Identification of Service Provider For Design, Development and Maintenance of "Citizen Grievance Redressal System" (Varadhi) 

August 2020

Prepared by

Telangana State Technology Services Limited, 2nd floor, HACA Bhavan, Hyderabad - 500004
Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System

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1. Invitation for Open Competitive Bid (OCB)

1.1. RFP Notice

TSTS on behalf of Information Technology, Electronics & Communications (ITE&C) Dept, Government of Telangana seeks proposals from experienced Companies/Agencies to participate in tender for Identification of Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System (Varadhi) for Government of Telangana.

1.2. Critical Information

Schedule of various Tender related events:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue of Tender call Notice</td>
<td>25.08.2020</td>
</tr>
<tr>
<td>Pre-bid Queries</td>
<td>To be submitted through email on or before 28.08.2020 @ 04:00 PM. Any queries received after the scheduled time will not be considered. The clarifications to the Prebid Queries will be hosted in consolidated form on the TSTS website and no individual mails will be sent to bidders.</td>
</tr>
<tr>
<td>Bid Closing date and time</td>
<td>10.09.2020,03.00PM on eProcurement portal</td>
</tr>
<tr>
<td>Bid Opening Date &amp;Time</td>
<td>10.09.2020,03:30PM on eProcurement portal</td>
</tr>
<tr>
<td>Bid Document Price</td>
<td>Rs.10,000/-</td>
</tr>
<tr>
<td>Email for Contact</td>
<td><a href="mailto:mngdirector-tsts@telangana.gov.in">mngdirector-tsts@telangana.gov.in</a>, <a href="mailto:rpushpa-tsts@telangana.gov.in">rpushpa-tsts@telangana.gov.in</a>,</td>
</tr>
<tr>
<td>Tender Reference No.</td>
<td>TSTS/CS/CGRS/2020</td>
</tr>
</tbody>
</table>

For full details regarding RFP Notification please visit [www.tsts.telangana.gov.in](http://www.tsts.telangana.gov.in) and [https://tender.telangana.gov.in](https://tender.telangana.gov.in).

1.3. Other Important Information related to Bid:

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Bid Security (EMD)</td>
<td>Bid Security (EMD) : Rs.1,00,000/- (Rupees One Lakh Only) Note: Scanned copy of EMD document should be uploaded on e-Procurement website. The Original Copy of EMD should be submitted to TSTS before opening of the PQ bids. EMD shall be submitted in the name of “The Managing Director, Telangana State Technology Services (TSTS)” in the form of DD/Banker Cheque/BG from Nationalized bank/Schedule Bank having a Branch at Hyderabad.</td>
</tr>
<tr>
<td>2.</td>
<td>Bid Validity Period</td>
<td>180 days from the date of opening of bid.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<td>---</td>
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<td>---</td>
</tr>
<tr>
<td>4.</td>
<td><strong>Project Period</strong></td>
<td>3 years and extendable on satisfactory performance for another 2 years one year at a time.</td>
</tr>
<tr>
<td>5.</td>
<td><strong>Performance Bank Guarantee (PBG) Value</strong></td>
<td>5% of the Project Value</td>
</tr>
<tr>
<td>6.</td>
<td><strong>Performance Bank Guarantee validity period</strong></td>
<td>60 days beyond date of submission and delivery and final acceptance of completion of work.</td>
</tr>
<tr>
<td>7.</td>
<td><strong>Period for submission of PBG</strong></td>
<td>Within 7 days of receipt of letter of Notification of Award (NoA).</td>
</tr>
<tr>
<td>8.</td>
<td><strong>Period for signing contract</strong></td>
<td>Within 7 days from date of receipt of letter of Notification of Award.</td>
</tr>
<tr>
<td>9.</td>
<td><strong>Penalty for delay in implementation</strong></td>
<td>Please refer penalty &amp; SLA clause.</td>
</tr>
<tr>
<td>10.</td>
<td><strong>Address for correspondence for clarifications</strong></td>
<td><a href="mailto:mngdirector-tsts@telangana.gov.in">mngdirector-tsts@telangana.gov.in</a>, <a href="mailto:rpushpa-tsts@telangana.gov.in">rpushpa-tsts@telangana.gov.in</a>;</td>
</tr>
<tr>
<td>11.</td>
<td><strong>Conditional bids</strong></td>
<td>Not acceptable and liable for rejection</td>
</tr>
</tbody>
</table>
| 12. | **Transaction Fee** | **Transaction fee:** All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs.10,000/- for quoted value of purchase up to Rs.50 cr. and Rs.25,000/- if the purchase value is above Rs.50 cr. & service tax applicable as levied by Govt. of India on transaction fee through online in favor of MD, TSTS. The amount payable to TSTS is non refundable.  
**Corpus Fund:** Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favor of ‘The Managing Director, TSTS Hyderabad’ towards corpus fund at the time of concluding agreement. |
| 13. | **Transaction Fee Payable** | The Managing Director, Telangana State Technology Services., |
| 14. | **Bid submission** | On Line. Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre bid meeting. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre bid meeting in their bid. |
| 15. | **Procedure for Bid Submission** | Bids shall be submitted online on [https://tender.telangana.gov.in](https://tender.telangana.gov.in) platform  
1. The participating bidders in the tender should register themselves free of cost on e-procurement platform  
2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates.  
3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard |
4. The bidders should scan and upload the respective documents in Pre Qualification and Technical bid documentation as detailed in RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/ authenticity.
5. The rates should be quoted online only and in Indian Rupees only.

<table>
<thead>
<tr>
<th>16.</th>
<th>Other conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. After uploading the documents, the original Demand Drafts in respect of Bid Security (except the Price bid/ offer/ break-up of taxes) are to be submitted by the bidder to the O/o TSTS. Failure to furnish will be entitled in rejection of the bid. The TSTS shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false/ fabricated/ bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.</td>
<td></td>
</tr>
<tr>
<td>2. TSTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.</td>
<td></td>
</tr>
<tr>
<td>3. The Documents that are uploaded online on e-procurement will only be considered for Bid Evaluation. However, the bidding authority, at any point of tendering process, may request the bidders to submit the Physical documents as uploaded in e-procurement portal for clarifications.</td>
<td></td>
</tr>
<tr>
<td>4. Important Notice to Contractors, Suppliers and Department users (i) In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No.13 dated 05.07.2006 permitting integration of electronic Payment Gateway of ICICI/ HDFC/ Axis Banks with e-Procurement platform, which provides a facility to participating suppliers/ contractors to electronically pay the transaction fee online using their credit cards.</td>
<td></td>
</tr>
</tbody>
</table>
2. Introduction & Scope of Work

2.1. About Project

To make Government services transparent, responsive and user-friendly to the Citizens, Government intends to have a Citizen Grievance Redressal System. This Citizen Grievance Redressal System is called “Varadhi” a Sanskrit name which means bridge. This Citizen Grievance Redressal System (Varadhi) will act as a bridge between the citizens and Government through an IT platform to which Citizens can raise grievances and Government resolves in a time bound manner.

