 700 091

- The due date & time of Submission of Proposal is the same as that mentioned in this document, unless otherwise revised by FINANCE DEPARTMENT, GoWB and made known to all participating Bidders.
- Any Proposal (for hardcopy submission and softcopy submission) received by FINANCE DEPARTMENT, GoWB after the due date & time of Proposal Submission shall be summarily rejected and returned unopened to the bidder.

1.15.3 MODIFICATION, SUBSTITUTION AND WITHDRAWAL OF PROPOSAL

- The Bidder may withdraw its Proposal after submission, prior to the deadline prescribed for Proposal submission.
- Bidder wishing to withdraw its Proposal shall notify FINANCE DEPARTMENT, GoWB in writing prior to the deadline prescribed for Proposal submission. A withdrawal notice may also be sent by electronic means such as fax or e-mail, but it must be followed by a signed confirmation copy, received not later than the deadline for submission of Proposal. The notice of withdrawal shall:

- be addressed to FINANCE DEPARTMENT, GoWB at the address named in the RFP (i.e. address of the Tender Inviting Authority) of this document, and
- bear the words “Proposal Withdrawal Notice.” Proposal withdrawal notices received after the Proposal submission deadline will be ignored, and the submitted Proposal will be deemed to be a validly submitted Proposal.
- The Bidder may re-submit the Proposal after withdrawal (with or without modifications), prior to the deadline prescribed for Proposal submission, following all rules and procedures applicable for submission of Original Proposal.
- No Proposal shall be withdrawn in the interval between the Proposal submission deadline and the expiration of the Proposal validity period .Withdrawal of a Proposal during this interval may result in the forfeiture of the Bidder’s bid security.

1.15.4 DISQUALIFICATION

- The Proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:
 - Proposal not submitted in accordance with the procedure and formats prescribed in this document.
 - The bidder qualifies the Proposal with its own conditions.
 - Proposal is received in incomplete form.
 - Proposal is received after due date and time.
 - Proposal is not accompanied by all the requisite documents
 - Information submitted in Technical Proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of contract Agreement including the extension period if any.
 - Financial Proposal is enclosed with the same envelope as Technical Proposal.
 - Bidder tries to influence the Proposal evaluation process by unlawful means at any point of time during the Proposal process
 - In case any Sole Bidder/ Prime Bidder submits multiple Proposals or if the Sole Bidder/ prime bidder is the member of any other Proposals, the Proposals are likely to be disqualified, unless additional Proposals are withdrawn before the closing date for proposal submission
- Bidders may specifically note that while evaluating the Proposal, if it comes to Finance Department, GoWB’s knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in

delaying the processing of Proposal then the bidder(s) so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by Finance Department, GoWB.

1.15.5 RIGHT TO TERMINATE RFP PROCESS

- Finance Department, GoWB reserves the right to accept or reject any Proposal, and to annul the RFP process and reject all Proposals at any time prior to execution of contract Agreement, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Finance Department, GoWB's action. Finance Department, GoWB makes no commitment, expressed or implied that this process will result in a business transaction with anyone.
- This RFP does not constitute an offer by Finance Department, GoWB. The bidder's participation in this process may result in Finance Department, GoWB selecting the bidder to engage in further discussions and negotiations toward execution of a Contract Agreement. The commencement of such negotiations does not, however, signify a commitment by Finance Department, GoWB to execute a Contract Agreement or to continue negotiations. Finance Department, GoWB may terminate negotiations at any time without assigning any reason.

1.15.6 ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a Proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

1.15.7 CONFLICT OF INTEREST

- Sole Bidder or Prime Bidder or any consortium members shall hold Finance Department, GoWB's interest paramount, without any consideration for future work and strictly avoid conflict with other work or their own corporate interest.
- Sole Bidder or Prime Bidder or any consortium members should not be engaged in any such business (excluding any work assigned to them by Finance Department, GoWB) which has conflict of interest with the project for which the Proposals are being submitted.
- Sole Bidder or the Prime Bidder in case of a Consortium shall not have a conflict of interest with one or more parties (Sole Bidder or Prime Bidder or any member of any consortium) in this bidding process. Participation by Bidder(s) with a conflict of interest situation would be examined by Finance Department, GoWB and appropriate decision would be taken which may also include disqualification of all Proposals in which it is involved.
- Finance Department, GoWB considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official

duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited corrupt practice. A Bidder may be considered to be in a conflict of interest with one or more parties in this bidding process if, including but not limited to:

- receive or have received any direct or indirect subsidy from any of them; or
- have common controlling shareholders; or
- have the same legal representative for purposes of this Proposal; or
- have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Proposal of another Bidder, or influence the decisions of the Finance Department, GoWB regarding this bidding process; or
- the Prime Bidder participates in more than one Proposal in this bidding process. Participation by a Sole Bidder or Prime Bidder in more than one Proposal will result in the disqualification of all Proposals in which it is involved. However, this does not limit the inclusion of the same product (commercially available hardware, software or network product manufactured or produced by the firm), as well as purely incidental services such as installation, configuration, routine training and ongoing maintenance/ support, in more than one Proposal; or
- a Bidder or any of its consortium member(s) participated as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the Proposal.
- if the Sole Bidder or Prime Bidder or any of its consortium members get associated as Consultant/ Advisor/ Third party independent evaluating agency with any of the agencies taking part in the Proposal process.

1.15.8 OTHER CONDITION

The following other conditions are applicable to this RFP and the bidder's Proposal:

- No oral conversations or agreements with any official, agent, or employee of Finance Department, GoWB shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of Finance Department, GoWB shall be superseded by the terms of this RFP process. Oral communications by Finance Department, GoWB, to bidders shall not be considered binding on Finance Department, GoWB, nor shall any written materials provided by any person other than Finance Department, GoWB.
- Proposals are subject to rejection if Bidder limit or modify any of the terms and conditions or specifications of this RFP.
- By responding, the bidder shall be deemed to have represented and warranted: that its Proposal is not made in connection with any competing bidder submitting a separate

response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of the Finance Department, GoWB participated directly or indirectly in the bidder's Proposal preparation.

- Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against the Finance Department, GoWB or any of its respective officials, agents, or employees arising out of or relating to this RFP.
- Until the contract is awarded, bidders shall not, directly or indirectly, solicit any employee of the Finance Department, GoWB to leave Finance Department, GoWB or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, actual or prospective consortium members, or any person acting in concert with the bidder, without prior written approval of Finance Department, GoWB.
- The Technical Evaluation committee may seek inputs from their professional and technical experts in the evaluation process.
- The decision of the Customer on evaluation of proposals shall be final and binding on the Bidders.

1.16 PROPOSAL OPENING

- Opening of the Proposals will take place in the following stages:
 - Bid Security
 - Pre-Qualification Proposal;
 - Technical Proposal;
 - Financial Proposal;
- The respective deadlines for each of these stages have been provided in this document, unless otherwise provided/ revised by Finance Department, GoWB and made known to all relevant Bidders.
- The Technical Evaluation Committee (TEC) constituted for the purpose, will open all Proposals (only Pre-qualification Proposal at the first instance), in the presence of Bidders or its representatives who choose to attend, and at the following address:

Secretary, Finance department,
Government of West Bengal
Writers' Buildings, Kolkata - 700 001

The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Proposal opening being declared holiday, the Proposal shall be opened at the appointed time and location on the next working day.

The Bidder's names, Proposal modifications or withdrawals, and the presence or the absence of requisite bid security and such other details as FINANCE DEPARTMENT, GoWB, at its discretion, may consider appropriate, will be announced at the time of proposal opening.

Proposals that are not opened and read out at Proposal opening shall not be considered for further evaluation, irrespective of the circumstances.

Proposal not accompanied by Bid Security shall be rejected as non-responsive.

1.17 CONFIDENTIALITY

Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any bidders or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its Proposal. Except with the prior written consent of FINANCE DEPARTMENT, GoWB, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

1.18 CONTACTING THE TENDER INVITING AUTHORITY

No Bidder shall contact the Tendering Inviting Authority on any matter relating to its Proposal, from time of opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Tendering Inviting Authority, the same should be done in writing. The Tendering Inviting Authority reserves the right as to whether such additional information should be considered or otherwise.

Any effort by a Bidder to influence the Tendering Inviting Authority in its decision on Proposal evaluation, Proposal comparison or contract award may result in disqualification of the Bidder's Proposal and also forfeiture of its bid security.

1.19 FAILURE TO AGREE WITH THE TERMS & CONDITIONS OF THE RFP

Failure of the successful bidder (ranked first) to finalize a Contract Agreement with the FINANCE DEPARTMENT, GoWB, shall constitute sufficient grounds for the annulment of the award, in which event FINANCE DEPARTMENT, GoWB may award the contract to the next best value bidder or call for new Proposal.

1.20 AWARD OF CONTRACT

1.21 AWARD CRITERIA

After evaluation of the Proposal and subsequent negotiations (if any), a contract will be awarded to the bidder who has been determined successful in accordance with criteria mentioned in the RFP document.

1.22 NOTIFICATION OF AWARD

Prior to expiry of the validity period, Finance Department, GoWB will notify in writing in the form of Letter of Intent that the successful bidder's proposal has been accepted. In case the successful bidder is unable to execute Contract Agreement or fails to furnish the Bank Guarantee, Finance Department, GoWB may invite the bidder whose Total Financial Quote was second lowest.

1.23 SIGNING OF CONTRACT AGREEMENT

- Once Finance Department, GoWB notifies through the issue of letter of Intent to the successful bidder that its Proposal has been accepted, Finance Department, GoWB shall enter into a separate Contract Agreement, incorporating all terms and conditions between Finance Department, GoWB and the successful bidder.
- Bidder shall sign the Contract Agreement with in twenty-eight (28) days of the date of Letter of Intent.

1.24 PERFORMANCE BANK GUARANTEE

- The Company whose Proposal is accepted shall deposit 10% of the amount of Contract value as Performance Security valid for a period of sixty days beyond the date of completion of all contractual obligations of Finance Department, GoWB's including warranty obligations. The Performance Security shall be in the form of Bank Guarantee in favour of "Secretary, Finance (Budget) Department, Govt of West Bengal".
- The proceeds of the performance security shall be payable to Finance Department, GoWB as compensation for any loss resulting from the Bidder, failure to complete its obligations under the Contract Agreement.
- The Performance Security shall be denominated in Indian Rupees and shall be issued by a nationalized bank in India.
- The successful bidder shall furnish the performance security within twenty-eight (28) days of the date of letter of Intent issued by "FINANCE DEPARTMENT, GoWB".
- Bid Security would be returned to the successful bidder on receipt of Performance security. In case of extension of contract Agreement, successful bidder will be required to extend the period of Performance Security.
- Performance Security would be forfeited and credited to the Government in the event of a breach of terms of the contract by the System Integrator

1.25 GOVERNING LAW/ JURISDICTION ARBITRATION

Any matter relating to appointing the Bidder or the procedure for the appointment of the Bidder shall be governed by the Laws of Union of India. Only Courts at Kolkata (with exclusion of all other Courts) shall have the jurisdiction to decide or adjudicate on any matter or dispute which may arise.

Request for proposal for selection of System
Integrator for Integrated Financial Management
System (IFMS) for Department of Finance,
Government of West Bengal

SECTION 2: SCOPE OF WORK

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

2. SCOPE OF WORK

The scope of work for the Integrated Financial Management System (IFMS) project for the Government of West Bengal involves Supply, Design, Development, Implementation and Maintenance of IFMS.

This section provides the overall scope of work of the system integrator (SI) in each of the areas under the following sub- sections:

- Overview of Scope of Work
- Detailed Scope of Work

The overall functionalities for IFMS West Bengal have been covered under the following eight modules:-

- Centralised Treasury System (CTS)
- Centralised Budget Monitoring System (CBMS)
- E-Bantan [e-Distribution of fund including LOC]
- E-Pradan [Electronic Benefit Transfer (EBT)]
- E-Billing
- Human Resource Management System [HRMS]
- GRIPS [e-Receipts]
- Works and Forest Accounts Computerisation System (WFACS)

The eight modules have been broken up into various sub modules as shown under:-

Module	Sub Module
Centralised Treasury System (CTS)	Bill Processing
	LoC Information
	Pension Management
	Payment Processing (Payment through ECS/Core Banking/NEFT/RTGS for payment order issued from Treasuries & Cheque Drawing Officers)
	Stamps Management
	Receipts Processing
	Treasury Accounts
Centralised Budget Monitoring System (CBMS)	Budget Preparation
	Budget Release (Budget Release to Departments)
	Fund Release (Fund release to administrative departments including LoC)
	Fund Flow Management

Module	Sub Module
	Scheme Management
	Accounts Management
e-Bantan	DDO Management (including Cheque Drawing Officers)
	Budget Estimation
	Budget Distribution (This includes Fund Distribution from Controlling Officers to DDOs through various stages and LoC Distribution from PCCF/CE to Cheque Drawing Officers)
	Expenditure Initiation (Expenditure Initiation by DDOs including Submission of Application of LoC)
	Deposit Accounts Cheque Preparation
	LoC Cheque Preparation
e-billing	Employee Bills
	Non Employee Bills
HRMS	
	Beneficiary Management (including Electronic Benefit Transfer)
GRIPS	
WFACS	

WFACS shall involve development of Works and Forest Accounts Computerization System and Integration with PWIMS [where in operation] and data migration from stand alone Forest Accounts system

The SI shall be required to provide integration with the following modules/sub modules:-

*Budget Management functions of the Government of West Bengal can be segregated into two major components:

- **Core Budget Management:** This comprises the finalisation of the budget estimates by the Finance Department after it receives the budget estimate figures from the line departments and also the release of approved budget to the line departments once the budget is passed by the state legislature. Debt Management functions are also included in Core Budget Management.
- **General Budget Management:** This comprises the bottom up budget estimation process within each line department and the process of fund release by the Finance Department to line departments

All the processes starting from the finalisation of the budget estimates by the finance department till the budget approval by the State Legislature including the publication of the budget documents **are outside**

the scope of the IFMS project. However, the SI has to provide interface with the Core Budget Management processes.

The list of existing applications as mentioned in the RFP needs to be revisited by the SI in order to facilitate the System Design Process.

2.1 OVERVIEW OF SCOPE OF WORK

The scope of work for the SI for IFMS project is broadly categorised under the following areas:

- Development/Customization of IFMS
- Procurement and Deployment
- Operation & Maintenance

The below table provides a broad overview of the scope of work:

Category	Scope of Work
Development/Customization of IFMS	System Requirement Study
	Solution Analysis & Design
	Software Installation/ Development / Customization / Configuration/ Integration
	Software Testing
	Documentation
Procurement and Deployment	Procurement, deployment and commissioning of Hardware/Network Infrastructure components at DC/ DR
	Procurement, deployment and commissioning & Deployment of Hardware at FINANCE DEPARTMENT, DTA, Treasury Locations
	Data Digitization & Migration
	User Acceptance Testing
	Transition Management/ Change Management and Capacity Building
	Pilot implementation
	Third party Certification
	Go-Live and Operational Acceptance
Operation & Maintenance	Application Support & Maintenance
	Infrastructure Maintenance
	Technology Upgrade /Refresh
	User Profiles and Account Management
	IT Infrastructure Asset Management
	Information Security Services
	Setting up and management for Helpdesk (including manpower & other field support staff)

The Development/Customization and Deployment of IFMS Project shall be carried out in the following two phases:

- **Pilot Phase:** Shall cover the implementation of the entire set of IFMS functionalities at the pilot locations
- **Roll out Phase:** Shall cover the implementation of the entire set of IFMS functionalities at all other locations
- **Parallel Running:** The operation of the existing computerised system(s) should not be disturbed till steady operationalization of the new system.

2.2 DETAILED SCOPE OF WORK

The following section describes the scope of work for the SI categorised under the following areas:

- Development/ Customization
- Procurement and Deployment
- Operation & Maintenance

2.2.1 DEVELOPMENT/CUSTOMIZATION

Under Development/ Customization, the SI shall prepare the SRS document and Solution Design documents for the complete set of functionalities of the IFMS application.

The scope of work to be undertaken by the SI during the development/ customization phase is provided below:

2.2.1.1 Performing System Requirement Study

- a) The SI shall undertake a detailed assessment of the functional and technical requirements for the IFMS project.
- b) SI, based on his assessment, shall submit the Inception Report and the detailed Project Work Plan for the complete IFMS project life cycle including Development/ Customization, Procurement & Deployment, Operations & Maintenance and get it approved by the Finance Department, GoWB.
- c) The SI would be given access to Detailed Project Report, BPR Report and the indicative process definitions & Functional Requirement Specifications (FRS) while preparing the SRS document (documents shall be shared with the selected bidder i.e. SI)
- d) It shall be the responsibility of the SI to identify all requirements for the IFMS project including portal and document it as part of the SRS.
- e) The SI should follow the latest version of the IEEE Standard 830 & 1233 for drafting the SRS.
- f) The SRS document should be accompanied with a detailed use case document of all functions of the IFMS application system in line with the minimum requirements specified in the FRS.
- g) SI shall submit all the required documents in both Hard and Soft copy to the Finance Department, GoWB.

- h) The SRS should have the following minimum details:
- i. List of all forms, registers and reports with their contents;
 - ii. List of all validations/ internal controls applicable;
 - iii. List & format of MIS reports to be generated;
 - iv. List of Standards followed or to be followed
 - v. Detailed process flow of the entire Business Logic;
 - vi. List of all data elements and database requirements;
 - vii. Details of interfaces/ integration both external & internal, hardware & software;
 - viii. System and processes for capturing attributes of Service Level Agreement (SLA) measurements;
 - ix. Various attributes of the application and the mechanism to manage those;
 - x. Details of all tools & technologies to be used;
 - xi. Integration/ interface requirement with other Departments and external agencies such as Agency Banks, AGWB, etc.
 - xii. Mechanism for clearly identifying the sources of various types of problems and their mitigation thereof for the IFMS project

Assumptions, dependencies & constraints

- a) The SI shall also prepare a Requirements Traceability Matrix (RTM) mapping the requirements specified in the FRS with the sections dealing with those in the SRS. The template for preparing the SRS has to be approved by the Finance Department, GoWB before it is used to document the SRS.
- b) A formal sign-off should be obtained by the SI from the Finance Department, GoWB, before proceeding with the Design, Development, Customization and Implementation of the System. The documents to be presented for sign-off should include the SRS as well as the RTM.

2.2.1.2 Solution Analysis & Design

- a) The SI shall prepare the technical solution design keeping in mind the proposed solution architecture as well as the approved SRS. The technical design should adhere to the industry wide best practices and share those best practices with the Finance Department , GoWB, in terms of the following:
 - System Designing
 - Database designing
 - Software development/ Customization
 - Security planning
 - Hardware Sizing
 - Bandwidth Utilization
 - Web Portal Designing
 - Data digitization/ migration planning

- b) The detailed Solution design document should specify the detailed solution architecture. The Solution Architecture should highlight the major components of the solution and map it to the requirements identified in the SRS. It should also specify the rationale of hardware and software sizing.
- c) The SI shall undertake IT Infrastructure sizing and prepare a documents for DC, DR & end users based on its own estimations and judgments drawn after undertaking a thorough study of the functional, non-functional & technical requirements of the project.
- d) The SI should ensure and plan well in advance about the increase in data volume for a period of 20 Years and therefore should keep provisions in the hardware and software to incorporate the same.
 - o Online
 - o Offline
 - o Archival
 - o Additional 3 yrs
- e) The SI should quote a detailed bill of materials for the proposed hardware, software, tools and applications specifying clearly the product part number, configuration, quantity, unit rate. The SI should also include the technical specifications for all the items quoted, including brochures. Along with the above a detailed architecture plan for proposed DC and DR mapping to the bill of materials, should also be provided.
- f) The SI should include the same bill of material in the financial proposal and provide the pricing details – unit cost, total cost and tax details of each line item.
- g) The SI should ensure that the OEM vetted sizing should be proposed and should attach those documents in technical solution
- h) The solution design should identify all the process logic and business logic for all modules and sub-modules of IFMS functions. It should define all the workflows and the validations at every level of each workflow.
- i) The SI shall update the Requirement Traceability Matrix (RTM) by mapping the system requirement specifications with the related sections in the solution design document.
- j) The System should be based on open standards. The objective of the designing exercise should be to identify all possible mechanism of IT implementation within the department, identify reuse of existing components (both software and hardware) and remove redundancies within the system.
- k) The SI shall prepare and submit standards to be followed for performing the following activities, namely,
 - o Coding / Customization;
 - o Testing;
 - o Integration;
 - o Project Management;
 - o Database structuring;
 - o SQL Query designing
 - o Others

- l) SI shall carry out a comprehensive training needs analysis and accordingly design the training program in consultation with the Finance Department, GoWB..
- m) The SI shall develop a detailed security policy for the IFMS using global standards such as ISO 27001. The security policy developed by the SI shall be in conformity with the security policy of the Finance Department, GoWB (if any).
- n) Creation of logical Security Plans for Application, Data, and Desktops (subject to the existing policies and guidelines of SDC, WBSWAN);
- o) The SI has to prepare all ICT and IFMS policies and guidelines for different user groups.
- p) The solution design document should minimally include the following:
 - a) Design of the detailed application system, including modular structure, usage of third party API, mechanism of presentation, etc.;
 - b) User interface designs;
 - c) Database structures including ER, Data Dictionaries and DFD diagrams, if any
 - d) Security architecture & policies (subject to SDC, WBSWAN's policies or any other IT policy by the GoWB);
 - e) Data backup & recovery strategy;
 - f) Integration/ interface design mechanism with other Departments such as Commercial Tax Department, Excise, etc. and external agencies such as Agency Banks, etc.
 - g) Integration with e-mail Services of Govt of West Bengal
 - h) Software/ Hardware deployment model;
 - i) Software/ Hardware configuration management;
 - j) Database backup and management policies;
 - k) Quality Assurance Plan (adhere to the latest version of the IEEE 730 standards.);
 - l) Testing Plan/ Strategy and test cases
 - m) Requirement Traceability Matrix (including design/FRS mapping, test cases etc.).
 - n) Exit Management Plan
 - o) Change Management and Capacity Building Plan
- q) The SI shall submit the solution design document to the Finance Department, GoWB and obtain a sign off on the design document before commencing the development/ customization/ implementation of the solution.

2.2.1.3 Solution Development/ Customization

- a) The SI shall provide and install the application based on the functional & system requirement specifications and solution design finalized thereof.
- b) The development/configuration/customization process should ensure that the standards specified during the design phase are adhered to during the entire cycle.
- c) A standard methodology shall be adopted for Software Engineering, covering the entire SDLC (Software Development Life Cycle)
- d) The SI shall update the Requirement Traceability Matrix (RTM) mapping the software components developed/ customized with the requirements specified as part of the FRS.

- e) The web portal developed should have the following minimum contents –
 - i. Detailed information about the department
 - ii. IFMS user login
 - iii. Services Offered
 - iv. User login for Challan Generation
 - v. Citizen Charter
 - vi. Dashboards
 - vii. Search engine for User/Tax payer/ Vendor for Bill/ Challan Tracking
 - viii. Search function for all menus
 - ix. Employees, DDO, Pensioner Corner
 - x. Grievance Redressal System
 - xi. Other generic features of portal
- f) The SI shall consult the Finance Department, GoWB while developing the user interfaces and design the interfaces as per the Finance Department, GoWB's requirements. This will include standardization of forms and validation checks.
- g) The information should be shared with other stakeholders in a secured manner through digital mechanism and in an encrypted manner
- h) The protocol for communication including data formats and the exact mechanism of data transfer with participating entities/ stakeholders has not been explicitly defined in this RFP and the SI should capture these during the requirements gathering phase and ensure that all of these are documented as part of the SRS document.
- i) The two way communication between the stakeholder entities and IFMS shall ensure that the following minimal requirements are taken care off:
 - i. Two way handshaking so that each participating entity knows the status of data delivery;
 - ii. Point to Point encryption of the data during transit;
 - iii. Digital signing and time-stamping of data being sent out to the requesting entity so as to ensure non-repudiation;
 - iv. Sharing of information using XML as a form of structuring the data; there shall be individual schema requirements for each stakeholder with whom the data shall be shared; these requirements shall be worked out by the SI on a case to case basis;
- j) With respect to Solution Development/Customization the SI needs to perform (but not limited to) the following activities:
 - i. Development, Deployment and customization of Portal & Applications;
 - ii. Implementation of workflow with well-defined business rule for the application;
 - iii. Web/ Browser based interface for IFMS solution;
 - iv. Security Policy Implementation;
 - v. Generation of graphical and statistical reports, charts, etc.
- k) Reporting has been given specific attention in the proposed IFMS solution. Considering the financial nature not only the regular MIS but also the analytical reports shall also be

generated from the IFMS solution. Some of the reports that proposed IFMS system shall generates are:

- i. Trend analysis reporting
 - ii. Fraudulent activity reporting
 - iii. Forecasting reporting
 - iv. Ad-hoc reporting
 - v. Drilldown Reporting
 - vi. Event based reporting
 - vii. Scheduler based reporting
- l) SI to ensure Schedule and Time based reports to be auto generated from the IFMS application and e-mail and SMS to be sent to the intended users.
- m) SI shall prepare and submit the Application readiness report to Finance Department, GoWB.
- n) Development/customization completion report shall include minimum of the following in soft copy in media format;
- i. Source code
 - ii. Report formats
 - iii. Test script
 - iv. Complete database
 - v. Data digitized and Migrated
 - vi. Executable file (compiled / Interpreted)
 - vii. All documents deemed necessary (in hard copies also)

2.2.1.4 Solution Testing

The SI shall carry out its testing process as per the Quality Assurance Plan and testing strategy (including test plan and test cases) prepared and provided by it as per Solution Analysis & Design stage. The objective of testing is to ensure that the entire system in totality, including all hardware, software and human components, which are part of this project, perform as per the objectives laid down in this RFP. The software solution testing shall include (but not limited to) the following activities:

- a) The SI shall perform the testing of the solution based on the approved test plan and criteria; document the test results and fix the bugs found during testing.
- b) The application shall have to undergo comprehensive testing and should minimally include Unit Testing, System Testing, Integration Testing, Performance Testing, Regression Testing (in case of any change in the software) and Load & Stress testing.

- c) The testing of the application system shall include all components vis-à-vis the functional, operational, performance and security requirements of the project, as mentioned in this RFP.
- d) Though the Finance Department, GoWB is required to provide the formal approval for the test plan, it is ultimately the responsibility of the SI to ensure that the end product delivered meets all the requirements specified in this RFP and the signed off SRS. The responsibility of testing the system shall therefore lie with the SI.
- e) The SI shall create a staging area and ensure that all the application software upgrades/releases are appropriately tested in the staging area and are applied on live instance only after such comprehensive testing. Any downtime/system outage for Application system caused by applying such patches shall be attributed to the SI as system downtime and shall attract penalties as per SLA.

2.2.1.5 Solution Documentation

The SI shall prepare/update the documents including the following minimal set of Project Documentation:

- User Manual,
- Installation Manual,
- Training Manual,
- Operations Manual,
- Maintenance Manual,
- Administrator Manual,
- Security Policies and guidelines etc.
- Usage policies and guidelines

The documents need to be approved by Finance Department, GoWB before starting of UAT

2.2.2 PROCUREMENT AND DEPLOYMENT

- a) SI should procure and deploy Infrastructure and System Software for DC, DR and end user locations provided in of this RFP.
- b) SI shall ensure that the equipment proposed for the IFMS Project should be IPv6 and related SNMP (Simple Network Management Protocol) compliant and RoHS compliant.
- c) The scope of work to be undertaken by the SI during the Procurement and Deployment Phase is provided below:

2.2.2.1 Procurement and deployment of Infrastructure components at DC/ DR

- a) Procurement & deployment of hardware shall be carried out by the SI. The SI shall ensure that all equipment supplied to the Finance Department, GoWB is new and free from any defect of any sort with the latest technology enablement.

- b) The SI should ensure that all the required hardware and system software at the Data Centre and Business Continuity / Disaster Recovery site/ is in place before the IFMS application software is placed for deployment and subsequent UAT.
- c) The SI shall take into consideration the usability of the existing ICT infrastructure available in each of the locations.
- d) The SI has to ensure comprehensive AMC support of the proposed servers and other existing hardware for the contract period.
- e) SI shall maintain an Asset Register for all the IT and supporting infrastructure including the part numbers/serial numbers, configuration, current owner of the asset in the Finance Department , GoWB, location, changes made to the asset in terms of replacements/up gradations etc.
- f) If the performance of the system is affected on account of the installed hardware limitations, due to the rapid growth in the transaction volumes on the platform, the SI is required to augment the infrastructure without any extra cost (For e.g. additional servers, storage space and the corresponding software etc).
- g) The SI shall undertake preparation of documents including that of infrastructure solution design & architecture, configuration files of Infrastructure, Standard Operating Procedures, Information Security Management procedures, etc. as per acceptable standards with best practices. The SI shall take sign-off on the deliverables (documents), including Design Documents, Standard Operating Procedures, Security Policy & Procedures from the Finance Department, GoWB and shall make necessary changes as recommended by the Finance Department, GoWB before submitting the final version of the documents. These documents shall be submitted to the Finance Department, GoWB in both hard and soft copies.
- h) The SI is responsible for ensuring that the supplied equipment supports the intended system hardware, operating system and other software. Any problems encountered in the installation of the hardware/software because of hardware/software incompatibility shall be the responsibility of the SI. The SI shall also provide any device driver required for installation of necessary hardware/software.
- i) The SI should ensure that all the required hardware and system software is in place before the IFMS application and other allied software is placed for deployment.
- j) All the hardware and software shall comply with the minimum specifications given in this RFP and shall have to be checked and certified by the OEM.
- k) The SI shall be responsible for all unpacking, assemblies, wiring, installation, cabling between hardware units and connecting to power supplies. The SI shall test all hardware operation and accomplish all adjustments necessary for successful and continuous operation of the hardware at all sites. The installation & commissioning should adhere to WBSDC policies and operating guidelines
- l) SI shall prepare and submit the location wise delivery report of the ICT infrastructure for all locations (including Make, model, Date of purchase, warranty etc.) mapped with Bills of material as per RFP and with the details submitted in the proposal.

- m) In addition to delivery report, SI shall submit Installation Certificate and Commissioning Report including following documentation:
- i. Installation Certificate on software and hardware installation including list of items, locations, warranties, maintenance requirement, etc.
 - ii. Systems Integration manual
 - iii. Technical, Operational and User Manuals for operation of the deployed ICT infrastructure.
 - iv. Technical documentation to explain solution design
 - v. Maintenance manuals for Data Center, Software, , server and other hardware.
 - vi. Information Security Management procedures as per acceptable standards with best practices.
 - vii. Documentation of IP and Subnet Addressing Scheme, Routing Tables and ACL deployed for Intranet.
 - viii. Documentation of all device configurations such as firewall, routers, servers, etc.
 - ix. Handover Documentation for knowledge transfer from implementation stage to sustenance stage

Please Note:

- For Data Centre and Disaster Recovery Centre FINANCE DEPARTMENT, GoWB shall provide administrative help for co-location facility.
- Co-location Facilities for DC and DR shall have following:
 - SI shall be allowed to provision its manpower (physical access) for installation, configuration and maintenance of hardware & system software including OS during the project period, specifically during development/customization, testing, user acceptance testing stage. Such permission shall be granted only with due authorization of the Finance Department, GoWB.
 - SI/ Finance Department, GoWB personnel shall not be allowed to administer from DC/ DR location.
 - VPN access to servers installed by SI in SDC for remote administration shall be provided for the project duration only.
 - 24x7 help desk support to the Finance department and other stakeholders
 - In the event of any co-located hardware related incident, the State Data centre help desk shall inform the personnel identified as administrator as well as authorized official of SI via mail, sms and phone.
 - Provide the other supporting infrastructure and services such as connectivity, power supply for the infrastructure, monitoring of physical and environmental security controls for the infrastructure.

2.2.2.2 Procurement and commissioning of Infrastructure components at end user locations

- a) The SI shall be responsible for complete procurement, installation, and configuration of hardware at end user location(s) provided.

- b) The SI shall take the data backup from the existing ICT infrastructure and transfer to the newly procured ICT infrastructure.
- c) The SI has to ensure comprehensive AMC support of the proposed ICT infrastructure for the project period.
- d) The SI is responsible for ensuring that the supplied equipment supports the intended system hardware, operating system and other software. Any problems encountered in the installation of the hardware/software because of hardware/software incompatibility shall be the responsibility of the SI.
- e) The SI shall provide any device driver required for installation of necessary hardware/software.
- f) The SI should ensure that all the required hardware and system software is in place before the application software is placed for deployment.
- g) All the hardware shall comply with the minimum specifications given in the RFP and shall have to be checked and certified by the OEM.
- h) SI should ensure that the maintenance support is guaranteed for the period of the project by the OEM.
- i) SI should ensure that the Hardware proposed should meet the requirements of the IFMS project for the entire project duration.
- j) The SI shall also provide Biometrics Devices, Bar code and Digital Signature Certificate for authenticating the users of the IFMS. All of users of IFMS shall be using Biometric Devices and DSCs
- k) SI shall prepare and submit the delivery report (separately) of the ICT infrastructure for all locations (including Make, model, Date of purchase, warranty etc.) mapped with Bills of material as per RFP and with the details submitted in the proposal.
- l) In addition to delivery report, SI shall submit installation and commissioning report including following documentation:
 - i. Report on software and hardware installation including list of items, locations, warranties, maintenance requirement, etc.
 - ii. Technical, Operational and User Manuals for operation of the deployed ICT infrastructure
 - iii. server and other hardware
 - iv. Information Security Management procedures as per acceptable standards with best practices
 - v. Documentation of IP and Subnet Addressing Scheme, Routing Tables and ACL deployed for Intranet.
 - vi. Documentation of all device configurations such as firewall, routers, etc

2.2.2.3 Data Digitization and Migration

- a) The SI shall prepare a strategy for data migration and digitization after discussion with the Finance Department, GoWB and get the same approved by the Finance Department, GoWB.

b) The SI shall be required to perform digitization of manual data and 100% migration of data without any data loss. It is the responsibility of the SI to identify the quantum of data which needs to be digitized/migrated

- o The existing application portfolio along with the backend details are mentioned below:

SI No	Application Name	Back End
1	Treasury Information System	Oracle 10g
2	Computerisation of Salary Accounts	SQL Server 2005
3	Government Receipts Portal System	Oracle 11g
4	Computerisation of State Budget	SQL Server 2005
5	Budget Fund Release Monitoring System for Group Offices	SQL Server 2005
6	Reserve Bank Account Information System	SQL Server 2005
7	Re-Appropriation Monitoring System	SQL Server 2005
8	Government of India Credit Information System	SQL Server 2005
9	Audit Para Monitoring System	SQL Server 2005
10	Rural Infrastructure Development Fund Information System	SQL Server 2005
11	Plan Fund Release Monitoring System	SQL Server 2005
12	Computerization of File Movement	SQL Server 2005
13	Letter of Credit (LOC) Authorization Issuance Monitoring System	SQL Server 2005
14	Forest Accounts Package	FoxPro

The SI shall prepare a data migration strategy to extract all the data in the above mentioned applications into the proposed IFMS system

- The minimum data digitization (for records not digitized till date) would be from the beginning of the financial year till the time the application is rolled out for both Pilot and Roll Out
- The SI shall conduct integration testing of the IFMS once before data migration and once after data migration & subsequently before Go-Live.
- During the Data Quality Assessment and review by Finance Department, GoWB or any external agency, any corrections required shall be identified in the data digitized by the SI, and the SI shall correct and re-submit the data.
- Data digitization will be carried out by the SI at the Project Sites.
- SI should prepare and submit report on Data Migration and Digitization on format

2.2.2.4 Supporting User Acceptance Testing

- a) The Finance Department , GoWB shall perform a detailed User Acceptance Testing (UAT) separately for the Pilot and Roll Out phase
- b) These testing shall be performed with the sample data (obtained from live production environment) and after the data migration has been performed separately for pilot and roll out.

- c) The SI shall provide and ensure all necessary support to the Finance Department , GoWB conducting the Acceptance Testing including sharing necessary project documentation, source code, and systems designed & developed, testing strategy, test cases developed for the project executable, test results etc. The SI shall be required to facilitate this process and it shall be incumbent upon the SI to meet all the criteria for testing.
- d) The interaction between application system and other stakeholders shall also be tested as part of the acceptance testing. The testing shall be conducted by the users, Finance Department, GoWB and external agency users by simulating various real-time scenarios.
- e) A test shall be deemed as complete if and only if all the steps involved in the test are completed covering all the concerned stakeholders
- f) The quality of hardware procured under the contract shall be verified by the Finance Department, GoWB or its authorized agency. The Finance Department, GoWB shall use the hardware devices procured under this contract for a period of one month, after Go-Live is initiated, before giving its acceptance.
- g) SI should prepare and submit UAT Reports separately for both Pilot and Roll Out phase including:
 - i. Various Tests performed
 - ii. Test results
 - iii. Deviations from SRS
 - iv. Resolution reports for the issues identified during Testing

2.2.2.5 Transition Management/ Change Management and Capacity Building

SI No	Training Type (Application Module+ Security Awareness)	Expected no of trainees	Duration & Location	Condition
1	CTS	3000	5 working days at district HQs	<ul style="list-style-type: none"> • Using capacity building server/Demo server
2	CBMS	70	5 working days at Kolkata	<ul style="list-style-type: none"> • Hands on • Two way feedback (trainer's feedback from trainee and vice versa)
3	E-Bantan	15000	2 working days at district HQs	<ul style="list-style-type: none"> • Hand Outs document
4	E-Pradan	14000	2 working days at district HQs	<ul style="list-style-type: none"> • DVD using screen cams or equivalent (a). for off-line learning of IFMS application (b). Documents of related rules (c). Case
5	E-Billing	30000	2 working days at district HQs	
6	HRMS	30000	2 working days at	

			district HQs	Examples)
7	WFACS	1500	2 working days at district HQs	

- a) SI needs to execute the Change management and capacity building activity as per the approved Change Management and Capacity Building Plan prepared by the SI and approved by the Finance Department, GoWB at the software Solution Analysis & Design Stage. The Change Management and Capacity Building Plan shall be as per the Transition Plan prepared by the SI and approved by the Finance Department, GoWB.
- b) The SI shall help the Finance Department, GoWB in managing the transition from the existing system (both manual and automated) to the IFMS as per the transition plan prepared by SI and accepted by the Finance Department, GoWB.
 - i. The SI has to ensure zero service disruption during transition as such it needs to plan accordingly. The training to the officials may preferably be provided on government holidays or before/ after office hours to the best possible extent.
 - ii. The deployment of hardware and software should be done on a government holiday or after office hours so as to ensure that there is no disruption in regular work. (notify all stakeholders for 48 to 72 hours)
- c) The SI to prepare required training material and manuals as desired by the Finance Department, GoWB.
- d) The SI shall conduct the training at the regional offices. This is to ensure the effective outcome and minimum disturbance in the regular working of the employees.
- e) The SI is required to impart the following types of training to ensure smooth implementation of IFMS.
 - i. **Sensitization Training-** An awareness and training program with respect to Government Process Re-engineering and its benefits in terms of improved service levels and related issues of change management including how to address these issues, knowledge & skills related to building technology architecture and standards, programme development and management, shall be provided to
 - Members of Empowered Committee
 - Heads of the Department
 - Key resources appointed in the respective Departments, etc
 - ii. **Basic Computer Awareness** - Basic computer knowledge training such as Computer awareness, basics of hardware, and basics of networking, basics of trouble shooting, internet, e-mail and Office applications shall be provided to:
 - Key resources identified for the project
 - Senior Accountants
 - Section Officer
 - Assistants
 - Junior Assistants

- iii. **On Job training (functional user training)-** Providing on-the-job training of staff members on the specific modules, sub modules being implemented in their respective sections/ offices, specifically keeping in mind the defined role of the staff with respect to operationalizing the revised process and related application system under IFMS.
- iv. **Application administration training-** Application administration training shall be provided to key administrators who shall be designated as super users having administrative rights of the application. The basic training to these administrators shall be provided by the System Integrator in the areas of:
 - Management of access rights
 - Recoveries and Backups management
 - Database administration, etc
- A detailed calendar of training, with the exact trainings shall be finalized after detailed discussions with all the key stakeholders of the IFMS project. The date schedule shall be prepared for each section as per the availability of the concerned officials.
 - The duration of the training shall be jointly decided by FINANCE DEPARTMENT and SI, however, the duration shall be sufficient to meet the training requirements of the user and facilitate user in carrying out the routine activities on system. The training batch shall not have more than 15-20 users.
 - In addition to above, the Finance Department, GoWB shall facilitate the SI to deliver the training through video conferencing at district level.
 - SI shall also provide effective training and access to the Finance Department , GoWB /PMU on project management methodology and mechanism to be adopted to use these methodologies (including tools), to manage IFMS project effectively.
 - SI shall also develop an e-training module to facilitate online training by the user by downloading it and practice.
 - The training shall also focus on what-if scenarios and practical case studies with respect to all the transactions/ entries made in IFMS.
 - SI shall also provide trainings to the personnel, whenever any changes are made in the application system.
 - The Training sessions should be participative in nature and SI should respond to the queries/ doubts of the user.
 - SI shall also adopt the train the trainer approach and create champions amongst the user offices, so that the training usage on the job becomes more sustainable.
- v. **Implementing change management -**
 - Conduct at least two change management workshops (including presentation materials and related documents) before the Go Live of Pilot and before the Go Live out of Roll Out.

- Monitoring and reporting on Finance Department, GoWB 's preparedness to adopt planned changes and identifying corrective actions to achieve the desired goals at all times.
- To provide the Finance Department, GoWB team assigned to the PMU with the necessary training in the methods, principles and standards of change management to be adopted for institutionalization of the planned IFMS implementation.
- SI needs to submit the training and change management report after successful completion of each training session, including user feedback and duly filled in User Feedback form.
- In addition to above, SI needs to submit the consolidated training and change management report after successful completion of training(s) for each phase

2.2.2.6 Conducting Pilot

- The SI shall carry out the pilot of the developed/ customized Application at the locations identified by the Finance Department, GoWB.
- Pilot shall be conducted at the following locations
 - Finance Department
 - DTA
 - Alipur-I Treasury and selected DDOs from this treasury
 - Howrah-II Treasury and selected DDOs from this treasury
 - Kolkata PAO-I and selected DDOs from this treasury
 - Kolkata PAO-II and selected DDOs from this treasury
 - Office of AG,WB, Kolkata
 - RBI, Kolkata Office
 - Selected Bank Branches in Kolkata
- The final locations and stakeholders for the Pilot Phase shall be decided by the Finance Department, GoWB.
- SI to ensure that the all the bugs and defects identified should be fixed during pilot implementation phase itself before going for software certification and state wide rollout.
- At the end of Pilot Phase SI shall submit the “Pilot Summary Report” including
 - User feedbacks
 - Changes made after pilot
 - Pilot Lesson Learnt Report
- The SI should submit the Pilot completion report including
 - No of locations for Pilot,
 - Number Users for Pilot,
 - Problems identified and resolution there of etc
 - Performance of Hardware and Applications

2.2.2.7 Software certification

- The application has to be free from any security threat and the SI shall have to produce the third party audit certification for the same.
- Further, the SI shall get the third party certification from the CERT-IN empanelled agency (Approved by the Finance Department, GoWB) and shall submit the testing certificate to the Finance Department, GoWB. (Please note that the cost of certification shall be borne by the SI) before Go-Live of the IFMS application
- In addition Finance Department, GoWB at its own cost may also engage any other third party agency and get the application tested. SI has to provide full support for this activity.

2.2.2.8 Conducting Go-Live and Operational Acceptance for Pilot and Roll Out

After successful pilot completion, necessary changes in the System and Software Certification, IFMS application shall Go-Live at all the remaining locations.

2.2.2.8.1 Operational Acceptance – Pilot Phase

SI should submit a report for obtaining **OPERATIONAL ACCEPTANCE** for Pilot Phase after the Go-Live of the Pilot Phase. The report should include following:

- All required activities for the IFMS project delivered by the SI and accepted by the Finance Department , GoWB
- All required System functionality for the IFMS project delivered by the SI and accepted by Finance Department , GoWB
- All required documentation for the IFMS project prepared by the SI and accepted by Finance Department , GoWB
- All required training for the IFMS project imparted by the SI and accepted by Finance Department , GoWB
- All identified shortcomings/defects in the Systems have been addressed to Finance Department , GoWB's complete satisfaction
- All the required Project Documents (manuals, Standard Operating Procedure, etc.) have been submitted and accepted by the Finance Department , GoWB
- No. of user that have access to the System and are using the System for the respective functional areas

The operational acceptance would be based on the following parameters:-

S. No.	Description	Complied / Not Complied
1.	Full functional interfacing with all Agency Banks	
2.	Full functional interfacing with RBI	
3.	Full functional interfacing with AG (Audit), AG(A&E)	
4.	Full functional interfacing of Gateway (Payment,	

	SMS, e-mail)	
5.	Full functional real time BI dashboard to the stakeholders	
6.	Complete Data digitization and migration	
7.	SLA compliance Report	
8.	Development of HRMS	
9.	At least one Budget preparation cycle has been completed using all required functionality	
10.	Auto reconciliation for the all the receipts among all stake holders and generation of report for un-reconciled items.	
11.	Online Preparation Submission of bill by DDO's and Approval of bill by Treasury through the system	
12.	Online Submission of list of payments to bank by treasury	
13.	Online receipt of bank scroll and auto upload of the bank scroll. Auto reconciliation of receipts and payment among all the stakeholders and generation of report for un-reconciled items.	
14.	Generation of relevant accounts, registers, records, ledgers etc. of all the stakeholders.	
15.	Creation of complete detail relating to the life cycle of all the Debts, Loans, Investment, Guarantees, Reserve funds and Deposits of GoWB	

Based on the above and only after being completely satisfied that at least a minimum percentage (as shown in a table below) of all the users of IFMS stakeholders have access to the System and are using the System for the respective functional areas the Finance Department , GoWB shall issue such **OPERATIONAL ACCEPTANCE – PILOT PHASE**.

S. No.	Users Departments/Stakeholders	Minimum Percentage of Total Users
1.	Finance Department	85%
2.	Pilot Treasury Locations	80%
3.	DDOs at Pilot Treasury Locations	75%
4.	AG	90%
5.	RBI	90%
6.	Bank	90%

- In order to ensure effective completion/ accomplishment of the above, the Finance Department , GoWB, in association with SI, shall carry out all the necessary operational acceptance tests including but not limited to
 - Functionality Test,
 - Database Test,
 - Integration Testing,
 - Unit Test,
 - System Test,
 - Security Compliance,
 - Stress test,
 - Performance test, etc
- The SI MUST agree to above criteria for operational acceptance and further agree that:

In order to accept the System, Finance Department, GoWB must be satisfied that all of the work has been completed and delivered to its complete satisfaction and that all aspects of the System perform acceptably. The operational acceptance of the System shall only be certified when the proposed system is installed and configured at the sites according to the design and that all the detailed procedures of operating them have been carried out by the SI in the presence of Finance Department staff.

2.2.2.8.2 Operational Acceptance – State wide Roll out

Operational Acceptance for the full Information System shall be awarded by the Finance Department only if a minimum of 50% of the defined users of the Roll out Treasury locations are accessing and using the system based on the acceptance parameters as mentioned for the Pilot stage

2.2.3 OPERATION & MAINTENANCE

The SI shall be responsible for the overall management of IFMS assistance for a period of 7 years (from the effective date of Contract) including the IFMS software and entire related ICT Infrastructure. The operation and maintenance phase shall commence after Go-Live of Phase II of the IFMS by the SI.

SI shall provide automated tool based monitoring of all performance indices and online reporting system for SLAs defined in Volume III of RFP. The tools should have the capability for the Finance Department, GoWB to log in anytime to see the status.

Additionally, SI should also prepare and submit the Daily, Weekly, Monthly and Quarterly SLA report during Operation and Maintenance phase based on the SLAs provided in the section 4 of RFP. The weekly SLA report is the summary of the daily SLA reports. The Monthly SLA report is the summary of the Weekly SLA reports. The Quarterly SLA report is the summary of the Monthly SLA reports.

Besides the SLA reports SI also need to annually submit the following:

- Certification stating all patches/ upgrades/ service releases has been properly installed
- Asset Information Register

- Standard operating procedure
- Updated Project Exit Management Plan

Further at the last quarter of Operation and Management phase SI needs to submit the Project Exit report.

The broad activities to be undertaken by the SI during the operation and maintenance phase are discussed in subsequent paragraphs.

2.2.3.1 Providing Application Support & Maintenance

During the contract period, the SI shall be completely responsible for defect free functioning of the application software and shall resolve any issues that include bug fixing, improvements in presentation and/or functionality and others at no additional cost during the operations & maintenance period, within a duration specified in SLA.

The SI shall be responsible including but not limited to:

- Providing for 24X7 onsite warranty/support for the software (Application/system/support) Developed/Customized
- Ensuring compliance to uptime and performance requirements of IFMS as indicated in the SLA
- Management of Integration Component including the Component for integrating with external agencies, payment gateway and any third party component used in the application software;
- Providing and installing patches and upgrades without any additional cost for contract period for the quoted hardware, software, etc. In case the software patches are not available free of charge, the cost of the same should be included in the contract price.
- Ensuring timely resolution and fixing of bug/defects reported.
- Undertaking performance tuning of the System (application and database) to enhance System's performance and comply with SLA requirements on a continuous basis.
- Version management, License Management and software documentation management, reflecting current features and functionality of the solution

All planned changes to the application systems shall be coordinated within the established Change Control processes to ensure that:

- Appropriate communication on change required has taken place;
- Proper approvals have been received;
- Schedules have been adjusted to minimize impact on the production environment.

The SI shall define the Software Change Management & Version control process and obtain approval for the same from the Finance Department, GoWB. For any changes to the software, the SI has to prepare detailed documentation including proposed changes, impact to the System in terms of functional outcomes/additional features added to the System etc.

The SI is required to obtain approval from the Finance Department, GoWB for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each quarter of operations & maintenance support.

Any changes/upgrades to the software performed during the operations & maintenance phase shall be subjected to comprehensive & integrated testing by the SI to ensure that the changes implemented in the system meets the desired and specified requirements of the Finance Department, GoWB and doesn't impact any other function of the System.

2.2.3.2 Infrastructure Maintenance

- a) The SI shall be responsible for the overall administration and management of the IFMS including the related ICT Infrastructure. The SI shall be responsible includes but not limited to:
 - i. Maintenance of Desktops, Printers, Scanners, Switches, peripherals etc. at FINANCE DEPARTMENT and its related offices (end user locations);
 - ii. Maintenance of Hardware and Server System including at primary data centre, business continuity centre/ DR
 - iii. Undertaking of performance tuning of the Hardware System to enhance Systems performance and comply with SLA requirements on a continuous basis.
 - iv. 24x7 monitoring & management of availability & security of the infrastructure & assets (including data, servers, systems etc.) through Enterprise Management Solution implemented for IFMS Project.
 - v. Monitoring and recording ICT infrastructure performance at all locations and taking corrective actions to ensure performance optimization on a daily basis
- b) The SI shall escalate and co-ordinate with SDC, WBSWAN Operators, GoWB and other vendors / departments for problem resolution wherever required.
- c) In case of any confusion of the genesis of a problem between the SI and WBSWAN, SDC and DR and the problem getting traced to the SI, the entire delay in resolving the problem shall be attributed to the SI and shall be used in measuring the Service Levels. An appropriate mechanism has to be suggested by the SI, as part of the SRS, for clearly identifying the source of various types of problems.
- d) The SI shall enable audit logs for the Servers, System activities and such audit logs shall be analyzed at regular intervals to identify and address security and performance issues. The SI shall also produce and maintain system audit logs on the System for a period agreed to with the Finance Department, GoWB. On expiry of the said period the audit logs should be archived and stored off-site at a location agreed to with the Finance Department, GoWB.
- e) The SI shall co-ordinate with all external agencies/vendors during this period for addressing any issues arising out of the project. The SI shall also ensure that the entire Hardware including the networking devices (active and passive) and any other infrastructure provided by them has to be maintained as per the Standard Operating Procedure (SOP) determined by the OEMs and are in good working condition.
- f) A defective component of equipment can be repaired on site. In order to do so, the SI shall provide stand by equipment/device in place of the faulty equipment and then can repair the device at his support centre. Such repairs beyond two times shall not be permitted. In the event of any such component becoming defective, third time, it shall

have to be replaced by either a new component of the same make and specification as original or of a better make without any cost to the Finance Department , GoWB.

- g) It shall be the responsibility of the SI to replace the hardware components, irrespective of the reason for the failure of the component. In other words, the SI shall replace the component damaged for whatsoever reason, including natural failure due to outliving but excluding theft, arson, natural calamities and proven mishandling of the equipment by the operators of the Finance Department, GoWB.
- h) The SI shall have to supply all necessary accessories and peripherals required during warranty/maintenance viz. appropriate cables, power supply cords/wires and device drivers and documentation that may be required, whether mentioned or not.
- i) The SI shall provide comprehensive AMC, which shall include replacement of all spares and parts free of cost for the entire contract period.

2.2.3.3 Technology Upgrade /Refresh

- a) Finance Department , GoWB in consultation with the Programme Monitoring Unit (PMU) may ask SI for Technology refresh at the end of the fifth year of the project duration to take advantage of latest and Green technology at that time and also save on maintenance cost of old hardware.
- b) For the above purpose, SI, at its own cost, shall conduct a study for Technology upgrade/ refresh and also consider Trade-in option for the hardware including Server, Storage, Networking, Desktop etc. at Data Centre and DR site and end user location to ensure increased efficiency in overall performance of the System (taking into consideration increased no. of transactions, higher volume of database, future requirements at that point in time, etc.)
- c) Based on the Report on Technology refresh submitted by the SI, Finance Department, GoWB would decide for the replacement or continuation with any or all of the hardware items and SI would be required to conduct the replacement of the hardware accordingly.
- d) SI shall ensure that the necessary migration of the data / application to new system is successful during the above refresh.
- e) SI shall also upgrade all the relevant documents including IT asset register, architecture documents and other documents for the above refresh.

2.2.3.4 Performing User Profiles and Account Management

- a) The SI is required to design and implement the user management processes and obtain sign-off from the Finance Department, GoWB for such process.
- b) The user-id naming & protocol shall be designed and implemented for all the user ids. Such naming convention and protocol shall be signed-off with the Finance Department, GoWB.
- c) IFMS shall use Biometric Devices and Digital Signature Certificate along with password for user identity management. The SI shall be responsible for maintaining Biometric Devices and DSC for the IFMS users. The SI shall also maintain a link with

the Digital certificate authority, the SIs of the DSC for authenticating the DSCs of the users of the IFMS.

- d) All of users of IFMS shall be using Biometric Devices and DSCs:
- e) The SI shall be responsible for form collection from applicants, verification, and correspondence with the DSC agency. During the course of the maintenance of the DSCs, it shall be the responsibility of the SI to coordinate between the end users and the DSC agency for problem resolution. Maintenance of DSCs shall include renewing expired DSCs, removing defunct DSCs safely, getting forgotten passwords changed, ensuring DSCs and the digitally signed data maps to individuals even if more than a single DSC has been issued to the individual in the course of time, addressing any mechanical fault and providing maintenance related logistical support.
- f) Access to any of the IT assets installed across the IFMS network in the entire GoWB shall be governed by a single sign on facility managed by central role based authentication system. This facility should govern the access of users, either system users or application users, over the following list -
 - o Server Systems
 - o Network Devices
 - o Operating Systems
 - o Application Software
 - o Peripheral devices such as printers, scanners, etc.
- g) System/ Database administration tasks such as managing the access control system, creating and managing users and other related work has to be performed by the SI.

2.2.3.5 Performing IT Infrastructure Asset Management

- a) The SI shall design and implement the processes and procedures for effective asset management for IT infrastructure implemented for IFMS, to this end it should ensure deployment of devices which work with SNMP. Such processes and procedures defined by the SI shall be reviewed by the Finance Department, GoWB and necessary changes shall be made by the SI based on the gaps identified in the processes. In line with the approved asset management process, the SI shall maintain an Asset Register for all the IT and supporting infrastructure including the part numbers/serial numbers, configuration, current owner of the asset in the Finance Department , GoWB, location, changes made to the asset in terms of replacements/up gradations etc.
- b) The SI shall ensure that such documentation (hard copy and soft copy) is kept up to date and is available to the Finance Department, GoWB for verification and review at any point of time during the contract. The SI shall submit a quarterly and Annual Asset Information Register to the Finance Department, GoWB with updated and current information.

2.2.3.6 Providing Information Security Services

- a) The SI shall be responsible for ensuring overall information security of the IFMS, including but not limited to:
 - o Web Portal

- Application software
 - System Software
 - Support Software
 - Data,
 - Information etc.
- b) The SI shall be responsible for the regular update of the security policy as formulated during project development/ customization phase.
 - c) The SI is responsible for implementing measures to ensure complete security of the IFMS (including its entire environment) and confidentiality of the related data, in conformity with the security policy of the IFMS (framed by the SI in consultation with the Finance Department , GoWB).
 - d) The SI shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire IFMS solution deployment.
 - e) The SI shall monitor security and intrusions, which mandatorily shall include taking necessary preventive and corrective actions.
 - f) The SI, with appropriate co-operation of the Finance Department, GoWB, shall manage the response to security incidents. The incident response process shall seek to limit damage and shall include the investigation of the incident and notification to the appropriate authorities. A summary of all security incidents should be made available to the Finance Department, GoWB on a weekly basis; however the significant security incidents should be reported immediately on occurrence of the incident.
 - g) The SI shall have to maintain strict privacy and confidentiality of all the data it gets access to and adequate provisions shall be made not to allow unrestricted access to the data. In particular the SI cannot give access to data to people in its Organization who have not signed the Non-Disclosure Agreement (NDA). The SI cannot sell or part with any data in any form.
 - h) The above security services are subject to guidelines/ procedures of hosting server and other ICT equipment at SDC/DR facility.

2.2.3.7 Setting up and Management of Helpdesk (including manpower & other field support staff)

- a) The SI shall be required to provide Helpdesk services to enable effective support to the internal and external users for technical issues regarding the IFMS.
- b) Additionally SI shall be required to provide Field Support Staff to enable effective field support to the IFMS users for technical issues regarding the IFMS.
- c) SI shall ensure helpdesk facility shall have following:
 - Call logging mechanism through Phone
 - Call logging mechanism through e-mail
 - Call logging mechanism through portal
- d) The SI shall provide at least the following services -

- Provision and supervision of personnel for the help-desk. Minimum qualification requirements for personnel for this process are stated in the RFP.
 - Except for the month of March, helpdesk shall provide its services on all working days of GoWB between 06:00 Hrs. to 20:00 Hrs. In the month of March of every year the helpdesk should be operational from 6 AM to 10 PM, seven days a week, including Sundays, while on the last week of March it should be operational for 24 hours
 - All grievances shall be assigned a ticket number and the number shall be made available to the user along with the identification of the agent, without the user having to make a request in this regard, at the beginning of the interaction.
 - Helpdesk shall provide support for technical queries and other software related issues arising during day to day operations
- e) The Physical space for the helpdesk shall be provided by the Finance Department, GoWB. Any other required infrastructure shall be provided by the SI.
- f) The SI shall categorize the technical issues and potential faults in 4 levels – Low, Medium, High and Critical, in consultation with the Finance Department, GoWB. The levels shall be based on the following criteria.
- Impact on business through disruption of services and operations;
 - Number of offices and geographical locations being affected by the issue;
- g) The SI shall adhere to the service level agreement with respect to the resolution of issues at various levels.
- h) The interactions shall also be recorded and the records maintained for reference for a period of 3 months from the date of resolution of the problem.
- i) The transactions shall also be monitored – both online and offline - on a statistically appropriate sampling basis to assess service level as well as delivery effectiveness and for providing training/ feedback to agents.
- j) All complaints/ grievances of users shall be recorded and followed up for resolution and an escalation matrix to be developed for any delay in resolution.
- k) Apart from using helpdesk for recording grievances received through telephone, e-mail, and portal facility should be made available to the users to record their grievances.
- l) The Technical Team should register the complaints to the Helpdesk for the server/network/Application related problems. It shall be ensured that the complaints lodged by the technical team must be on High Priority Basis.
- m) The SI shall provide the following helpdesk performance monitoring reports –
- Calls per week, month or other period;
 - Numeric and graphical representation of call volume;
 - Calls for each interaction tracked by type (calls for information on specific service, calls for specific enquiries);
 - Number of dropped calls after answering, including:
 - Calls that ended while on hold, indicating that the caller hung up;
 - Call that ended due to entry errors using the automated system, indicating difficulty in using the system;

Request for proposal for selection of System Integrator for Integrated Financial Management System (IFMS) for Department of Finance, Government of West Bengal

SECTION 3: PROJECT IMPLEMENTATION STRATEGY

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

3. PROJECT IMPLEMENTATION STRATEGY

This Chapter encompasses the implementation strategy of the IFMS project, which shall guide the SI in various aspects of project planning and bidding. The project implementation strategy is covered under the following sections:

- Project Deployment Strategy
- Project Work Plan
- Project Deliverables & Timelines
- Key Personnel

3.1 PROJECT DEPLOYMENT STRATEGY

This section provides an overview of the implementation plan wherein the initiatives to be undertaken have been put together into Phases based on ease of their implementation, change management issues and their assessed need. The SI shall be required to ensure that the implementation plan of the IFMS is designed as per the indicative phasing strategy which has been bifurcated into two categories as below:-

- Pilot Implementation: Considering the functionality aspects and the identified pilot locations for the proposed IFMS implementation.
- Rollout to other locations: Considering the rest of the locations at which IFMS is required to be implemented.

1.1.1. Pilot Implementation Sites:

Finance Department, Directorate of Treasuries and the following treasuries have been identified for the pilot Rollout.

Alipore-I
Howrah-II
Kolkata PAO-I
Kolkata PAO-II

1.1.2. Rollout Sites:

All the remaining treasuries

Malda-II	Birbhum-II	Dinhata
Jalpaiguri-I	Howrah-I	Gangarampur
Hooghly-II	Rampurhat	Egra
KrishnaNagar-I	Jangipur	Mathabhanga
Asansol-I	Balurghat-I	Tehatta
Burdwan-I	Arambagh	Chanchal
Diamond Harbour	Darjeeling	Balurghat-II

Bolpur	Asansol-II	Kakdwip
Cooch Behar-I	Jalpaiguri-II	Canning
Uluberia	Hooghly-I	Domkal
Kalna	Jhargram	Kalimpong
Sreerampore I	Haldia	Barrackpore-II
Kalyani	Berhampore-II	Cooch Behar-II
Contai	Ghatal	Tufanganj
Birbhum-I	Malda-I	Kurseong
Alipore-II	Khatra	Mekhliganj
Raigunj-I	Katwa	Siliguri-I
e-Treasury	Lalbagh	Midnapore
KrishnaNagar-II	Kandi	Barasat-I
Alipurduar	Bongaon	Purulia
Baruipur	Siliguri-II	Barrackpore-I
Chandernagore	Islampur	Bidhannagar
Kharagpur	Raghunathpur	Burdwan-II
Basirhat	Sreerampore II	Bishnupur
Ranaghat	Mal	Tamluk
Durgapur	Barasat-II	Berhampore-I
P D Cell, DTA,WB	Raigunj-II	Calcutta Collectorate
New Delhi Treasury		

The pilot implementation shall be undertaken after development/customization of the IFMS solution, solution testing by the SI, third party certification and User Acceptance Testing (UAT).

Post correction after pilot run and subsequent revised third party certification, Go Live of the identified modules shall take place in all the remaining locations, wherein the IFMS shall be made available in full capacity with all the proposed functionalities as per the indicative phasing strategy.

1.2. PROJECT WORK-PLAN

The IFMS services and functionalities roll out is proposed to be carried out in a phased manner, where each phase is broken down into smaller steps to match the resources and capacities at the disposal of the FINANCE DEPARTMENT, GoWB. A phased project work-plan with better risk management and planned capacity building has been charted out to lower the risk of incompatibility with resources, user needs and policies compared to a “Big-Bang” approach. A broad level indicative timeline for the implementation of IFMS in a phased manner is depicted in table below. The indicative timelines for both the Phases are provided below:

Particulars	Timelines (Months)																									
	M0	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	M18	M19	M36	M48	M66	M69	M90	M93
Award of Contract & Team Mobilization																										
Submission of Inception Report & Project Plan document																										
Submission Systems Requirements Specification (SRS) and To-Be Documentation and approval																										
High Level Design (HLD), Low Level Design (LLD), and Software Design Documents (SDD)																										
Development/Customization of IFMS Solution with Quality Certification																										
Data Migration and Digitization																										
Solution Testing by the SI and Modification																										
End-to-end project documentation and creation of manuals																										
STQC Certification																										
User Acceptance Testing (UAT)																										
Pilot Implementation (Phase I)																										

Particulars	Timelines (Months)																											
	M0	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	M18	M19	M36	M48	M66	M69	M90	M93		
Delivery & deployment of the required client side IT equipment (including software, hardware devices) suggested as part of technical solution at end user pilot locations																												
Capacity Building & Change Management																												
Go-Live Phase I –Pilot Locations																												
Documentation of “Lessons Learnt” and Solution Update based on Pilot Implementation (Including UAT and Certification)																												
Operational Acceptance by Finance Department , GoWB for Pilot Locations																												
Rollout (Phase 2)																												
Delivery & deployment of the required client side IT equipment (including software, hardware devices) suggested as part of technical solution at end user locations																												
Capacity Building & Change Management-Remaining User Locations																												
Certification by third party																												

Particulars	Timelines (Months)																										
	M0	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	M18	M19	M36	M48	M66	M69	M90	M93	
Go-Live Remaining Locations																											
Operational Acceptance by Finance Department , GoWB																											
Operation and Maintenance																											
Quarterly Operations & Maintenance Support. (Appln) - Phase 1																											
Quarterly Operations & Maintenance Support. (Appln) - Phase 2																											
Quarterly Operations & Maintenance Support. (Infra)- Phase 1																											
Quarterly Operations & Maintenance Support. (Infra) - Phase 2																											

Note: The above work plan is only an indicative and includes only broad activities. However the SI is expected to provide a detailed work plan in its proposal.

1.3. PROJECT DELIVERABLES & TIMELINES

This section of the RFP details the key project milestones, deliverables to be submitted by the SI at each milestone and timelines of completion of each milestone.

SI No	Milestone	Deliverables from the SI	Timelines (in Months)
1	Award of Contract & Team Mobilization	Performance Bank Guarantee for 10 % of total contract value.	T
2	Submission of Inception Report & Project Plan document	Detailed Project Work Plan/Inception report for Design, Develop, Customize, Configure, Supply, Test, Implementation and Maintenance of IFMS and related System Software, Hardware Setup	T+1
Pilot Phase			
3	Submission Systems Requirements Specification (SRS) and To-Be Documentation and approval	<ul style="list-style-type: none"> • System Requirement Specifications (SRS) Document for the complete solution. • Functional Requirement Traceability Report 	T+3
4	High Level Design (HLD), Low Level Design (LLD), and Software Design Documents (SDD)	<p>Technical/ Solution Design Document including but not limited to:</p> <ul style="list-style-type: none"> • Design of the detailed application system, including modular structure, usage of third party API, mechanism of presentation, etc. • User interface designs; • Database structures including ER, Data Dictionaries and DFD diagrams, if any. • Security architecture & policies (subject to SDC, WBSWAN's policies or any other IT policy by the State Govt.); • Data backup & recovery strategy; • Integration/ interface design mechanism with other applications/systems • Software/ Hardware deployment model; • Software/ Hardware configuration management; • Database backup and management policies; • Quality Assurance Plan (preferably adhere to the latest version of the IEEE 730 standards.); • Testing Plan/ Strategy and test cases • Requirement Traceability Matrix (including 	T+3

SI No	Milestone	Deliverables from the SI	Timelines (in Months)
		<p>design/FRS mapping, test cases etc.).</p> <ul style="list-style-type: none"> • Exit Management Plan • Change Management and Capacity Building Plan. 	
5	Development/Customization of IFMS Solution with Quality Certification	<ul style="list-style-type: none"> • Application Readiness Report • Development completion report including minimum following: <ul style="list-style-type: none"> ○ Source code(soft copy) ○ Report formats (soft copy) ○ Test script (soft copy) ○ Database (soft copy) ○ Data digitized and Migrated (soft copy) ○ Executable file(soft copy) ○ Others relevant documents deemed necessary • Functional Requirement Traceability Report • Technical documentation to explain Source Code/customization and solution design Maintenance manuals for Data Center, Software, server and other hardware. 	T+9
6	Data Migration and Digitization for Pilot Locations	<ul style="list-style-type: none"> • Data digitization and migration strategy report. • Printed records of digitized data for review and validation by Finance Department , GoWB • Report on data migration and digitization including the extent of data digitized and migrated, methodology for data cleaning, etc. 	T+9
7	Solution Testing by the SI and Modification	Reports on Various Tests performed along with the results & resolution reports for the issues identified during Testing.	T+9
8	End-to-end project documentation and creation of manuals	<ul style="list-style-type: none"> • Technical, Operational and User Manuals for operation of the deployed solution including. <ul style="list-style-type: none"> ○ User Manual, ○ Training Manual, ○ Operations Manual, ○ Maintenance Manual, ○ Administrator Manual, ○ Security Policy, etc. • Network Diagrams for Data Center and Networks. • Documentation of IP and Subnet Addressing 	T+9

SI No	Milestone	Deliverables from the SI	Timelines (in Months)
		Scheme, Routing Tables and ACL deployed for Intranet.	
9	User Acceptance Testing (UAT)	UAT Reports including <ul style="list-style-type: none"> • Various Tests performed • Test results • Resolution reports for the issues identified during Testing 	T+9
10	STQC Certification	Defect Closure Report	T+9
11	Delivery & deployment of the required server side IT equipment (including software, hardware and network devices) suggested as part of technical solution for DC and DR.	<ul style="list-style-type: none"> • Delivery Report of the ICT infrastructure for all locations (including Make, model, Date of purchase, warranty etc.) • Installation Certificate and commissioning report • Documentation of all device configurations such as firewall, routers, servers, etc. 	T+12
12	Delivery & deployment of the required client side IT equipment (including software, hardware devices) suggested as part of technical solution at end user pilot locations	<ul style="list-style-type: none"> • Delivery Report of the ICT infrastructure for all locations (including Make, model, Date of purchase, warranty etc.) • Installation Certificate and commissioning report • Pilot Summary report 	T+12
13	Capacity Building & Change Management for Pilot Locations	<ul style="list-style-type: none"> • Training Plan & material for various kind of trainings • Completion of Training for all the users at least at Pilot locations in terms of: <ul style="list-style-type: none"> ○ Sensitization Training; ○ Basic Computer Awareness; ○ Application administration training; ○ Pilot Phase Functional User Training (On Job training/ Pilot locations) etc. • Training and change management Report on user feedback and duly filled in User Feedback form 	T+12
14	Go-Live –Pilot Locations	• Go-Live Certificate-Pilot Locations	T+12
15	Documentation of “Lessons Learnt” and Solution Update based on Pilot Implementation	<ul style="list-style-type: none"> • Pilot summary report • Updated solution components based on Phase I Pilot Implementation and the modifications required thereof. 	T+12

SI No	Milestone	Deliverables from the SI	Timelines (in Months)
	(Including UAT and Certification)	<ul style="list-style-type: none"> • Updated Functional Requirement Traceability Report 	
	Operational Acceptance by Finance Department , GoWB for Pilot Locations	<ul style="list-style-type: none"> • Operational Acceptance Certificate from the Finance Department , GoWB • Report on user feedback and duly filled in User Feedback form. 	T+13
Rollout Phase			
16	Delivery & deployment of the required client side IT equipment (including software, hardware devices) suggested as part of technical solution at end user locations	<ul style="list-style-type: none"> • Delivery Report of the ICT infrastructure for all locations (including Make, model, Date of purchase, warranty etc.) • Installation Certificate and commissioning report 	T+18
17	Capacity Building & Change Management-Remaining User Locations	<ul style="list-style-type: none"> • Training Plan & material for various kind of trainings • Completion of Training for all the users in terms of: <ul style="list-style-type: none"> ○ Sensitization Training; ○ Basic Computer Awareness; ○ Application administration training; ○ Phase I Functional User Training (On Job training/ Offsite). ○ Technical up-gradation training (if any), etc. • Change Management Workshop including presentation materials and related documents 	T+18
18	Certification by third party	<ul style="list-style-type: none"> • Application Audit and Security certification from third party agency. 	T+18
19	Go-Live –Roll Out Locations	<ul style="list-style-type: none"> • Go-Live Phase I Certificate 	T+18
20	Operational Acceptance by Finance Department , GoWB for Roll Out	<ul style="list-style-type: none"> • Operational Acceptance Certificate from the Finance Department , GoWB • Report on user feedback and duly filled in User Feedback form. 	T+19
Operation and Maintenance Phase I (Application)			
21	Quarterly Operations & Maintenance Support.	<ul style="list-style-type: none"> Quarterly Report for Operations and Maintenance Activities carried out during the quarter, including: <ul style="list-style-type: none"> • Post Implementation Support to Finance 	T+18 to T+66

SI No	Milestone	Deliverables from the SI	Timelines (in Months)
		Department, GoWB. • Call Log & Resolution Reports for Helpdesk. • Daily/Weekly/fortnightly/monthly SLA Report. • Performance Monitoring Reports for the IFMS. • Software change logs, etc. Annual Certification stating all patches/upgrades/ service releases have been properly installed Other Reports as mentioned in the Scope of work.	
Operation and Maintenance Phase II (Application)			
22	Quarterly Operations & Maintenance Support.	Quarterly Report for Operations and Maintenance Activities carried out during the quarter, including: • Post Implementation Support to Finance Department, GoWB. • Call Log & Resolution Reports for Helpdesk. • Daily/Weekly/fortnightly/monthly SLA Report. • Performance Monitoring Reports for the IFMS. • Software change logs, etc. Annual Certification stating all patches/upgrades/ service releases have been properly installed Other Reports as mentioned in the Scope of work.	T+66 to T+90
Operation and Maintenance Phase I (Infrastructure)			
23	Quarterly Operations & Maintenance Support		T+9 to T+69
Operation and Maintenance Phase II (Infrastructure)			
24	Quarterly Operations & Maintenance Support		T+69 to T+93

Note: SI to submit all documents in both Hard and Soft copy to the Finance Department, GoWB.