The Citizen Grievance Redressal System (Varadhi) will be a mobile first approach. Hence it will have a mobile application (both Android & iOS), and a web based application for use by both citizens and Government officials. A dedicated & centralized call center will also be set up to accept grievances through other modes like Telephone, SMS, Whatsapp, email, post and Paper and then enter into the Grievance application.

It will be primarily a work flow for application with a bottom up approach wherein the grievance has to be moved at first to the lowest authority responsible for resolution. After that the grievance can be moved in all directions based on the need. All Government departments of Telangana will be on-boarded into Citizen Grievance Redressal System (Varadhi) in a phased manner at the earliest.

Varadhi application should be very user friendly, intuitive, with least data entry and bilingual (Telugu & English) for use by the residents of Telangana to register the grievance relating to any Government departments of Telangana. Residents can raise grievance by using mobile applications/Web application/Call center/eMail/Post/Paper. Residents can also check the status of the grievance using mobile application/web application/call center. Government officials will resolve the grievances through the same application.

2.2. Brief Features of Application:

Varadhi will have following features/components:

1. Grievance registration including ability to upload documents/Audio and Video files.
2. Grievance status check
3. Reminder/clarification of the grievance
4. Email/SMS notifications to the Citizens
5. Login page with OTP for citizens and Government officials
6. Intelligent and systemic Assignment of Grievances to the officials
7. Grievance resolution mechanism by Government officials
8. A dedicated Call center is set up separately. The call center team should be able to register the grievance received from citizens through the email/call center/post/paper/Whatsapp.
9. Citizens can also raise grievances through MeeSeva. Hence Grievance redressal application should be integrated with MeeSeva through APIs.
10. Roles based and intuitive dashboard and visualization
11. Easy Configuration of the department users and departments’ hierarchy.

Proposals are invited from experienced software solution providers based out of Telangana to Design, Develop & Maintain the above application.

2.3. Volume of Transactions

The solution and hardware should be able to support the expected volume of transactions (grievances) during entire project duration. Though an estimate cannot be made, the solution should enable any volume of transactions.

2.4. Broad Scope of Work:

Broad scope of work of the identified Service Provider is as follows

1. Design, development, integration, testing and rollout of technical solution meeting the Key Architectural, functional and design principles mentioned in the RFP.
2. Deployment of software solution at State Data Center Hyderabad.
3. Perform unit testing, and provide requisite support for acceptance testing.
4. Support and maintain the solution including configuring new departments and department users as and when required for the entire period of contract.
5. Monitoring SMS/eMail notifications module. SMS/eMail Infrastructure will be provided by the ITEC department. The infrastructure should be optimum and as less as possible.
6. Creation of user manual in video and pdf formats. Also providing Training to the department users.
7. Conduct and support security audits.
8. Monitor service level agreement (SLA) compliance reports
9. Support project management for the entire duration of the project.
10. Deliver source code to TSTS and required knowledge transfer to the TSTS resources.
2.4. **Grievance Life Cycle:**

The life cycle of the grievance varies with the departments since every department has a unique hierarchy. In Telangana state, there are approx. 30 government departments. All these departments will be onboarded into Varadhi, in a phased manner.

Below is the pictorial representation of the flowchart for grievance lifecycle of the revenue department. Also, the hierarchy of the revenue department is mentioned in the document.
2.5. Hierarchy of Revenue Department

[Diagram showing the hierarchy of the Revenue Department with roles such as Collectors, Joint Collectors, Tahsildars, and VROs (Village Revenue Officers)]
2.6. Stakeholders & their Roles in the Grievance lifecycle

Below are various Stakeholders and their roles in Varadhi

a) Citizens

b) Government Departments & Officials

c) Citizen Helpline Call Center

d) Service Provider

e) ITE&C Department/TSTS for overseeing the technical aspects including monitoring the call center

Each stakeholder/ user profile will have the following major functionalities.

a) Citizens:

1. Citizen will access the mobile application/web application to raise the grievance.

2. Alternatively citizens can raise the grievance over eMail/post/whatsapp or by writing on a paper or by calling call center. Call center team will register the grievances received through offline modes such as eMail/post/Whatsapp or by writing on a paper or by calling call center through Varadhi. Necessary integration with the Call center Service Provider has to be done.

3. Citizens should be able to check the status of the grievance using mobile application/web application. Alternatively, citizens can call the call center to check the status of the grievance.

4. Citizen should receive the SMS/eMail notifications regarding the grievance raised.

b) Government departments& Officials

Each department will have predefined hierarchy. The details of the hierarchies will be provided to the successful bidder.

For better understanding of the bidders, department functionalities one department i.e. revenue is explained. While the functionalities of all departments would be similar, the hierarchy will be different. The application design has to be done accordingly.

1. Grievance raised by the citizen will be automatically assigned to the respective Tahsildar based on the address specified (i.e., District, Mandal and village). This auto assignment is to be done by the system.

2. For revenue department below are the various roles to be defined in the system.
   i. VRO
   ii. TAHSILDAR
   iii. RDO
   iv. COLLECTOR
   v. CCLA
3. Tahsildar can accept the grievance and resolve the grievance with proper comments within/beyond the SLA.

4. Tahsildar can reject the grievance with proper comments within the SLA duration. Tahsildar should not be provided with an option to reject the grievance beyond the SLA duration.

5. Tahsildar can assign the grievance to VRO for field verification. VRO will do the verification and attaches field verification report with appropriate comments relating to the grievance. VRO can’t resolve any grievance.

6. Tahsildar should be provided with an option to transfer the grievance to another Tahsildar (parallel level employees) in case the grievance is wrongly assignment. This scenario will be emerge when auto assignment of the grievance to Tahsildar by the system is incorrect (For ex: Tahsildar1 can transfer to Tahsildar2. Ref: Revenue Department hierarchy)

7. Transfer the grievance to higher authorities for resolution in case the grievance requires the attention of the superior officer. (for ex: Tahsildar can transfer to RDO, RDO can transfer it to collector, collector can transfer it to CCLA)

8. Role based dashboard to be made available for each department user.

c) Citizen Helpline Call center

1. Receives the call from the citizen and register the grievance on behalf of the citizen through Varadhi.

2. Call center users should also be provided with an option to check the status of the grievance.

3. There should be a mechanism/API to be developed to register the grievances received offline by post/paper/eMail/whatsapp/call center call. Call center team will register these offline mode grievances into Varadhi.