1.4. KEY PERSONNEL OUTLAY

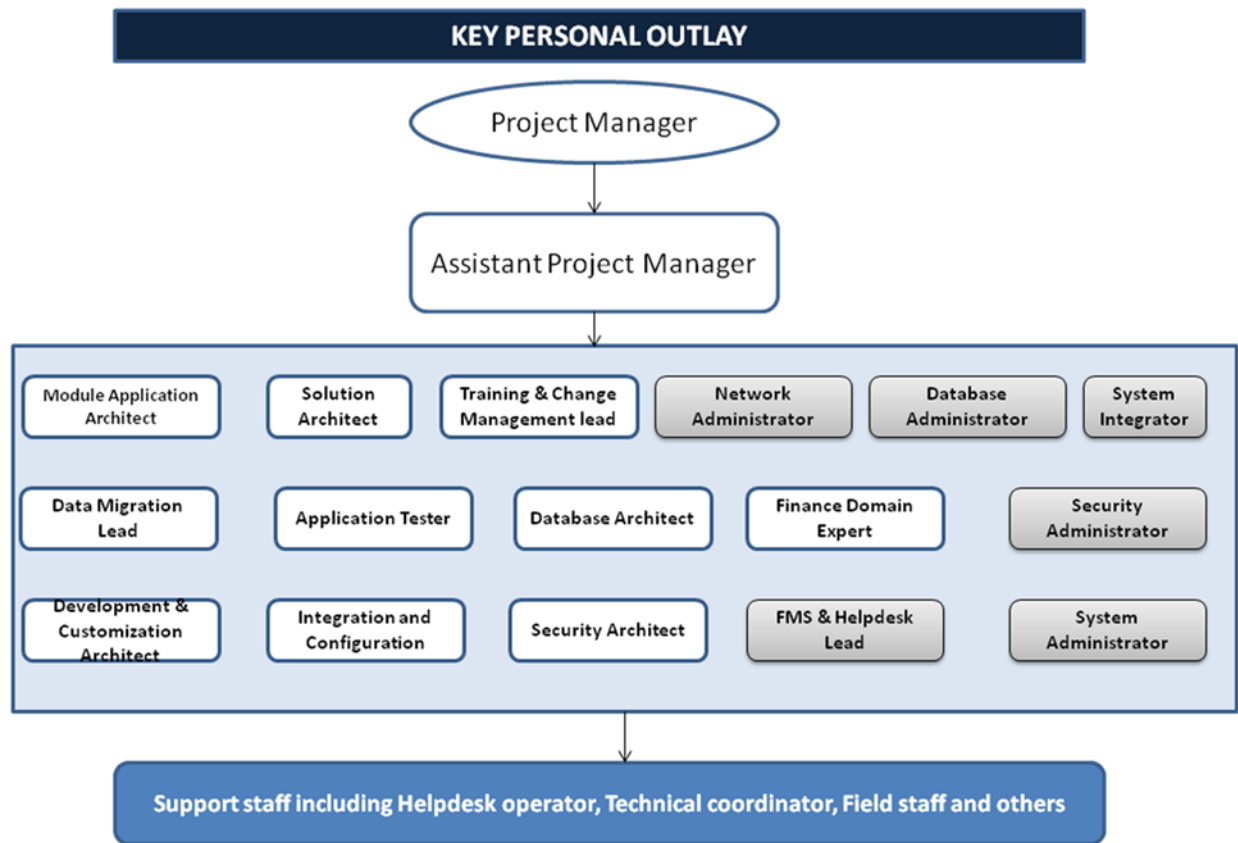
This section provides the details of the key personnel to be deployed by the SI including their indicative roles during the entire project duration. The IFMS project shall be headed by the Project Manager, who shall be responsible for the overall execution and implementation of the IFMS project.

The proposed role required for each resource is mentioned in below:

Resource	Role
Project Manager	The Project Manager shall be responsible for the overall execution and implementation of the IFMS project. The Project Manager should be involved in high level decision making interactions with the Finance Department , GoWB in scenarios like Project Work Plan, policy changes, etc.
Assistant Project Manager	Should co-ordinate between Project Manager and Core team
Finance Domain Expert	The Finance Domain Specialist shall be primarily responsible for the design, functioning and maintenance of the functionalities of the IFMS.
Module Application Architect	The Module Application Architect Lead shall be responsible for managing the activities leading to the customization of application including individual modules of the IFMS Application. This shall include software & hardware designing, development, customization, integration, testing, deployment and rollout.
Security Architect	The Security Architect shall be responsible for identifying and implementing, by tutoring the coders & testers, all the best practices for ensuring information security during designing, development, testing and implementation. The individual shall be responsible for ensuring that the product, including all aspects of its IT systems such as hardware, software, networks, data, etc, conforms to ISO 27001 standards. He/ She shall be responsible for generating policy and assist on end to end network and operational security systems.
System Integrator	The system integrator shall be primarily responsible for hardware and software sizing, including planning for license requirements as well as providing third line of support for escalations. Further, the individual shall be responsible for managing the physical infrastructure such as electrical systems, UPS & Power Backup, air conditioning, fire alarm system, access control system, etc at data centre.
Training and Change Management Lead	Training and Change Management Lead shall be primarily responsible for creating training plan and ensuring its approval and execution. The individual shall also be responsible for ensuring that the coaching, mentoring and training the department's leadership in change management is delivered as per Project Work Plan.
Integration & configuration	The Integration & configuration lead shall be primarily responsible for ensuring the complete responsibility of network uptime and management. The individual shall be also responsible for networking hardware and components across the geographical scope of the IFMS project by liaising with the network operator.
Application Tester	The Application Tester Lead shall be responsible for managing the testing team. The resource shall be responsible for ensuring the quality of the product by identifying all test case scenarios and testing the product accordingly.

Resource	Role
System Administrator	System Administrators are proposed for managing the IFMS. He shall monitor the health of the systems using EMS and other related tools and shall also take steps to ensure optimum performance of all the systems. They shall be reporting to the Manager (Operations).
Database Administrator	Database Administrators are proposed for managing the databases of the proposed IFMS application system including those kept at the data centre, and DR site. He / She shall be also responsible for data backup, database fine tuning, online synchronization of the database instances kept at DC and DR, etc.
FMS & Helpdesk Lead	FMS & Helpdesk lead shall review the work of the Helpdesk team and co-ordinate between various teams for issue resolution. He'll also responsible for the proper functioning of the Helpdesk to facilitate the IFMS Users. Helpdesk Manager shall do the periodic reporting of the calls handled by the helpdesk team.

The SI is expected to propose a favorable team structure and composition to be deployed for implementation, support and maintenance of IFMS project. Other support staff, in addition to the above key personnel, to be deployed by the SI shall possess at least Graduate degree in relevant domain and with 2-3 years of relevant experience. Further, SI shall ensure that helpdesk resources and also the technical staff to be deployed at the field offices should also have knowledge of local language i.e. Bengali. The following figure provides an overview of the key personnel outlay for the IFMS project



S. No.	Proposed Personnel	Minimum Qualification and Experience required
1.	Project Manager/Assistant Project Manager	<p>Qualification: B.E./ B Tech./ MCA + MBA with more than 15 years of experience</p> <p>Experience: Experience as Project Manager in at least three (3) large scale IFMS system implementations from start to finish for Government (Centre/State/Local) and PSU organization in India</p> <p>Preferred: PMI (Project Management Institute) certification/PRINCE 2 Practitioner Certification</p>
2.	Finance Domain Expert	<p>Qualification: CA/ MBA (Finance) with more than 5 years of experience</p> <p>Experience: Experience of at least three (3) large implementation projects relating to financial sector institutions, in India, like banks or insurance companies or government agencies like tax collection authorities or</p>

S. No.	Proposed Personnel	Minimum Qualification and Experience required
		<p>government departments like treasuries (for solution proposed for the IFMS Project)</p> <p>Desirable: Experience of Public Financial Management Domain at national/international level</p>
3.	<p>Team for Solution Architect, Module Application Architect Database Architect Security Architect Development & Customization & Integration & configuration Application Tester Data migration, Training and change management, Operation and maintenance</p>	<p>Qualification: B.E./ B Tech./ MCA with more than 5 years of experience</p> <p>Experience: Hands on experience for at least two (2) large scale IFMS System Implementation project (proposed for this Project)</p> <p>Desirable: Current valid certification on the IFMS product proposed</p>
4.	<p>Team for System Administrator System Integrator Network Administrator Database Administrator Security Administrator FMS and Helpdesk lead</p>	<p>Qualification: B.E./ B Tech./ MCA with more than 5 years of experience</p> <p>Experience: Hands on experience for at least two (2) large scale IFMS System Implementation project (proposed for this Project)</p> <p>Desirable: Current valid certification on the IFMS product proposed For Helpdesk personnel, fluency in Bengali and English</p>

1.5. PAYMENT TERMS & CONDITIONS

The payment will be made module wise in the following manner:-

The payment will be made module wise in combination of both milestone based payment and Quarterly guaranteed payment (QGR) based payment. The QGR payment period will be through the maintenance period of 6 years, which would start from the date of Go Live as defined in the RFP.

The detailed schedule in each head is specified in the table below.

Payment- Milestone Based	Payment QGR Based	Remarks
Application design, development/customization, testing and installation cost		
10% of Application Development Cost on Successful Completion & approval of SRS and solution design document	20% of Total Application Development will be paid through QGR during the maintenance period of 6 year	
20% of Application Development Cost on completion of Demo and UAT (for 30 days on old migrated dummy data) of the System, by the user group at pilot locations		
15% of Application Development cost on incorporation of all UAT changes/comments (within 30 days of receiving UAT comments/changes).		
15% of Application Development cost on Integration of all modules as applicable		
20% of Application Development cost on successful Rollout		
Hardware and Networking equipment		
40% of total Hardware and Networking Equipment (Core ICT) Cost on successful commissioning of Application at Pilot locations	30% of total Hardware and Networking Equipment Cost will be paid through QGR for the warranty period of 5 years	
30% of total Hardware and Networking Equipment Cost on successful commissioning of Application across the state		
System Software/ License		
40% of total System Software Cost	30% of total System Software	

Payment- Milestone Based	Payment QGR Based	Remarks
on successful commissioning at Pilot locations	Cost will be paid through QGR for the maintenance period of 6 years	
30% of total System Software Cost on successful commissioning at Roll Out locations		
Data digitization and Migration		
30 % on Data Entry, Digitisation & successful Migration at Pilot Location	-	
70 % on Data Entry, Digitisation & successful Migration at Roll Out Location on pro-rata basis as applicable		
Capacity building and Training		
Milestone based	-	Please refer to the separate table given below detailing the payment schedule for training activities
Annual Maintenance Cost		
100% of total Managed IT Services Cost will be paid through QGR for the maintenance period of 6 year	-	QGR Payment start date will start from the date of successful completion of "System Go Live"
Optional / Additional Cost		
Yearly Payment as per actual	-	On approval from Finance Department , GoWB

Payment Schedule for Capacity building and Training Activity

Activity No:	Milestone	% of Training Fee (Maximum)
1.	Formulation of Training plan and Training Strategy document including the details of the training courses	5%
2	Completion of Change Management Training and satisfactory acceptance by participants for Pilot Locations	
3	Completion of IFMS application specific Training and	

Activity No:	Milestone	% of Training Fee (Maximum)
	satisfactory acceptance by participants for Pilot Locations	
4.	Completion of entire training modules for all the Finance Department , GoWB Staff and satisfactory acceptance by participants for Pilot Locations	5%
5.	Repeat steps 1 to 4 for Roll Out Locations	90% (on prorata basis)

Please note that the above is an indicative payment schedule for Training and need to finalized in discussion with Finance Department, GoWB

Prices indicated for Hardware QGR should include cost of all equipment for any specified site, cost of installation, configuring, erection, commissioning, making equipment and services fully operational. Prices for Annual Maintenance QGR should include cost for maintaining and providing service for all hardware and networking items.

SI has to install brand new equipment at all sites. Refurbished and second hand equipment will not be accepted. Original Equipment Manufacturer's certificate should accompany along with the material dispatch. The Finance Department, GoWB reserves the right to verify the delivery Challan of OEM on the SI if required.

The Selected operator shall make a payment request after the end of each quarter with the following supporting document:

- Approval letter from the Finance Department , GoWB for the milestone achieved
- Acceptance certificate for the sites accepted by the Customer and eligible for QGR
- Acceptance certificate for inclusion of new unit sites in QGR
- SLA compliance report as prepared by the Implementing Support Agency
- All supporting documents like the bills, invoices etc

Note: All prices should include all taxes, transport, insurance, installation etc as applicable at implementation sites

All taxes quoted will be assumed to be as on 10th day prior to the submission of bid. Any changes in the statutory taxes or levies affected by Central/State/Other Government bodies after this date will be considered and applied after due authorization.

Other Terms of Payment

- Project is a service project and not simply a project involving supply of goods and construction of works. Hence, basically the payment will be made only if services are rendered by the Partner as agreed upon.
- All the payments to the Partner will be made as per the Payment Schedule and Terms of Payment set out in this RFP, upon submission of invoices that are certified and verified by the Finance Department, GoWB along with relevant Sign –Off.
- In the event of premature termination of the agreement prior to the launch of the Project, the Partner shall not be eligible to receive any compensation or payment.
- In the event of the premature termination of the agreement post-commencement of the operations, the partner would be eligible to be paid on pro-rata basis for the task completed and approved.

1.6. PENALTIES

In the event the SI is unable to meet defined milestones, a penalty of 1% will be charged for each week delay from payment associated to the respective milestone, maximum limit being 5% of the respective milestone amount. If the delay continues beyond 20 weeks, the Finance Department, GoWB may terminate the Agreement. The project milestone shall clearly mention the time in weeks (taking date of issuance of Letter of Intent as project start date) for achieving of each project milestone against which payment is due to the SI. Penalty shall be imposed based on delay in achieving these agreed upon milestones.

Request for proposal for selection of System Integrator for Integrated Financial Management System (IFMS) for Department of Finance, Government of West Bengal

SECTION 4: CONTRACT AGREEMENT

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

4. CONTRACT AGREEMENT

4.1 DEFINITIONS

1. **“Addendum”** means in addition to Specifications (RFP) document, any other document issued to the bidders by FINANCE DEPARTMENT, GoWB in the context of this bidding process
2. **“Applicable Law”** means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.
3. **“Proposals”** means proposal submitted by bidder/consortium in response to the RFP
4. **“Customer”** means Finance Department, Government of West Bengal, referred as “FINANCE DEPARTMENT, GoWB” on whose behalf the enquiry is issued and shall include their successors and assigns, as well as his authorized officers/ representatives
5. **“Financial Proposal”** shall mean the formal offer by the Bidder for the complete project, as constituted by a completed and signed Format of Tender. The Financial Proposal shall contain the fully completed Schedules of Prices/Schedule of Rates and the Format of Tender. The Financial Proposal deemed to include cost of all Works or Services contained or referred to in the Technical Proposal.
6. **“Committee”** means committee constituted by the customer for evaluation of Technical and Financial Proposals submitted by the bidder/Consortium
7. **“Contract”** means the Contract signed by the customer and the SI along with the entire documentation specified in the RFP.
8. **“Contract Price”** means the price payable to the bidder/ consortium under the Contract for the complete and proper performance of its contractual obligations.
9. **“Corrigendum”** means any changes in the Scope of Work (SoW) constituting this RFP, the changes would be taken out in form of a corrigendum
10. **“Day”** means Calendar day
11. **“Effective date”** means the date on which the contract comes into force and effect.
12. **“SI”** shall mean the successful bidder whose Bid has been accepted by the customer and on whom the Contract or Purchase Order is placed by the Customer and shall include its heirs, legal representatives, successors and permitted assigns, approved by the Company-in-Charge
13. **“Letter of Intent (LOI)”** Written communication to the successful bidder on customer’s intention to sign Contract with them to fulfill the requirements of specifications (RFP)
14. **“currency”** means Indian Rupee (INR)
15. **“Personnel”** means professional and support staff provided by the bidder/SI/ Consortium assigned to perform services to execute an assignment and any part thereof.
16. **“Project Schedule”** shall mean the schedule submitted by the bidder together with the Statement of Work

17. **“Technical Proposal”** shall mean the proposal by the Bidder/SI/Consortium for the complete Consultancy Services, as constituted by the completed and signed Tender documents, but without any pricing.
18. **“Tender Period”** shall mean the period from the date of the Invitation to tender until the Tender submission date as defined in the letter of invitation/tender notice and subsequent circular(s).
19. **“Services”** means the work to be performed by the SI/consortium pursuant to the contract to be signed by the parties in pursuance of any specific assignment awarded
20. **“Single Point of Contact (SPOC)”**: The bidder (SI or Consortium) submitting the bid and undertaking the entire responsibility of successful completion of the entire project along with the AMC would be referred as the Single Point of Contact (SPOC).
21. **“Third Party”** means any person or entity other than the Customer and the SI
22. **“Week”** means Calendar week

4.2 CONTRACT AGREEMENT

SPACE FOR Rs 100/- STAMP PAPER

THIS CONTRACT AGREEMENT (the “Contract Agreement”) is entered into at Kolkata on this, the ___ day of _____, 20XX to Design, Develop, Customize, Configure, Supply, Test, Implementation and Maintenance of Integrated Financial Management System for Finance Department, Government of West Bengal (GoWB).

BY AND BETWEEN

Finance Department, Government of West Bengal, hereinafter referred to as “Customer” which expression, unless excluded by or repugnant to the context or meaning, shall be deemed to include its successors in office and assigns **OF THE FIRST PART**

AND

_____, a company incorporated under The Companies Act, 1956, having its registered office at _____ (and is a Prime Bidder of Consortium of Companies in case of consortium) represented by its duly authorized signatory _____ hereinafter referred to as “System Integrator (SI)” which expression, unless excluded by or repugnant to the context or meaning shall be deemed to include its successors and permitted assigns **OF THE SECOND PART**

Customer and SI may hereinafter be referred to individually as “Party” and collectively as “Parties”.

Now this Contract Agreement witnessed as follows:-

1. In this Contract Agreement words and expression shall have same meanings as are respectively assigned to them in the General and Special Conditions of Contract hereinafter referred to.
2. The following contract documents along with all addenda thereof shall be deemed to form, and be read & construed as integral part of this Contract Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority

- a. This Contract Agreement and the Annexures attached to the Contract Agreement
- b. Special Conditions of Contract
- c. General Conditions of Contract
- d. Request for Proposal (including amendments made in and addendums issued to the RFP)
- e. Letter of Intent issued by the Customer
- f. Letter of Acceptance by the SI
- g. Consortium Agreement
- h. Final Project Work Plan
- i. SI's Proposal and original Price Schedules

3. In consideration of the payments to be made by the Customer to the SI as hereinafter mentioned, the SI hereby covenants with Customer to execute the Scope of Work as mentioned in the RFP w.e.f. _____ as per the provision of this Contract Agreement.
4. Customer hereby covenants to pay the SI in consideration of the execution and completion of the Scope of Work and any corrigendum thereon, if any, the contract price of [insert: amount of INR in words], [insert: amount in figures]. The payment will be made as per the Terms of Payment Schedule provided.
5. Being the sum stated in the letter of Intent subject to such additions thereto or deductions therefrom as may be made under the provisions of contract at the times in manner prescribed by the Contract Agreement.

IN WITNESS WHEREOF the parties hereto have signed the Contract Agreement the day and the year first above written.

For and on behalf of the SI
Signature of the authorized official

For and on behalf of the Customer
Signature of the authorized official

Name of the Officer

Name of the Officer

Stamp/Seal of the SI
By the said

Stamp/Seal of the Customer
By the said

_____ (Name
behalf of the SI in the presence of):

on _____ (Name on
behalf of the Customer in the presence of

4.3 CONDITIONS OF CONTRACT

4.4 LAW GOVERNING CONTRACT

The Contract shall be interpreted in accordance with the laws of the Union of India and the State of West Bengal.

4.5 NOTICES

- Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable or facsimile to the other party's address, and confirmed in writing by the other party.
- A notice shall be effective when delivered or tendered to other party whichever is earlier.

4.6 CONDITIONS PRECEDENT

- Conditions Precedent for SI
The SI shall have to fulfill Conditions Precedent, which are as follows:
 - Provide Performance Bank Guarantee to the Customer
 - Provide the Customer certified true copies of its constitutional documents and board resolutions authorizing the execution, delivery and performance of this Contract Agreement with the Customer;
 - The SI shall warrant and represent to the Customer that it has full capacity and authority and all necessary approvals to enter into and to perform its obligations under this Contract Agreement;
- Conditions Precedent for Customer
The Customer shall obtain applicable permits, if any, required by the SI to begin operations in accordance with this Contract Agreement.
- Non-fulfillment of Conditions Precedent
 - In the event that any of the Conditions Precedent relating to SI has not been fulfilled and the same has not been waived by the Customer fully or partially, this Contract Agreement shall cease to have any effect as of that date.
 - In the event that the Contract Agreement fails to come into effect on account of non-fulfillment of the SI's Conditions Precedent, the Customer shall not be liable in any manner whatsoever to the SI and the Customer shall forthwith forfeit the Performance Bank Guarantee.

- In the event that vacant possession of any of the Project facilities and/or Project Data has been delivered to the SI prior to the fulfillment in full of the Conditions Precedent, upon the termination of this Contract Agreement, the SI shall immediately revert to the Customer, free and clear from any encumbrances or claims.
- Instead of terminating this Contract Agreement, the Parties may extend the time for fulfilling the Conditions Precedent and the Term of this Contract Agreement by mutual agreement.

4.7 SCOPE OF CONTRACT

Scope of contract will be guided as per Scope of work mentioned in RFP

4.8 PAYMENT TERMS

Payment Terms will be guided as per the payment terms mentioned in RFP

4.9 TAXES AND DUTIES

- All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates.
- The Customer shall be responsible for withholding taxes from the amounts due and payable to the SI, wherever applicable. The SI shall pay for all other taxes, duties or levies in connection with this Contract Agreement, including, but not limited to sales tax, excise duty, value-added tax, service tax, goods and services tax, and other applicable taxes, duties or levies. The Customer shall provide SI with the original tax receipt of any withholding taxes paid by Customer on payments under this Contract Agreement. The SI agrees to reimburse and hold the Customer harmless from any deficiency (including penalties and interest) relating to taxes that are its responsibility under this paragraph. For purposes of this Contract Agreement, taxes, duties or levies shall include taxes, duties or levies incurred on transactions between and among the Customer, the SI and third party subcontractors.
- The SI in the financial proposal shall separately and clearly specify the various applicable tax rate for each good and service separately as applicable on the date of issuance of the Request for Proposal Document. Additional amounts resulting from increase in the indirect tax rates, as relevant for the project, effective after the date of issuance of Request for proposal document, would be paid separately by the Customer after calculating the difference resulting from such increase. Similarly if there is a reduction in rates of these taxes, effective after the date of issuance of Request for proposal document, the Customer shall reduce the amount payable by an amount saved because of such a reduction.

- Any changes, revision or enactment in duties, taxes and surcharges during the period of validity of the Bids and also during the contract period by Central/State/Other Government bodies will be considered and applied after due authorization.

4.10 INSURANCE

SI shall acquire and maintain insurance coverage till acceptance and during the managed IT services period from the date of acceptance that are standard and customary in the industry to protect Finance department and the total system from any losses, damages including but not limited to the damages during transit or claims. The insurance should cover full replacement of the equipment. Further, the SI is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement. The cost of all such insurance shall be borne by the SI. Finance department, GoWB has the right to inspect such policies.

4.11 INTELLECTUAL PROPERTY RIGHTS

- FINANCE DEPARTMENT, GoWB and NIC shall retain exclusive intellectual property rights of the application software (including source code), forms and the compilations that were developed/customised or generated during the course of the Project.
- SI shall not use the Project Data to provide services for the benefit of any third party, as a service bureau or in any other manner.
- SI shall indemnify, defend and hold harmless FINANCE DEPARTMENT, GoWB and their employees, successors and assigns, from and against any and all losses arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto) created by SI or provided by SI or sub contractors to the project pursuant to this Agreement, (i) infringes a copyright enforceable in India, (ii) infringes a patent issued in India, or (iii) constitutes misappropriation or unlawful disclosure or use of another Party's trade secret under the laws of the India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by the project by itself or through other persons other than SI or SI 's sub-contractors ; (B) third Parties (i.e., other than SI or SI 's sub-contractors) at the direction of the FINANCE DEPARTMENT, GoWB.
- Notwithstanding any provisions of this Agreement to the contrary, the foregoing remedies constitute the Parties' sole and exclusive remedies and each Party's entire liability, with respect to Infringement Claims.
- All right, title and interest in and to, and ownership in, Proprietary Information of the project which is provided to SI, and all modifications, enhancements and other derivative works of such Project Proprietary Information ("Proprietary Information"), as a result of Services rendered by the SI hereunder shall remain solely with the FINANCE DEPARTMENT, GoWB. SI shall be entitled to use such Project Proprietary Information only during the Agreement Term and only for the purposes of providing the Services or to the extent necessary for SI's normal operational, repair and maintenance purposes

related to the Services. FINANCE DEPARTMENT, GoWB shall retain ownership of all Intellectual Property Rights related to this Project Proprietary Information.

4.12 CONFIDENTIAL INFORMATION

- The Customer may permit the SI to come into possession of confidential public records as per the needs of the project and the SI shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.
- Additionally, the SI shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/ facilities. Without the prior written consent of Customer, the SI and its Personnel shall not at any time communicate to any person or entity any confidential information pertaining to the project.
- The Customer shall retain all rights to prevent, stop and if required take the necessary punitive action against the SI regarding any forbidden disclosure.
- The SI shall ensure that all its employees, agents and sub-contractors execute individual non-disclosure agreements, which have been duly approved by the Customer, with respect to this Project.
- The aforesaid provisions shall not apply to the information:
 - already in the public domain; and
 - which has been received from a third party who had the right to disclose the aforesaid information; and
 - Disclosed to the public due to a court order.

4.13 COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

4.13.1 AWARD OF CONTRACT

The Department will notify the successful bidder in writing for finalizing the contract conditions. The successful bidders will be asked to sign the Contract Agreement within 7 days of the notification. After signing of the Contract Agreement, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

4.13.2 PERFORMANCE BANK GUARANTEE

The successful bidder shall at its own expense deposit with the Finance Department, GoWB within twenty eight (28) days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled bank, payable on demand, for the due performance and fulfillment of the contract by the bidder.

The Performance Bank Guarantee will be as follows:

Schedule to provide PBG	Amount
Within twenty eight (28) days of the date of notice of award of the contract, as described in this RFP	10% of the Contract Value

All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder. The PBG shall be valid for the entire tenure of the contract period. In case of extension or expiry of the PBG prior to completion of contract period the same shall be extended to cover the remaining contract period with no extra cost to Finance Department, GoWB.

In the event of the SI being unable to service the contract for whatever reason, Finance Department, GoWB would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of FINANCE DEPARTMENT, GoWB under the contract in the matter, the proceeds of the PBG shall be payable FINANCE DEPARTMENT, GoWB as compensation for the SI failure to perform/comply with its obligations under the contract. FINANCE DEPARTMENT, GoWB shall notify the SI in writing of the exercise of its right to receive such compensation, indicating the contractual obligation(s) for which the SI is in default.

Before invoking the PBG, the SI will be given an opportunity to represent before FINANCE DEPARTMENT, GoWB. The decision of FINANCE DEPARTMENT, GoWB on the representation given by the SI shall be final and binding.

4.13.3 COMMENCEMENT OF SERVICES

The SI shall begin carrying out the Services not later than seven days from the date of Awarding of Contract.

4.13.4 EXPIRATION OF CONTRACT

Unless terminated earlier thereof, this Contract shall expire at the end of such time period after the date of Awarding of Contract.

4.13.5 MODIFICATION OR VARIATION

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

4.13.6 TERMINATION

4.13.6.1 By the customer

The Customer may terminate this Contract in case of the occurrence of any of the events specified in this Clause as mentioned below. In such an occurrence the Customer shall give a not less than thirty (30) days written notice of termination to the SI.

- If the SI does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Customer may have subsequently approved in writing.
- If the SI becomes insolvent or bankrupt.
- If the SI, in the judgment of the Customer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- If, as the result of Force Majeure, the SI is unable to perform a material portion of the Services for a period of not less than forty five (45) days.
- If the Customer, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

4.13.6.2 By the SI

The SI may terminate this Contract, by not less than thirty (30) days written notice to the Customer, such notice to be given after the occurrence of any of the events in this Clause as mentioned below

- If the Customer fails to comply with any final decision reached as a result of arbitration

4.14 OBLIGATIONS OF THE SI

4.14.1 STANDARD OF PERFORMANCE

The SI shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The SI shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Customer, and shall at all times support and safeguard the Customer's legitimate interests in any dealings with third Parties

4.14.2 CONFLICT OF INTERESTS

The SI shall hold the Customer's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

- **SI Not to Benefit from Commissions, Discounts:** The payment of the SI shall constitute the SI's only payment in connection with this Contract or the Services, and the SI shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the SI shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.
- **Prohibition of Conflicting Activities:** The SI shall not engage and shall cause their Personnel, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

4.14.3 CONFIDENTIALITY

Except with the prior written consent of the Customer, the SI and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the SI and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

4.14.4 SI'S ACTIONS REQUIRING CUSTOMER'S PRIOR APPROVAL

The SI shall obtain the customer's prior approval in writing before taking any of the following actions:

- Appointing such members of the Personnel not listed by name in the Contract, and any other action that may be specified within the Letter of Intent/ Work Order/ Agreement

4.14.5 REPORTING OBLIGATIONS

- The SI shall submit to the customer the reports and documents specified in the contract hereto, in the form, in the numbers and within the time periods set forth in the said contract.
- All reports shall be delivered in digital format (compact disk or any other means required by the Customer) in addition to the hard copies specified in said Contract.

4.14.6 DOCUMENTS PREPARED BY THE SI TO BE THE PROPERTY OF THE CUSTOMER

- The Intellectual Property Rights of all the software, source code, , algorithms, documentation, manuals, any other documents etc. generated as a part of implementation of this project shall jointly vest with the customer and NIC.
- The Intellectual Property Rights of all the data generated as part of implementation of this project shall solely vest with customer.

4.14.7 ACCOUNTING, INSPECTION AND AUDITING

The SI shall

- (i) Keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the basis thereof
- (ii) Permit the Customer or its designated representative and/or the Bank as an when required, up to two years from the expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Customer or the Bank, if so required by the Customer or the Bank as the case may be

4.14.8 SECURITY

SI shall obtain written permission from the department before working beyond official working hours, at night, weekends and or on holidays.

4.15 SI'S PERSONNEL

The SI shall employ and provide such qualified and experienced Personnel as required to carry out the Services and approved by the Customer.

4.15.1 REMOVAL AND/OR REPLACEMENT OF PERSONNEL

- Except as the Customer may otherwise agree, no changes shall be made in the Key Personnel assigned for the project. If, for any reason beyond the reasonable control of the SI, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the Key Personnel, the SI shall provide as a replacement a person of equivalent or better qualifications prior to reliving the outgoing personnel.
- If the Customer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the SI shall, at the Customer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Customer.
- The SI shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

4.16 PROCUREMENT, DELIVERY AND TRANSPORT

- SI shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.
- Delivery of the Information Technologies, Materials, and other Goods shall be made by the SI in accordance with the Final Project Work Plan.

- Early or partial deliveries require the explicit written consent of the Customer.
- The SI shall provide such packing of the Goods as is required to prevent their damage or deterioration during shipment.
- The SI will bear responsibility for and cost of transport to the Project Sites.
- The SI will provide the Customer with shipping and other documents, as specified below:
 - For Goods supplied from outside the Customer's Country:

Upon shipment, the SI shall notify the Customer and the insurance company contracted by the SI to provide cargo insurance by telex, cable, facsimile, electronic mail, or EDI with the full details of the shipment. The SI shall promptly send the following documents to the Customer by mail or courier, as appropriate, with a copy to the cargo insurance company:

 - two copies of the SI's invoice showing the description of the Goods, quantity, unit price, government levies and taxes, and total amount;
 - usual transportation documents;
 - insurance certificate;
 - certificate(s) of origin; and
 - estimated time and point of arrival in the Customer's Country and at the Project Site(s).
 - For Goods supplied locally (i.e., from within the Customer's country):

Upon shipment, the SI shall notify the Customer by telex, cable, facsimile, electronic mail, or EDI with the full details of the shipment. The SI shall promptly send the following documents to the Customer by mail or courier, as appropriate:

 - two copies of the SI's invoice showing the Goods' description, quantity, unit price, government levies and taxes, and total amount;
 - delivery note, railway receipt, or truck receipt;
 - certificate of insurance;
 - certificate(s) of origin; and
 - estimated time and point of arrival at the Project Site(s).

4.17 CONFIDENTIALITY

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its Proposal. During the execution of the project except with the prior written consent of the Department, the SI or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

4.18 PATENTS

The SI shall indemnify the department against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipments and services or any part thereof.

4.19 CURRENCY OF PAYMENT

Payment shall be made in Indian Rupee **(INR)** only.

4.20 FORCE MAJEURE

- For the purpose of this Article, Force “Majeure” means any cause, which is beyond the control of the SI or Department as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:-
 - War / hostilities
 - Riot or civil commotion
 - Earth Quake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
 - Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the SI, which prevent or delay the execution of the order by the SI.
- If a Force Majeure situation arises, the SI is required to promptly notify department in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by Department in writing, the SI will continue to perform its obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order.

4.21 RESOLUTION OF DISPUTES AND ARBITRATION

- Department and the SI shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- If, after thirty (30) days from the commencement of such informal negotiations, Department and the SI have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.

- All Arbitration proceedings shall be held at Kolkata, West Bengal, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

4.22 EXIT MANAGEMENT

- This clause sets out provisions which apply on expiry or termination of Work/Contract/Agreement as per the Project Implementation Plan, Service Level Agreements
-
- During the exit management, the SI shall provide Customer or the authorized persons access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the SLA.
- At any time during the exit management period, if assets are located at the SI premises in relation to the project, the SI will be obliged to give reasonable rights of access (or, in the case of assets located at third party premises, procure rights of access to Customer or its authorized agency for inventory of assets.
- The SI during exit management period will provide all information (including but not limited to) relating to documents, services, performance data, and any confidential information relating to the project implementation to Customer to ensure seamless handover.
- The SI on commencement of Exit Management shall hand over to Customer all documents relating to Intellectual Property Rights, all current and updated departmental data required by Customer for the purpose of transitioning the services to its replacement agency in a readily available format.
- In case of exit due to termination prior to expiry of the term for any reason whatsoever, the SI shall pay liquidated damages to Customer to compensate for the various losses and reputation due to the delay with a maximum cap of the contract value.
- The SI before commencement of the Exit Management shall provide necessary training to the identified teams for handling different responsibilities as per the scope of the project. The SI should facilitate building of necessary teams and smooth handover of team responsibilities. Customer and the respective stakeholders will certify in this regard.
- The SI will be allowed to handover only upon completion of the above mentioned responsibilities of team building, smooth handover and knowledge transfer.
- The detailed plan on Exit Management, Team building, smooth handover and knowledge transfer should be submitted and finalized with Customer by the SI well in advance at least six months prior to the commencement of exit management.

4.23 SLA DURING WARRANTY AND MAINTENANCE SUPPORT

The SI need to adhere to the SLA as mentioned below during warranty and AMC period.

Problem threshold and expected action

Type	Response Time	Resolution Time
Critical	15 Minutes	1 Hour
High	30 Minutes	2 Hours
Medium	45 Minutes	3 Hours
Low	1 hour	4 Hours

Definitions of Threshold

- **Critical:** Show stopper, Application breakdown/ crash, has serious implications on running the production server.
- **High:** Serious degradation of application performance, has impacted majority of business processes, risk of significant data loss.
- **Medium:** Moderate degradation in application performance, has minimal or no impact on day-to-day operations.

4.23.1 DEFINITIONS

- a. **“Scheduled Maintenance Time”** shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during the business hours. Further, scheduled maintenance time is planned downtime with the prior permission of the Customer.
- b. **“Scheduled Operation Time”** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the DC, DRC and critical client site infrastructure will be 24X7X365.
- c. **“System or Application Downtime”** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time and measured from the time the Department and/or its employees log a call with the SI team of the failure or the failure is known to the SI from the availability measurement tools to the time when the System is returned to proper operation.

d. **“Availability”** means the time for which the services and facilities are available for conducting operations on the system including application and associated infrastructure. Availability is defined as:

$$\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$$

e. **“Helpdesk Support”** shall mean the 16x7 basis support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.

f. **“Incident”** refers to any event / abnormalities in the functioning of the Data Centre Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

4.23.2 INTERPRETATIONS

f) The business hours are 9:00 AM to 7:00 PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the Customer. The SI however recognizes the fact that the Client offices will require to work beyond the business hours on need basis.

g) "Non-Business Hours" shall mean hours excluding “Business Hours”.

h) 16x7 shall mean hours between 06:00 AM - 10.00 PM on all days of the week.

i) The availability for a cluster will be the average of availability computed across all the servers in a cluster, rather than on individual servers. However, non-compliance with performance parameters for infrastructure and system / service degradation will be considered for downtime calculation.

j) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of the customer or an agency designated by them, then the Customer will have the right to take appropriate disciplinary actions including termination of the contract.

k) A Service Level violation will occur if the SI fails to meet Minimum Service Levels, as measured on a Quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the SI on monthly basis in the Customer suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the Customer at the end of every month containing the summary of all incidents reported and associated SI performance measurement for that period. The monthly Availability and Performance Report will be deemed to be accepted by the Customer upon review and signoff by the Customer and the Customer where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the SI on a monthly basis, in the formats as required by the Customer. The tools to perform the audit will need to be provided by the SI. Audits will normally be done on regular basis or as required by the Customer

and will be performed by the Customer or the Customer appointed third party agencies.