4. Varadhi shall have an option to the Call center application to scan and upload the documents for registering these grievances received through offline modes.

d) Identified Service Provider:

The successful bidder will be responsible for the following functional aspects

1. Design, develop, integration, testing and rollout of technical solution meeting the Key Architectural, functional and design principles mentioned in the RFP.

2. SLA Monitoring and maintenance by the system. Sending auto SMS/eMail notifications.


4. Customize the requirements during the project duration.

5. Configure all the department users.

6. Deliver source code to TSTS and required knowledge transfer to the TSTS resources.
Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System

e) ITE&C Department/TSTS

1. Provide the required hardware Infrastructure including email gateway and SMS gateway for the Varadhi

2. Maintenance of the servers at SDC.

3. Monitor the project progress and periodical service quality assessment.

2.7. Functional Requirements

The functional requirements of the Varadhi are mentioned below modular wise:

a) Users configuration

Details of all the departments’ hierarchies are provided to successful bidder. All the Government officers’ mobile numbers, name and role details will be provided to successful bidder.

It is the responsibility of the successful bidder to configure all the departments’ hierarchies and departments’ officials into the Varadhi. There should be functionality to add/modify/delete the department user.

b) Login Module

All the various user profiles login to Varadhi through mobile application or web application. All the different user profiles will have same login page, which prompts the user to enter mobile number and OTP (sent to user mobile number). Based on the mobile number entered by the user system should identify the user profile whether the user is citizen/department user/call center.

c) Grievance classification

Citizen to be provided with an option to select the classification for registering the grievance. The following classifications to be made available to the citizens in a radio button option.

i. Grievance by department and sub department:

   Once citizen selects this option, citizen will be provided with list of all the available departments and sub departments (if any) in Govt. of Telangana.

ii. Grievance by category:

   Once citizen selects this option, citizen will be provided with following list with appropriate infographics.

   a. Applications and Certificates
   b. Bookings and donations
   c. Bill payments and recharges
   d. RTA
   e. Aadhaar
   f. Tax
   g. Police
h. Others

This is not the final list. This list is provided for indicative purpose.

iii. Grievance by Key words

The System should select the type of the grievance based on the few key words entered by the citizen.

d) Grievance registration

Citizen can register the grievance by provide the demographic details, required attachments and by audio/video recordings.

Below personal information details of the citizen are to be collected one time at the time grievance registration.

a. Name
b. Father Name
c. Age
d. Gender
e. Address (H.No, District, Mandal, Village)
f. Mobile No
g. E-mail

If the same Citizen logs in again, he/she should be identified based on the Phone number or email and in such a case no registration is required. Attachments of the grievance vary with the department and grievance type.

Also, citizens to be provided with an option to upload the grievance in video/Audio format not exceeding 60 Mb (max limit should be configurable).

e) Integration with Call center and MeeSeva

Citizens can also raise grievances through MeeSeva. Hence Grievance redressal application should be integrated with MeeSeva through APIs.

f) Grievances excluded

Following topics / points which will not be considered as grievances

1. Matters related to Right to Information.
2. Case under consideration in Courts.
3. Demand for financial aid or job.

g) Department officer Dashboard and Visualization

Each officer is provided with dashboard as login home page where macro level statistics are provided. Also superior officers will be provided with dashboard, with which senior officer can track the grievance statistics (incl SLA) of all the officers below him/her in the department.
h) Transfer/Forward the grievance from level to other level.

Tahsildar can assign the grievance to VRO for field verification. VRO can only attach the field verification report or necessary comments to the grievance. VRO can’t resolve any grievance. VRO should forward the grievance back to Tahsildar with proper comments/field verification report. Tahsildar can only resolve the grievance sent to VRO.

Tahsildar should be provided with an option to transfer the grievance to another Tahsildar (parallel level) parallel level employee for wrong assignment of grievances. This scenario will be emerging when auto assignment of the grievance to TAHSILDAR by the system is incorrect (For ex: Tahsildar1 can transfer to Tahsildar2. Ref: Revenue Department hierarchy)

Transfer the grievance to higher authorities for resolution in case the grievance requires the attention of the superior officer. (for ex: Tahsildar can transfer to RDO, RDO can transfer it to collector, collector can transfer it to CCLA)

i) SMS/eMail Notifications

Upon successful registration, an unique grievance ID to be generated. Based on that unique ID, citizen should receive periodic/status update notifications through SMS/eMail/both.

Department Officers should also get periodic reminders, if any grievances are breaching SLA. APIs for sending SMS/eMail Notifications will be provided by ITE&C DEPT.

j) Bilingual

Varadhi to be bilingual. It should support both English and Telugu languages. Successful Bidder should develop Varadhi adapting to both English and Telugu language requirements of the users.

k) OS compatibility for Mobile application

Varadhi mobile application must be available in Android & iOS operating systems.

2.8. IMPLEMENTATION APPROACH

Bidder shall have the overall responsibility for development, customization, integration, testing and rollout and maintenance of Varadhi solution, including the Database.

It is proposed that Solution shall be designed, developed and implemented which should support any Database/OS/UI/ etc. The infrastructure available with State Data Center (SDC), will be used wherever required.

2.9. Maintenance & Support resources

Successful Bidder has to supply, install, maintain and restore the software application and Database. If the solution supplied by the successful Bidders mentioned are down and not...
working, the same need to be repaired and restored for normal functioning as per agreed Service Level Requirements, failing which penalty as per RFP shall be applicable and shall be recovered from Performance Security/ other Payments under the RFP.

‘2’ dedicated support resources to be deployed at the onsite premises for initial 6 months from the date of Go-Live. After 6 month from go-live, one resource to be deployed till the end of project duration (i.e., 3 years). Both these resource should possess strong expertise on mobile application development and web application development with a minimum of 3 years’ experience. In case of attrition, replacement of these resources should be done only after the approval by ITE & C department with one month prior notice.

2.10. Comprehensive Warranty

The comprehensive warranty for all components of the software/solution is for the entire duration of project.

The Service Provider warrants to department that:

- The system proposed to be developed and maintained by bidder represents a complete, integrated solution meeting TSTS/department’s requirements and will provide the functionality and performance, as per the terms and conditions and SLAs under this RFP.
- The Service Provider shall have complete responsibility for the successful implementation and operation of the proposed System and for the compatibility of the various software, hardware and networking components available.
- The Service Provider must pass on the standard OEMs’ warranty which comes bundled with the solution wherever it is superior to the warranty specified in this tender document.
- Service Provider has to provide documentary evidence for back-to-back support agreement with the respective OEM along with the Bid, if applicable.
- The Service Provider undertakes to ensure the maintenance of the acceptance criteria/standards in respect of the systems.