- l) The Post Implementation SLAs will prevail from the start of the Operations and Maintenance Phase. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the Treasury offices and the developments of technology practices globally. The SLAs may be reviewed on an annual/bi-annual basis as the Customer decides after taking the advice of the SI and other agencies. All the changes would be made by the Customer in consultation with the SI.
- m) The SI is expected to provide the following service levels. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the SI are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in this Annexure. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. the Customer and SI
- n) Following tables outline the key service level requirements for the system, which needs be ensured by the SI during the operations and maintenance period. These requirements shall be strictly imposed and either the Customer or a third party audit/certification agency shall be deployed for certifying the performance of the SI against the target performance metrics as outlined in the tables following sections

4.24 VIOLATIONS AND ASSOCIATED PENALTIES

The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels.

A three monthly performance evaluation will be conducted using the quarterly reporting periods. Penalty Calculations - The framework for Penalties, as a result of not meeting the Service Level Targets is as follows:

Violation	Penalty
Critical	2 % of scheduled payment for the respective quarter
High	1 % of scheduled payment for the respective quarter
Medium & Low	0.5% of scheduled payment for the respective quarter

- 1) The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.
- 2) The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of Penalties.
- 3) If SI feels that penalty imposed on him during a particular period is unjustified/

attributed to uncontrollable reasons, then the SI will have the liberty to approach the Customer for arbitration/ waiver. Till the time, the decision is taken, it will be considered as a penalty only. In process, if SI has to pay some extra amount, the same would be adjusted during consequent payments.

- 4) Decision of the Customer will be deemed final in any such, above mentioned arbitrations
- 5) Penalties applicable for not meeting a critical (C) performance target in two consecutive Quarter on same criteria shall result in additional deduction of 5% of the respective scheduled payment to the SI . Penalty shall be applicable separately for each such high critical activity
- 6) Penalties applicable for not meeting a high (H) performance target in two consecutive Quarter periods on same criteria shall result in additional deduction of 3% of the respective scheduled payment to the SI . Penalty shall be applicable separately for each such medium critical activity
- 7) Penalties applicable for not meeting a medium (M) performance target in two consecutive quarterly periods on same criteria shall result in additional deduction of 2% of the respective scheduled payment to the SI . Penalty shall be applicable separately for each such medium critical activity.
- 8) It is to be noted that if the overall penalty applicable for any of the review period during the currency of the contract exceeds 25% or if the overall penalty applicable for any of the successive quarter during the currency of the contract is above 15%; then Customer shall have the right to terminate the contract

4.25 POST IMPLEMENTATION PHASE OF SLA

DC Infrastructure Systems and Application Availability and Performance:

- 1) Production System: The failure or disruption has a direct impact on the Customer's ability to help end-user offices perform critical back office functions or direct impact on service delivery system for citizens. This includes but not limited to:-
 - i. Storage and related switches at Primary DC
 - ii. Web, Application, Database, Mail, and Backup Servers at DC
 - iii. DC security infrastructure.
- 2) Non Production Systems: The failure or disruption has no direct impact on the Customer's ability to help end-user offices perform critical back-office functions or direct impact on service delivery system for citizens.
 - i. Helpdesk infrastructure & applications.
 - ii. EMS Infrastructure.

iii Email

- 3) Application suite Components: The failure or disruption has a direct impact on the Customer's ability to service its end-user offices ability to perform critical back office functions or service delivery system for citizens.
- 4) Non Enterprise Applications Components: The failure or disruption has no direct impact on the Customer's ability to service its end-user offices ability to perform critical back office functions or service delivery system for citizens.
- 5) These service levels will be monitored on a monthly basis.
- 6) The below tables gives details on the Service Levels the SI should maintain.

Service Level Description	Measurement				
Infrastructure Availability of the Servers of the software product	(a) Availability >= 99% per calendar month (b) Continuous Unavailability of any system <= 1 hr, and (c) Events of unavailability <=2 in a calendar month.				
	Severity of Violation: Critical				
	Availability over one calendar month period	Continuous Un Availability over one calendar month period	No of Events of Continuous Un Availability over one calendar month period	Penalty Multiplier	
	< 99% & >= 98%	>=1 hr and < 2 hr	=3	1X i.e. 2%	
			=4	2X i.e. 4%	
			>4	3X i.e. 6%	
		>=2 hr and < 3 hr	=3	1X i.e. 2%	
			=4	2X i.e. 4%	
			>4	3X i.e. 6%	
		>=3 hr	=3	1X i.e. 2%	
			=4	2X i.e. 4%	
			>4	3X i.e. 6%	
	< 98% & >= 95%	>=1 hr and < 2 hr	=3	1X i.e. 2%	
			=4	2X i.e. 4%	
			>4	3X i.e. 6%	
		>=2 hr and < 3 hr	=3	1X i.e. 2%	
			=4	2X i.e. 4%	
			>4	3X i.e. 6%	
		>=3 hr	=3	1X i.e. 2%	
			=4	2X i.e. 4%	
>4			3X i.e. 6%		
< 95%	>=1 hr and < 2	=3	1X i.e. 2%		

Service Level Description	Measurement										
	hr	=4	2X i.e. 4%								
		>4	3X i.e. 6%								
	>=2 hr and < 3 hr	=3	1X i.e. 2%								
		=4	2X i.e. 4%								
		>4	3X i.e. 6%								
	>=3 hr	=3	1X i.e. 2%								
		=4	2X i.e. 4%								
		>4	3X i.e. 6%								
	<p>The above availability will be calculated on each of the server separately.</p> <p>Penalty will be imposed on SLA violation on any of the above mentioned components (a, b & c as shown above).</p>										
<p>Infrastructure Availability of the Computing Hardware at end-user like Desktop PC, Printer, UPS etc.</p>	<p>Availability of systems shall be at least 97%.</p> <p>Severity of Violation: High</p> <table border="1" data-bbox="646 934 1432 1119"> <thead> <tr> <th data-bbox="646 934 1044 1008">Availability over the one calendar month period</th> <th data-bbox="1044 934 1432 1008">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="646 1008 1044 1045">< 97% & >= 96%</td> <td data-bbox="1044 1008 1432 1045">1X i.e. 1 %</td> </tr> <tr> <td data-bbox="646 1045 1044 1083">< 96% & >= 95%</td> <td data-bbox="1044 1045 1432 1083">2X i.e. 2%</td> </tr> <tr> <td data-bbox="646 1083 1044 1119">< 95%</td> <td data-bbox="1044 1083 1432 1119">3X i.e. 3%</td> </tr> </tbody> </table> <p>The Above availability will be calculated on each of the Component separately and penalty will be calculated accordingly.</p>			Availability over the one calendar month period	Penalty Multiplier	< 97% & >= 96%	1X i.e. 1 %	< 96% & >= 95%	2X i.e. 2%	< 95%	3X i.e. 3%
Availability over the one calendar month period	Penalty Multiplier										
< 97% & >= 96%	1X i.e. 1 %										
< 96% & >= 95%	2X i.e. 2%										
< 95%	3X i.e. 3%										
<p>Infrastructure Performance</p>	<p>Sustained period of peak CPU utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: Critical</p> <p>Each occurrence where the peak CPU utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="659 1665 1432 1824"> <thead> <tr> <th data-bbox="659 1665 1044 1745">Number of Instances over one calendar month period</th> <th data-bbox="1044 1665 1432 1745">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="659 1745 1044 1785">>0 and <=3</td> <td data-bbox="1044 1745 1432 1785">1X i.e 2%</td> </tr> <tr> <td data-bbox="659 1785 1044 1824">>3</td> <td data-bbox="1044 1785 1432 1824">2X i.e 4%</td> </tr> </tbody> </table>			Number of Instances over one calendar month period	Penalty Multiplier	>0 and <=3	1X i.e 2%	>3	2X i.e 4%		
Number of Instances over one calendar month period	Penalty Multiplier										
>0 and <=3	1X i.e 2%										
>3	2X i.e 4%										

Service Level Description	Measurement						
Infrastructure Performance	<p>Sustained period of peak I/O utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: Critical</p> <p>Each occurrence where the peak CPU utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="662 646 1430 806"> <thead> <tr> <th data-bbox="662 646 1045 722">Number of Instances over the three month period</th> <th data-bbox="1045 646 1430 722">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="662 722 1045 764">>0 and <=3</td> <td data-bbox="1045 722 1430 764">1X i.e 2%</td> </tr> <tr> <td data-bbox="662 764 1045 806">>3</td> <td data-bbox="1045 764 1430 806">2X i.e 4%</td> </tr> </tbody> </table>	Number of Instances over the three month period	Penalty Multiplier	>0 and <=3	1X i.e 2%	>3	2X i.e 4%
Number of Instances over the three month period	Penalty Multiplier						
>0 and <=3	1X i.e 2%						
>3	2X i.e 4%						
Infrastructure Performance	<p>Sustained period of peak memory utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: Critical</p> <p>Each occurrence where the peak memory utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="662 1226 1430 1386"> <thead> <tr> <th data-bbox="662 1226 1045 1302">Number of Instances over the three month period</th> <th data-bbox="1045 1226 1430 1302">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="662 1302 1045 1344">>0 and <=3</td> <td data-bbox="1045 1302 1430 1344">1X i.e 2%</td> </tr> <tr> <td data-bbox="662 1344 1045 1386">>3</td> <td data-bbox="1045 1344 1430 1386">2X i.e 4%</td> </tr> </tbody> </table>	Number of Instances over the three month period	Penalty Multiplier	>0 and <=3	1X i.e 2%	>3	2X i.e 4%
Number of Instances over the three month period	Penalty Multiplier						
>0 and <=3	1X i.e 2%						
>3	2X i.e 4%						
Application Availability	<p>(a) Availability \geq 99% per calendar month (b) Continuous Unavailability of any system \leq 1 hr, and (c) Events of unavailability \leq 2 in a calendar month.</p> <p>Severity of Violation: Critical</p>						

Service Level Description	Measurement			
	Availability over one calendar month period	Continuous Un Availability over one calendar month period	No of Events of Continuous Un Availability over one calendar month period	Penalty Multiplier
	< 99% & >= 98%	>=1 hr and < 2 hr	=3	1X i.e. 2%
=4			2X i.e. 4%	
>4			3X i.e. 6%	
>=2 hr and < 3 hr		=3	1X i.e. 2%	
		=4	2X i.e. 4%	
		>4	3X i.e. 6%	
>=3 hr		=3	1X i.e. 2%	
		=4	2X i.e. 4%	
		>4	3X i.e. 6%	
	< 98% & >= 95%	>=1 hr and < 2 hr	=3	1X i.e. 2%
=4			2X i.e. 4%	
>4			3X i.e. 6%	
>=2 hr and < 3 hr		=3	1X i.e. 2%	
		=4	2X i.e. 4%	
		>4	3X i.e. 6%	
>=3 hr		=3	1X i.e. 2%	
		=4	2X i.e. 4%	
		>4	3X i.e. 6%	
Application Performance	<p>Average application response time during peak usage hours as measured from location within the Data Center shall not exceed 1 second.</p> <p>Severity of Violation: Critical</p>			

Service Level Description	Measurement								
	<p>The list of critical business functions and peak usage hours will be identified by the Customer during the Supply and System Integration Phase.</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="651 489 1424 678"> <thead> <tr> <th data-bbox="656 489 1036 569">Time taken to access over the three- month period</th> <th data-bbox="1036 489 1419 569">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="656 569 1036 611">>1 s &< = 2s</td> <td data-bbox="1036 569 1419 611">1X i.e. 2 %</td> </tr> <tr> <td data-bbox="656 611 1036 653">> 2 s &< =5s</td> <td data-bbox="1036 611 1419 653">2X i.e. 4%</td> </tr> <tr> <td data-bbox="656 653 1036 678">> 5s</td> <td data-bbox="1036 653 1419 678">3X i.e. 6%</td> </tr> </tbody> </table>	Time taken to access over the three- month period	Penalty Multiplier	>1 s &< = 2s	1X i.e. 2 %	> 2 s &< =5s	2X i.e. 4%	> 5s	3X i.e. 6%
Time taken to access over the three- month period	Penalty Multiplier								
>1 s &< = 2s	1X i.e. 2 %								
> 2 s &< =5s	2X i.e. 4%								
> 5s	3X i.e. 6%								

4.25.1 HANDHOLDING SUPPORT: APPLICATION SUPPORT

- a. **Level 1 Defects:** The failure to fix has an immediate impact on the Customer’s ability to help end-user offices perform critical back-office (Show stopper, Application breakdown/ crash, has serious implications on running the production server) or direct impact on service delivery system for users
- b. **Level 2 Defects:** The failure to fix has an impact on the Customer’s ability to help end-user offices perform critical back-office functions or direct impact on service delivery system for users that while not immediate, can cause service to degrade if not resolved within reasonable time frames (Serious degradation of application performance, has impacted majority of business processes, risk of significant data loss)
- c. **Level 3 Defects:** The failure to fix has no direct impact on the Customer’s ability to help end-user offices perform critical back-office functions or on service delivery system for citizens (Moderate degradation in application performance, had minimal or no impact on day-to-day operations.)
- d. The severity of the individual defects will be mutually determined by the Department and SI.
- e. This service level will be monitored on a monthly basis.

The below tables gives details on the Service Levels the SI should maintain

Service Level	Measurement
---------------	-------------

Service Level	Measurement								
Application Support Performance	<p>95% of the Level 1 defects shall be resolved within 4 business hours from the time of reporting full details.</p> <p>Severity of Violation: Critical</p> <p>This service level will be monitored on a monthly basis.</p> <p>Severity of Violation: Critical</p> <table border="1" data-bbox="581 541 1404 730"> <thead> <tr> <th>Availability over the three- month period</th> <th>Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td>< 95% & >= 90%</td> <td>1X i.e. 2 %</td> </tr> <tr> <td>< 90% & >= 85%</td> <td>2X i.e. 4%</td> </tr> <tr> <td>< 85%</td> <td>3X i.e. 6%</td> </tr> </tbody> </table>	Availability over the three- month period	Penalty Multiplier	< 95% & >= 90%	1X i.e. 2 %	< 90% & >= 85%	2X i.e. 4%	< 85%	3X i.e. 6%
Availability over the three- month period	Penalty Multiplier								
< 95% & >= 90%	1X i.e. 2 %								
< 90% & >= 85%	2X i.e. 4%								
< 85%	3X i.e. 6%								
Application Support Performance	<p>95% of the Level 2 defects shall be resolved within 24 hours from the time of reporting full details.</p> <p>Severity of Violation: Critical</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="581 976 1404 1165"> <thead> <tr> <th>Availability over the three- month period</th> <th>Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td>< 95% & >= 90%</td> <td>1X i.e. 2 %</td> </tr> <tr> <td>< 90% & >= 85%</td> <td>2X i.e. 4%</td> </tr> <tr> <td>< 85%</td> <td>3X i.e. 6%</td> </tr> </tbody> </table>	Availability over the three- month period	Penalty Multiplier	< 95% & >= 90%	1X i.e. 2 %	< 90% & >= 85%	2X i.e. 4%	< 85%	3X i.e. 6%
Availability over the three- month period	Penalty Multiplier								
< 95% & >= 90%	1X i.e. 2 %								
< 90% & >= 85%	2X i.e. 4%								
< 85%	3X i.e. 6%								
Application Support Performance	<p>100% of the Level 3 defects shall be resolved within 48 hours from the time of reporting full details.</p> <p>Severity of Violation: Critical</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="581 1528 1404 1717"> <thead> <tr> <th>Availability over the three- month period</th> <th>Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td>< 100% & >= 95%</td> <td>1X i.e. 2 %</td> </tr> <tr> <td>< 95% & >= 85%</td> <td>2X i.e. 4%</td> </tr> <tr> <td>< 85%</td> <td>3X i.e. 6%</td> </tr> </tbody> </table>	Availability over the three- month period	Penalty Multiplier	< 100% & >= 95%	1X i.e. 2 %	< 95% & >= 85%	2X i.e. 4%	< 85%	3X i.e. 6%
Availability over the three- month period	Penalty Multiplier								
< 100% & >= 95%	1X i.e. 2 %								
< 95% & >= 85%	2X i.e. 4%								
< 85%	3X i.e. 6%								

4.25.2 HANDHOLDING SUPPORT: HELPDESK AND DATA CENTER SUPPORT

- a. This service level will be monitored on a monthly basis.

- b. The scheduled operation time for the Helpdesk shall be 12X7
The below tables gives details on the Service Levels the SI should maintain.

Service Level	Measurement								
Helpdesk Performance	<p>98% of the calls shall be answered within 45 seconds.</p> <p>Severity of Violation: Critical</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="568 527 1390 737"> <thead> <tr> <th data-bbox="574 535 979 621">Availability over the three-</th> <th data-bbox="979 535 1383 621">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="574 621 979 659">< 98% & >= 90%</td> <td data-bbox="979 621 1383 659">1X i.e. 2 %</td> </tr> <tr> <td data-bbox="574 659 979 697">< 90% & >= 80%</td> <td data-bbox="979 659 1383 697">2X i.e. 4%</td> </tr> <tr> <td data-bbox="574 697 979 735">< 80%</td> <td data-bbox="979 697 1383 735">3X i.e. 6%</td> </tr> </tbody> </table>	Availability over the three-	Penalty Multiplier	< 98% & >= 90%	1X i.e. 2 %	< 90% & >= 80%	2X i.e. 4%	< 80%	3X i.e. 6%
Availability over the three-	Penalty Multiplier								
< 98% & >= 90%	1X i.e. 2 %								
< 90% & >= 80%	2X i.e. 4%								
< 80%	3X i.e. 6%								
Helpdesk Performance	<p>98% of the incidents within helpdesk resolution capacity shall be resolved in a cycle time of 24 hours.</p> <p>Severity of Violation: Critical</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="568 1104 1390 1314"> <thead> <tr> <th data-bbox="574 1113 979 1199">Availability over the three-</th> <th data-bbox="979 1113 1383 1199">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="574 1199 979 1236">< 98% & >= 90%</td> <td data-bbox="979 1199 1383 1236">1X i.e. 2 %</td> </tr> <tr> <td data-bbox="574 1236 979 1274">< 90% & >= 80%</td> <td data-bbox="979 1236 1383 1274">2X i.e. 4%</td> </tr> <tr> <td data-bbox="574 1274 979 1312">< 80%</td> <td data-bbox="979 1274 1383 1312">3X i.e. 6%</td> </tr> </tbody> </table>	Availability over the three-	Penalty Multiplier	< 98% & >= 90%	1X i.e. 2 %	< 90% & >= 80%	2X i.e. 4%	< 80%	3X i.e. 6%
Availability over the three-	Penalty Multiplier								
< 98% & >= 90%	1X i.e. 2 %								
< 90% & >= 80%	2X i.e. 4%								
< 80%	3X i.e. 6%								
Helpdesk Performance	<p>90% of the Level 1 Incidents shall be resolved within 2 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours</p> <p>Severity of Violation: Critical</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="568 1640 1390 1850"> <thead> <tr> <th data-bbox="574 1648 979 1734">Availability over the three-</th> <th data-bbox="979 1648 1383 1734">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="574 1734 979 1772">< 90% & >= 85%</td> <td data-bbox="979 1734 1383 1772">1X i.e. 2 %</td> </tr> <tr> <td data-bbox="574 1772 979 1810">< 85% & >= 80%</td> <td data-bbox="979 1772 1383 1810">2X i.e. 4%</td> </tr> <tr> <td data-bbox="574 1810 979 1848">< 80%</td> <td data-bbox="979 1810 1383 1848">3X i.e. 6%</td> </tr> </tbody> </table>	Availability over the three-	Penalty Multiplier	< 90% & >= 85%	1X i.e. 2 %	< 85% & >= 80%	2X i.e. 4%	< 80%	3X i.e. 6%
Availability over the three-	Penalty Multiplier								
< 90% & >= 85%	1X i.e. 2 %								
< 85% & >= 80%	2X i.e. 4%								
< 80%	3X i.e. 6%								

Service Level	Measurement								
Helpdesk Performance	<p>90% of the Level 2 Incidents shall be resolved within 6 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours</p> <p>Severity of Violation: Critical</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="565 485 1390 695"> <thead> <tr> <th data-bbox="565 485 979 579">Availability over the three-</th> <th data-bbox="979 485 1390 579">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 579 979 621">< 90% & >= 85%</td> <td data-bbox="979 579 1390 621">1X i.e. 2 %</td> </tr> <tr> <td data-bbox="565 621 979 653">< 85% & >= 80%</td> <td data-bbox="979 621 1390 653">2X i.e. 4%</td> </tr> <tr> <td data-bbox="565 653 979 695">< 80%</td> <td data-bbox="979 653 1390 695">3X i.e. 6%</td> </tr> </tbody> </table>	Availability over the three-	Penalty Multiplier	< 90% & >= 85%	1X i.e. 2 %	< 85% & >= 80%	2X i.e. 4%	< 80%	3X i.e. 6%
Availability over the three-	Penalty Multiplier								
< 90% & >= 85%	1X i.e. 2 %								
< 85% & >= 80%	2X i.e. 4%								
< 80%	3X i.e. 6%								
Helpdesk Performance	<p>90% of the Level 3 Incidents shall be resolved within 12 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours.</p> <p>Severity of Violation: Critical</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="565 1020 1390 1220"> <thead> <tr> <th data-bbox="565 1020 979 1104">Availability over the three-</th> <th data-bbox="979 1020 1390 1104">Penalty Multiplier</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 1104 979 1146">< 90% & >= 85%</td> <td data-bbox="979 1104 1390 1146">1X i.e. 2 %</td> </tr> <tr> <td data-bbox="565 1146 979 1178">< 85% & >= 80%</td> <td data-bbox="979 1146 1390 1178">2X i.e. 4%</td> </tr> <tr> <td data-bbox="565 1178 979 1220">< 80%</td> <td data-bbox="979 1178 1390 1220">3X i.e. 6%</td> </tr> </tbody> </table>	Availability over the three-	Penalty Multiplier	< 90% & >= 85%	1X i.e. 2 %	< 85% & >= 80%	2X i.e. 4%	< 80%	3X i.e. 6%
Availability over the three-	Penalty Multiplier								
< 90% & >= 85%	1X i.e. 2 %								
< 85% & >= 80%	2X i.e. 4%								
< 80%	3X i.e. 6%								
Datacenter Support Performance	<p>Replacement of hardware equipment shall be done within 15 days of detection of the fault. These equipment would have failed on four or more occasions in a period of less than three months or six times in a period of less than twelve months. (Mean Time Between Failure Condition)</p> <p>Severity of Violation: Critical</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>								

Request for proposal for selection of System
Integrator for Integrated Financial Management
System (IFMS) for Department of Finance,
Government of West Bengal

SECTION 4A: ANNEXURE TO CONTRACT AGREEMENT

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

4.26 SECTION 4A - ANNEXURE TO CONTRACT AGREEMENT

Sl.No.	Mandatory Technical Terms & Conditions to be accepted and worked out, as applicable, by Successful Bidder (SI)
A	Generic Terms and Conditions
0	<p>Job to be undertaken by the Bidder :- IFMS [Integrated Financial Management System] –</p> <p>(1) Core [Primary and DR] and Client side ICT infrastructure,</p> <p>(2) SRS & SDD</p> <p>(3) Application Software Development, Development and Implementation of Interfaces</p> <p>(4) Integration – Systems & Software,</p> <p>(5) Capacity Building,</p> <p>(6) Maintenance (Preventive, Corrective, Adaptive and Additive),</p> <p>(7) Testing [Functional, Performance, Security, Infrastructure etc.] and related User Acceptance Testing</p> <p>(8) Piloting</p> <p>(9) Getting Certificates [Functional, Performance, Security, Infrastructure etc.] from Authorised Govt. Body i.e. STQC ,</p> <p>(10) Migration of legacy data to new systems, as applicable,</p> <p>(11) Safe-keep of existing information in an on-line systems with applications for retrieval</p> <p>(12) Co-ordination for VPN and Digital Signature Certificates, as applicable.</p> <p>(13) Deployment and Roll-out</p> <p>(14) Help Desk and local FMS support</p>
	IPR & Source Code
1	Application Software will be authorised and jointly owned by GoWB and NIC
2	<p>(1) Source Code of Appl. SW will be jointly owned by GoWB and NIC</p> <p>(2) Copyright of Appl. SW will be jointly owned by the GoWB and NIC</p> <p>(3) IPR will be retained and jointly owned by GoWB and NIC</p> <p>(4) Full source code of the Appl. SW will be compiled / interpreted to install-able and executable Appl. SW for test / deployment, as applicable, in DVD media.</p>
3	<p>(1) Present e-Gov standards and guidelines of Gol have to be incorporated and followed in the Application SW [Ref: egovstandards.gov.in]</p> <p>(2) IT Act 2008,</p> <p>(3) GIGW guidelines</p> <p>(4) OWASP guidelines and</p> <p>(5) SSDG/NSDG and UID related guidelines</p>

Sl.No.	Mandatory Technical Terms & Conditions to be accepted and worked out, as applicable, by Successful Bidder (SI)
	(6)Other international applicable standards and guidelines ,as applicable, have to be incorporated
4	All documentations in draft and final forms during the Project Life Cycles , both soft and hard, in multiple copies for sl. no. 0, as applicable.
5	Directives and Guidelines for the IFMS Project will be issued by GoWB and will be binding on SI
6	Change Management & associated works and deliverables
7	Associated [5, 6] Delay and cost have to be absorbed by the SI by allocating resources, as applicable.
8	All works and deliverables for Application SW modules of (1) CBMS (2) e-Bantan (Allotment), (3) CTS (Central Treasury System), (4) e-Pradan (EBTS), (5) Works & Forest A/C (WFACS), (6) e-Billing, (7) GRIPS & (8) HRMS
9	Documents for SRS (Software Requirements Specification) for modules, integration, and SDDs (Software Description Document and System Design Documents) for Appl. SW, HW, Network interfaces, etc should be provided
10	Delivery Channel will be through the PLC / ALC Management Software, as far as applicable. [Department has IBM Rational Team Concert with components like (a) Contributor,(b) Developer, (c) Requirement Composer Analyst, (d) Software Architect (e) Quality Manager for its own use] SI has to use compatible software as applicable with requisite numbers of applicable licenses, as applicable.
11	Payment may be considered on successful acceptance of the module (in full) by the user, as applicable for the case, The actual resource deployed by the SI as per bid and on payment terms and conditions of the RFP shall also be considered
12	Application Performance : (1) In peak hours during Business Hours [ref. 4.25] Systems Response to User Action <= 1 sec. (a) at user's location and (b) Data Centre, (2) Penalties of non-compliance to 14.1.a , 14.1.b are detailed at section 4.25
13	Application Availability: During Business Hours [ref. 4.25], [1] (a) Application Availability >= 99% per calendar month, and (b) Continuous Unavailability <= 1 hr, and (c) events of unavailability <=2 in a calendar month. (2) Penalties of non-compliance are detailed at section 4.25
14	Systems Software should be compliant to (1) Deity's latest policies on (a) Open Standards, (b) Open Technology, (c) Technical Standards for Interoperability Framework for E-Governance (d) Character Encoding and Fonts, (e) e-Pramaan and (f) others as available at http://egovstandards.gov.in
15	For detailed system software specification refer section 5
B	<i>IFMS Development Centre for IFMS Life Cycle Period</i>

Sl.No.	Mandatory Technical Terms & Conditions to be accepted and worked out, as applicable, by Successful Bidder (SI)
1	SI has to provide IFMS Development Centre in kolkata within close proximity of NIC WBSC / Finance Department, GoWB, with requisite civil, electrical and IT infrastructure and necessary seating arrangement for the PMU team along with conference/ video conference facility
2	Finance Department may assign two / three officials for instant decision making in case of operational exigencies, during normal office hours and days, and these officials may be a part of the IFMS PMU [Project Management Unit]
3	PMU may nominate / assign one / two officials for technical justification and technical appropriateness of associated works, during normal office hours and days
C	<i>IFMS Operation Management Centre for IFMS Life Cycle Period</i>
1	Premise may be allocated for the purpose, by the Finance Department, GoWB, with civil and electrical infrastructure
2	Finance Department may assign two / three officials for instant decision making in case of operational exigencies and these officials may be a part of the IFMS PMU [Project Management Unit]
3	PMU may nominate / assign one / two officials for technical justification and technical appropriateness of associated works, during normal office hours and days
4	SI has to engage at least (a) One Project Manager (b) two Assistant Project Managers with associated responsibilities for the entire IFMS project lifecycle
D	<i>Qualification, Experience and Conditions of Manpower Engagement</i>
1	SI has to abide by the GoI prescribed qualification, experience for each category of technical and non-technical manpower / works, as applicable from time-to-time
2	SI is advised to abide by the GoI prescribed policies for various categories of technical and non-technical manpower, as applicable from time-to-time such as:-
	a. Reservation Policy
	b. Medical Standard
3	(a) SI has to ensure that the assigned manpower is retained upto the go-live of pilot implementation phase. However, a maximum of 10% of resource replacement on account of reasons beyond the control of the SI may be allowed with a prior intimation notice of a minimum of 30 days. The SI also needs to ensure that the replaced manpower are of same or of greater qualification and technical competence. A penalty of Rs 1 Lac will be charged per resource for subsequent suitable replacement. (b) If any assigned Manpower is not found suitable by the PMU, the SI must provide a suitable replacement within a maximum of 7 calendar days. A delay or non-compliance will attract penalty at double the rate of corresponding category of manpower
4	SI has to provide attested copies of :
	(a) Generic Identification =
	(i) Indian Passport,
	(ii) Employee ID card,

Sl.No.	Mandatory Technical Terms & Conditions to be accepted and worked out, as applicable, by Successful Bidder (SI)
	(b) Qualification & Experience = (i) Educational Qualifications [certificates and marks / grade sheet] for eligibility (ii) relevant Experience certificate from employer for each manpower to be assigned.
E	PMU (Project Management Unit) of IFMS
1	PMU will be constituted with members from (a) the Finance Department (b) NIC (c)WB-SDC (d) WTL PMU shall engage a Consulting Agency for providing project monitoring support.
2	SI has to abide by all the administrative and technical directives of the PMU

Request for proposal for selection of System
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SECTION 5: CORE HARDWARE & NETWORKING
REQUIREMENTS

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

5. CORE HARDWARE AND NETWORKING REQUIREMENTS

5.1 SPECIFICATION OF EQUIPMENT & SERVICES FOR CORE ICT INFRASTRUCTURE OF IFMS

5.1.1 IFMS - TECHNICAL EVALUATION (HW, SW, SYSTEM INTEGRATION, FMS):

Description	Maximum Score	Details	Pass Mark
<p>For Each Item (i.e. each Tables : 5.3.1.1, 3,5,7,9 and 5.3.2 Table: Systems Integration, Table : FMS Services etc.) N.B: Finally bidder has to obtain pass mark for each table, otherwise technical bid will be consider ed “TECHNICALLY NON COMPLIANT” and they will not be further processed</p>	<p>All lowest-level sub-component x5=K</p>		<p>All lowest- level sub- component x 4 = 0.8K</p>
<p>Each lowest level sub- component for each Table</p>	<p>05</p>	<p>Maximum / Higher = 5 Equal = 4 Lower / below /Unacceptable/ Inconvenient / non- submission / without reference = 0</p>	<p>4</p>

5.2 CORE ICT INFRASTRUCTURE : CONSOLIDATION, PLACEMENT AND SERVICE CONTINUITY

5.2.1 TABLE -A : EQUIPMENT & INTEGRATION

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
A.	Database Servers :			
1.	CTS-DB-SRV [Central Treasury System Database Server] <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, FOS & LBS(Read) between DC & DR, with necessary licenses , as applicable.
2.	CBMS-DB-SRV [Centralised Budget Monitoring System Database Server] <i>Type= SR-C</i>	1+1 [CMZ]	1	LBS & FOS at DC, FOS & LBS(Read) between DC & DR, with necessary licenses , as applicable.
3.	GRIPS-DB-SRV [Government Receipt Portal System Database Server]	1+1 [CMZ]	1	LBS & FOS at DC, FOS & LBS(Read) between DC & DR,

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
	<i>Type= SR-A</i>			with necessary licenses , as applicable.
4.	CTS-LEGACY-DB-AS-SRV [Treasury System Legacy Database & Application Server] <i>Type= SR-C</i>	1 [CMZ]	1	FOS & LBS in DC & DR, with necessary licenses , as applicable.
5.	EBILL- DB-SRV [E-Bill Database Server] <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, FOS & LBS(Read) between DC & DR, with necessary licenses , as applicable.
6.	HRMS-DB-SRV [Human Resource Management System Database Server] <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, FOS & LBS(Read) between DC & DR, with necessary licenses , as applicable.
7.	WFACS-DB-SRV [Works and Forrest Accounts Computerization System Database Server] <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, FOS & LBS(Read) between DC & DR, with necessary licenses , as

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
				applicable.
8.	EXT-INT-DB-SRV [External Systems Interface Database Server] <i>Type= SR-A</i>	1+1 [MZ]	1	LBS & FOS at DC, FOS & LBS(Read) in DC & DR, with necessary licenses , as applicable.
B.	Application (Business) Servers :			
1.	CTS-AS-SRV [Central Treasury System Application Server] <i>(Central Treasury users : 500/3000)</i> <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
2.	CBMS-AS-SRV [Centralised Budget Monitoring System Application Server] <i>(Central Budget users : 35/70)</i> <i>Type= SR-C</i>	1+1 [CMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
3.	GRIPS-AS-SRV [Government Receipt Portal System Application Server] <i>(Govt. Receipts users : 11667/70000)</i> <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum)</i> <i>and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
4.	E-PRADAN-BANTAN-AS-SRV [E-Pradan and E-Bantan Application Server] <i>(E-Pradan users : 2333/14000)</i> <i>(E-Bantan users : 2500/15000)</i> <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
5.	EBILL-AS-SRV [E-Bill Application Server] <i>(E-Billing users : 5000/30000)</i> <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
6.	HRMS-AS-SRV [Human Resources Management System Application Server] <i>(HR Employee users 16667/400000)</i> <i>(HR Backend users 3333/20000)</i> <i>Type= SR-A</i>	1+1 [CMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
7.	WFACS-AS-SRV [Works & Forest Accounts Application Server] <i>(WFACS Application users:</i>	1+1 [CMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
	<i>250/1500) Type= SR-C</i>			applicable.
C	User Management , ICT Infra. Monitoring , Content Management Servers :			
1.	LDAP-USR-INFRA-SERVER [User & Infrastructure Directory Server – DB and Application] with Enterprise Linux & LDAP / IPA / equivalent enterprise category LDAP server with web based management console Type= SR-B	1+1 [MZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
2.	ICT-INFRA-MON-HELPDESK-SRV [ICT Infrastructure Monitoring and Helpdesk Server – DB & Application] with SLA Management functionalities along with web based management console and help-desk software with web interface for all users. Type= SR-D	1 [MZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
3.	IFMS-CONTENT-MGMT-SRV [IFMS Enterprise Content Management Server – DB & Application]	1+1	1	LBS & FOS at DC, and between DC & DR, with necessary

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
	compatible with quoted Application Server SW and quoted Portal Server SW with management console & web interface <i>Type= SR-C</i>	[MZ]		licenses , as applicable.
4.	IFMS-BACKUP-MGMT-SRV [IFMS Backup management Server – DB & Application, Content etc.] with web based management console and interfaces. <i>Type= SR-D</i>	1 [MZ]	1	FOS between DC & DR, with necessary licenses , as applicable.
D	IFMS Web / Portal Servers :			
1.	IFMS-INTRA-WEB-PORTAL-SRV [IFMS Internal Web / Portal Server] with enterprise portal server compatible with quoted Application Server SW <i>Type= SR-A</i>	1+1 [MZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
2.	IFMS-EXTRA-WEB-PORTAL-SRV [IFMS External Web / Portal Server] with enterprise portal server compatible with quoted Application	1+1 [DMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
	Server SW <i>Type= SR-C</i>			applicable.
3.	IFMS-EXTRA-WEB-SERVICE-SRV [IFMS External Web Services Server] with Web Services framework compatible with quoted Application Server SW and quoted Portal Server SW with management console & web interface <i>Type= SR-D</i>	1+1 [MZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.
4.	IFMS-IVRS-SRV [IFMS Interactive Voice Response Server] with required framework software and devices and with web based management console <i>Type= SR-D</i>	1 [DMZ]	0	With necessary licenses, as applicable.
5.	IFMS-SMS-MAIL-SERVICE-SRV [IFMS SMS & Mail Services Server] with required framework & application software with web based management console	1 [DMZ]	1	LBS & FOS at DC, and between DC & DR, with necessary licenses , as applicable.

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
	<i>Type= SR-C</i>			
E	Core Switches with Load Balancer, UTM / Intranet Firewall			
1.	Core Switch – Core MZ	1+1	1	With necessary licenses , as applicable.
2.	Core Switch – MZ	1+1	0	With necessary licenses , as applicable.
3.	Switch – DMZ	1+1 [DMZ], 1+1 [CMZ / MZ]	2 [at DR] and 2 [at development site]	With necessary licenses , as applicable.
4.	UTM / Intranet Firewall	1+1	1	With necessary licenses , as applicable.
5.	Load Balancer [if not included in above switches, as applicable, for the solution]	1+1[DMZ], 1+1 [CMZ]	0	
F	Storage and Backup Device			
1.	Central Storage [SAN, NAS with applicable file systems]	1	1	With replication between DC and DR,

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
				with necessary licenses , as applicable.
2	Disk Based backup system	1	0	With necessary licenses , as applicable.
G	<i>Racks and accessories</i>			
1	19", high depth, compatible racks with all accessories to house servers, switches, storage etc.	i	j	Qty (mention), compatible as allowed by the respective DC , DR and development site authority.
2	IP KVM switch , 1U 17" fold-able monitor with all accessories, as compatible	m	n	Qty (mention), compatible as allowed by the respective DC , DR and development site authority.
3	Fiber, Copper (min. CAT-6) patch panels, cords, jacks and other accessories, as [materials, services] required through the PLC.	Lump-sum	Lump-sum [at DR] and lump-sum at dev. site.	