2.11. Change Request

The successful bidder will develop, customize, deliver, supply, install and maintain the solution meeting all the requirements of this RFP. The bidder will also incorporate new requirements (changes in UI/Reports/additional reports/configuring new department/configuring new department user/adapting to different database/different OS/etc) that will emerge in course of time. All these shall be a part of solution and no additional payment shall be made.
2.12. Application Ownership & Licenses

The ownership of the solution developed for Varadhi being provided under this RFP, the Hardware is provided by Government of Telangana. Source code, customized code, database licenses, any other licenses and audit certificates for Varadhi to be delivered to TSTS. All licenses under this RFP would be in the name of TSTS.

The cost should include the license requirement for Database licenses, security audit and also for the DR and staging.

2.13. Hardware/Database/Operating System/ Antivirus/Intrusion Detection/UTM etc

The hardware consisting of Servers (Data base servers, Application servers, Web Servers), etc as required shall be supplied by TSTS. Also, common hardware like SAN will be provided by TSTS. However, as the project involves handling volumes meeting SLA, the software solution should be optimized to keep the hardware requirement to a minimum and solution should work with commodity servers subject to the condition that the SLAs are met.

A. Database

The Database shall be provided by the bidder. However, database license (if any) to be procured in the name of TSTS. It is recommended that the bidder uses open source databases like My SQL/Postgre SQL/or any other File based systems using Big data subject to the condition that the SLAs are met. The cost of database shall be included in the Bid quote.

B. Operating System

The Operating systems shall be provided by the TSTS.

Application development/UI/UX interfaces should be preferably in open source technologies However the Service Provider may decide and also incur the cost associated with any commercial technologies. Procurement of such commercial technologies to be done in the name of TSTS and valid till the end of project duration.

Antivirus/Intrusion Detection/UTM/NMS/SIEM/Server Log management etc., will be provided by the department through the State Data Center.

2.14. SECURITY AUDIT

At the beginning and during the project, it is expected that security audits to all components such as database, application servers, web servers, mobile application, and web application. Security audit to be carried out to not only ensure the conformance of the solution provided by the Service Provider to the scope of work as detailed in this RFP but also to ensure that the solution is implemented in the best of ways to meet the requirements of TSTS. The audits will be carried out by either Project Management Unit or a third party agency (e.g. STQC, STQC empanelled auditor) engaged by TSTS. Service Provider shall provide support to such audits and comply with the suggestions as may be given by such a third party auditor.
Bidder should include the cost of the required security audits as per the industry standards in the bidding quote.

### 2.15. Responsibilities of Various Components

<table>
<thead>
<tr>
<th>Component</th>
<th>To be Provided By</th>
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<tbody>
<tr>
<td>Data Center Space &amp; Racks for Servers</td>
<td>TSTS (State Data Center)</td>
</tr>
<tr>
<td>Network Components like firewall, routers, Switches, UTM, SIEM, NMS etc</td>
<td>TSTS (State Data Center)</td>
</tr>
<tr>
<td>Internet Bandwidth/SWAN Connectivity/Internet connectivity</td>
<td>TSTS (State Data Center)</td>
</tr>
<tr>
<td>Hardware for the solution including storage like SAN in proposed</td>
<td>TSTS (State Data Center)</td>
</tr>
<tr>
<td>Backup Replication tools and infrastructure through SDC</td>
<td>TSTS (State Data Center)</td>
</tr>
<tr>
<td>Database for the solution (Recommended to use proven open source databases to keep the cost low)</td>
<td>Service Provider</td>
</tr>
<tr>
<td>Server Software Components of solution like OS</td>
<td>TSTS</td>
</tr>
<tr>
<td>Design, develop and implement solution</td>
<td>Service Provider</td>
</tr>
<tr>
<td>Maintenance of the solution for the contract period</td>
<td>Service Provider</td>
</tr>
<tr>
<td>Training for users on the Platform</td>
<td>Service Provider</td>
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</table>

### 2.16. Contract Period:

Identified Solution Provider should design, develop and implementation of Proposed solution in 30 days for all the departments of Telangana (approx. 30 departments) and shall be responsible for operation and maintenance of the solution for a period of ‘3’ years from the date of “Go-Live” of the project. TSTS may at its discretion extend by one year at a time based on satisfactory performance.

**At the end of the contract**

1) The Solution Provider shall transfer all the assets including all its components of software solution to the state at the end of contract period at no additional cost to the state as per the exit plan.

2) Solution provider should also run the system for one month along with the new Service Provider identified after the warranty period to make sure that the new Service Provider shall completely aware of the system.

3) The Solution Provider needs to state explicitly the deliverables at the stage of handing over the project after the three year period. Indicative list of deliverables are
   - Source code and customized code.
   - Application data, configurations data and database data.
   - Systems Manual Detailing the data structure, table, forms and report structures
   - Installation and maintenance manual for the servers and other hardware
Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions).

Trouble Shooting Guide/Handbook for Helpdesk which describes the various troubleshooting methods.

The Solution provider will transfer all the rights of the application to TSTS/new Service Provider.

2.17. Continuity Plan

The Bidder should propose and follow business continuity plan in case of system is non-operational and Continuity plan should have various alternatives.

2.18. Confidentiality and Intellectual Property Rights (IPR)

a. Confidentiality

- The Service Provider must maintain absolute confidentiality of the documents/maps/tools collected in any form including electronic media and any other data/information provided to him for the execution of the work.

- The Service Provider should not use the Project data for any purpose other than the scope of work specified in the document and added/amended before signing the contract.

- The Service Provider must remove/destroy the entire data from his custody after completion of the warranty period. If at any stage it is found that the bidder is using the data provided by the client any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.

- Service Provider shall not disclose to any one, any information marked as confidential and communicated or made available or accessible by the firm during execution of the work.

b. Use of Documents and Information

- The bidder/Service Provider shall not, without prior written consent from TSTS, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the TSTS in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
The bidder/Service Provider shall not, without prior written consent of TSTS, make use of any document or information made available for the project, except for purposes of performing the Contract.

All project related document (including this bid document) issued by TSTS, other than the contract itself, shall remain the property of the TSTS and shall be returned (in all copies) to TSTS on completion of the Bidder’s performance under the contract.

The Service Provider should submit customised source code required documentations to TSTS will have full rights over the customised source code and IPR shall belong to Government of Telangana. And Service Provider will not possess any rights. On changes in the source code or documentation the vendor will have to provide source code / documentation to department from time to time.
### 3. Pre-Qualification Criteria

Proposals of only those who satisfy the Conditions of Eligibility will be considered for evaluation and eligible for the “Technical Stage” evaluation.

<table>
<thead>
<tr>
<th>#</th>
<th>Pre-Qualification Criteria</th>
<th>Supporting Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Legal Status:</strong></td>
<td>Company Registration certificate, GST Registration certificate, PAN Number</td>
</tr>
<tr>
<td></td>
<td>The bidder (including OEM) should be a Registered company under Indian Company Act, 1956/2013 or under LLP in the State of Telangana and should have completed 3 years of business in India as on bid calling date.</td>
<td></td>
</tr>
<tr>
<td>2A</td>
<td>The bidder/OEM should be owner of Grievance Redressal system.</td>
<td>Manufacturer’s Authorization Form specific to this tender should be submitted with undertaking from OEM.</td>
</tr>
<tr>
<td></td>
<td>Bidder should have provided Grievance Redressal System solution to at least one State/Central Government or PSUs or large Public sector or Private sector banks in last Three (3) years in India as on bid calling date.</td>
<td>In case the bidder owns the technology the details may be filed. Brief Details of Grievance Redressal System solutions implemented.</td>
</tr>
<tr>
<td>2B</td>
<td>The bidder should have Experience in development of Mobile application to atleast one State/Central Government or PSUs or large Public sector or Private sector banks in last Three (3) years in India as on bid calling date.</td>
<td>The details along with a Certificate from the organization where mobile application is deployed.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Financial Turnover:</strong></td>
<td>Audited Balance Sheet and Profit &amp; Loss and certified Accounts for the year ending 31/3/2020 Statement of the last 3 financial years.</td>
</tr>
<tr>
<td></td>
<td>The bidder shall have minimum annual turnover of Rs. 2.00 crore in each of the last three (3) financial years i.e., 2017-18, 2018-19 and 2019-20 from IT services or solutions.</td>
<td>In case a bidder has multiple business lines of business evidence for the annual turnover from IT services and solutions exceeding 2 Cr should be filed.</td>
</tr>
<tr>
<td></td>
<td>A bidder without any experience in IT Services cannot file a bid.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Bidder should have positive net worth for all the three years</td>
<td>Certificate by CA</td>
</tr>
<tr>
<td>5</td>
<td>The bidder must have 20 software resources working as on date of bid</td>
<td>Self-Certification by the authorized signatory.</td>
</tr>
<tr>
<td>6</td>
<td><strong>Clean Track Record Declaration:</strong></td>
<td>Self Declaration Certificate that the bidder is not black listed and is not in any legal disputes as on the bid calling date to be submitted in the bid duly signed by the authorized signatory on its letter head.</td>
</tr>
<tr>
<td></td>
<td>Bidder shall not be black listed and should also not be entangled in any legal disputes with any Govt./PSU body, Ministry or Agency for Non Satisfactory work, performed or any other unethical business practices, as on date of bid submission.</td>
<td></td>
</tr>
</tbody>
</table>
Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System

Note:

• Only single bidder is allowed. Consortium is not allowed.

• It is open for the bidders to propose solution using any data base or a file system. It is recommended that the bidder uses open source databases like MySQL/PostgreSQL or any other File based systems using Big data subject to the condition that the SLAs are met. The cost of database is to be included in the bid quote.

• Representations received from the bidders within 3 days from the date of opening of technical bids on the issues related to Pre-qualification/Technical bids evaluation and within a day from the date of opening of commercial bids on the issues related to the commercial bid evaluation will only be accepted. Representations received beyond this period will not be considered and strictly rejected.

• The bidder should upload all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, TSTS reserves its right in seeking clarification from the bidder and may disqualify the bidder for the bidding mistakes, missing documents and for the documents that are not clear.

• Bidder shall include among other things, objectives of the Bidder, the proposed management structure, contribution of each constituent, role, and responsibility of each constituent covering all aspects of the planning and successful execution of the work, the commitment of the constituents to the joint and several liabilities for due performance.

• Deviation from this shall be treated as termination of contract and shall attract the liability as specified in the Tender.

• An applicant shall not have conflict of interest that may affect the bidding process or the Bidder (the “Conflict of Interest”). Any applicant found to have a Conflict of Interest shall be disqualified.
4. Instructions to Bidders

4.1. Completeness of Response
a. Bidders are advised to study all instructions, forms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with a full understanding of its implications.

b. The response to this RFP should be complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

4.2. Proposal preparation Costs & Related Issues
a. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in the conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of the proposal, in providing any additional information required by facilitating the evaluation process.

b. TSTS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

c. This RFP does not commit to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.

4.3. Responses to Pre-bid Queries and Issue of Corrigendum
a. The Nodal Officer notified by TSTS will endeavor to provide timely response to all queries. However, TSTS makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does TSTS undertake to answer all the queries that have been posted by the bidders.

b. At any time before the last date for receipt of bids, TSTS may, for any reason, whether at its initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted in the portal.

d. Any such corrigendum shall be deemed to be incorporated into this RFP.

e. To provide prospective Bidders reasonable time for taking the corrigendum into account, TSTS may, at its discretion, extend the last date for the receipt of RFP Proposals.

4.4. Right to Terminate the Process
a. TSTS & User Department may terminate the RFP process at any time and without assigning any reason. TSTS makes no commitments, express or implied, that this process will result in a
b. This RFP does not constitute an offer by TSTS. The bidder’s participation in this process may result in the shortlisting of the bidder.

4.5. Preparation of Proposals

a. The Proposal, as well as all related correspondence exchanged by the bidders and TSTS, shall be written in the English language unless specified otherwise.

b. In preparing their Proposal, bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

c. The Technical Proposals shall contain an Executive summary giving a brief overview of how the bidder proposes to achieve the outcomes and the assessment of resources required.

d. The bidder is expected to submit the Technical Proposal as per the format given in RFP. Submission of the wrong type of Technical Proposal will result in the proposal being deemed non-responsive. The Technical Proposal shall not include any financial information.

e. The Financial Proposal shall be prepared as per the format given in Appendix.

4.6. Submission of Responses

a. The bidder shall submit the bid through the e-Procurement platform only.

b. The bidder shall submit (3) proposals – Pre-Qualification Proposal, Technical Proposal, and Financial Proposal as per format given in Appendixes on the e-procurement portal.

c. The original proposal both Technical and Financial shall contain no interlineations or overwriting, except as necessary to correct the errors made by the bidders themselves. The same authorized representative who has signed the proposal shall initial the corrections.

d. An authorized representative of the bidders shall initial all the pages of the original Technical and Financial Proposals. The authorization shall be in the form of written power of attorney accompanying the proposal and supported by any evidence that the representative has been duly authorized to sign.

e. One copy of the documents necessary for Pre-Qualification as per the format given in RFP shall be submitted if asked by the tender agency-TSTS. An authorized representative of the bidders shall initial all pages of Pre-Qualification documents submitted.

f. The bidder shall submit one softcopy of the Technical Proposal in the form of a non-rewriteable CD. CD media must be duly signed using a Permanent pen Marker and should bear the name of the bidder.

g. Bidder must ensure that the information furnished in the CD is identical to that submitted in the original paper document. In case of any discrepancy, the information furnished in the
original paper document will prevail over the soft copy.

h. The bidder shall ensure that the proposed cost quoted in the Cost Break-up form (Form-C2,C3,C4) matches with the total cost (inclusive of taxes) quoted in the Commercial Proposal form (Form-C1).