Sl. No.	Equipment / component / supply /works <i>(Application Users [estimated] : Concurrent / Total or Maximum) and Equipment Type</i>	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi]	Conditions [Abbr. FOS = Fail Over Service, LBS = Load Balanced Service. If not specified, above services are for Read and Write operations.]
H	<i>Infrastructure Security & Co-location Service</i>			
1.	Anti-Virus Service	From WB-SDC infrastructure	----	
2.	Intranet & Extranet Security Service	GoWB engaged vendor	-----	
3.	Co-location service and charges at Primary DC along with ICT infrastructure management services from WB-SDC EMS tool.	As per WB-SDC	----	
4.	Co-location service and charges, as applicable, for DR at NDC, NIC, New Delhi.	Through WB-SDC & GoWB Department.	As per NDC, NIC	

5.2.2 : Table-B : Equipment Type & Salient Features

Sl. No.	Equipment Type	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi] or at {Dev. Site}	Salient features
1	SR-A [Server Type – A] : (a) Multiprocessor, x86-64bit architecture with binary execution compatibility for x86-32 bit application (b) SPECint_rate_base2006 >= 1100, (c) Primary Memory >= 768 GiB(d) certified for quoted OS, RDBMS, AS and others, as applicable	20	10	(1) 1 Gbps Eth = 2 x 2 ports on RJ45 (2) FCoE CNA = 2 x 2 fiber ports with compatible modules (3) 4 x 300 GB dual-ported, hot plug, SAS2 HDD, in RAID-10, on RAID controller with 1GB flash cache
2	SR-B [Server Type – B] : (a) Multiprocessor, x86-64bit architecture with binary execution compatibility for x86-32 bit application (b) SPECint_rate_base2006 >= 800, (c) Primary Memory >= 512 GiB(d) certified for quoted OS, RDBMS, AS and others, as applicable	4	2	(1) 1 Gbps Eth = 2 x 2 ports on RJ45 (2) FCoE CNA = 2 x 2 fiber ports with compatible modules (3) 4 x 300 GB dual-ported, hot plug, SAS2 HDD, in RAID-10, on RAID controller with 1GB flash cache
3	SR-C [Server Type – C] : (a) Multiprocessor, x86-64bit architecture with binary execution compatibility for x86-32 bit application (b)	10	7	(1) 1 Gbps Eth = 2 x 2 ports on RJ45 (2) FCoE CNA = 2 x 2 fiber ports with

Sl. No.	Equipment Type	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi] or at {Dev. Site}	Salient features
	SPECint_rate_base2006 >= 600, (c) Primary Memory >= 256 GiB(d) certified for quoted OS, RDBMS, AS and others, as applicable			compatible modules (3) 4 x 300 GB dual-ported, hot plug, SAS2 HDD, in RAID-10, on RAID controller with 1GB flash cache
4	SR-C1 [Server Type – C1] : (a) Multiprocessor, x86-64bit architecture with binary execution compatibility for x86-32 bit application (b) SPECint_rate_base2006 >= 600, (c) Primary Memory >= 256 GiB(d) certified for quoted OS, RDBMS, AS and others, as applicable	2	2	(1) 1 Gbps Eth = 2 x 2 ports on RJ45 (2) FCoE CNA = 2 x 2 fiber ports with compatible modules (3) 8 x 300 GB dual-ported, hot plug, SAS2 HDD, 3 in RAID-5, 4 in RAID-10, 1 hot spare, on RAID controller with 1GB flash cache
5	SR-C2 [Server Type – C2] : (a) Multiprocessor, x86-64bit architecture with binary execution compatibility for x86-32 bit application (b) SPECint_rate_base2006 >= 600, (c) Primary Memory >= 256 GiB(d) certified for quoted OS, RDBMS, AS and others, as	0	{2}	(1) 1 Gbps Eth = 2 ports on RJ45 (2) 10G Eth = 2 fiber ports with compatible modules (3) 8 x 300 GB dual-ported, hot plug, SAS2 HDD, 3 in RAID-5, 4 in

Sl. No.	Equipment Type	Qty at Primary Site [WB-SDC, GoWB] DC and Zones [CMZ=Core MZ, MZ, DMZ]	Qty at Disaster Recovery Site [at NDC, New Delhi] or at {Dev. Site}	Salient features
	applicable			RAID-10, 1 hot spare, on RAID controller with 1GB flash cache
6	SR-D [Server Type – D] : (a) Multiprocessor, x86-64bit architecture with binary execution compatibility for x86-32 bit application (b) SPECint_rate_base2006 >= 300, (c) Primary Memory >= 128 GiB(d) certified for quoted OS, RDBMS, AS and others, as applicable	5	3	(1) 1 Gbps Eth = 2 ports on RJ45 (2) FCoE CNA = 2 x 1 fiber port with compatible modules (3) 4 x 300 GB dual-ported, hot plug, SAS2 HDD, in RAID-10, on RAID controller with 1GB flash cache

5.3 MINIMUM GUIDING SPECIFICATIONS & EVALUATION CRITERIA FOR CORE ICT FOR THE IFMS

5.3.1 MINIMUM GUIDING SPECIFICATIONS FOR SERVERS, STORAGE, STORAGE NETWORK ETC.

5.3.1.1 Server Type : SR-A each : Specification

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
0	DBMS / Appl. Serv. / Utility Service SW Core Factor / Processor Factor, as applicable	As per latest License. Policy, inclusive of all components offered				
1	Processor	Make & Model, multiple Physical <u>P</u> rocessors, Nos. of <u>C</u> ores / Processor, Nos. of <u>T</u> hreads / Core i.e. in total <u>P</u> / <u>C</u> / <u>T</u>				
1.1		64 Bit architecture for all cores (if any) and all processors				
1.2		Proc Feeq. (in GHz), Proc. Freq. Boost (if any, in MHz)				
1.3		L1 cache (I , D),				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		L2 cache (I, D, Comb.), L3 cache (I, D, Comb.) all in MiB				
1.4		Processor-Memory transport : Byte / transfer , Transfer / Sec, Bandwidth				
2	SPEC-CPU2006 Rates	SPECPU2006 (1.2) Rates : SPECint_rate_base2006 >=1100				
3	Memory	Mem >= 768 GiB, ECC / Equivalent, Buffered / Un-buffered, DDR Type , DDR Freq				
4	VGA & Others	Separate VGA Mem >= 8MB & VGA Mem Type, 1 KBD Port Type, 1 Mouse Port Type, nos. of USB Port & Type / mention as applicable				
5	RAID	Min. 1 No configured for dual-ported SAS2 drives, each with 1GB flash cache, supporting RAID-0,1,10 supporting hot-				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		swap & hot-spare devices				
6	Hot-swap , small form factor SAS drives	Min. 4 nos, 15K rpm, dual ported SAS2, 2.5”, min. 16 MB cache each, min 300 GB raw capacity each, arranged in RAID-10				
7	SAS Casing	Min 4 , 2.5”, host-swap, dual ported casing				
8	DVD-DL RW	DVD-DL RW / mention as applicable				
9	CNA (Convergent Network Adapter)	2 nos of CNA with 2 ports (10G FCoE interface) each with fiber patch cord and adapter accessories				
10	Ethernet	Min. 2X2 ports of 10/100/1000 Mbps, Ethernet on fiber interface with fiber patch cord and adapter accessories				
11	Free slot for adapters	Min. 2 nos. (full height, max bus width, max clock freq available) of same type of bus				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		(preferably PCI-Express) / compatible slots – Mention type and parameter				
12	Server Environment, Management	Interfaces / utilities for power, temperature, predictive component failure status etc in SNMPv3 / RMON / Equiv. compatible with ICT Mgmt Server				
13	Power Supply (per server / per enclosure)	Min. 2 nos. of hot-swap power-supply, Watt of each > fully configured and all components working requirements				
14	OS with applicable cluster kit	LSB-4.x / Other with latest POSIX & EAL-4+ or higher compliant OS , as applicable with load balance and/or failover service kit and certified by ORDBMS / Appl. Server / Utility Service SW (as				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		applicable)& related: OS & Ver, Kernel Ver, Lic. (if any) etc.				
15	Form factor	Form factor : Rack OR Blade Enclo FF, Max. Nos. blades, Server FF in blade enclo. OR Equivalent FFs				
16	Other component / utility /software	Specify & quote , as necessary to achieve solution				
17	RoHS	Compliance and level of compliance				

5.3.1.2 SR-A & OS with accessories: Provide Detailed BoM

5.3.1.3 Server Type : SR-B each : Specification

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
0	DBMS / Appl. Serv. / Utility	As per latest License. Policy,				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	Service SW Core Factor / Processor Factor, as applicable	inclusive of all components offered				
1	Processor	Make & Model, Multiple Physical <u>P</u> rocessors, Nos. of <u>C</u> ores / Processor, Nos. of <u>T</u> hreads / Core i.e. in total <u>P</u> / <u>C</u> / <u>T</u>				
1.1		64 Bit architecture for all cores (if any) and all processors				
1.2		Proc Feeq. (in GHz), Proc. Freq. Boost (if any, in MHz)				
1.3		L1 cache (I , D), L2 cache (I, D, Comb.), L3 cache (I, D, Comb.) all in MiB				
1.4		Processor-Memory transport : Bye / transfer , Transfer / Sec, Bandwidth				
2	SPEC-CPU2006 Rates	SPECPU2006 (1.2) Rates : SPECint_rate_base2006 >=800				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
3	Memory	Mem >= 512 GiB, ECC / Equivalent, Buffered / Un-buffered, DDR Type , DDR Freq				
4	VGA & Others	Separate VGA Mem >= 8MB & VGA Mem Type, 1 KBD Port Type, 1 Mouse Port Type, nos. of USB Port & Type / mention as applicable				
5	RAID	Min. 1 No configured for dual-ported SAS2 drives, each with 1GB fash cache, supporting RAID-0,1,10 supporting hot-swap & hot-spare devices				
6	Hot-swap , small form factor SAS drives	Min. 4 nos, 15K rpm, dual ported SAS2, 2.5”, min. 16 MB cache each, min 300 GB raw capacity each, arranged in RAID-10				
7	SAS Casing	Min 4 , 2.5”, host-swap, dual ported casing				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
8	DVD-DL RW	DVD-DL RW / mention as applicable				
9	CNA (Convergent Network Adapter)	2 nos of CNA with 2 ports (10G FCoE interface) each with fiber patch cord and adapter accessories				
10	Ethernet	Min. 2X2 ports of 10/100/1000 Mbps, Ethernet on fiber interface with fiber patch cord and adapter accessories				
11	Free slot for adapters	Min. 2 nos. (full height, max bus width, max clock freq available) of same type of bus (preferably PCI-Express) / compatible slots – Mention type and parameter				
12	Server Environment, Management	Interfaces / utilities for power, temperature, predictive component failure status etc in SNMPv3 / RMON /				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		Equiv. compatible with ICT Mgmt Server				
13	Power Supply (per server / per enclosure)	Min. 2 nos. of hot-swap power-supply, Watt of each > fully configured and all components working requirements				
14	OS with applicable cluster kit	LSB-4.x / Other with latest POSIX & EAL-4+ or higher compliant OS , as applicable with load balance and/or failover service kit and certified by ORDBMS / Appl. Server / Utility Service SW (as applicable)& related: OS & Ver, Kernel Ver, Lic. (if any) etc.				
15	Form factor	Form factor : Rack OR Blade Enclo FF, Max. Nos. blades, Server FF in blade enclo. OR Equivalent FFs				
16	Other	Specify & quote , as				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	component / utility /software	necessary to achieve solution				
17	RoHS	Compliance and level of compliance				

5.3.1.4 SR-B & OS with accessories: Provide Detailed BoM

5.3.1.5 Server Type : SR-C , SR-C1 and SR-C2 each : Specification

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
0	DBMS / Appl. Serv. / Utility Service SW Core Factor / Processor Factor, as applicable	As per latest License. Policy, inclusive of all components offered				
1	Processor	Make & Model, Multiple Physical <u>P</u> rocessors, Nos. of <u>C</u> ores / Processor, Nos. of <u>T</u> hreads /				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		Core i.e. in total <u>P</u> / <u>C</u> / <u>T</u>				
1.1		64 Bit architecture for all cores (if any) and all processors				
1.2		Proc Feeq. (in GHz), Proc. Freq. Boost (if any, in MHz)				
1.3		L1 cache (I , D), L2 cache (I, D, Comb.), L3 cache (I, D, Comb.) all in MiB				
1.4		Processor-Memory transport : Bye / transfer , Transfer / Sec, Bandwidth				
2	SPEC-CPU2006 Rates	SPECPU2006 (1.2) Rates : SPECint_rate_base2006 >=600				
3	Memory	Mem >= 256 GiB, ECC / Equivalent, Buffered / Unbuffered, DDR Type , DDR Freq				
4	VGA & Others	Separate VGA Mem >= 8MB & VGA Mem Type, 1 KBD Port Type, 1 Mouse Port Type, nos. of				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		USB Port & Type / mention as applicable				
5	RAID [SR-C]	Min. 1 No configured for dual-ported SAS2 drives, each with 1GB fash cache, supporting RAID-0,1,10 supporting hot-swap & hot-spare devices				
6	Hot-swap , small form factor SAS drives [SR-C]	Min. 4 nos, 15K rpm, dual ported SAS2, 2.5”, min. 16 MB cache each, min 300 GB raw capacity each, arranged in RAID-10				
5a	RAID [SR-C1, C2]	Min. 1 No configured for dual-ported SAS2 drives, each with 1GB fash cache, supporting RAID-0,1,10,5,50, supporting hot-swap & hot-spare devices				
6a	Hot-swap , small form factor SAS drives [SR-C1,	Min. 8 nos, 15K rpm, dual ported SAS2, 2.5”, min. 16 MB cache each, min				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	SR-C2]	300 GB raw capacity each, arranged 3 in RAID-5 and 4 in RAID-10				
7	SAS Casing	Min 4 [SR-C] / Min 8 [SR-C1, C2], 2.5”, host-swap, dual ported casing				
8	DVD-DL RW	DVD-DL RW / mention as applicable				
9	CNA (Convergent Network Adapter) [SR-C, SR-C1]	2 nos of CNA with 2 ports (10G FCoE interface) each with fiber patch cord and adapter accessories				
9a	10G Ethernet [SR-C2]	1x 2 ports (10G Eth interface) each with fiber patch cord and adapter accessories				
10	Ethernet [SR-C, SR-C1]	Min. 2X2 ports of 10/100/1000 Mbps, Ethernet on fiber interface with fiber patch cord and adapter accessories				
11	Free slot for adapters	Min. 2 nos. (full height, max bus width, max clock freq available) of				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		same type of bus (preferably PCI-Express) / compatible slots – Mention type and parameter				
12	Server Environment, Management	Interfaces / utilities for power, temperature, predictive component failure status etc in SNMPv3 / RMON / Equiv. compatible with ICT Mgmt Server				
13	Power Supply (per server / per enclosure)	Min. 2 nos. of hot-swap power-supply, Watt of each > fully configured and all components working requirements				
14	OS with applicable cluster kit	LSB-4.x / Other with latest POSIX & EAL-4+ or higher compliant OS , as applicable with load balance and/or failover service kit and certified by ORDBMS / Appl. Server / Utility				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>Maximum</u> / <u>Equal</u> / <u>Higher</u> / <u>Lower</u> / <u>Inconvenient</u>) by the Dept.	Judgment on Acceptance (<u>Yes</u> / <u>No</u>) by the Directorate
		Service SW (as applicable)& related: OS & Ver, Kernel Ver, Lic. (if any) etc.				
15	Form factor	Form factor : Rack OR Blade Enclo FF, Max. Nos. blades, Server FF in blade enclo. OR Equivalent FFs				
16	Other component / utility /software	Specify & quote , as necessary to achieve solution				
17	RoHS	Compliance and level of compliance				

5.3.1.6 SR-C, SR-C1 and SR-C2 & OS with accessories: Provide Detailed BoM

5.3.1.7 Server Type : SR-D each : Specification

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>Maximum</u> / <u>Equal</u> / <u>Higher</u> / <u>Lower</u> / <u>Inconvenient</u>) by the Dept.	Judgment on Acceptance (<u>Yes</u> / <u>No</u>) by the Directorate
0	DBMS / Appl.	As per latest				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	Serv. / Utility Service SW Core Factor / Processor Factor, as applicable	License. Policy, inclusive of all components offered				
1	Processor	Make & Model, Multiple Physical <u>P</u> rocessors, Nos. of <u>C</u> ores / Processor, Nos. of <u>T</u> hreads / Core i.e. in total <u>P</u> / <u>C</u> / <u>T</u>				
1.1		64 Bit architecture for all cores (if any) and all processors				
1.2		Proc Feeq. (in GHz), Proc. Freq. Boost (if any, in MHz)				
1.3		L1 cache (I , D), L2 cache (I, D, Comb.), L3 cache (I, D, Comb.) all in MiB				
1.4		Processor-Memory transport : Bye / transfer , Transfer / Sec, Bandwidth				
2	SPEC-CPU2006 Rates	SPECPU2006 (1.2) Rates : SPECint_rate_base2006 >=300				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
3	Memory	Mem >= 128 GiB, ECC / Equivalent, Buffered / Un-buffered, DDR Type , DDR Freq				
4	VGA & Others	Separate VGA Mem >= 8MB & VGA Mem Type, 1 KBD Port Type, 1 Mouse Port Type, nos. of USB Port & Type / mention as applicable				
5	RAID	Min. 1 No configured for dual-ported SAS2 drives, each with 1GB fash cache, supporting RAID-0,1,10 supporting hot-swap & hot-spare devices				
6	Hot-swap , small form factor SAS drives	Min. 4 nos, 15K rpm, dual ported SAS2, 2.5”, min. 16 MB cache each, min 300 GB raw capacity each, arranged in RAID-10				
7	SAS Casing	Min 4 , 2.5”, host-swap, dual ported casing				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
8	DVD-DL RW	DVD-DL RW / mention as applicable				
9	CNA (Convergent Network Adapter)	2x 1 port (10G FCoE interface) each with fiber patch cord and adapter accessories				
10	Ethernet	Min. 2X2 ports of 10/100/1000 Mbps, Ethernet on fiber interface with fiber patch cord and adapter accessories				
11	Free slot for adapters	Min. 2 nos. (full height, max bus width, max clock freq available) of same type of bus (preferably PCI-Express) / compatible slots – Mention type and parameter				
12	Server Environment, Management	Interfaces / utilities for power, temperature, predictive component failure status etc in SNMPv3 / RMON / Equiv. compatible				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		with ICT Mgmt Server				
13	Power Supply (per server / per enclosure)	Min. 2 nos. of hot-swap power-supply, Watt of each > fully configured and all components working requirements				
14	OS with applicable cluster kit	LSB-4.x / Other with latest POSIX & EAL-4+ or higher compliant OS , as applicable with load balance and/or failover service kit and certified by ORDBMS / Appl. Server / Utility Service SW (as applicable)& related: OS & Ver, Kernel Ver, Lic. (if any) etc.				
15	Form factor	Form factor : Rack OR Blade Enclo FF, Max. Nos. blades, Server FF in blade enclo. OR Equivalent FFs				
16	Other component /	Specify & quote , as necessary to				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	utility /software	achieve solution				
17	RoHS	Compliance and level of compliance				

5.3.1.8 SR-D & OS with accessories: Provide Detailed BoM

5.3.1.9 Storage & Network Specification:

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
1	Storage & Net Switching Device each [Qty: 1+1 at DC] [1+1=CMZ] [1+1=DMZ](interfaces are as applicable or 10G)	Make & Model				
1.1	Processor & reliability	Dual processor, hot plug-able Dual power supply, dual fans				
1.2	Embedded OS	Fabric OS – 6.2 &				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		E-OS compatible or equivalent (mention)				
1.3	Interfaces [CMZ] For DMZ interfaces may be configured to accommodate for 10G line speed or Ethernet	Hot plug-able non-blocking Fiber duplex Ports >=32 : Min. (1) 118 (srv) + 4 (storage) [(20+4+10+2)x4+ 5x2 +4] nos of 10G FCoE ports (2) 8 FC [8/4 Gbps] ports to storage, backup and ISL (3) 4 x 10G Eth to existing other Switches [study infrastructure] (4) 4 x 10G FCoE for ISL aggregation (5) 4 x 10G Eth + 4 x10G Eth for storage 10G iSCSI interfaces , and link aggregation between switches				
1.4	Port Type Support	F_port, FL_Port, E_Port, Ex_Port, Mirror Port, Virtualisation on E_Port etc., and other Ethernet ports as above				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
1.5	Protocols	<p>L2 Protocol : 802.1w, 1s, 1Q, 1p, QoS and securities, 802.3ad, SNMPv3, RMON, NTP etc.</p> <p>IEEE DC Bridging: 802.Qbb, 802.1AB DCBX, 802.Qaz etc.</p> <p>FCoE : compliant to T11, CEE interoperability, separate SAN and LAN admin, and support for different port types</p> <p>FC : FCP-SCSI-3, FC-AL, FC-SW etc.</p> <p>Preference: fabric virtualization, port security, Fabric Shortest Path First or equiv and necessary feature / protocols for the required solution.</p>				
1.6	Features	Supported Features : Zoning, Dynamic Path Selection, frame redirection, notification,				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		naming service, Multipath, cloning, Fiber Channel Routing, ISL trunking FC ports, ISL trunking FCoE ports, encryption support, Virtual Fabric (ANSI Std. based)				
1.7	Management	SSH, HTTP / HTTPS, SNMPv3, Telnet, SMI-S, LDAP, Port binding, switch binding, on-line diagnostics & monitoring for ports & paths				
1.8	Other component / utility /software	Specify & quote , as necessary to achieve solution				
1.9	RoHS	Compliance with level of compliance				
1.10	Storage & Net Switching Device with accessories : Provide Detailed BoM					
2	Storage Device each [Qty : 1 at DC + 1 at DR	Make, Model				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
]					
2.1	Interfaces	Min. (1) 8 Gbps FC host port >=4 (2) 10G FCoE ports >=4 (3) 10G iSCSI ports >=4 and (4) Min. 6 Gbps SAS Drive Port >=6				
2.2	Controller	Dual Active - Active controller each with min. 24 GB memory / battery-backed cache, and supporting RAID-0,1,10,5,6 etc.				
2.3	Max nos of Disks	Max. nos of FC disks supported >= 200 Max. LUN / file-system / partition sported >=4096, Support for SSD, SAS2, SAS disks				
2.4	Nos. of Disks & Capacity	(1) 10TB raw with 50 x 200 GB dual-				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		ported, hot-swap, 2.5", SSD disk / equivalent (2) 12TB raw with 20 x 600 GB dual-ported, hot-swap, min 16 MB cache, 2.5"/3.5", 15k rpm, SAS2 disk				
2.4a	Optional Dual ported SAS disks for backup	12 x 2TB, 7200 rpm, SAS for backup				
2.5	Std. compliance	SNIA / SMI-S compliance				
2.5	Power & Cooling	Power supply & Fans : dual redundant, hot-swap				
2.6	Features	Custom LUN, remote mirror to multi LUN, hot-spare disks, volume copy, point-in-time copy, dynamic volume expansion, multipath, zoning, cloning, synchronous & asynchronous block replication,				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
		web based management				
2.7	Other component / utility /software	Specify & quote , as necessary to achieve solution				
2.8	RoHS	Compliance and level of compliance				
2.10	Storage Device with accessories : Provide Detailed BoM					
3	Backup Device (Tape Library) each [Qty: 1 at DC + 1 at DR]	Make & Model				
3.1	Drives	2 tape drives of LTO-Ultrium-5 or equivalent, FC interface (8Gbps) / SAS2 / iSCSI (10Gbps)				
3.2	Tapes	60 nos of Ultrium-5, each 1600GB uncompressed , Max. no. of cartridges 24, 2 cleaning cartridges				
3.3	Features	Encryption, path-fail-over, web based management				

Sl.No	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Reference (Section/ Pg/Para No. of Bid – by the Bidder)	Examine Config (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
3.4	Power & Cooling	Dual hot-swap power supply, and fans				
3.5	Backup sw and licenses	Back-up SW and licenses (mention)				
3.6	Other component / utility /software	Specify & quote , as necessary to achieve solution				
3.7	RoHS	Compliance and level of compliance				

3.9	Backup Device with accessories : Provide Detailed BoM					
4.	Ethernet Switches [2+2 at DC + 2 at DR, 2 at Dev. Centre] each	Make and Model				
4.1	Interfaces	(1) 48 x 1 Gbps Eth on copper interface (2) 2 x 10 Gbps Eth [1 each to FCoE switches], with all accessories.				
4.2	Switching capability	176 Gbps, non-blocking				
4.3	Protocols	(1) IPv6 at hardware				

		(2) Layer-2 Protocol : 802.1w, 1s, 1Q, 1p, QoS and securities, 802.3ad, SNMPv3, RMON, NTP etc. IEEE DC Bridging: 802.Qbb, 802.1AB DCBX, 802.Qaz etc. standards, Layer-3 routing protocols : Static, RIP-1 , RIPV-2 and RIPng (3) Stackable with stacking cables & interfaces				
4.4	Management	(1) RMON-II, SNMPv3 (2) Web based management				
4.5	Ethernet Switches with accessories : Provide Detailed BoM					

5.3.2 SYSTEM SOFTWARE WITH FEATURES / SPECIFICATIONS:

Sl. No	Software (SW) with licenses (nos. as applicable / Min. 7 years' / perpetual licenses)	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/P g/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
1.0	ORDBMS SW with media kit & licenses					
	(1) Oracle-10g / 11g (Enterprise)					

Sl. No	Software (SW) with licenses (nos. as applicable / Min. 7 years'/ perpetual licenses)	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Paragraph/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	as applicable					
	(2) MS SQL Server (Enterprise)-2012					
	(2) PostgreSQL Server, enterprise category (latest version					
1.1	Cluster-kit for ORDBMS SW with media kit and licenses					
	(1) Oracle-10g / 11g (Enterprise) as applicable					
	(2) MS SQL Server (Enterprise)-2012					
	(2) PostgreSQL Server, enterprise category (latest version					
1.2	Other related component (mention)					
	(1) Oracle-10g /					

Sl. No	Software (SW) with licenses (nos. as applicable / Min. 7 years' / perpetual licenses)	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	11g (Enterprise) as applicable					
	(2) MS SQL Server (Enterprise)-2012					
	(2) PostgreSQL Server, enterprise category (latest version					
2.	Application Server SW with media kit & licenses					
	(1) WebLogic / WebSphere, enterprise category					
	(2) MS – IIS / equivalent					
2.1	Cluster-kit for Application Server SW with media kit & licenses					
	(1) WebLogic / WebSphere, enterprise category					

Sl. No	Software (SW) with licenses (nos. as applicable / Min. 7 years' / perpetual licenses)	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Paragraph/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	(2) MS – IIS / equivalent					
2.2	Other related component (mention)					
	(1a) WebLogic Management Pack EE / equivalent (1b) Weblogic Portal (with SOA and Content restricted usage) / equivalent (1c) Webtier / equivalent					
	(2) MS – IIS / equivalent					
3.	Other related component - 1 (mention)					
4.	Other related component & sub-component to achieve solution- 2 (mention)					
5.	Backup SW with media kit and					

Sl. No	Software (SW) with licenses (nos. as applicable / Min. 7 years'/ perpetual licenses)	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/P g/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
	licenses (if any)					
5.1	Other related component (mention)					
6.	ICT Management SW with media kit and licenses (if any)					
6.1	Other related component (mention)					
7.	Enterprise Portal Server SW (mention), compatible with the above with media kit and licenses					
7.1	Other related component (mention)					
8	Operating System					
8.1	Enterprise level Linux along with Media kit , Load Balancing mechanism and					

Sl. No	Software (SW) with licenses (nos. as applicable / Min. 7 years'/ perpetual licenses)	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (<u>Y</u> es / <u>N</u> o) by the Directorate
8.2	Failover mechanism Microsoft Windows Enterprise Server Latest edition along with Media kit , Load Balancing mechanism and Failover mechanism					

5.3.3 SPECIFICATION OF SERVER LOAD BALANCER

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (<u>M</u> aximum / <u>E</u> qual / <u>H</u> igher / <u>L</u> ower / <u>I</u> nconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
Make	Must be specified				
Model	Must be specified. All the relevant				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/P ara No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	product brochures and manuals must be submitted.				
Port	10 G SFP/Fiber Ports – minimum 16 ports				
Memory:	Minimum 16 GB				
Required Port Density	20 x 1000 T/SFP Port				
Throughput	Minimum of 10 Gbps Data				
	Minimum of 5 Gbps SSL				
SSL Connection	Minimum of 20000 SSL connections scalable to 30000 SSL connections				
Server Load Balancing Mechanism	<ul style="list-style-type: none"> ○ Cyclic, Hash, Least numbers of users ○ Weighted Cyclic, Least Amount of Traffic ○ NT Algorithm / Private Algorithm / Customizable 				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/P ara No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	Algorithm / Response Time				
Redundancy Features	<ul style="list-style-type: none"> ○ Supports Active-Active and Active-Standby Redundancy ○ Segmentation / Virtualization support along with resource allocation 				
Server Load Balancing Features	<ul style="list-style-type: none"> ○ Server and Client process coexist ○ UDP Stateless ○ Service Failover ○ Backup/Overflow ○ Direct Server Return ○ Client NAT ○ Port Multiplexing-Virtual Ports to Real Ports Mapping ○ DNS Load Balancing 				
Load Balancing	<ul style="list-style-type: none"> ○ Application/ Web Server, MMS, RTSP, Streaming 				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/P ara No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
Applications	Media <ul style="list-style-type: none"> ○ DNS, FTP- ACTIVE & PASSIVE, REXEC, RSH, ○ LDAP, RADIUS 				
Other Features	<ul style="list-style-type: none"> ○ Content Intelligent SLB ○ HTTP Header Super Farm ○ URL-Based SLB 				
Management Features	<ul style="list-style-type: none"> ○ Secure Web Based Management ○ SSH ○ TELNET ○ SNMP v1, 2, 3 Based GUI ○ Command Line 				

5.3.4 SPECIFICATION OF INTRANET FIREWALL AND IPS

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
Make	Must be specified				
Model	Must be specified. All the relevant product brochures and manuals must be submitted.				
Architecture, Performance and other Generic Features	Should be an appliance-based firewall				
	Should have minimum 6 nos. of 10G Ethernet interfaces from Day1				
	Should have minimum 20Gbps firewall throughput				
	Should support at least 100,00,00 concurrent sessions and at least 5,000 new sessions per second				
	Should be able to dynamically determine whether to forward or drop a packet by checking				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	its application layer protocol information (such as FTP, HTTP, SMTP, RTSP, and other application layer protocols based on TCP/UDP)				
	Should support Zone-based access policies				
	Should fully support NAT applications, including many-to-one, many-to-many, static NAT, dual translation, easy IP, and DNS mapping;				
	Should support NAT traversal with multiple protocols,				
	Should support Active/Active and Active/Passive high availability mode				
Virtual private network (VPN)	Should support 5000 IPSec tunnels				
	Should have IPSec VPN throughput of 2				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	Gbps				
	Should support Layer 2 Tunneling Protocol (L2TP)				
	Should support Generic Routing Encapsulation (GRE)				
	Should support IPSec VPN and SSL VPN				
	Should support IKEv1 and PKI				
Management	Should support complete session logging				
	Should have Support multiple privilege levels for access on CLI and Web browser management interfaces				
	Should support Secure Web GUI access				
	Should have a full-featured Command-				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	line interface (CLI)				
	Should support SNMPv1, v2c, and v3				
	Should have Remote monitoring (RMON) to support events, alarm, history, and statistics group plus a private alarm extension group				
	Should support FTP, TFTP, and SFTP				
Layer 3 routing	Should support Static IP routing and ECMP				
	Should support RIPv1 and RIPv2 routing				
	Should support OSPFv2 & BGP4				
	Should support Policy-based routing				
	Should support Layer 3 IPv6 routing; support static routes, RIPng, OSPFv3, BGP+, policy route, and				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	PIM-SM/DM				
Security	Should support defense against various attacks, such as DoS/DDoS, ARP spoofing, and static and dynamic blacklists;				
	Should support binding of MAC address and IP addresses				
	Should support mail filtering, based on SMTP mail address, titles, attachments, and content				
	Should support Web page filtering, including HTTP URL and content filtering				
	Should support definition-based virus detection				
	Should prevent virus types of Backdoor, Email-Worm, IM-Worm, P2P-Worm, Trojan, AdWare,				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	Virus				
	<p>Should support multiple security authentication services:</p> <ul style="list-style-type: none"> • RADIUS and HWTACACS authentications, • Certificate-based (x.509 format) PKI/CA authentication, • User identity management (different users own different rights to execute commands), • Levels of user views (users of different levels have different management rights) 				
	<p>Bidder to quote:</p> <p>1 year Anti-virus subscription</p> <p>1 year Anti-Spam subscription</p> <p>1 year URL Filtering</p>				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	subscription				
	Should support Centralized management and auditing				
IPS Specification					
General Features	<ul style="list-style-type: none"> • Should be chassis based • Redundancy should be keep in mind the requirement is for Active & standby Unit with auto failover with all running rules & configuration. • Having the capability to run in LAN mode and Promiscuous mode. 				
Content-based:	<ul style="list-style-type: none"> • IPS should have the capability to inspect the content of network packets for unique sequences, 				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	<p>called signatures, to detect and hopefully prevent known types of attack such as worm infections and hacks.</p> <ul style="list-style-type: none"> • Protocol Analysis • The key development in IPS technologies is the use of protocol analyzers. Protocol analyzers should natively decode application-layer network protocols, like HTTP or FTP. Once the protocols are fully decoded, the IPS analysis engine should evaluate different parts of the protocol for anomalous 				

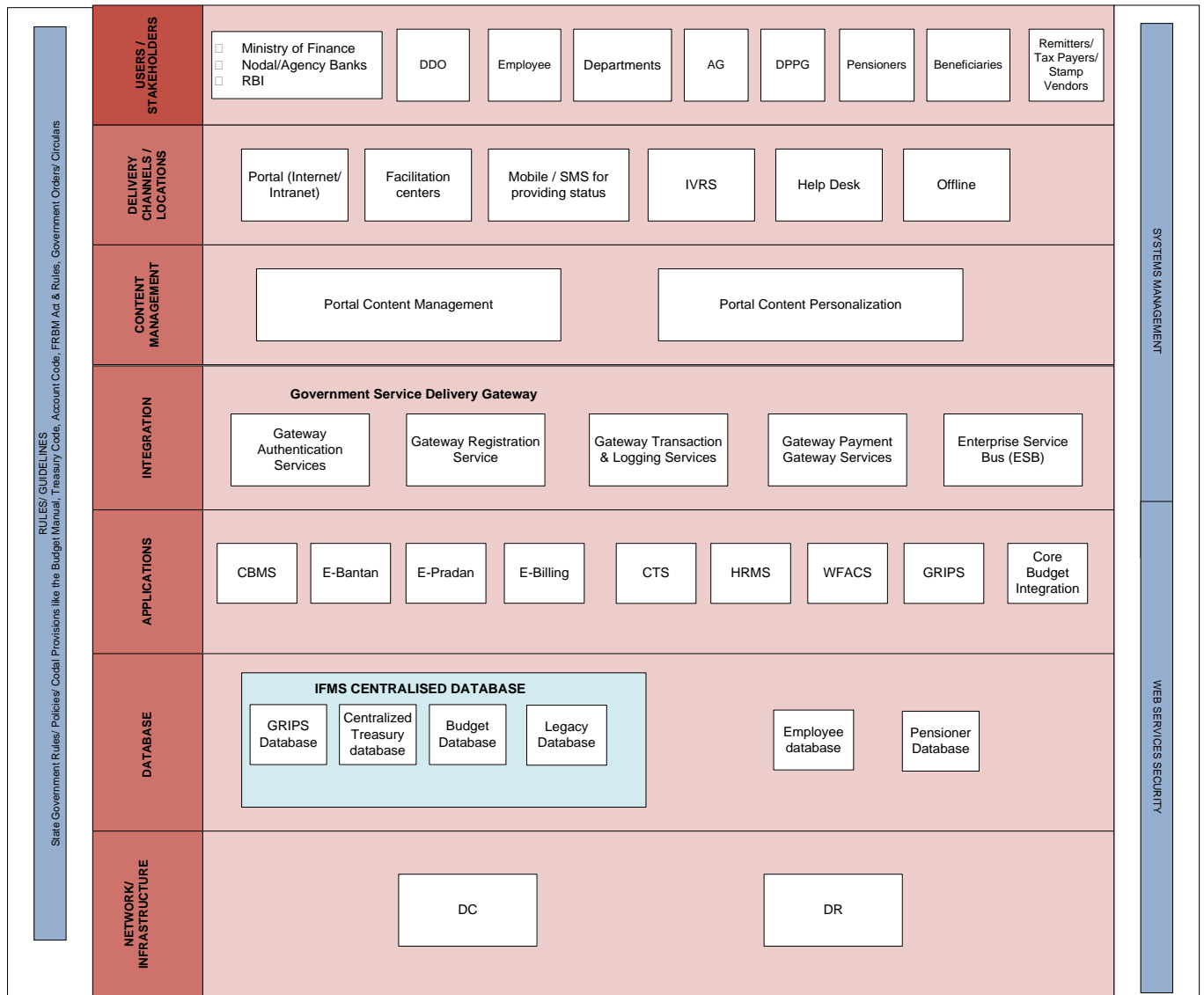
Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	<p>behavior or exploits.</p> <ul style="list-style-type: none"> IPS engines should be fully protocol analyzers. The IPS should be placed just before the gateway of the Internet & it will sync with internet to update latest signature file. Should have the capability to protect the internal zone from any shorts of attack including Denial service, IP flooding, hacking & should able have the capability to generate customize report hourly , weekly, monthly & yearly reports. Reports & 				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	alarms should be floated by the e mail service to the respected people.				
Rate-based	<ul style="list-style-type: none"> IPS should be primarily intended to prevent DoS and DDoS attacks. The work by monitoring and learning normal network behaviors. Through real-time traffic monitoring and comparison with stored statistics, IPS should identify abnormal rates for certain types of traffic e.g. TCP, UDP or ARP packets, connections per second, packets per connection, packets to specific ports 				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	<p>etc. Attacks are detected when thresholds are exceeded. The thresholds are dynamically adjusted based on time of day, day of the week etc., drawing on stored traffic statistics.</p> <ul style="list-style-type: none"> • Unusual but legitimate network traffic patterns may create false alarms. The system's effectiveness is related to the granularity of the RBIPS rule base and the quality of the stored statistics. • Once an attack is detected, various prevention techniques may be used such as rate-limiting 				

Features	Min. Features / specifications (asked for – by the Dept.)	Features / Specification (Quoted / Applicable – by the Bidder)	Reference (Section/Pg/Para No. of Bid – by the Bidder)	Examine Feature / Spec. (Maximum /Equal / Higher / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No) by the Directorate
	specific attack-related traffic types, source or connection tracking, and source-address, port or protocol filtering (black-listing) or validation (white-listing)				

5.4 INDICATIVE APPLICATION ARCHITECTURE



Request for proposal for selection of System
Integrator for Integrated Financial Management
System (IFMS) for Department of Finance,
Government of West Bengal

SECTION 6: TECHNICAL SPECIFICATIONS FOR ICT
INFRASTRUCTURE

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

6. TECHNICAL SPECIFICATION FOR ICT INFRASTRUCTURE

The Department has already procured a MPLS based WAN connectivity connecting all 88 treasury offices to West Bengal SDC along with Internet connectivity with 24 port LAN switches in all locations and Unified Threat Management Device in SDC. The details are below. The bidder is not required to provide any connectivity. However if their solution requires any specific connectivity requirement then they have to inform it to the department and department will arrange the same.

Sl No	Department Name	No Of offices	Spoke MPLS Bandwidth at each office	HUB MPLS Bandwidth at SDC	Internet Bandwidth at SDC	Networking Hardware available at offices
1	Department of Treasuries	88	2 MBPS	100 MBPS	35 MBPS	1. Router 2. Switch 3. Core Router at SDC 4. UTM at SDC

6.1 DETAILED BILL OF MATERIAL FOR ICT INFRASTRUCTURE AT SITE LOCATION

6.1.1 COMPONENTS AT END USER LOCATION

Sl. No.	Component Details	Total Quantity
Hardware Requirements		
1	Desktop Computer	1766
2	Laserjet Printer	85
3	DMP	757
4	Scanner	65
5	Line Printer	58

6.1.2 LOCATION WISE SNAPSHOT

Sl. No.	Name of Treasury	Desktop	DMP	Laser	Scanner	Line Printer
1	ALIPORE-I	15	8	0	1	1
2	ALIPORE-II	17	8	1	0	1
3	ALIPURDUAR	16	8	1	1	1
4	ARAMBAGH	18	13	1	1	1
5	ASANSOL I	17	6	0	0	1
6	ASANSOL II	16	5	0	0	1
7	BALURGHAT I	20	4	1	0	1
8	BALURGHAT II	15	6	0	1	0
9	BANKURA	21	8	1	0	1
10	BARASAT I	18	11	1	1	1
11	BARASAT II	20	14	1	1	1
12	BARRACKPORE I	21	13	1	1	1
13	BARRACKPORE II	21	13	1	1	1
14	BARUIPUR	16	7	2	1	1
15	BASIRHAT	19	13	1	1	1
16	BERHAMPORE I	15	9	0	1	1
17	BERHAMPORE II	16	7	1	1	1
18	BIDHANNAGAR	21	6	2	1	1
19	BIRBHUM I	16	3	2	1	1
20	BIRBHUM II	18	3	1	1	1
21	BISHNUPUR	18	8	1	0	1
22	BOLPUR	16	8	1	1	1
23	BONGAON	17	11	1	1	0
24	BURDWAN I	21	13	1	1	1
25	BURDWAN II	18	13	1	0	0
26	CAL. COLLECTORATE	32	7	1	1	1
27	CANNING	15	4	1	1	0
28	CHANCHAL	15	6	1	1	0
29	CHANDERNAGORE	31	16	1	1	1
30	CONTAI	18	10	1	1	1
31	COOCH BEHAR I	22	6	1	0	1
32	COOCH BEHAR II	18	5	1	1	1
33	DARJEELING	28	4	1	1	1
34	DIAMOND HARBOUR	16	8	1	1	1
35	DINHATA	13	8	1	1	0
36	DOMKAL	21	6	1	0	0
37	DURGAPUR	17	3	2	1	1
38	EGRA	11	6	1	1	0
39	GANGARAMPUR	20	9	1	1	0

Sl. No.	Name of Treasury	Desktop	DMP	Laser	Scanner	Line Printer
40	GHATAL	16	8	1	1	1
41	HALDIA	13	8	1	1	0
42	HOOGHLY I	19	13	1	1	1
43	HOOGHLY II	16	11	1	0	1
44	HOWRAH I	21	12	1	1	1
45	HOWRAH II	19	10	1	0	1
46	ISLAMPUR	17	8	1	0	1
47	JALPAIGURI I	17	6	0	0	1
48	JALPAIGURI II	23	6	2	1	1
49	JANGIPUR	15	8	1	1	0
50	JHARGRAM	16	8	1	0	1
51	KAKDWIP	13	8	1	1	0
52	KALIMPONG	13	8	1	1	0
53	KALNA	20	6	1	1	0
54	KALYANI	13	8	1	1	1
55	KANDI	15	8	1	1	0
56	KATWA	15	9	1	0	0
57	KHARAGPUR	15	6	1	1	0
58	KHATRA	22	6	1	0	0
59	KRISHNAGAR I	23	6	1	1	1
60	KRISHNAGAR II	16	6	1	0	1
61	KURSEONG	15	6	1	1	0
62	LALBAGH	15	8	1	0	0
63	MALBAZAR	17	6	1	0	0
64	MALDA I	19	11	1	1	1
65	MALDA II	19	11	1	0	1
66	MATHABHANGA	15	6	1	1	0
67	MEDINIPUR	35	7	2	1	1
68	MEKLIANJ	12	8	1	1	0
69	PURULIA	37	14	1	1	1
70	RAGHUNATHPUR	15	8	1	0	0
71	RAIGANJ I	16	7	1	1	1
72	RAIGANJ II	16	8	1	2	1
73	RAMPURHAT	18	13	1	1	0
74	RANAGHAT	23	6	1	1	1
75	SERAMPURE I	14	6	1	1	1
76	SERAMPURE II	17	6	1	1	1
77	SILIGURI I	18	6	1	1	1
78	SILIGURI II	18	6	0	1	1
79	TAMLUK	19	6	1	1	1
80	TEHATTA	15	8	0	0	0
81	TUFANGANJ	13	8	1	1	0
82	ULUBERIA	19	10	1	1	1
83	P.D.CELL	22	5	2	1	1

Sl. No.	Name of Treasury	Desktop	DMP	Laser	Scanner	Line Printer
84	PAO I	117	53	2	2	0
85	PAO II	119	32	1	1	1
86	PAO III	0	0	0	0	0
87	PAO, NEW DELHI	1	0	0	0	1
88	DTA, West Bengal	20	7	0	0	0
	TOTAL Requirement	1766	757	85	65	58

6.2 SPECIFICATIONS OF COMPUTING HARDWARE

6.2.1 TECHNICAL SPECIFICATION OF DESKTOP COMPUTERS

Features	Specifications Required	Specifications offered	Compliance (Yes / No)	Deviations, if any
Make	Must be specified			
Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
Processor	Desktop populated with 1 No. of Processor : X86 processor, with SPECint_rate2006 value of 40 . The quoted processor should be from latest available reliable series.			
Motherboard	OEM mother board to support the above processor			
Bays	2x Internal 3.5" bays, 2xExternal 5.25" bays & 2xExternal 3.5" bays			
Memory	4 GB DDR3 RAM @ 1066 MHz			
Hard Drive	320 GB SATA HDD.			
Removable drive	52 X DVD R/W drive			
Network	Integrated PCI 10/100/1000 Mbps Gigabit Ethernet Adapter (RJ-45), PXE support			
Key board	Standard 104 key USB keyboard			
Mouse	OEM optical wheel mouse			
Monitor	17" TFT Flat Color Monitor 1280 x 1024, Resolution with 8 ms			
Interface	1 parallel, 6 USB (Minimum 2 in front), 1 PS/2 Keyboard, 1 PS/2 Mouse, VGA, audio ports for Microphone & headphones in front.			
OS Certification	Windows 7 Professional Certification			
OS	Preloaded Windows 7 Professional			

Office	Enterprise Version Office Suite Latest Edition			
Antivirus	Client version of proposed antivirus solution			
Warranty	3 Year comprehensive at Onsite			

6.2.2 TECHNICAL SPECIFICATION OF LASER JET PRINTER

Features	Specifications Required	Specifications offered	Compliance (Yes / No)	Deviations, if any
Make	Must be specified			
Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
Print speed	Up to 22 ppm A4 & letter			
Resolution	Upto 600 x 600 dpi			
Duty Cycle	2000 ppm			
Memory	2 MB RAM			
Paper Handling Tray	<ul style="list-style-type: none"> ▪ 150-sheet adjustable main input tray, ▪ 100-sheet output bin, ▪ manual two-sided printing 			
Paper Size	<ul style="list-style-type: none"> ▪ A4, ▪ letter, ▪ legal 			
Interfaces	Hi-Speed USB 2.0 port, 10/100 Ethernet port			
operating systems support Required	Windows 7			
Power	220 to 240 volts ($\pm 10\%$), 50/60 Hz (± 2 Hz) Input Power port with required English power chord			

6.2.3 TECHNICAL SPECIFICATION OF DOT MATRIX PRINTER

Features	Specifications Required	Specifications offered	Compliance (Yes / No)	Deviations, if any
Make	Must be specified			
Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
Print Feature	<ul style="list-style-type: none"> ▪ Pin: 24, ▪ Column: 120, ▪ CPS at 10 cpi: 300, ▪ Port: One parallel/USB 			

6.2.4 TECHNICAL SPECIFICATION OF LINE PRINTER

Features	Specifications Required	Specifications offered	Compliance (Yes / No)	Deviations, if any
Make	Must be specified			
Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
Print Speed	500 LPM			
Column:	132			
Port	1 Parallel & 1 Serial			

6.2.5 TECHNICAL SPECIFICATION OF SCANNER

Features	Specifications Required	Specifications offered	Compliance (Yes / No)	Deviations, if any
Make	Must be specified			
Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
scanner type	Flatbed			
input modes	front panel scan, copy buttons,			
speed	preview speed: 10 seconds Scan speed: Photo to files: 29 secs; Text to document: 26 secs			
resolution	4800 dpi optical resolution, 4800 x 9600 dpi hardware resolution,			
imaging technology	CCD			
bit depth	48-bit			
scaling	10 to 2000%			
max document size	220 x 300 mm			
interface and operating system requirements	USB – compatible with USB 2.0 Windows 7 Professional Edition , Linux			
power	Universal AC adaptor: 100 to 240 VAC (+/- 10%), 50/60 Hz (+/- 3Hz) input (according to configuration), 12 VDC, 1.25 Amp output, Energy Star™ compliant			

6.3 WARRANTY SUPPORT

- BIDDER shall provide a comprehensive warranty and on-site free service warranty for 3 years from the date of Go Live for all equipment.
- BIDDER shall obtain the three year product warranty and three year onsite free service warranty from OEM on all licensed software, computer hardware and peripherals and other equipment for providing warranty support to Finance Department , GoWB.
- BIDDER shall provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP. BIDDER must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period.
- BIDDER shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.
- BIDDER is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the warranty period BIDDER shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the Finance Department , GoWB in case the procured hardware or software is not adequate to meet the service levels.
- Mean Time between Failures (MTBF): If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level new equipment by the BIDDER at no cost to Finance Department , GoWB. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to Finance Department , GoWB. For any delay in making available the replacement and repaired equipment for inspection, delivery of equipment or for commissioning of the systems or for acceptance tests / checks on per site basis, Finance Department , GoWB reserves the right to charge a penalty.
- During the warranty period BIDDER shall maintain the systems and repair / replace at the installed site, at no charge to Finance Department , GoWB, all defective components that are brought to the BIDDER's notice.
- The BIDDER shall as far as possible repair/ replace the equipment at site.
- Warranty should not become void, if Finance Department, GoWB buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the BIDDER. However, the warranty will not apply to such supplemental hardware items installed.
- The BIDDER shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.

- BIDDER shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
- The BIDDER shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- BIDDER shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.
- Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
- The BIDDER shall develop and maintain an inventory database to include the registered hardware warranties.

Request for proposal for selection of System
Integrator for Integrated Financial Management
System (IFMS) for Department of Finance,
Government of West Bengal

SECTION 7: COMPENDIUM OF FORMATS

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

7. COMPENDIUM OF FORMATS

7.1 GENERAL BID FORMATS

7.1.1 GF-1: BIDDER'S PROFILE

RFP No. _____

Dated: _____

Name of Project: Selection of System Integrator (SI) for implementation of Integrated Financial Management System (IFMS) of Finance Department (FD), Government of West Bengal (GoWB)

1	Name of the company/Firm	
2	Company/Firm registered office address Telephone number Fax number e-mail	
3	Correspondence/ contact address	
4	Does the company have authorized dealer registered in West Bengal?	
5	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
6	Is the company/firm a registered company/firm? If yes, submit documentary proof. Year and place of the establishment of the	

	company	
7	Former name of the company/firm, if any.	
8	<p>Is the company/firm?</p> <p>a Government/ Public Sector Undertaking?</p> <p>a proprietary firm?</p> <p>a partnership firm (if yes, give partnership deed)?</p> <p>a limited company or limited corporation?</p> <p>a member of a group of companies (if yes, give name and address, and description of other companies)?</p> <p>a subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project?</p> <p>a joint venture consortia (if yes, give name and address of each partner)?</p>	
9	Is the company/firm registered with sales tax department? If yes, submit valid sales tax clearance certificate.	
10	Is the company/firm registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	

11	<p>Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers.</p> <p>What is the total number of employees?</p>	
12	Number of years in the relevant field	
13	Is the company/firm registered with any Government/ Department/ Public Sector undertaking? (if yes, give details)	
14	<p>How many years have your organization been in business under your present name? What were your fields when you established your organization?</p> <p>When did you add new fields (if any)?</p>	
15	<p>What type best describes your company/firm?</p> <p>(Documentary proof to be submitted)</p> <p>Manufacturer</p> <p>System Integrator</p> <p>Consultant</p> <p>Implementation Agency (pl. specify details)</p> <p>Software Development</p> <p>Total Implementation Agency (Design, Supply, Integration, etc)</p>	
16	<p>Number of offices / project locations in India:</p>	

	West Bengal:	
17	Do you have a local service center in West Bengal? If so, please give the address and the details of staff, infrastructure etc in the office and no. of years of operation of the local office	
18	Please give details with contact no. of staff those will be involved in this project.	
19	List the major clients with whom your organization has been/ is currently associated.	
20	What is the total year of experience of handling Government projects?	
21	Whether your organization has Bank's certificate of solvency. If yes, submit documentary proof.	
22	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
23	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Signature: -

Name of the Authorized signatory:

Company Seal: -

7.1.2 GF-2: BIDDER’S UNDERTAKING STATEMENT

Selection of, System Integrator (SI) for the Implementation of IFMS (RFP No. _____)

We, M/s hereby confirm that we have read and understood the entire Tender Document and accordingly submitted our tender as follows:

- 1. Financial Proposal (Format of Tender, Schedule of Prices) in **hard copy**.
- 2. –Ditto- **digital word/excel format** – Total Pages
- 3. Technical Proposal consisting of the following documents in **digital pdf format**:
 - a. Total pages
 - b. Total pages
 - c. Total pages
 - d. Total pages
 - e. Total pages
 - f. Total pages
- 4. We understand that the entire tender document and the technical and financial proposal including tender circulars and addenda shall form part of the Contract Document and we undertake to sign and stamp each and every page of these documents if our offer is accepted.

Signed by duly authorized signatory:

On behalf of M/s.....

Company Stamp

7.1.3 GF-3: CERTIFICATE OF COMPLIANCE (NO CONFLICT OF INTEREST)

Firm's Name:

Address:

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We hereby certify and confirm that the entity named above, including all members, partners and persons associated with it shall not have any corporate, commercial or other links, relationship or agreements with any of the entities who will be entrusted with the Implementation of IFMS for the specified project under the scope of this Tender.

(Authorized signatory):

Name:

Designation:

Signed thisday of 20__

For the entity

Seal

7.1.4 GF-4: CONFIDENTIALITY/ NON-DISCLOSURE UNDERTAKING

This Confidentiality Undertaking (this “Undertaking”) is made by [] a corporate entity registered under the laws of [], whose address is [] (hereinafter referred to as the “Recipient”).

WHEREAS, the Recipient is entrusted to implement the IFMS of Finance Department in West Bengal

WHEREAS, Finance Department, Government of West Bengal (hereby referred as the Customer) has agreed to make available to the Recipient certain information to enable the “Recipient” to carry out the required advisory services;

NOW, THEREFORE, the Recipient undertakes the following:

1. The above preamble shall form an integral part of this Undertaking.
2. For the purpose of this Undertaking the term “Confidential Information” shall mean any and all information, data or records of the Customer or entrusted to Customer by any third party presented, given, sent or delivered to the Recipient whether in print, text, writing, via computer diskettes, compact disks, computer files of all kinds, or through any other audiovisual, tangible or intangible medium whatsoever, and designated in writing by the Customer or its affiliates or Employers or which, under the circumstances surrounding disclosure, ought to be treated as confidential and shall include but shall not be limited to, any and all information, data, records, statements, processes, formulae, techniques, financial, technical, operational, commercial, staff, management, sales strategies, desires, goals or expansions and other information, data and expertise of whatever kind of the Customer, including all lists of potential or existing Employers or customers, organizational information, contracts or agreements, proprietary business or management methods, marketing data, fee schedules, know-how, designs, concepts, techniques, inventions and ideas, business plans, computer software and programs, database technologies, systems, structures and architectures, research projects or trade secrets of the Customer or its affiliates or Employers and shall include all computer files, documents, data and analyses prepared by the Customer or its agents or its affiliates or Employers, which contain or are based upon Confidential Information. Confidential Information shall also include any information which can be obtained by examination testing or analysis of any such hardware, any component or part thereof, and software or material samples, provided or given access to the Recipient by the Customer.
3. The obligation to maintain the confidentiality of Confidential Information shall continue to apply for eight years after signature of this Undertaking. However, the said obligation does not apply to Confidential Information:

- i. If the Confidential Information is generally available in the public domain (unless available as a result of breach of this Undertaking);
 - ii. If the Confidential Information is lawfully in the Recipient's possession (as evidenced by the Recipient's written records) and was not acquired directly or indirectly from the Customer;
 - iii. If the disclosure of Confidential Information is required by any applicable law or by any supervisory or regulatory body to whose rules the Recipient is subject, or with whose rules it is necessary for the Recipient to comply.
4. If any proceedings are commenced or action taken which could result in it becoming compelled to disclose Confidential Information, the Recipient will, to the extent that it is lawfully able, immediately notify the Customer of such proceedings or action in writing and will take all available steps to resist or avoid such proceeding or action, including all steps that may reasonably be requested by Customer and keep the Customer fully and promptly informed of all matters and developments relating thereto. If the Recipient is obliged to disclose Confidential Information to any third party, the Recipient will disclose only the minimum amount of information consistent with satisfying its obligation. Furthermore, the Recipient will give prior written notice of the information it proposes to disclose, the notice containing a copy of the proposed disclosure, and will give the Customer an opportunity to discuss the relevant notice prior to any disclosure.
5. The Recipient will immediately upon receipt of a written demand from the Customer:
- i. Return to Customer all Confidential Information (and all and any copies thereof or of any part thereof);
 - ii. Expunge all Confidential Information from any computer or other similar device and all documents, forms, diskettes, compact discs, computer files or other tangible or intangible item containing Confidential Information together with all relevant samples and models which it has in its possession into which it was entered by it or on its behalf or by its advisers or representatives or on their behalf; and
 - iii. Destroy all notes, analysis or memoranda containing Confidential Information prepared by the Customer or on its behalf or by its advisers or representatives or on their behalf.

6.

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he Recipient hereby expressly, unconditionally and irrevocably agrees that it shall:

- i. Hold Customer's Confidential Information in strict confidence to itself and restrict access to such Confidential Information to only its employees who need to know it and shall further ensure that any such employees are bound by the obligations of confidentiality as stated in this Undertaking, and to hold all Confidential Information of the Customer in strict confidence
- ii. Treat such Confidential Information with at least the same care and precaution that the Recipient affords to its most confidential, valuable, and secret information

- iii. Not use, exploit, access or benefit from such Confidential Information for any reason or purpose whatsoever
- iv. Not use such Confidential Information in any way detrimental to the Customer (it being acknowledged that any use or exploitation by the Recipient of the Confidential Information for any purpose whatsoever other than its own internal and non-commercial use, will be deemed detrimental to Customer)
- v. Not to copy, keep, preserve, store or retain in any medium whatsoever any Confidential Information of the Customer for any reason whatsoever, to that effect, the Recipient hereby expressly undertakes that it shall immediately upon the request of Customer, destroy any and all of the Confidential Information of the Customer, which the Recipient has received from the Customer Release such Confidential Information to a concerned "Recipient Representative" requiring such information only after advance written notification to the Customer stating the name, address, telephone number and relationship to the Recipient of such Recipient Representative, and notifying such Recipient Representative to whom any disclosure of the Confidential Information is made that the disclosure is made in confidence, that the Confidential Information must be kept in strict confidence by the Recipient Representative and that the Confidential Information as well as the Recipient Representative is subject to the terms of this Undertaking
- vi. Not to release, circulate, publish, expose, distribute, reveal, issue or disclose such Confidential Information through any medium or means whatsoever to any other person, persons, entity or entities without the prior express and explicit written consent of the Customer, in which event the Recipient shall require such person or entity to enter into a confidentiality agreement acceptable to the Customer
- vii. Take all reasonable steps to protect the Confidential Information from unauthorized access, production, publication, distribution, circulation, exposure, copying or disclosure by any party, in any manner, any means and any medium whatsoever
- viii. Comply with any and all instructions that the Customer may issue in relation to the manner through which the Recipient may utilize the Confidential Information for the purposes of this article
- ix. Notify the Customer immediately upon discovery of any unauthorized use or disclosure of Confidential Information, or any other breach of this Undertaking by the Recipient, and will cooperate with the Customer in every way to help in regain possession of the Confidential Information and prevent any further unauthorized use of such.

7.

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he Recipient hereby expressly and unconditionally agrees that any and all of the terms, conditions and provisions contained within this Undertaking relating to the Confidential Information are of the essence, reasonable and necessary in order to protect Customer's

business, reputation, best interests and goodwill. To that effect, the Recipient hereby expressly and unconditionally declares, understands and accepts that should the Recipient breach any of the terms conditions and/or provisions of this Undertaking, Customer shall suffer grave loss, damage and lost profits to its businesses, reputation, best interests and goodwill.

8. T
The recipient acknowledges and agrees that damages would not be an adequate remedy for any breach of this undertaking and that either party shall be entitled to the remedies of injunction, specific performance and other equitable relief for any threatened or actual breach of any such undertaking.

9. T
The Recipient hereby expressly and unconditionally understands and accepts that nothing in this Undertaking is intended to grant the Recipient any form of right, title or interest in or to any of the Confidential Information of the Customer whatsoever, or to any invention, trade secret or intellectual property based thereon. By disclosing, presenting or providing Confidential Information to the Recipient, the Recipient fully and unconditionally understands and accepts that Customer does not grant any express or implied right interest or title to the Recipient or the Recipient Representative to any Confidential Information.

This Undertaking shall be governed by and construed in accordance with the laws of Republic of India. Any dispute arising out of or in connection with this Undertaking shall be referred to the Hon'ble High court of West Bengal.

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Signed by authorized signatory of

M/s (The Bidder)

7.1.5 GF-5: BID SECURITY BANK GUARANTEE

(To be stamped in accordance with Stamps act of India)

KNOW ALL PERSONS by these present that we _____ (Name and address of Bank), having our registered office at _____ (hereinafter called "the Bank") are bound unto "Secretary Finance Department(Budget), Government of West Bengal", Kolkata, West Bengal, India (hereinafter called "the Department") in sum of Rs. _____ for which payment will and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents.

WHEREAS _____ (Name of Bidder) (hereinafter called "the Bidder") has submitted its Proposal dated _____ for providing System Integrator Services for Integrated Financial Management System (hereinafter called "the Proposal").

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs. _____ (Amount in figures and words) as Bid Security against the Bidder's Proposal as aforesaid.

AND WHEREAS _____ (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

WE further agree as follows:-

That the Department may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said RFP and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Department and the Bidder.

That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.

That this guarantee commences from the date hereof and shall remain in force till:-

- a. The Bidder, in case the Proposal is accepted by the Department, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
- b. Forty five days after the date of validity or the extended date of validity of the RFP, as the case may be, whichever is later.

That the expression "the Bidder" and "the Bank" herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

THE CONDITIONS of this obligation are:

- i. If the Bidder withdraws its Proposal during the period of Proposal validity specified in the Form of RFP; or
- ii. If the Bidder refuses to accept the corrections of errors in its Proposal; or
- iii. If the Bidder having been notified of the acceptance of its Proposal (i.e. issued the Letter of Intent) by the FINANCE DEPARTMENT, GoWB during the period of RFP validity and (a) fails or refuses to furnish them Performance Bank Guarantee and/or (b) fails or refuses to enter into a contract within the time limit specified in the RFP document.
- iv. If the RFP is terminated on the allegation of production of false/forged documents for obtaining the contract.
- v. If the contract is terminated for the reason that the bidder is blacklisted by any Government/ Government Companies/ Statutory Corporation or any Internationally Funding Agency as on the date of submission of proposal.

WE undertake to pay to the Department up to the above amount upon receipt of its first written demand, without the Department having to substantiate its demand.

Signature of Authorized Official of the Bank

Name of Official _____

Designation _____

ID No. _____

Signature of Witness

Name of Witness (Stamp/Seal of Bank)

Address of Witness

b.

7.1.6 GF-6: PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

THIS DEED of Guarantee made this day of _____ between _____ (Name of the Bank) (hereinafter called the "Bank") of the one part and "Secretary, Finance Department(Budget), Government of West Bengal", Kolkata, West Bengal, India (hereinafter called the "Department") of the other part.

WHEREAS _____ (Name of the Department) has awarded the contract for Implementation of Integrated Financial Management System to the contractor for Rs. _____ (Rupees in figures and words) (hereinafter called the "contract") to M/s _____ (Name of the System Integrator) (hereinafter called the "System Integrator").

AND WHEREAS THE System Integrator is bound by the said Contract to submit to the Employer a Performance Security for a total amount of Rs. _____ (Amount in figures and words).

NOW WE the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs. _____ (Amount in figures and words) as stated above.

After the System Integrator has signed the aforementioned contract with the Department, the Bank is engaged to pay the Department, any amount up to and inclusive of the aforementioned full amount upon written order from the Department to indemnify the Department for any liability of damage resulting from any defects or shortcomings of the System Integrator or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Department immediately on demand without delay without reference to the System Integrator and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the System Integrator. The Bank shall pay to the Department any money so demanded notwithstanding any dispute/disputes raised by the System Integrator in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.

THIS GUARANTEE is valid for a period of _____ months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least sixty days beyond the anticipated expiry date of the Contract period).

At any time during the period in which this Guarantee is still valid, if the Department agrees to grant a time of extension to the System Integrator or if the System Integrator fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated in the contract, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Department and at the cost of the System Integrator.

The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the System Integrator.

The neglect or forbearance of the Department in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Department for the payment hereof shall in no way relieve the Bank of their liability under this deed.

The expressions "the Department", "the Bank" and "the System Integrator" hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____ day of _____ (Month) _____ (year) being herewith duly authorized.

For and on behalf of the _____ Bank.

Signature of authorized Bank official

Name _____

Designation _____

I.D. No. _____

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named _____ in the presence of:

Witness-1.

Signature_____

Name_____

Address_____

Witness-2.

Signature_____

Name_____

Address_____

7.1.7 GF-7: FORMAT FOR QUERIES

Bidders requiring specific points of clarification may communicate with the Customer during the specific period using the following format.

RFP No.

Name of Project: Selection of System Integrator (SI) for implementation of Integrated Financial Management System (IFMS) of Finance Department (FD), Government of West Bengal (GoWB)

Name of the Bidder-

Contact Address of the Bidder-

Sl. No.	Section No.	Page No	Query

Signature:

Name of the Authorized signatory:

Company seal:

7.1.8 GF-8: FORMAT OF AGREEMENT (SHALL BE SIGNED AFTER AWARD OF THE CONTRACT)

THIS AGREEMENT made on the day of20__

BETWEEN;

1. Finance Department, GoWB (hereinafter referred to as the “**Customer**”), having address at
2. M/s..... whose registered office is atand are duly registered as Implementation Firm under the laws of Republic of India (hereinafter referred to as the “**SI**”) of the other part.

WHEREAS the Customer is desirous that the agreement be rendered in accordance with the Conditions of this Agreement as contained herein and the IP is willing and capable to render the said Services and has submitted an offer and the Customer has accepted the same for the following:

Services: System Integrator (SI) for the Implementation of IFMS of Finance Department, Government of West Bengal

NOW THESE PRESENT WITNESS and it is hereby agreed and declared by and between the parties hereto as follows:

- In this Agreement the words and expressions shall have the same meanings as are respectively assigned to them in the Instruction to Bidders & Tender Forms, Special Conditions of Contract and General Conditions of Contract hereinafter referred to.
- The following documents shall be deemed to form and be read and construed as part of the Agreement viz:

- a) The Tender Document issued by the Customer
- b) The said Offer
- c) Conditions of the Contract
- d) The Appendices
- e) Letter of Acceptance/Intent
- f) All pre-tender circulars & addenda issued during the tendering stage
- g) All post-tender clarifications, confirmations and correspondence (letters, faxes, emails) and minutes of meetings, if any
- h)

▪ In consideration of the payment to be made by the Customer to the SI as hereinafter mentioned, the SI hereby covenants with the Customer to perform the Services in conformity in all respects with the provisions of this Agreement.

▪ The Customer hereby covenants to pay the SI in consideration of the above Services the remuneration at the times and in the manner prescribed by this Agreement.

▪ The Contract Sum for the Project has been agreed between the Customer and SI to be INR The same amount shall be the value for the purpose of furnishing Professional Indemnity Insurance by the SI.

IN WITNESS whereof the parties hereto have hereunder set their respective hands and seals on the day and year first above written.

Signed by a duly authorized signatory for and on behalf of the Customer		Signed by a duly authorized signatory for and on behalf of the Contractor M/s
Signature		Signature
Secretary, Finance (Budget)		
(Name & Designation)		(Name & Designation)

Witness		Witness
Signature		Signature
Joint Secretary Finance (Budget)		
(Name & Designation)		(Name & Designation)

7.1.9 GF-9: STATEMENT OF DEVIATIONS FROM TENDER TERMS & CONDITIONS

To,

Secretary, Finance (Budget) Department

Government of West Bengal,

Reference:

Dear Sir/Madam,

Following are the deviations and variations from the Terms and Conditions of the Tender. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl. No.	Reference of Clause No. & Page No.	Deviation in the Bid	Brief Reason
1.			
2.			
3.			

7.2 CHECKLIST FOR PRE-QUALIFICATION PROPOSAL

7.2.1 ELIGIBILITY CRITERIA FOR THE BIDDER

#	Eligibility Criteria to Participate	Whether Met	Supporting Documents
1	The bidder (Lead Bidder and Consortium members, in case of Consortium) should be registered under Companies Act, 1956	Yes/No	Copy of Company Registration Certificate/ Certificate of Incorporation
2	The bidder (Lead bidder, in case of consortium) should be at least a CMMi Level 5 certified Company as on date of proposal submission.	Yes/No	Copy of the certificate in the name of bidder (Lead bidder, in case of consortium)
3	The bidder (Lead bidder and Consortium members, in case of Consortium) should be ISO 9001:2008 certified company	Yes/No	Copy of relevant Certificate
4	Bidder (lead bidder in case of consortium) should have made a payment of Rs. 10,000 (Rupees Ten Thousand only) for the tender document	Yes/No	Receipt copy OR Appropriate Demand Draft
5	The bidder (lead bidder in case of consortium) should have submitted an Bid Security of INR 10,000,000 (Rupees One Crore only)	Yes/No	Appropriate Bank Guarantee
6	Bidder (lead bidder in case of consortium) must have a registered office for doing business in India for a period of at least 5 years as on March 31, 2012	Yes/No	Certificate of Incorporation and Commencement of Business
7	Bidder (lead bidder in case of consortium) should have a minimum average annual turnover of 500 Crore for the preceding 3 financial years ending with March 31, 2012 (viz. FY11-12, FY 10-11 and FY 09-10).	Yes/No	Copy of audited Balance Sheets and Profit and Loss (P/L) statement

#	Eligibility Criteria to Participate	Whether Met	Supporting Documents
	<u>Note:</u> The revenues must be accrued from Software Development/System Integration and Associated Services (may include: Consulting, Software maintenance/support, custom application development etc.)		
8	Bidder (Lead Bidder and Consortium members, in case of Consortium), should be a profit making company for each of the last 3 preceding year ending with March 31, 2012 (viz. FY11-12, FY 10-11 and FY 09-10).	Yes/No	Copy of audited Balance Sheets and Profit and Loss (P/L) statement
9	<p>The Maximum number of members in a consortium shall not be more than Three (including Lead bidder).</p> <p>The prime bidder should be solely responsible for the implementation of the entire scope of the project and should not subcontract any part of the work related to this project to any party not forming part of the proposed consortium.</p> <p><u>Note:</u> The bid should contain details of all the members of the consortium including their legal status and specify their roles and responsibilities in the project.</p>	Yes/No	Copy of the Consortium Agreement
10	The bidder (Lead bidder and Consortium member, in case of Consortium) shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal. (as per DIT guidance note issued on 26-dec-2011)	Yes/No	Self-declaration certificate

#	Eligibility Criteria to Participate	Whether Met	Supporting Documents
11	The members of the consortium (if applicable) should enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal and execution of the project if selected. The MoU in non-judicial stamp paper of appropriate denomination should be submitted to department along with the proposal.	Yes/No	Copy of the signed MoU
12	<p>The Bidder (Lead bidder or Consortium members, in case of Consortium) must have successfully implemented similar scoped projects* of a minimum consolidated value of INR 200 Crore during the preceding 5 years for State Government/ Central Government/PSU Organizations in India.</p> <hr/> <p>**For the purpose of the RFP, similar scoped project shall mean: “The Project should be for State Government/ Central Government/PSU Organizations including Be-Spoke Enterprise Level Application Development set-up for the project; Supply, Installation Commission of ICT Infrastructure including server and storage; System Integration; Operation and Maintenance of Application and ICT Infrastructure.”</p>	Yes/No	Copies of the Work Order and its completion certificates (within the last 5 yrs) and customer satisfaction certificate etc. issued by competent authority from respective Finance Department , GoWB with date and stamp

#	Eligibility Criteria to Participate	Whether Met	Supporting Documents
	<p><u>In order to enable the Finance Department , GoWB to assess the authenticity of the above, the bidder shall provide relevant and necessary documentary evidence in relation to the previous similar contracts executed by the bidder. The Finance Department , GoWB further reserves the right to verify the correctness of documentary evidence furnished by the bidder for successful operation and performance of qualifying projects and Bidder shall arrange permission for the same.</u></p>		
13.	<p>The bidder (Lead bidder and consortium members, in case of Consortium) shall have company registration certificate under company act, registration under Labour Laws Contract Labour (Regulation & Abolition Act) Act, valid sales tax registration certificate, valid income tax registration certificate and valid service tax registration certificate.</p>	Yes/No	<p>a) Copy of Company Registration certificate/Certificate of Incorporation</p> <p>b) Copy of registration under Labour Laws Contract Labour</p> <p>c) Copy of Sales Tax registration certificate and clearance certificate.</p> <p>d) Copy of income tax registration certificate</p> <p>e) Copy of service tax registration certificate and clearance certificate</p>

#	Eligibility Criteria to Participate	Whether Met	Supporting Documents
14.	The bidder (lead bidder in case of consortium) should have a minimum of 50 named employees having experience in implementing Finance projects or other financial management projects and minimum employee strength should be 500 in India.	Yes/No	Copy of relevant certificate indicating the number of employees and declaration with name of resources and roles played in various stages of implementation
15.	The Bidder (Lead bidder in case of consortium) should have direct authorization from the Original Equipment Manufacturers (OEM) for selling and supporting the components offered under this project. The Prime Bidder will have the responsibility of all kind of maintenance and support of application software, hardware and networking component specified in this project	Yes/No	Copy of authorization certificate from the Original Equipment Manufacturers (OEM).Manufacturer's Authorization Form (MAF) list to be provided by the Bidder.
16.	The Bidder (Lead bidder in case of consortium) should have local presence and there should be an existing set up established prior to March 31, 2012 with a development center and 200+ manpower	Yes/No	Address proof of local office

7.2.2 ELIGIBILITY CRITERIA FOR OEM

#	Eligibility Criteria to Participate	Whether Met	Supporting document
1	System software and Hardware & Networking OEM should have presence India for more than last 10 years.	Yes/ No	Copy of Certificate of Incorporation and Certificate of Commencement of Business
2	System software and Hardware & Networking OEM should have at least one	Yes/ No	Copy of Certificate of Incorporation

#	Eligibility Criteria to Participate	Whether Met	Supporting document
	Support center in India.		and Certificate of Commencement of Business
3	System software and Hardware & Networking OEM should be a profit making entity for proceeding 3 financial years ending with March 31, 2012 (viz. FY11-12, FY 10-11 and FY 09-10).	Yes/ No	Copy of audited Balance Sheets and Profit and Loss (P/L) statement
4	System software and Hardware & Networking OEM should have more than 3 partners to deliver the scope of work as is mentioned in the RFP document pertaining to the OEM for the proposed solution. These partner companies should be OEM partners for more than 5 years and OEM should certify the same.	Yes/ No	Certification by OEM
6	OEM for servers must have their offered model and CPU to have certified either through SPECint_rate2006	Yes/ No	Documentation by OEM

7.3 TECHNICAL BID FORMATS

7.3.1 TF-1: TECHNICAL BID LETTER

To,

Secretary, Finance (Budget) Department

Government of West Bengal,

Reference. RFP No.Dated.....