4.7. **Bid Submission Format**

a. The entire proposal shall be strict as per the format specified in this RFP and any deviation may result in the rejection of the RFP proposal.

b. The documents to be submitted for Pre-Qualification are:

i. Bid Letter Form
ii. General Information of the Bidder – **Form PQ#1**
iii. Financial Turnover – **Form PQ#2**
iv. Past exp.– **Form PQ#3**
v. Manpower is available with relevant Exp.– **Form PQ#4**
vi. Clean Track Record Self Declaration Certificate – **Form PQ#5**


c. The documents to be submitted for Technical Proposal are:

i. Executive Summary
ii. Description of approach, methodology and work plan for the Project – Form TQ#1
iii. Technical Specifications & BoM proposed for Project - Form TQ#2

d. The documents to be submitted for Commercial Proposal are:

i. Commercial Proposal submission - **Form C#1**
ii. Financial Proposal Cost Break-up - **Form C#2, C#3, C#4**

4.8. **Venue and deadline for submission**

a. Proposals must be submitted through the e-Procurement Platform only on or before the last date-time given.

b. Any proposal received by the TSTS after the above deadline shall be rejected. The bidders should take care of uploading their bids & supporting documents well in advance to avoid last-minute rush & failures. TSTS will not entertain any such complaints of failure on the e-procurement portal.

c. TSTS reserves the right to modify and amend any of the above-stipulated conditions/criteria depending upon assignment/project priorities vis-à-vis urgent commitments.

4.9. **Clarification of Bids during Evaluation**

During the evaluation of the bids, tender Evaluation Committee may, at its discretion, ask the Bidder for clarification of its bid content and seek information.
Preliminary Examination of the Bids

a. Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

b. 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 bid will be rejected and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

c. TSTS/Evaluation Committee may waive any minor informality; nonconformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

d. Before the detailed evaluation, TSTS will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.

e. If a bid is not substantially responsive, it will be rejected by TSTS and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

4.10. Shortlisting Criteria

a. TSTS will shortlist bidders who meet the Pre-Qualification criteria mentioned in this Invitation to RFP.

b. Any attempt by a Bidder to influence the bid evaluation Process may result in the rejection of its RFP Proposal.

c. TSTS will constitute a Proposal Evaluation Committee to short-list the bidders according to the Pre-Qualification criteria given in this document.

4.11. Overall Bid Evaluation Process

A committee comprising officials from the User department, ITE&C dept, TSTS, SeMT shall be formed for evaluating the proposals/bids received for this RFP. The decision of this Committee shall be final in the evaluation of bids. If necessary, the subject shall be placed before the Prl. Secy, ITE&C dept for final approval and decision

a. The evaluation will be 3 stages i.e., PQ, TQ & Commercial of the proposal submitted by the bidders.

b. The bidders will be shortlisted based on the Pre-Qualification criteria as given in this RFP
c. The bidders who qualify in PQ evaluation will be eligible for the opening of Technical Evaluation.

d. The bidders have to score a minimum of 70 marks in Technical evaluation to be considered for Financial Evaluation as per the criteria.

e. The Financial Proposal of those bidders who get more than 70 marks out of a maximum of 100 marks, in the Technical Evaluation shall be considered for commercial bid evaluation.

f. The technically Qualifying Financial Proposals will only be opened.

g. The Commercial bid evaluation is based on Least Cost method (L1).

The bidder who has offered the lowest commercial price (L1) will be considered for selection and Awarded Contract.

4.12. Validation of interlineations in Bid
The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the SERVICE PROVIDER, in which case such corrections shall be countersigned by the person or persons signing the bid.

4.13. Disqualification of bids
TSTS may at its sole discretion and at any time during the processing of tender, disqualify any Service Provider from the tendering process if the Bidder has

I. Submitted the tender after the prescribed date and time of submission of bids.
II. Made misleading or false representations in the forms, statements, and attachments submitted in proof of the eligibility requirements.
III. If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
IV. Submitted bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or non-responsiveness.
V. Failed to provide clarifications related thereto, when sought.
VI. If the technical offer contains any price information the offer will be summarily rejected.
VII. Conditional bids will be summarily rejected.
VIII. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
IX. If found to submit more than one bid.
4.14. Award Criteria

The LoI/ Work Order will be awarded to the Bidder whose bid has been determined to be substantially responsive and has been determined as the best value bid (as per Overall Evaluation Process), provided further that the Bidder has demonstrated that it is qualified to perform services required for the project satisfactorily.

The notification of the award shall constitute the signing of the agreement. The signing of the agreement will amount to the award of contract and Bidder will initiate the execution of the work as specified in the agreement. At the same time as TSTS notifies the successful Bidder that its bid has been accepted, TSTS will send the Service Provider the proforma for the contract, incorporating all agreements between the parties. Within 7 days of receipt of the contract, the successful Bidder shall sign and date the contract and return it to TSTS.

4.15. Rights to Accept/ Reject any or all Proposals

The Evaluation Committee reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time before award of contract, without thereby incurring any liability to the affected Service Provider or any obligation to inform the affected Bidder or Service Provider of the grounds for Committee’s action.
5. Technical Bid Evaluation Criteria

Since the solution has to perform with minimum 30 departments all the bidders who qualify in the preliminary Qualification and Technical evaluation should do a detailed Proof of Concept (POC) for mobile application and web application on test data to be provided by the department. They can use their own test data for development purpose.

Bidders should demonstrate grievance redressal system both mobile and web version at the time of POC. Bidders are advised to follow the work flow mentioned for revenue department and configure/customize the bidders’ existing grievance redressal system for the revenue department (Ref: Work flow for revenue department & hierarchy of revenue department). It is expected that proof of concept (POC) evaluation will be done in one week after the qualification.

Those who meet the Technical evaluation criteria are required to do a detailed Proof of Concept (POC) on large test data which shall be provided by the department.

Following key performance indicators will be used for evaluation of the effectiveness of proposed solution:

1. Implementation of the scope of the project
2. Understanding of the project scope
3. Configuration of hierarchy of the department and configurations of the department users
4. Grievance life cycle management
   i. Registration of the grievance
   ii. Transfer the grievance
   iii. Forward the grievance
   iv. Reject the grievance
   v. Resolution of the grievance
5. Management of SMS/eMail Notifications
6. Accessibility and user friendliness of the solution (mobile application and web application)
   i. Web design
   ii. Navigation
   iii. User friendliness
   iv. Functionality
7. Performance of the mobile application and web application
   i. Page download time
   ii. Available bandwidth
   iii. Latency
   iv. Packet loss
The test data for POC would be for revenue department. TSTS wants to ensure that the performance, robustness and intuitiveness of the solution finally selected when rolled out on for all the department hierarchy and department users as per the expectations.