Sir,

1. We hereby offer to provide the Services at the prices and rates mentioned in the Financial Bid in Section ____
2. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
3. We enclose herewith the complete Technical Bid as required by you. This includes:
 - i) This Bid Letter
 - ii) Bid Particulars
 - iii) Statement of Technical Deviation(s)
 - iv) Statement of deviations from tender terms and conditions
 - v) Details of the proposed solution, proposed Methodology & Timeline

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions. The deviations from the technical specification(s) are only those mentioned in Section _____ and the deviations from the tender terms and conditions are only those mentioned in Section _____.

Certified that the tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to INR 10,000,000 is enclosed in the cover containing the Bid submission documents.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 20_ _

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

7.3.2 TF-2: DETAILS OF RELEVANT EXPERIENCE

Format for Relevant experience

Sl. No.	Item	Details
General Information		
1	Customer Name	
2	Name of the Contact Person and Contact details for the project	
Brief description of scope of project mentioning details of the products integrated and implemented and business processes covered.		
Size of the project		
3	Contract Value of the project (in INR)	Provide particulars of contract value assigned to each major phase and milestone. Also give details on transaction based payment if any
4	Total value of the project	
5	Total Cost of services (provided by the Partners, if any)	
6	Please provide copies of Work Order or Certificate of Completion for completed projects from Authorized officials of the Customer	
Project Details		
7	Name of the project	
8	Start Date/End Date	
9	Current Status (work in progress, completed)	
10	Contract Tenure	
11	No. of locations implemented	
12	Type of Project	Provide scope of the project, highlight Key Result Areas expected and achieved
13	Solution architecture employed & core Components	Describe the architecture in detail covering overall framework as well as various building

Sl. No.	Item	Details
		blocks. Integration of various kinds of hardware, software and network systems / solution components covered by project scope
14	Scope of managed services: Data migration, document conversion, data entry, front office functions handled, non - technical support functions	List the various services with a brief description of each highlighting the nature, complexity, uniqueness and the like
15	Start date of steady state operations & contract tenure	If there have been sub milestones as part of the contract (Such as Pilot, Rollout) highlight the same
16	Development, rollout & steady state phases. effort in person months in each phase, number of average / peak recourses in each phase	Provide details in a tabular format
17	Tools deployed, requirement management, modeling, release and configuration management, design, version control, configuration management, development, testing, project management and performance monitoring	Give names of the tools employed and provide highlights regarding the efficacy of the tools
18	List of Risks identified & how they were addressed	Provide Top five risks identified, the impact of the risks, proactive plans put in place, how the risks were contained if they had occurred

7.3.3 TF-3: FORMAT FOR CUSTOMER REFERENCES

Format for Customer reference

Sl. No.	Item	Guidelines	Attachment Ref. No. for details
1.	Name of the Project		
2.	Customer Details	Name; Contact person's Name & No.	
3.	Domain/Sector	Please specify the domain such as which department etc.	
4.	No. of Locations	Please Specify Number of locations for implementation	
5.	Scope of Work	Provide Scope of Work; highlight Key Result Areas expected and achieved	
6.	Contract Value	Provide particulars on Contract Value assigned to each major phase and milestone	
7	Complete Project Duration	Provide particulars on the total time taken for the completion of project including time details on various activities	

The Citations should be given in the above format. A separate copy of this format should be used for each citation and at least three citations should be provided.

7.3.4 TF-4: FORMAT FOR KEY PROJECT TEAM MEMBER'S RESUME

(Use the Format given below for each individual)

Sl. No.	Category	Details
1.	Proposed Position	
2.	Name	
3.	Current Designation	
4.	Educational Background/ Training/ Certifications	
5.	Tasks proposed to be assigned	
6.	Areas of Expertise	
7.	Summary of Professional/ Domain Experience	
8.	Period of Association with the organization	
9.	Any other Information	
10.	Details of relevant project experience	
	From	To
		Project Details
		Project Name :
		Project Details :
		Customer :
		Project Value (Rs.):
		Project Name :
		Project Details :
		Customer :
		Project Value (Rs.):

7.3.5 TF-5: STATEMENT OF DEVIATIONS FROM TECHNICAL SPECIFICATIONS

To,

Secretary, Finance (Budget) Department

Government of West Bengal,

Reference:

Dear Sir / Madam,

Following are the deviations and variations from the Technical Specifications of tendered items. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl. No.	Reference of Clause No. & Page No.	Deviation in the Bid	Brief Reason
1.			
2.			
3.			

7.4 FINANCIAL BID DOCUMENT FORMATS

7.4.1 CF-1: FINANCIAL BID LETTER

To,

Secretary, Finance (Budget) Department

Government of West Bengal,

Ref. RFP No.

Sir/ Madam,

1. We hereby declare
 - i) that we have domain knowledge in Government workflow processes, office automation processes, Web Application Development, Multiple Database Handling, Database Synchronization, generic report, generation software, Training on Networking and Software
 - ii) We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of GoWB and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
2. We hereby offer to provide the Services at the prices and rates mentioned in the Financial Bid in Section ____
3. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
4. We enclose herewith the complete Financial Bid as required by you. This includes:
 - i) This Bid Letter
 - ii) Price Schedule (Section ____)
 - iii) Statement of Deviations from Financial Specifications (Section ____)

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions. The Financial Deviations are only those mentioned in (Section ____)

Certified that the Tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to INR 10,000,000 is enclosed in the cover containing the letter for Pre-Qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 20__

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

7.4.2 CF-2: HARDWARE COST

Sl. No.	Item	Unit Price (P)	Tax (t)	Total amount T=(P+t)	Total Qty (Q)	Total amount T*Q	Remarks
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
Total Computing Hardware Cost							

7.4.3 CF-3: SOFTWARE/LICENSE COST

Sl. No.	Item	Unit Price (P)	Tax (t)	Total amount T=(P+t)	Total Qty (Q)	Total amount T*Q	Remarks
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
Total Software/License Cost							

7.4.4 CF-4: DESIGN AND DEVELOPMENT COST

Sl. No.	Software Item	Initial Cost/Unit (A)	Tax (If any) (B)	No. of Units (C)	Capital Cost per Software item (A+B)xC
1.	Analysis	INR 0.00			INR 0.00
2.	Design	INR 0.00			INR 0.00
3.	Coding	INR 0.00			INR 0.00
4.	Testing	INR 0.00			INR 0.00
5.	Documentation	INR 0.00			INR 0.00
6.	Delivery	INR 0.00			INR 0.00
7.	Implementation	INR 0.00			INR 0.00
8.	Any other (please specify)	INR 0.00			INR 0.00
Total Capital Cost for the Software					INR 0.00

Note:

- The cost of acquisition includes 3 years free warranty maintenance
- The cost of resources to be deployed for design and development of IFMS solution should be provided in format F8 – Manpower Financial Format.
- In order to meet the project requirements, it may be necessary to carry out modification /customization to the proposed solution. The above quoted amount shall be used if <<Finance Department, GoWB>> wants to carry out any modification/customization activities later on.

7.4.5 CF-5: DATA DIGITIZATION AND MIGRATION COST

Sl. No.	Service Categories	Volume of Records	Unit Value (per record)	Total Cost
Total cost for Data digitization & migration				

- Total volume of records mentioned in the above table is indicative and is subject to vary
- In case of variance, the unit price quoted by the selected Implementation Partner will be consider for payment

7.4.6 CF-6: TRAINING COST

Training Type	Duration per day (A)	Number of People to be trained in one batch (B)	Number of Batch (C)	Cost per day per batch) (D)	Total Cost
Total Capital Cost of the Training/Workshop					

Total numbers of employees to be trained is approximately 2000. (This number may vary in a later stage). The number of staffs is given only for the purpose of cost estimation. The payment against the number of staffs trained shall be done on actual basis. The Bidders are requested to provide the training plan, the breakup of the training related expenses. The actual training plan and content will be formulated with consultation of all the stake holders

7.4.7 CF-7: ANNUAL MAINTENANCE COST

Sl. No.	Particulars	Total Units (A)	Unit Value in Rs. (B)	Total Value in Rs (C)= (A) * (B)
AMC for a Period of 2 years at 8 equal installments				
1				
2				
3				
4				
5				
6				
7				
8				
Total				

7.4.8 CF-8: NETWORKING AND CONNECTIVITY COST

Sl. No	Item	Unit Price (P)	Tax (t)	Total amount T=(P+t)	Total Qty (Q)	Total amount T*Q	Remarks
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14	Connectivity (specification)						
	Any Other (Please Specify)						
	Total Networking & Connectivity Cost						

7.4.9 CF-9 OPTIONAL / ADDITIONAL COST

Sl. No.	Item	Unit Price (P)	Tax (t)	Total amount T=(P+t)	Total Qty (Q)	Total amount T*Q	Remarks
1							
2							
3							
4							
5							
Total Optional/ Additional Cost							

7.4.10 CF-10: COST SUMMARY

Sl. No	Phase	Total Cost (INR)
1	Hardware Cost	
2	Software/License Cost	
3	Design & Development Cost	
4	Data Digitization & Migration Cost	
5	Training Cost	
6	Annual Maintenance Cost	
7	Network & Connectivity Cost	
9	Optional / Additional Cost	
Total		
Total cost in words:		

7.4.11 CF-11: STATEMENT OF DEVIATIONS FROM FINANCIAL SPECIFICATIONS

To,

Secretary, Finance Department (Budget),
Government of West Bengal,

Reference: RFP No.Dated.....

Dear Sir,

Following are the Financial deviations and variations from the tendered items. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl. No.	Reference of Clause No. & Page No.	Deviation in the Bid	Brief Reason
1.			
2.			
3.			

Request for proposal for selection of System
Integrator for Integrated Financial Management
System (IFMS) for Department of Finance,
Government of West Bengal

SECTION 8: ANNEXURE

Bid document number: WTL/FIN/IFMS/12-13/014 dated 14/03/2013

8. ANNEXURE

Finance Department (FD), Government of West Bengal (GoWB) intends to ensure effective financial & Treasury management and discipline for overall prosperity of the State Government that includes efficient budget management, effective monitoring of ways and means position, real time decision support system, revenue & expenditure trend analysis and projections etc.

In order to achieve the above goal the FINANCE DEPARTMENT wishes to introduce an Integrated Financial Management System (IFMS) with an essential ingredient of providing a seamless interface with internal stakeholders (like other sections of FINANCE DEPARTMENT, state government departments, treasuries, AG, etc.) and an efficient mechanism of electronic information sharing with external stakeholders of the FINANCE DEPARTMENT (like the RBI, Agency banks, MoF, etc.) enabling speedy, effortless and accurate exchange of information with all the key stakeholders and above all provides an integrated view of the system.

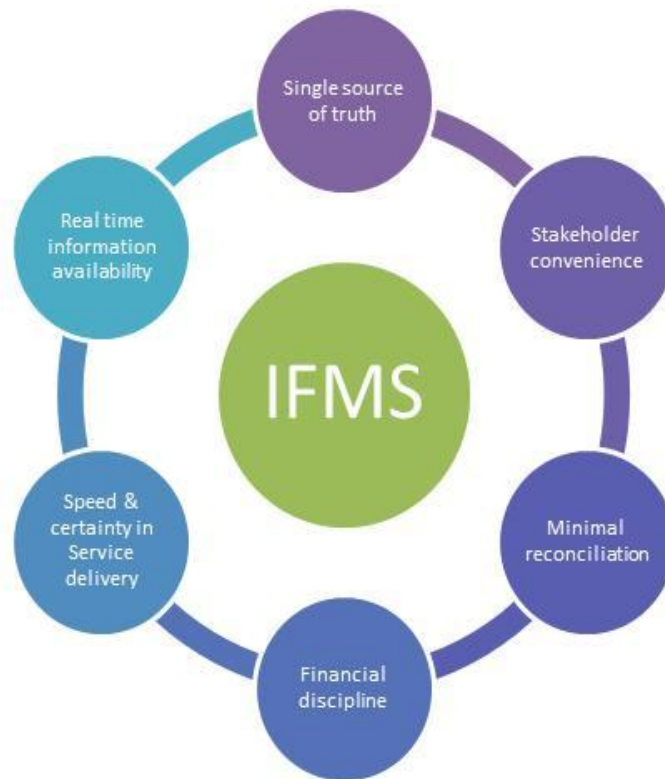
8.1 ENVISAGED SOLUTION

The following objectives are envisaged for IFMS:

- Generation of daily accounts of the State, prepared with a high degree of accuracy and generation of accurate monthly accounts within 2-3 days of month end;
- Generation of daily cash position of the state including the payments and receipts that are in the pipeline;
- Online system for release of plan and non-plan funds;
- ECS payments for a substantial number of payments;
- Online visibility of Deposit accounts to Deposit account holders and facilitating direct payment from PD accounts;
- Online tax and non-tax payment facility any bank payment option for citizens;
- Centralized pensioners database;
- Eliminating manual data entry or double data entry for a large proportion of transactions. This will involve
 - Online bill submission by DDOs
 - Development of HRMS
 - Enabling employees to initiate bills pertaining to them
 - Incorporation of e-Scrolls from Agency Banks
 - Releases to be electronically incorporated directly through inputs from Finance Department or Line Departments
 - Changes to the budget (Reappropriation, Supplementary Grants) to be electronically incorporated in IFMS system

- Real-time information regarding receipts, fund releases, scheme wise expenditure details to both finance and stakeholder departments
- Comprehensive Management Information System reports and Decision Support Systems
- Business Process Engineering to ensure that the financial decision outputs and the database updating take place simultaneously
- Adherence to IT security best practices

8.1.1 PROJECT OUTCOMES



The above Diagram highlights the desired outcomes expected to be achieved through implementation of Integrated Financial Management System. A brief description of the desired outcomes is as follows:

- **Real Time Information Availability** - IFMS shall provide the stakeholders with real time information regarding receipts, expenditure, debt & investment and ways and means position of IFMS to facilitate government-wide and agency specific policy decisions.
- **Single Source of Truth** – IFMS shall facilitate capturing of the data at the source of origin and eliminate data redundancy & duplication of efforts in entry of the same data multiple times in different forms.

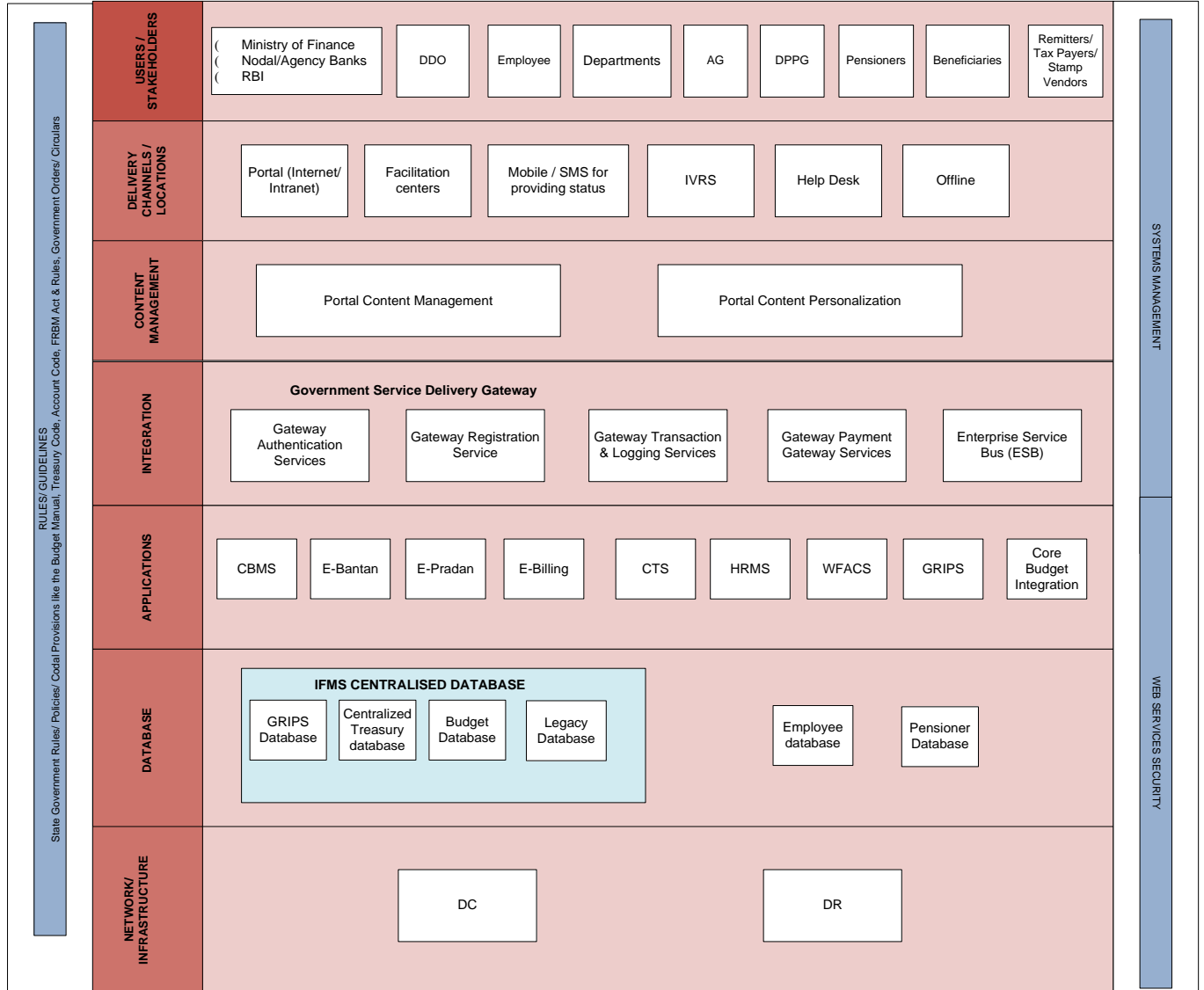
- **Stakeholder Convenience** – IFMS shall enhance the convenience of all stakeholders, especially employees & pensioners, by providing them better facilities and online data/ information sharing. The facilities include employee self-service, online payment of various taxes/ fees, etc.
- **Minimal Reconciliations** - IFMS shall facilitate automatic reconciliation of receipt and expenditure balances maintained at Treasury and the respective departments. It shall also facilitate automated reconciliation of Daily scrolls; Date-wise monthly scrolls and RBD statements.
- **Financial Discipline** - IFMS shall facilitate effective financial discipline in terms of more accurate budget preparation and effective expenditure control, effective tracking of scheme-wise and project-wise expenditure, better management of both receipt and disbursement of debts, better cash flow management, etc.
- **Speed and Certainty in Service Delivery** – IFMS shall facilitate speedy and transparent delivery of services such as faster payment of invoices/ claims of vendors/ employees, speedy refund, computerized acknowledgement etc.

8.1.2 ARCHITECTURE OF IFMS

The proposed IFMS Application for Government of West Bengal shall consist of the following seven modules:-

- Centralised Budget Monitoring System (CBMS)
- E-Bantan
- E-Pradan
- E-Billing
- Centralised Treasury System (CTS)
- Integration with GRIPS
- Integration with Works and Forest Computerisation System (WFACS)

The Application Architecture is depicted in the following diagram:-



8.1.3 OBJECTIVES OF IFMS

The following objectives are envisaged for IFMS:

- Generation of daily accounts of the State, prepared with a high degree of accuracy and generation of accurate monthly accounts within 2-3 days of month end;
- Generation of daily cash position of the state including the payments and receipts that are in the pipeline;
- Online system for release of plan and non-plan funds;
- ECS payments for a substantial number of payments;
- Online visibility of Deposit accounts to Deposit account holders and facilitating direct payment from PD accounts;
- Online tax and non-tax payment facility any bank payment option for citizens;
- Centralized pensioners database;
- Eliminating manual data entry or double data entry for a large proportion of transactions. This will involve
 - Online bill submission by DDOs
 - Development of HRMS
 - Enabling employees to initiate bills pertaining to them
 - Incorporation of e-Scrolls from Agency Banks
 - Releases to be electronically incorporated directly through inputs from Finance Department or Line Departments
 - Changes to the budget (Reappropriation, Supplementary Grants) to be electronically incorporated in IFMS system
 - Real-time information regarding receipts, fund releases, scheme wise expenditure details to both finance and stakeholder departments
 - Comprehensive Management Information System reports and Decision Support Systems
 - Business Process Engineering to ensure that the financial decision outputs and the database updating take place simultaneously
 - Adherence to IT security best practices

8.1.4 KEY STAKEHOLDERS

The stakeholders mentioned below are directly involved with the Treasury system having link to the Payment system, Receipt system or both the systems. In Proposed IFMS, the processes relating to all types of Receipts to the Treasury and all types of Payments from the Treasury need to be redesigned for better efficiency for the Treasuries as well as for the benefit of its Stakeholders.

- Citizen (Pensioner, Stamp Vendor, Tax Payer)

- Finance Department, Government of West Bengal
- Link Banks to Treasury
- RBI
- AG Bengal
- Directorate of Pension, Provident Fund & Group Insurance (DPPG).
- State Budget Section of Finance Dept.
- Audit Groups of Finance
- DDO of Department/Organization
- State Government Departments/Autonomous Bodies
- Employees of the DTA and Treasuries

Apart from the above mentioned primary stakeholders, there are following facilitators of the Project.

- Department of Information Technology, Government of West Bengal.
- WEBEL, Government of West Bengal.
- Administrative Training Institute, Government of West Bengal.
- Department of Information Technology, Government of India.
- Finance/Fund providing Organizations

8.1.5 BENEFIT TO STAKEHOLDERS

IFMS envisages electronic access to all stakeholders in management of the State's finances for their respective roles and information needs. This will facilitate easy transfer of data from one stakeholder to another stakeholder over a secured system, avoiding data entry at multiple levels. The various stakeholders are expected to obtain following benefits from the system.

8.1.5.1 Finance Department

- Availability of daily accounts and cash position including financial flows in the pipeline would help in fleet footed response to challenges of managing the State's finances.
- Integration with the budget system would help in accurate budgetary regulations and seamless incorporation of changes through re-appropriation and supplementary grants.
- Online funds release system coupled with expenditure MIS should help in facilitating dynamic response to requests of the line departments for more delegation of financial powers, and for redeployment of funds as per the emergent needs.

- Incorporation of transactions outside the treasury accounted by the Accountant General would help in obtaining a complete picture of the State finances for macro level fiscal management.
- Integration with the Agency Banks would help in keeping track of the financial flow on a daily basis and avoid duplication of entries at treasuries.
- Ways & means regulations for cash management can be made online and dynamic.
- It should be possible to have an oversight on the Deposit account balances.
- Receipts and expenditure outside the State Budget for schemes funded by the Government of India can be directly monitored at the State level.
- Reconciliation of accounts and its monitoring would be greatly facilitated.

8.1.5.2 Secretaries to Government

- Fund releases from the Secretariat to all levels up to DDOs, would be online.
- A real time snapshot of the releases and expenditure at all levels would be available for financial decision-making and scheme monitoring.
- Funds and schemes of the Government of India outside the State Budget can be monitored.
- Changes in budget allocations through re-appropriations and supplementary grants can be done faster and in an efficient manner.
- Schemes implemented through Deposit accounts can be monitored through real time information regarding the account balance and expenditure.
- Quick submission of the utilization certificates can be facilitated.
- Reconciliation of expenditure can be improved significantly.

8.1.5.3 Head of Departments /Controlling Officers

- HODs will be able to release funds to their subordinate officers in online mode
- HODs will be able to view scheme wise budget, funds released, expenditure incurred, and balance available to take appropriate decision for better implementation of scheme.
- Real time information on scheme wise and District wise expenditure at different levels, i.e., either at Controlling Officers level or at DDO level will help them in better monitoring of the expenditure.
- They will have access to Government Orders/Sanction Orders module, wherein they can see the orders issued by the Finance Department and Administrative Secretaries, from their office.
- They can view the list of bills pending DDO wise across the State.
- They can view status of bills in the Treasuries, pertaining to their department, District wise/DDO wise.

- They can view the actual receipts under different heads and also the receipts in pipeline for credit to Government Account.
- Administrators having Deposit account can operate these accounts directly through the agency banks using IFMS application which maintains the balance of each deposit account.
- They can view the list of un-encashed cheques and take appropriate action regarding this.
- IFMS will provide better inputs for re-conciliation of accounts and the re-conciliation process will be made online.
- The infrastructure for electronic access to IFMS for all government officials dealing with financial information or funds (Secretaries, HOD, CCO, CO, DDO) in a secured manner through internet or WBSWAN can be used for monitoring physical progress of the schemes also.

8.1.5.4 Drawing & Disbursing Officers (DDO)

- DDOs will be able to prepare all types of bills through IFMS, and submit those bills online.
- DDOs will be able to view the status of their bills submitted online and also get online messages regarding the processing of their bills, i.e. whenever their Bill is approved/objected, and when cheques are printed or ECS advice is sent to banks.
- Monthly expenditure reports will be available online.
- DDOs will be able to reconcile the figures online.
- They will be able to view scheme wise amount released to them, expenditure incurred by them and balance available for expenditure.
- They will be able to view various Sanction Orders/Release Orders/Government Orders issued by their Controlling Officers.

8.1.5.5 Banks

- Payment authorizations from treasuries will be sent online to Agency Banks, reducing paper work for the banks, by this helping them in giving fast & secured service to their Customers.
- Banks can provide better service to their Customers, who want to pay tax or any other amount to the Government. Through online payment record system in IFMS, banks can upload the payee and payment information with less effort.
- Reconciliation between Banks and Treasuries will be made easier through an online process.
- Various reports between the treasuries and the banks for accounting and reconciliation (RBD and monthly VDMS) would be sent online thereby saving time and effort.

8.1.5.6 Treasuries

- Submission of bills online by the DDOs
- Most of the bill validations would be system based and will be carried out during online bill generation. This should reduce the objections noted at the treasury level, thereby reduce subjective and arbitrary raising of objections; leading to transparency and standardization across the State in bill clearance.
- The Agency Banks will send daily scrolls of receipts and payments to the treasuries online, followed by physical records of receipt challans and paid cheques. This obviates the need for manual data entry at the treasury level to facilitate early and more accurate generation of accounts.
- The reconciliation and account generation would be streamlined.

8.1.5.7 Accountant General

- AG can communicate all Sanction orders of Pension, GPF, etc. online to IFMS.
- AG will also communicate daily bank adjustments on receipts and payments from Government of India/RBI and Inter State transactions online to IFMS.
- Monthly-classified accounts will be rendered online to AG by treasuries.
- Individual GPF deductions, House loan deductions, Motor vehicle deductions will be sent in electronic format to AG from Treasuries.
- The AG can view every single payment transaction across the State through IFMS.
- The AG audit party can have direct access to the DDO wise expenditure and Provision to be made to enable audit section of A.G. to send the findings electronically to the concerned departments and concerned treasuries as and when the audit section raises the objections.
- AG will have access to all Government Orders, Budget Orders. Re-appropriations, additional allocations, Release Orders, Sanction Orders, etc. through IFMS.
- AG can render monthly State Account to the Finance Department online.
- Provision to prepare the Monthly Civil Accounts, Appropriation Accounts and Finance Accounts from within IFMS

8.1.5.8 RBI

- Provision for uploading fund flow information into IFMS through the RBI Interface
- Provision to capture real time data for Treasury Transaction
- Provision to receive electronic instructions from Finance Department and AGWB

8.1.5.9 Citizens

- Creating facility for electronic payment in IFMS would help citizens in making payments faster without the need for approaching the payee department for collection of cheques.

- Online payment system and 'any-bank' payment system would help citizens in paying their dues to the Government, as per their convenience without visiting the treasury or any department for counter-signature of the challans, and without obtaining payment instruments like demand drafts.

8.1.5.10 Pensioners

- The centralized pension database should help in timely payment and revision of pension, and in addressing the pensioners' grievances.
- A user-friendly IFMS portal would help the pensioners in knowing their pension entitlement, whenever there is a general revision of the pensions.

8.1.5.11 Stamp Vendors

- They will have an online interface for requisition of Stamps.
- They will have facility for online payment through challans.

8.2 DETAILS OF EXISTING SYSTEM

8.2.1 EXISTING APPLICATIONS FOR FINANCIAL MANAGEMENT PROCESSES

This section provides a brief overview of the existing applications of the Government of West Bengal for Financial Management functions.

The following applications are currently in use:-

- Treasury Information System
- Computerisation of Salary Accounts (COSA)
- Government Receipts Portal System (GRIPS)
- Computerisation of State Budget
- Website for Finance Department, Government of West Bengal
- Budget Fund Release Monitoring System for Group Offices (U.O. No. Generation)
- Reserve Bank Account (*WB Govt.*) Information System
- Re-Appropriation Monitoring System
- Government of India Credit Information System
- Audit Para Monitoring System
- Rural Infrastructure Development Fund (RIDF) Information System
- Online Plan Fund Release Monitoring System & Reconciliation with AG Data
- Computerization of File Movement for Office of FM, FS

8.2.1.1 Treasury Information System

Currently there are two different applications running in the state for Treasury information System. One is from NIC and the other is from CMC. Below are few key pointers of both applications.

NIC Application:

Main features include the followings:

Payment: Receiving of bills, Issue of tokens, Maintaining of fund availability for a DDO on a particular Head, Passing of bills, printing of cheques, Delivery of cheques. Monthly Pension Bill for Pensioners are prepared by Treasury and sent to Bank for payment to the pensioners.

Receipt: Challan are submitted in the Bank by the tax payers and receipt data is taken into treasury account.

Accounts: Preparation of Daily and Monthly report of payment and receipt, List of cheque delivered or undelivered, list of cheques printed. Scheduled reports are sent to AG every month. DDOs, Departments, Pensioners, Banks, AG are the main stakeholders of treasury and integration is being done to strengthen e-Governance.

CMC Application:

CMC application has broadly these functionalities:

Payment: Budget allocation and expenditure control against the allotment details. Maintenance of bill logs against payment transactions. MIS for payments made through the CMC treasury system.

Receipt: Challan data capture for all receipts and generation of receipts related MIS.

Deposits: Tracking of account details and corresponding cheque payment tracking

Pension and Stamps management

8.2.1.2 Computerisation of Salary Accounts (COSA)

Brief Description: In order to implement a standardized accounting system across the State covering all Drawing and Disbursing Officers, COSA has been developed as a standalone and client server application for implementation in around 8,000 Government offices in West Bengal for generation of Pay bills, Schedules, Supplementary Bills, Arrear Bills, Pay Slip, Form-16 etc. The highlighting feature of COSA in standalone environment is that it neither needs any DBMS to be installed in the user

machine nor any sort of Programming/Reporting Software tool. Strength of COSA lies in its user friendliness and can be installed by simply downloading from the website www.wbfin.nic.in.

8.2.1.3 Government Receipts Portal System (GRIPS)

8.2.1.4 Computerisation of State Budget

Brief Description: Preparation of the Revised Budget of the previous financial year as well as the State Budget for the ensuing financial year through the developed software from the scratch level

8.2.1.5 Website for Finance Department, Government of West Bengal

Brief Description: The Website for Finance Department, West Bengal is designed, developed & hosted in the Server of NIC (Headquarter), Delhi and it is made available at www.wbfin.nic.in or, www.wbfin.gov.in. Information on Circulars and Memos relating with Audit, Budget, Pension, Revenue and Service Matters are available in the website.

Information related to different Directorates under the purview of Finance Department, West Bengal (Commercial Tax, Registration & Stamp Revenue, Small Savings, Treasuries & Accounts, Pension, Provident Fund & Group Insurance, State Lotteries etc) has been made available in the website.

This web site is accessed by the Government Employees, School Teachers, Pensioners, Members of the Public to know Government Notifications & Circulars relating with DA Orders, Details regarding Pay Revision, Holiday Circulars, Tenders etc.

8.2.1.6 Budget Fund Release Monitoring System for Group Offices

Brief Description: This application software has been developed to monitor the File Movements in the Finance Department in a better way. There are 20 functional groups of the Finance Department, which look after the release and monitoring of the budgetary funds under the state government budgetary head of accounts. Whenever a file is placed before the Finance Department by State Government Departments for releasing fund towards plan and non-plan expenditures, the key information are entered into the database for generation of a unique U. O. No.

The present software then verifies the admissibility of fund release through checking the Budget provision for the related matter. Depending upon the size of fund required, the file then may be sent to the higher official of the Finance Department for necessary approval before releasing the fund.

8.2.1.7 Reserve Bank Account Information System

Brief Description: During a Financial Year, the Budget Allocations are made in the Annual State Budget. But, sometimes it is The main objectives of the present system is

to provide with the following information readily to the Government for better monitoring of the financial aspects: (a) Daily Balance Position of State Government Account at RBI, Calcutta (b) Daily Adjustment Transactions of State Government Account at RBI, Nagpur and (c) Status of State Government Loans from different Agencies. Daily reports come from RBI, Calcutta on daily balance position of State Government Account which comprises of the Receipts & Payments on State Government Accounts at RBI Office & Agency Bank Branches, Inter-Government Adjustment, to reach the Closing Balance for a particular day. Apart from that, Treasury Bill Holdings Progressive Balance and Ways & Means Advance Outstanding are also taken care of.

From RBI Nagpur, reports come on Adjusting Transactions on State Government Account. It consists of the sanctions towards Central Assistance for State Annual Plan, Loans & Grants-in-aid to State Government, Central Assistance from Externally Aided Projects etc. Comparing with the Government Orders (G.Os) which come time-to-time, these reports will be helpful in preparation of Receipt Budget and the Public Accounts Budget. Also, the daily transaction reports from different treasuries may be cross checked with these reports to avoid conflicts with the AG Reports.

8.2.1.8 Re-Appropriation Monitoring System

Brief Description: During a Financial Year, the Budget Allocations are made in the Annual State Budget. But, sometimes it is found necessary to allocate some more funds towards expenditure. The concerned department then put up a file for Re-Appropriation of Budget Allocations to meet up the expenditure. The Budget Section of the Finance Department then verifies the merit of the proposal.

8.2.1.9 Government of India Credit Information System

Brief Description: Government of India sanctions fund to Government of West Bengal for executing different schemes. These funds are received from different Ministries / Departments of GOI. Funds are credited in the West Bengal State Government Account maintained in the Reserve Bank of India, Nagpur. The Government of West Bengal, in turn, releases these funds for executing schemes to the respective departments through different Group Offices of its Finance Department.

The system entitled "Computerized Information System of Credits from GOI" helps the Finance Department, Government of West Bengal to maintain this fund sanctioned from GOI in efficient manner. They are able to get the flexibility to add, modify, and delete records and viewing the details transactions in their desired way. The MIS support through the developed system enables the Government to monitor the availability of

funds from GOI and disburse the same in different state government schemes effectively.

8.2.1.10 Audit Para Monitoring System

Brief Description: In order to ensure uniformity in Government accounting, the Constitution enjoins that the accounts of the Union and of the States are to be kept in a form prescribed by the President on the advice of the Comptroller & Auditor General. The Comptroller & Auditor General's (Duties, Powers and Conditions of Service) Act, 1971, authorizes the Comptroller & Auditor General to lay down for the guidance of Government Department, the general principles of Government accounting and broad principles in regard to audit of receipts and expenditure.

The Accountants General conducts the audit of transactions of the Consolidated Fund of the State. The findings of the audit of CAG of India are submitted to the state legislature. The Reports are normally presented in the budget session and contain the findings on the audit of the transactions of the previous year.

Like the Union Government the audit here is also conducted in the two streams of **Performance Audit** and **Regularity Audit**. However, normally the findings of Performance Audit as well as regularity audit (compliance) are presented together.

8.2.1.11 Rural Infrastructure Development Fund Information System

Brief Description: The Finance Department is the nodal department to monitor the NABARD sponsored development schemes being executed in West Bengal. It is quite tough for the manual system to maintain the data of all tranches starting from RIDF-I to the current RIDF-X, release appropriate amounts to the departments for executing RIDF schemes considering the progress of work done and generate different types of reports as and when required by the government and the NABARD. The different steps in this regard are (i) Project proposal from different departments for executing schemes towards rural infrastructure development with funding from the NABARD (ii) Selection of schemes by the government to be funded by NABARD (iii) Forwarding the schemes to NABARD for sanction (iv) Monitoring the release of fund from NABARD for the sanctioned schemes (v) Monitoring the progress of work (both physical and financial) (vi) Time-to-time release of fund to the department concerned. As per assignment, I have attended several meetings with (i) AGM, NABARD & other officials of NABARD and (ii) the Finance Secretary, the Chief Advisor & other officials of

the RIDF Cell, Finance Department to study the manual system and design the computerized system.