**Presentation by the bidder:**

Post POC, all the bidders should make a presentation clearly to bring out the bidder’s understanding of the requirements of the services, capability and approach for developing the solution along with the results of the POC. The main focus will be on the POC results.

The presentation shall ensure the following:

I. The understanding and expertise indicating the major functionalities, interface requirements and deliverables as per the RFP.

II. The work plan, flow chart, approach and methodology must provide a logical description of how the bidder will carry out the services to meet all the requirements of RFP.

III. POC results in the format to be prescribed

The bidder’s design, development and implementation plan, its deployment of sound project management strategy etc. for the project, along with quality, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT architecture plans, standard information systems security policies etc. would be evaluated from the perspective of the proposed solution.

Based on the presentation and the POC results, the Total Technical Score would be arrived at as follows:

<table>
<thead>
<tr>
<th>Evaluation Parameter</th>
<th>Maximum score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Presentation by the bidder</td>
<td></td>
</tr>
<tr>
<td>The understanding and expertise indicating the major</td>
<td>15</td>
</tr>
<tr>
<td>functionalities, interface requirements and deliverables as</td>
<td></td>
</tr>
<tr>
<td>per the RFP.</td>
<td></td>
</tr>
<tr>
<td>The work plan, flow chart, approach and methodology must</td>
<td>10</td>
</tr>
<tr>
<td>provide a logical description of how the bidder will</td>
<td></td>
</tr>
<tr>
<td>carry out the services to meet all the requirements of</td>
<td></td>
</tr>
<tr>
<td>RFP.</td>
<td></td>
</tr>
<tr>
<td>2. Proof of Concept</td>
<td></td>
</tr>
<tr>
<td>Implementation of the scope of the project</td>
<td>10</td>
</tr>
<tr>
<td>Configuration of hierarchy of the department and</td>
<td></td>
</tr>
<tr>
<td>configurations of the department users</td>
<td>10</td>
</tr>
<tr>
<td>Grievance life cycle management</td>
<td></td>
</tr>
<tr>
<td>1. Registration of the grievance</td>
<td>10</td>
</tr>
<tr>
<td>2. Transfer the grievance</td>
<td></td>
</tr>
<tr>
<td>3. Forward the grievance</td>
<td></td>
</tr>
<tr>
<td>4. Reject the grievance</td>
<td></td>
</tr>
</tbody>
</table>
Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System

<table>
<thead>
<tr>
<th>5. Resolution of the grievance</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility, user friendliness, Intuitiveness of the solution (mobile application and web application)</td>
<td></td>
</tr>
<tr>
<td>1. Design</td>
<td>40</td>
</tr>
<tr>
<td>2. Navigation</td>
<td></td>
</tr>
<tr>
<td>3. User friendliness</td>
<td></td>
</tr>
<tr>
<td>4. Intuitiveness</td>
<td></td>
</tr>
<tr>
<td>5. Functionality</td>
<td></td>
</tr>
<tr>
<td>Performance of the mobile application and web application</td>
<td></td>
</tr>
<tr>
<td>1. Page download time</td>
<td>5</td>
</tr>
<tr>
<td>2. Available bandwidth</td>
<td></td>
</tr>
<tr>
<td>3. Latency</td>
<td></td>
</tr>
<tr>
<td>4. Packet loss</td>
<td></td>
</tr>
</tbody>
</table>

| Total | 100 |

Total Technical Score i.e. the sum of the marks obtained under the above heads for each bid is termed as Tscore

Only those bidders whose **Technical Score (Tscore) is above 70** and will be treated as qualified in Technical evaluation. The commercial bids of only the technically qualified bidders will be opened.

The bidder with lowest commercial quote will be awarded the project.
6. Project Timelines & Deliverables

Project Timeline

Successful Bidder has to deliver the scope of work with the following timelines

<table>
<thead>
<tr>
<th>#</th>
<th>Particular</th>
<th>Timelines (T*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Project Plan</td>
<td>T+2 days</td>
</tr>
<tr>
<td>2</td>
<td>Requirement Gathering, High Level Design (HLD) Document</td>
<td>T+4 days</td>
</tr>
<tr>
<td>3</td>
<td>FRS, SRS and FSD</td>
<td>T+7 days</td>
</tr>
<tr>
<td>4</td>
<td>Solution Development/Configuration/Customisation</td>
<td>T+15 days</td>
</tr>
<tr>
<td>5</td>
<td>UAT with reference to SLA &amp; impart Training to Department</td>
<td>T+20 days</td>
</tr>
<tr>
<td>6</td>
<td>Go Live with reference to SLA</td>
<td>T+30 days</td>
</tr>
<tr>
<td>7</td>
<td>Maintenance of the Solution including continuous addition of the data sources</td>
<td>3 years from Go Live (renewal of One year at a time)</td>
</tr>
</tbody>
</table>

- *T is the date of signing of agreement.*

Successful Bidders i.e. Service Provider needs to submit a detailed project plan on the commencement of the project. TSTS may also prioritize the deliverables and can ask the Service Provider to incrementally implement the high priority items initially during the development Phase. The timelines will be dependent on the Government meeting its side of responsibilities.

Project Deliverables:

i. Source code, customized code and configurations.

ii. Technical documents with version control etc


iv. SRS/SDD/Test reports

v. Training Manuals and literature

vi. User manuals/Use cases prepared, User manual, Training manuals

vii. Installation Manuals/Operational Manuals/ Maintenance Manuals

viii. Periodic Status and Review Reports

ix. Exit management plan which apply on expiry or termination of work
7. Payment Terms

The Payment schedule shall be as follows:

A. For Software solution (One Time Cost):

<table>
<thead>
<tr>
<th>Payment Milestone</th>
<th>Amount to be Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>On delivery and Installation of customized Solution as per Scope of Work</td>
<td>30% of Software/Application Cost</td>
</tr>
<tr>
<td>UAT &amp; Go-Live Declaration</td>
<td>40% of Software/Application Cost</td>
</tr>
<tr>
<td>After completion of 3 months after Go-Live to observe the efficiency, robustness, intuitiveness of the solution offered.</td>
<td>Balance 30%</td>
</tr>
</tbody>
</table>

B. Resource Cost

The resource cost will be paid “quarterly” upon receipt of details of man-days the manpower worked for the project.

Payment shall be released by TSTS after receipt of recommendation by ITE&C Dept.