8.2.1.12 Plan Fund Release Monitoring System

Brief Description: The present system is a web-based application to capture data relating to departmental release from Plan Funds. The related software has been made available at Finance Department website www.wbfin.nic.in. All the departments of West Bengal State Government can access the application over net to enter data relating with plan fund release on regular basis. This in turn will enable the Government to have the updated fund status for better monitoring.

For ease of Accounting, 17/19-digit codes are used for all Expenditure Heads. These heads comprises Major Head, Sub-Major Head, Minor Head, Scheme Head, Object Head. Moreover, each and every scheme in the Expenditure side is associated with standard codes of Service Category, Sector, Heads of Development, Earmark, Plan Types, Voted/Charged Type, Detail Head and Sub-Detail Head. Since 2003-2004, the State Budget has been prepared in One-Demand-One-Department format in which the provisions for each department (as defined under the Rules of Business) have been kept under a Specific Demand.

8.2.1.13 Computerization of File Movement (CFM)

Brief Description: Lot of file movements takes place between different levels in intra-department and inter-department businesses within Government of West Bengal. It necessitates maintaining various file registers viz. Dak/Incoming Register, Movement Register, Peon /Outward Register etc. While maintaining these registers manually, it is very cumbersome to track the movement of file and locate it.

To systemize these operations and hence to keep track of those files in a manageable realm of electronic governance, the National Informatics Centre (NIC) as a ICT Consultant has conducted thorough study of the existing system to come out with a browser-based lightweight solution: Computerisation of File Movement (CFM).

8.2.2 EXISTING HARDWARE

8.2.2.1 Consolidated List of Hardware

Sl. No.	Name of Treasury	PC	TC	DMP 136	LASER PRN	SCANNER	LINE PRN
1	ALIPORE-I	3	12	9	0	1	1
2	ALIPORE-II	4	13	8	1	0	1
3	ALIPURDUAR	4	12	8	1	2	1
4	ARAMBAGH	4	14	15	1	1	1
5	ASANSOL I	4	13	6	0	1	1
6	ASANSOL II	4	13	6	0	1	1
7	BALURGHAT I	4	16	4	1	0	1
8	BALURGHAT II	3	12	6	0	1	0
9	BANKURA	5	16	8	1	0	1
10	BARASAT I	5	14	13	2	1	1
11	BARASAT II	5	16	18	1	1	1
12	BARRACKPORE I	5	17	16	1	1	1
13	BARRACKPORE II	6	17	15	1	1	1
14	BARUIPUR	4	12	7	2	1	1
15	BASIRHAT	5	15	15	1	1	1
16	BERHAMPORE I	3	12	9	1	1	1
17	BERHAMPORE II	4	12	7	1	1	1
18	BIDHANNAGAR	6	15	6	2	1	1
19	BIRBHUM I	4	12	3	2	1	1
20	BIRBHUM II	4	14	5	1	1	1
21	BISHNUPUR	4	14	10	2	0	1
22	BOLPUR	4	12	8	1	1	1
23	BONGAON	4	14	13	1	1	0
24	BURDWAN I	7	16	15	1	1	1
25	BURDWAN II	5	15	15	1	0	0
26	CAL. COLLECTORATE	6	27	7	1	1	1
27	CANNING	3	12	4	1	1	0
28	CHANCHAL	6	12	6	1	2	0
29	CHANDERNAGORE	9	26	22	2	1	1
30	CONTAI	5	14	14	1	1	1
31	COOCH BEHAR I	6	17	6	2	0	1
32	COOCH BEHAR II	6	12	5	1	1	1
33	DARJEELING	5	25	6	1	1	1
34	DIAMOND HARBOUR	4	12	8	2	1	1
35	DINHATA	3	10	9	2	2	0
36	DOMKAL	15	10	10	1	1	1
37	DURGAPUR	5	12	3	2	1	1
38	EGRA	7	8	8	1	1	1

Sl. No.	Name of Treasury	PC	TC	DMP 136	LASER PRN	SCANNER	LINE PRN
39	GANGARAMPUR	14	10	13	1	1	0
40	GHATAL	4	12	8	1	2	1
41	HALDIA	3	10	8	1	1	1
42	HOOGHLY I	7	14	15	1	1	1
43	HOOGHLY II	6	12	13	1	0	1
44	HOWRAH I	7	17	15	1	1	1
45	HOWRAH II	7	15	12	1	0	1
46	ISLAMPUR	4	14	8	1	0	1
47	JALPAIGURI I	4	13	7	0	1	1
48	JALPAIGURI II	8	16	8	3	1	1
49	JANGIPUR	3	12	8	1	1	0
50	JHARGRAM	4	12	8	1	0	1
51	KAKDWIP	4	10	8	1	1	0
52	KALIMPONG	3	10	10	1	1	0
53	KALNA	14	10	11	1	1	1
54	KALYANI	3	10	8	2	1	1
55	KANDI	3	12	8	1	1	0
56	KATWA	3	12	9	2	0	0
57	KHARAGPUR	5	12	6	1	1	1
58	KHATRA	16	10	12	1	0	0
59	KRISHNAGAR I	6	17	8	1	1	1
60	KRISHNAGAR II	4	12	6	1	0	1
61	KURSEONG	6	12	6	1	1	0
62	LALBAGH	3	12	10	1	0	0
63	MALBAZAR	11	10	10	2	1	0
64	MALDA I	6	15	13	2	1	1
65	MALDA II	6	15	13	1	0	1
66	MATHABHANGA	3	12	6	1	2	0
67	MEDINIPUR	7	28	7	2	1	1
68	MEKLIJANJ	2	10	8	1	2	0
69	PURULIA	25	16	20	1	1	1
70	RAGHUNATHPUR	3	12	8	1	1	1
71	RAIGANJ I	4	12	7	1	1	1
72	RAIGANJ II	4	12	8	1	2	1
73	RAMPURHAT	6	15	15	1	1	0
74	RANAGHAT	6	17	6	1	1	1
75	SERAMPORE I	4	11	6	1	1	1
76	SERAMPORE II	4	14	6	1	1	1
77	SILIGURI I	5	13	6	1	1	1
78	SILIGURI II	5	14	6	0	1	1
79	TAMLUK	4	15	8	1	2	1
80	TEHATTA	4	12	8	0	0	0
81	TUFANGANJ	3	10	8	1	2	0
82	ULUBERIA	8	15	13	2	2	1

Sl. No.	Name of Treasury	PC	TC	DMP 136	LASER PRN	SCANNER	LINE PRN
83	KOL. PAO - I	14	97	57	3	2	1
84	KOL. PAO - II	23	78	43	1	1	1
85	KOL. PAO - III	11	35	16	1	1	1
86	PAO - NEW DELHI	0	0	0	0	0	0
87	P.D.CELL	6	15	7	3	1	1
88	DTA, WB	24	4	7	2	0	0

8.2.2.1.1 Hardware under AMC

Sl. No.	Name of Treasury	PC	Thin Client	DMP	Laser	Scanner	Line Printer
1	ALIPORE-I	3	12	8	0	1	1
2	ALIPORE-II	4	13	8	1	0	1
3	ALIPURDUAR	4	12	8	1	1	1
4	ARAMBAGH	4	12	13	1	1	1
5	ASANSOL I	4	13	6	0	0	1
6	ASANSOL II	3	13	5	0	0	1
7	BALURGHAT I	4	14	4	1	0	1
8	BALURGHAT II	3	12	6	0	1	0
9	BANKURA	5	16	8	1	0	1
10	BARASAT I	4	12	11	1	1	1
11	BARASAT II	4	14	14	1	1	1
12	BARRACKPORE I	4	14	13	1	1	1
13	BARRACKPORE II	4	14	13	1	1	1
14	BARUIPUR	4	12	7	2	1	1
15	BASIRHAT	4	12	13	1	1	1
16	BERHAMPORE I	3	12	9	0	1	1
17	BERHAMPORE II	4	12	7	1	1	1
18	BIDHANNAGAR	6	15	6	2	1	1
19	BIRBHUM I	4	12	3	2	1	1
20	BIRBHUM II	4	12	3	1	1	1
21	BISHNUPUR	4	12	8	1	0	1
22	BOLPUR	4	12	8	1	1	1
23	BONGAON	3	14	11	1	1	0
24	BURDWAN I	5	12	13	1	1	1
25	BURDWAN II	3	12	13	1	0	0
26	CAL. COLLECTORATE	5	27	7	1	1	1
27	CANNING	3	12	4	1	1	0
28	CHANCHAL	3	12	6	1	1	0
29	CHANDERNAGORE	5	14	16	1	1	1
30	CONTAI	4	14	10	1	1	1
31	COOCH BEHAR I	5	14	6	1	0	1
32	COOCH BEHAR II	6	12	5	1	1	1
33	DARJEELING	5	23	4	1	1	1
34	DIAMOND HARBOUR	4	12	8	1	1	1

Sl. No.	Name of Treasury	PC	Thin Client	DMP	Laser	Scanner	Line Printer
35	DINHATA	3	10	8	1	1	0
36	DOMKAL	11	0	6	1	0	0
37	DURGAPUR	5	12	3	2	1	1
38	EGRA	3	5	6	1	1	0
39	GANGARAMPUR	10	0	9	1	1	0
40	GHATAL	4	12	8	1	1	1
41	HALDIA	3	10	8	1	1	0
42	HOOGHLY I	5	14	13	1	1	1
43	HOOGHLY II	4	12	11	1	0	1
44	HOWRAH I	4	14	12	1	1	1
45	HOWRAH II	4	12	10	1	0	1
46	ISLAMPUR	3	12	8	1	0	1
47	JALPAIGURI I	4	13	6	0	0	1
48	JALPAIGURI II	7	15	6	2	1	1
49	JANGIPUR	3	12	8	1	1	0
50	JHARGRAM	4	12	8	1	0	1
51	KAKDWIP	3	10	8	1	1	0
52	KALIMPONG	3	10	8	1	1	0
53	KALNA	10	0	6	1	1	0
54	KALYANI	3	10	8	1	1	1
55	KANDI	3	12	8	1	1	0
56	KATWA	3	12	9	1	0	0
57	KHARAGPUR	3	12	6	1	1	0
58	KHATRA	12	0	6	1	0	0
59	KRISHNAGAR I	6	17	6	1	1	1
60	KRISHNAGAR II	4	12	6	1	0	1
61	KURSEONG	3	12	6	1	1	0
62	LALBAGH	3	12	8	1	0	0
63	MALBAZAR	7	0	6	1	0	0
64	MALDA I	4	12	11	1	1	1
65	MALDA II	4	12	11	1	0	1
66	MATHABHANGA	3	10	6	1	1	0
67	MEDINIPUR	7	28	7	2	1	1
68	MEKLIANJ	2	10	8	1	1	0
69	PURULIA	21	0	14	1	1	1
70	RAGHUNATHPUR	3	10	8	1	0	0
71	RAIGANJ I	4	12	7	1	1	1
72	RAIGANJ II	4	12	8	1	2	1
73	RAMPURHAT	3	12	13	1	1	0
74	RANAGHAT	6	17	6	1	1	1
75	SERAMPORE I	3	10	6	1	1	1
76	SERAMPORE II	3	14	6	1	1	1
77	SILIGURI I	5	13	6	1	1	1
78	SILIGURI II	4	13	6	0	1	1
79	TAMLUK	4	14	6	1	1	1

Sl. No.	Name of Treasury	PC	Thin Client	DMP	Laser	Scanner	Line Printer
80	TEHATTA	3	12	8	0	0	0
81	TUFANGANJ	3	10	8	1	1	0
82	ULUBERIA	4	12	10	1	1	1
83	P.D.CELL	5	14	5	2	1	1
84	PAO I	14	94	53	2	2	0
85	PAO II	15	69	32	1	1	1
86	PAO III	0	0	0	0	0	0
87	PAO, NEW DELHI	0	0	0	0	0	1
88	DTA, West Bengal	16	4	7	0	0	0

8.2.2.1.2 Hardware under Warranty

Sl. No.	Name of Treasury	PC	Thin Client	DMP	Laser	Scanner	Line Printer
1	ALIPORE-I	0	0	1	0	0	0
2	ALIPORE-II	0	0	0	0	0	0
3	ALIPURDUAR	0	0	0	0	1	0
4	ARAMBAGH	0	2	2	0	0	0
5	ASANSOL I	0	0	0	0	1	0
6	ASANSOL II	1	0	1	0	1	0
7	BALURGHAT I	0	2	0	0	0	0
8	BALURGHAT II	0	0	0	0	0	0
9	BANKURA	0	0	0	0	0	0
10	BARASAT I	1	2	2	1	0	0
11	BARASAT II	1	2	4	0	0	0
12	BARRACKPORE I	1	3	3	0	0	0
13	BARRACKPORE II	2	3	2	0	0	0
14	BARUIPUR	0	0	0	0	0	0
15	BASIRHAT	1	3	2	0	0	0
16	BERHAMPORE I	0	0	0	1	0	0
17	BERHAMPORE II	0	0	0	0	0	0
18	BIDHANNAGAR	0	0	0	0	0	0
19	BIRBHUM I	0	0	0	0	0	0
20	BIRBHUM II	0	2	2	0	0	0
21	BISHNUPUR	0	2	2	1	0	0
22	BOLPUR	0	0	0	0	0	0
23	BONGAON	1	0	2	0	0	0
24	BURDWAN I	2	4	2	0	0	0
25	BURDWAN II	2	3	2	0	0	0
26	CAL. COLLECTORATE	1	0	0	0	0	0
27	CANNING	0	0	0	0	0	0
28	CHANCHAL	3	0	0	0	1	0
29	CHANDERNAGORE	4	12	6	1	0	0
30	CONTAI	1	0	4	0	0	0

Sl. No.	Name of Treasury	PC	Thin Client	DMP	Laser	Scanner	Line Printer
31	COOCH BEHAR I	1	3	0	1	0	0
32	COOCH BEHAR II	0	0	0	0	0	0
33	DARJEELING	0	2	2	0	0	0
34	DIAMOND HARBOUR	0	0	0	1	0	0
35	DINHATA	0	0	1	1	1	0
36	DOMKAL	4	10	4	0	1	1
37	DURGAPUR	0	0	0	0	0	0
38	EGRA	4	3	2	0	0	1
39	GANGARAMPUR	4	10	4	0	0	0
40	GHATAL	0	0	0	0	1	0
41	HALDIA	0	0	0	0	0	1
42	HOOGHLY I	2	0	2	0	0	0
43	HOOGHLY II	2	0	2	0	0	0
44	HOWRAH I	3	3	3	0	0	0
45	HOWRAH II	3	3	2	0	0	0
46	ISLAMPUR	1	2	0	0	0	0
47	JALPAIGURI I	0	0	1	0	1	0
48	JALPAIGURI II	1	1	2	1	0	0
49	JANGIPUR	0	0	0	0	0	0
50	JHARGRAM	0	0	0	0	0	0
51	KAKDWIP	1	0	0	0	0	0
52	KALIMPONG	0	0	2	0	0	0
53	KALNA	4	10	5	0	0	1
54	KALYANI	0	0	0	1	0	0
55	KANDI	0	0	0	0	0	0
56	KATWA	0	0	0	1	0	0
57	KHARAGPUR	2	0	0	0	0	1
58	KHATRA	4	10	6	0	0	0
59	KRISHNAGAR I	0	0	2	0	0	0
60	KRISHNAGAR II	0	0	0	0	0	0
61	KURSEONG	3	0	0	0	0	0
62	LALBAGH	0	0	2	0	0	0
63	MALBAZAR	4	10	4	1	1	0
64	MALDA I	2	3	2	1	0	0
65	MALDA II	2	3	2	0	0	0
66	MATHABHANGA	0	2	0	0	1	0
67	MEDINIPUR	0	0	0	0	0	0
68	MEKLIANJ	0	0	0	0	1	0
69	PURULIA	4	16	6	0	0	0
70	RAGHUNATHPUR	0	2	0	0	1	1
71	RAIGANJ I	0	0	0	0	0	0
72	RAIGANJ II	0	0	0	0	0	0
73	RAMPURHAT	3	3	2	0	0	0

Sl. No.	Name of Treasury	PC	Thin Client	DMP	Laser	Scanner	Line Printer
74	RANAGHAT	0	0	0	0	0	0
75	SERAMPORE I	1	1	0	0	0	0
76	SERAMPORE II	1	0	0	0	0	0
77	SILIGURI I	0	0	0	0	0	0
78	SILIGURI II	1	1	0	0	0	0
79	TAMLUK	0	1	2	0	1	0
80	TEHATTA	1	0	0	0	0	0
81	TUFANGANJ	0	0	0	0	1	0
82	ULUBERIA	4	3	3	1	1	0
83	P.D.CELL	0	3	4	1	0	0
84	PAO I	8	9	11	0	0	0
85	PAO II	11	35	16	1	1	1
86	PAO III	0	0	0	0	0	0
87	PAO, NEW DELHI	1	1	2	1	0	0
88	DTA, West Bengal	8	0	0	2	0	0

8.2.2.2 Details of Servers

Sl. No.	Name of Treasury	Server	Red Hat Linux	Oracle 10g	Switch, LAN, I/O Box, Cables etc	Switch
1	ALIPORE-I	1	1	1	2	0
2	ALIPORE-II	1	1	1	2	0
3	ALIPURDUAR	1	1	1	1	0
4	ARAMBAGH	1	1	1	1	0
5	ASANSOL I	1	1	1	2	0
6	ASANSOL II	1	1	1	2	0
7	BALURGHAT I	1	1	1	1	0
8	BALURGHAT II	1	1	1	1	0
9	BANKURA	1	1	1	2	0
10	BARASAT I	1	1	1	2	0
11	BARASAT II	1	1	1	1	0
12	BARRACKPORE I	1	1	1	2	0
13	BARRACKPORE II	1	1	1	1	0
14	BARUIPUR	1	1	1	1	0
15	BASIRHAT	1	1	1	1	0
16	BERHAMPORE I	1	1	1	2	0
17	BERHAMPORE II	1	1	1	2	0
18	BIDHANNAGAR	1	1	1	1	0
19	BIRBHUM I	1	1	1	2	0
20	BIRBHUM II	1	1	1	2	0
21	BISHNUPUR	1	1	1	1	0
22	BOLPUR	1	1	1	1	0
23	BONGAON	1	1	1	1	0

Sl. No.	Name of Treasury	Server	Red Hat Linux	Oracle 10g	Switch,LAN,I/O Box,Cables etc	Switch
24	<i>BURDWAN I</i>	1	1	1	2	0
25	<i>BURDWAN II</i>	1	1	1	2	0
26	CAL. COLLECTORATE	1	1	1	1	0
27	CANNING	1	1	1	1	0
28	<i>CHANCHAL</i>	1	1	1	1	1
29	<i>CHANDERNAGORE</i>	1	1	1	1	1
30	CONTAI	1	1	1	1	0
31	COOCH BEHAR I	1	1	1	2	0
32	COOCH BEHAR II	1	1	1	2	0
33	DARJEELING	1	1	1	2	0
34	DIAMOND HARBOUR	1	1	1	1	0
35	DINHATA	1	1	1	1	0
36	<i>DOMKAL</i>	1	1	1	1	1
37	DURGAPUR	1	1	1	1	0
38	<i>EGRA</i>	1	1	1	1	1
39	<i>GANGARAMPUR</i>	1	1	1	0	1
40	GHATAL	1	1	1	1	0
41	HALDIA	1	1	1	1	0
42	<i>HOOGHLY I</i>	1	1	1	2	0
43	<i>HOOGHLY II</i>	1	1	1	2	0
44	<i>HOWRAH I</i>	1	1	1	0	0
45	<i>HOWRAH II</i>	1	1	1	2	0
46	ISLAMPUR	1	1	1	1	0
47	JALPAIGURI I	1	1	1	2	0
48	JALPAIGURI II	1	1	1	2	0
49	JANGIPUR	1	1	1	1	0
50	JHARGRAM	1	1	1	1	0
51	KAKDWIP	1	1	1	1	0
52	KALIMPONG	1	1	1	0	0
53	<i>KALNA</i>	1	1	1	1	1
54	KALYANI	1	1	1	1	0
55	KANDI	1	1	1	1	0
56	KATWA	1	1	1	1	0
57	KHARAGPUR	1	1	1	1	0
58	<i>KHATRA</i>	1	1	1	1	1
59	KRISHNAGAR I	1	1	1	2	0
60	KRISHNAGAR II	1	1	1	2	0
61	<i>KURSEONG</i>	1	1	1	1	0
62	LALBAGH	1	1	1	1	0
63	<i>MALBAZAR</i>	1	1	1	1	1
64	<i>MALDA I</i>	1	1	1	2	0
65	<i>MALDA II</i>	1	1	1	2	0

Sl. No.	Name of Treasury	Server	Red Hat Linux	Oracle 10g	Switch,LAN,I/O Box,Cables etc	Switch
66	MATHABHANGA	1	1	1	1	0
67	MEDINIPUR	1	1	1	2	0
68	MEKLIJANJ	1	1	1	1	0
69	PURULIA	1	1	1	1	1
70	RAGHUNATHPUR	1	1	1	1	0
71	RAIGANJ I	1	1	1	2	0
72	RAIGANJ II	1	1	1	2	0
73	RAMPURHAT	1	1	1	1	0
74	RANAGHAT	1	1	1	1	0
75	SERAMPURE I	1	1	1	1	0
76	SERAMPURE II	1	1	1	1	0
77	SILIGURI I	1	1	1	1	0
78	SILIGURI II	1	1	1	1	0
79	TAMLUK	1	1	1	1	0
80	TEHATTA	1	1	1	1	0
81	TUFANGANJ	1	1	1	1	0
82	ULUBERIA	1	1	1	1	0
83	P.D.CELL	1	1	1	1	0
84	PAO I	2	2	1	5	1
85	PAO II	2	2	2	4	0
86	PAO III	2	2	2	0	2
87	DTA, WB	1	1	1	0	1
88	DTA, WB	8	8	8	3	0
Total		98	98	97	120	13

8.2.2.2.1 Servers under AMC

Sl. No.	Name of Treasury	Server	Red Hat Linux	Oracle 10g	Switch,LAN,I/O Box,Cables etc
1	ALIPORE-I	1	1	1	2
2	ALIPORE-II	1	1	1	2
3	ALIPURDUAR	1	1	1	1
4	ARAMBAGH	1	1	1	1
5	ASANSOL I	1	1	1	2
6	ASANSOL II	1	1	1	2
7	BALURGHAT I	1	1	1	1
8	BALURGHAT II	1	1	1	1
9	BANKURA	1	1	1	2
10	BARASAT I	0	0	0	2
11	BARASAT II	0	0	0	1
12	BARRACKPORE I	0	0	0	2
13	BARRACKPORE II	0	0	0	1

Sl. No.	Name of Treasury	Server	Red Hat Linux	Oracle 10g	Switch,LAN,I/O Box,Cables etc
14	BARUIPUR	1	1	1	1
15	BASIRHAT	0	0	0	1
16	BERHAMPORE I	1	1	1	2
17	BERHAMPORE II	1	1	1	2
18	BIDHANNAGAR	1	1	1	1
19	BIRBHUM I	1	1	1	2
20	BIRBHUM II	1	1	1	2
21	BISHNUPUR	1	1	1	1
22	BOLPUR	1	1	1	1
23	BONGAON	0	0	0	1
24	BURDWAN I	0	0	0	2
25	BURDWAN II	0	0	0	2
26	CAL. COLLECTORATE	1	1	1	1
27	CANNING	1	1	1	1
28	CHANCHAL	0	0	0	1
29	CHANDERNAGORE	0	0	0	1
30	CONTAI	1	1	1	1
31	COOCH BEHAR I	1	1	1	2
32	COOCH BEHAR II	1	1	1	2
33	DARJEELING	1	1	1	2
34	DIAMOND HARBOUR	1	1	1	1
35	DINHATA	1	1	1	1
36	DOMKAL	0	0	0	1
37	DURGAPUR	1	1	1	1
38	EGRA	0	0	0	1
39	GANGARAMPUR	0	0	0	0
40	GHATAL	1	1	1	1
41	HALDIA	1	1	1	1
42	HOOGLY I	0	0	0	2
43	HOOGLY II	0	0	0	2
44	HOWRAH I	0	0	0	0
45	HOWRAH II	0	0	0	2
46	ISLAMPUR	1	1	1	1
47	JALPAIGURI I	1	1	1	2
48	JALPAIGURI II	1	1	1	2
49	JANGIPUR	1	1	1	1
50	JHARGRAM	1	1	1	1
51	KAKDWIP	1	1	1	1
52	KALIMPONG	1	1	1	0
53	KALNA	0	0	0	1
54	KALYANI	1	1	1	1
55	KANDI	1	1	1	1

Sl. No.	Name of Treasury	Server	Red Hat Linux	Oracle 10g	Switch,LAN,I/O Box,Cables etc
56	KATWA	1	1	1	1
57	KHARAGPUR	1	1	1	1
58	KHATRA	0	0	0	1
59	KRISHNAGARI	1	1	1	2
60	KRISHNAGAR II	1	1	1	2
61	KURSEONG	0	0	0	1
62	LALBAGH	1	1	1	1
63	MALBAZAR	0	0	0	1
64	MALDA I	0	0	0	2
65	MALDA II	0	0	0	2
66	MATHABHANGA	1	1	1	1
67	MEDINIPUR	1	1	1	2
68	MEKLIJANJ	1	1	1	1
69	PURULIA	0	0	0	1
70	RAGHUNATHPUR	1	1	1	1
71	RAIGANJ I	1	1	1	2
72	RAIGANJ II	1	1	1	2
73	RAMPURHAT	0	0	0	1
74	RANAGHAT	1	1	1	1
75	SERAMPORE I	1	1	1	1
76	SERAMPORE II	1	1	1	1
77	SILIGURI I	1	1	1	1
78	SILIGURI II	1	1	1	1
79	TAMLUK	1	1	1	1
80	TEHATTA	1	1	1	1
81	TUFANGANJ	1	1	1	1
82	ULUBERIA	0	0	0	1
83	P.D.CELL	1	1	1	1
84	PAO I	2	2	1	5
85	PAO II	0	0	0	4
86	DTA, WB	8	8	8	3

8.2.2.2 Servers under Warranty

Sl. No.	Name of Treasury	Server	Red Hat Linux	Oracle 10g	Switch
1	BARASAT I	1	1	1	0
2	BARASAT II	1	1	1	0
3	BARRACKPORE I	1	1	1	0
4	BARRACKPORE II	1	1	1	0
5	BASIRHAT	1	1	1	0
6	BONGAON	1	1	1	0

Sl. No.	Name of Treasury	Server	Red Hat Linux	Oracle 10g	Switch
7	BURDWAN I	1	1	1	0
8	BURDWAN II	1	1	1	0
9	CHANCHAL	1	1	1	1
10	CHANDERNAGORE	1	1	1	1
11	DOMKAL	1	1	1	1
12	EGRA	1	1	1	1
13	GANGARAMPUR	1	1	1	1
14	HOOGLHY I	1	1	1	0
15	HOOGLHY II	1	1	1	0
16	HOWRAH I	1	1	1	0
17	HOWRAH II	1	1	1	0
18	KALNA	1	1	1	1
19	KHATRA	1	1	1	1
20	KURSEONG	1	1	1	0
21	MALBAZAR	1	1	1	1
22	MALDA I	1	1	1	0
23	MALDA II	1	1	1	0
24	PURULIA	1	1	1	1
25	RAMPURHAT	1	1	1	0
26	ULUBERIA	1	1	1	0
27	P.D.CELL	0	0	0	0
28	PAOI	0	0	0	1
29	PAO II	2	2	2	0
30	PAO III	2	2	2	2
31	DTA, WB	1	1	1	1

8.2.2.3 Hardware Specifications

8.2.2.3.1 At Treasuries

SERVER :

Make and Model	HP Proliant ML 350G6
Processor(s)	1 x Dual-Core Intel® Xeon® Processor E5502 (1.86 GHz) or higher. Server should be dual processor capable
Chipset	Intel 5520 Chipset
L3 Cache	4 MB or higher
Memory	8 GB (4x2 GB) DDR3 @ 1066 Mhz. Expandable up to 128 GB, with support for memory Sparing / Advance ECC
Graphics	Integrated ATI with minimum 16 MB memory
PCI slots	Number. of PCI-E/PCI-X slots should be 6
RAID Controller	SAS 3.0 GB/s RAID controller with 256MB Battery Backed Write Cache and supporting RAID level 0,1 & 5
Drive bays	Internal hard drive bays should support up to Eight nos. 2.5" SAS
Hard Disk Drives	3 x 146 GB internal 15k RPM Hot plug SFF SAS HDD
Hard Drive Support	SAS & SATA
Internal DDS Drive	Should have internal DDS5 Tape drive
Combo drive	Internal CD-RW / DVD-RW
Network Port	Dual port Gigabit Ethernet (10/100/1000)
Ports	Four USB 2.0 ports, keyboard, mouse, graphics (DB-15)
Fans	Should have Redundant Fans
Power Supply	Should have Redundant Hot Plug Power Supply
Management Software	Integrated management for monitoring the health of system. OEM's server management software should be provided. Monitoring, troubleshooting, repair and Upgrades independent of the operating system status. Pre-Failure Alerts should be on Processors, memory, and HDDs.
Mouse/ KB	USB Optical Scroll Mouse & Key Board of same make
Certification	ROHS/OEM ISO 9001 & ISO 14001
Supported operating system	The Server must be fully compatible with Red Hat Enterprise Linux 5/ Latest Version and Windows 2008/2003/ Latest Version Server and with appropriate Hardware certification (a Proof to be submitted)
Form Factor	Tower should have provision for converting to rack
Monitor	18.5" color TFT Monitor. Monitor should be of same color as the Server. Monitor should be FCC, UL & TCO 05 certified
Antivirus	Open Source Antivirus
Benchmarks	Server should be listed in www.tpc.org or www.spc.org
Warranty	3 years comprehensive on-site

SPECIFICATIONS OF HARDWARE AND SOFTWARE REQUIRED FOR TREASURIES

Sl No	Item	Quantity
A. Hardware Configuration:		
1	Server Configuration : IBM eServer X3500 Intel Xeon Dual Core 1.66 GHz / 2x2 MB Cache Dual CPU capable 1066 MHz FSB / Dual Channel Ultra 320 SAS HDD with Raid-1 capability 6 Fixed Hard Disk Bays, expandable to 8 Bays/Open Bay Dual Gigabit Ethernet Card 3.5" Floppy Disk Drive / 101 Keyboard and Two Button Mouse Server Guide / Diagnostic LEDs / Integrated Systems Management Processor / Support for Remote Supervisor Adapter / RS8 Slim Card 2 GB (1 GB*2) PC3200 667 MHz ECC DDR2 SDRAM 3 x 146 GB 15K rpm Hot-swap SAS HDD Redundant Power Supply 50/72 GB INTERNAL DAT Single Channel Ultra320 SCSI Controller 17" TFT Monitor (IBM/Lenovo) RDM / Server 2Y 5Yr Subs 18X or Higher DVD Combo Drive RemoteDepMgr V4.20 1Y Subscr RemoteDepMgr V4.20 1Y Subscr, Remote DepI Mgr 4.20 MediaPack	C
2	PC Configuration: IBMLenovo ThinkCentre M55 or above Intel Dual Core Processor @2140, @ 1.6GHz Intel 945 GZ Chipset, 800 MHz FSB 512 MB 667 MHz DDR2 RAM / PCI Tower (3x4) 160 GB 7200 rpm SATA HDD Intel Graphics Media Accelerator 3000 48x32x48x18X C.D./R.W/DVD Combo 6 USB Port, RJ-45, 2 Serial, 1 Parallel Lenovo Optical Scroll Mouse, Lenovo Keyboard & 17" TFT Monitor Broadcom Gigabit Ethernet 230 Watt Power Supply Windows XP Professional	D
3	Norton Antivirus Software for PC	E
4	Thin Client Configuration : HCL Mase Winbox 5050 VX with XP Embedded Via C7 1GHz Processor with 512 MB DDR RAM , 512 MB Flash 15" CRT Color Monitor XP embedded license and IE 6.0 Browser PS/2 Mouse, PS/2 Key Board Plug-ins like J-iniator Integrated ORA/RRT.exe TCP/IP, Graphics upto 1280*1024 resolution Ethernet Port, 2 Serial, 1 Parallel & 4 USB Ports Remote Administration Support through BeeControl Printer Drivers and printing through customized page settings Printer Drivers: EPSON LQ 1150, EPSON LX 300, EPSON LQ 1050+DX, LQ 1070+, PANASONIC KXP 1150, TVSE MSP 345, MSP 240, Lipi 6306 LMP	F

8.2.2.3.2 At budget section, finance department

<p><u>Servers</u> (Principal & Mirror) HP Proliant ML350 G6 1.87 Ghz Intel Xeon Processor 16 GB RAM 4 x 300 GB Hot Plugable SCSI HDD 2 NIC / 6 USB (2 in front) DAT DVD 19" LCD KB & Mouse (Witness Server) HP Proliant ML350 G6 1.87 Ghz Intel Xeon Processor 8 GB RAM 3 x 146 GB Hot Plugable SCSI HDD 2 NIC / 6 USB (2 in front) DAT DVD 19" LCD KB & Mouse</p>
<p><u>Switch</u> CISCO make 2950 (year procured approx 2006)- 1 unit CISCO make 500(year procured approx 2004)-1 unit CISCO make 2960(year procured approx 2009) - 2 units All 4 switches are managed with 24 ports</p>
<p><u>Cabling</u> Cable laid for Budget by CAT6</p>

8.3 ACRONYMS

List of Acronyms	
AAAD	Aid Audits and Accounts Division, DEA
AG	Accountant General
AGFD	Administrative Group, Finance Department
ALC	Application Lifecycle
AMC	Annual Maintenance Contract
API	Application Programming Interface
ASP	Application Service Provider
BE	Budget Estimates
BG	Bank Gurantee
BPR	Business Process Re Engineering
BSFD	Budget Section, Finance Department
CBMS	Centralised Budget Monitoring System
CERT	Computer Emergency Response Team
CFM	Computerization of File Movement
COSA	computerization of salary accounts
CPS	Centrally Sponsored Schemes
CSS	Central Sector Schemes
CTS	Centralised Treasury System
DC	Data Center
DDG	Detailed Demand for Grant
DDO	Drawing and Disbursement Officer

List of Acronyms	
DEA	Department of Economic Affairs
DEA	Department of Economic Affairs
DFD	Data Flow Diagram
DGS&D	Directorate General of Supplies & Disposals
DM	District Magistrate
DMZ	De Militarized Zone
DPD	Development and Planning Department
DPPG	Directorate of Pension, Provident Fund and Group Insurance
DPR	Detailed Project Report
DPR	Detailed Project Report
DR	Disaster Recovery
DSC	Digital Signature Certificate
DTA	Directorate of Treasuries and Accounts
EAP	Externally Aided Project
ECS	Electronic Clearing system
EFT	Electronic Fund Transfer
FD	Finance Department
FI	Financial Institutions
FMS	Facility Management Service
FR	Feasibility Report
FRS	Functional Requirement Specifications
FRS	Functional Requirement Specifications
GO	Government Order

List of Acronyms	
GOI	Government Of India
GoWB	Government of West Bengal
GRIPS	Government Revenue Receipt Portal System
GUI	Graphical User Interface
HOA	Head of Accounts
HOD	Head of Department
HRMS	Human Resource Management System
ICT	Information Communication Technology
ICT	Information communication technology
IFMS	Integrated Financial Management System
IFMS	Integrated Financial Management System
INR	Indian Rupee
KVM	Key board video monitor
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LTO	Linear Tape Open
MAF	Manufacturer's Authorization Form
MIS	Management Information System
MIS	Management Information System
MoU	Memorandum of Understanding
MPLS	Multiprotocol Label Switching
NDA	Non-Disclosure Agreement
NIC	National Informatics center

List of Acronyms	
O&M	Operations and Maintenance
OEM	Original Equipment Manufacturer
P/L	Profit and Loss statement
PDO	Principal District Officer
PDO	Principle District Officer
PLC	Project Lifecycle
PMU	Programme Management Unit
PPO	Pension Payment Order
PSA	Pension Sanctioning Authority
PSU	Public Sector Undertaking
PWIMS	public works information management system
QA	Quality Assurance
QGR	Quarterly Guaranteed Revenue
RBI	Reserve Bank of India
RE	Revised Estimates
RFP	Request for Proposal
RTM	Requirements Traceability Matrix
SAN	Storage Area Network
SDC	State Data Center
SI/IP	System Integrator/Implementation Partner
SLA	Service Level Agreement
SLA	Service Level Agreement

List of Acronyms	
SO	Subordinate Office
SP	State Plan
SPB	State Planning Board
SPOC	Single Point of Contact
SQL	Structure Query Language
SRS	System Requirement Specifications
SSDG	State Service Delivery Gateway
SSL	Secure Socket Layer
TEC	Technical Evaluation Committee
UAT	User Acceptance Testing
UID	Unique Identification
VLC	Voucher Level Computerization
VOA	Vote on Account
WBSWAN	West Bengal State Wide Area Network
WFACS	Works and Forest Accounts Computerisation System
ZP	Zilla Parishad