GST if any will be deducted at source as per IT act.

The Bidder’s request(s) for payment shall be made to the MD, TSTS in writing accompanied by the details of work executed, supported with evidence of accomplishment of the item-wise work.

System Performance Metrics

The Application/Solution availability must be over 99%. This will be calculated monthly.

Quality Assurance

The vendor shall ensure a minimum score of 90% on the quality of service evaluation (service metrics and service parameters) and as per scheme designed by Dept. or an independent third party quality assurance team employed by Dept. Till these reports are not available the quality assurance will be evaluated on the vendor’s quality assurance team report, prepared from time to time as desired by the Dept.
8. SLAs and Penalty

8.1. SERVICE LEVEL AGREEMENTS

The Service Provider will be required to adhere to the SLAs prescribed in RFP. In case of breach of any SLAs, TSTS can decide to impose penalties as per clauses of the RFP.

The SLA will start after 3 months after Go Live for streamlining the SLA measurement and monitoring process of the project.

If the SLAs are breached with an overall Severity Level 4 i.e. the bidder was penalized 20% of the Quarterly payment for any 2 consecutive quarters, the project may be terminated and the Service Provider will be required to forego the PBG deposit and may also be responsible for reimbursing the cost of alternative solution that may be procured besides being blacklisted from participating in future tenders.

TSTS reserves the right to modify the SLAs in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. TSTS and the Service Provider.

Uptime Calculation:

System Service uptime: \[
\frac{[(Actual \ Uptime \ in \ Hours + \ Scheduled \ Downtime \ in \ Hours) \times 100]}{Total \ No. \ of \ Hours \ in \ a \ month}\]

Measurement of Service Level Parameter:

a. The service level would be defined in the number of days calculated from the date and time of logging the call/raising the request with the Service Provider. The penalty would be calculated quarterly and would be adjusted from the quarterly payment. The penalty per day is Rs. 1,000/-.  

b. If the System goes down because of reasons other than those envisaged under the force majeure clause, one day’s charges shall be deducted for every hour of downtime from the bidder’s claim. If the call Centre remains unserviceable for a continuous period of 8 hours, then no payment shall be made for services during the 6 days ending on that day.

8.2. Downtime

Down Time is defined as the time during which the systems and/or services running on it are not available or are deemed to be not available to the users in part or full due to any non-functioning, repairs / problems etc. The penalty for downtime will be counted from the time problem is reported to the bidder electronically or telephonically or by such other means till problem is solved / rectified to the satisfaction of user. Penalty shall be applicable once the admissible down time is crossed. The admissible down time for Services running on Servers: maximum 12 hours calculated over a period of three months.
Note:

1. Maximum down time in a day will be equal to run time even if system is down for 24 hrs. ie., if Service is down from 9 am to 9 am (next day) the total down time will be 8 hrs. (10 AM to 6 PM) and not 24 hrs.

2. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system, will be treated as continuously down from the time of first fault reporting.

8.3. Definitions of Service Level Agreements (SLA) and Penalties:

Depending on the criticality and severity of calls, Service Levels are defined as follows:

Query Complexity Definitions:

a) **Minor Queries** - Involves writing of queries to extract data from single table and present the data in readable format

b) **Major Queries** - Involves writing of queries to extract data by combing/joining two or more tables and present the data in readable format

c) **Complex Queries** - Involves writing of queries where the data extraction involves more than one major queries and present the data in readable format

Severity Levels Definitions:

1. **Severity 4 (S4)** - Major impact problem affecting the business. System function down or problem occurs with a frequency that severely impacts normal affiliate or Dept Business operations with respect to Social Audit. Failure of critical software component. Multiple customers or Dept operations are affected.

2. **Severity 3 (S3)** - High impact problem effecting one or more business functions.

3. Degraded function of system or failure of non-critical process.

4. **Severity 2 (S2)** - Moderate impact with minimal impact to customer. Bypass or alternate functions allows job to be performed.

5. **Severity 1(S1)** - Low impact problem or cosmetic issue that does not affect functionality as designed or impact business operations with respect to Social Audit.

Service Level Target:

Following table defines Service Level Targets for Trouble Shooting Response and Resolution time.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Response Time</th>
<th>Resolution Time</th>
<th>Calculation Window</th>
</tr>
</thead>
<tbody>
<tr>
<td>S4</td>
<td>10 min</td>
<td>30 min</td>
<td>Monthly</td>
</tr>
<tr>
<td>S3</td>
<td>15 min</td>
<td>20 min</td>
<td>Monthly</td>
</tr>
<tr>
<td>S2</td>
<td>20 min</td>
<td>30 min</td>
<td>Monthly</td>
</tr>
</tbody>
</table>
For enhancement/Modification and Query Response, the service level targets would be as under:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Response Time</th>
<th>Resolution Time</th>
<th>Calculation Window</th>
</tr>
</thead>
<tbody>
<tr>
<td>S1 Complex Query</td>
<td>1 day</td>
<td>4 days</td>
<td>Monthly</td>
</tr>
<tr>
<td>S2 Major Query</td>
<td>1 day</td>
<td>3 days</td>
<td></td>
</tr>
<tr>
<td>S3 Major Query</td>
<td>1 Hrs</td>
<td>2 days</td>
<td></td>
</tr>
<tr>
<td>S4 Minor Query</td>
<td>30 min</td>
<td>1 day</td>
<td></td>
</tr>
</tbody>
</table>

**Service Level Compliance:**

The Service Provider needs to ensure following compliance level for each of the Service Levels/Queries:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Required Compliance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Response time</td>
</tr>
<tr>
<td>S4</td>
<td>97%</td>
</tr>
<tr>
<td>S3</td>
<td>96%</td>
</tr>
<tr>
<td>S2</td>
<td>94%</td>
</tr>
<tr>
<td>S1</td>
<td>94%</td>
</tr>
</tbody>
</table>

**Measurement Metrics:**

Actual Response and Resolution time will be measured as follows:

Response time (%) = \( \frac{\text{Calls attended within stipulated response time}}{\text{Total number of calls received in the month}} \times 100 \)

Resolution time (%) = \( \frac{\text{Calls closed within stipulated resolution time}}{\text{Total number of calls received in the month}} \times 100 \)

**SLA Critical Service**

<table>
<thead>
<tr>
<th>Application/System</th>
<th>Coverage Hours</th>
<th>Minimum Performance</th>
<th>Measurement &amp; Reporting</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services Availability</td>
<td>24x7x3 65</td>
<td>99.7%</td>
<td>Measure Daily Report -Monthly</td>
<td>Rs. 1000/-per hour.</td>
</tr>
<tr>
<td>Database uptime</td>
<td>24x7</td>
<td>99.7%</td>
<td>Measure Daily Report-weekly</td>
<td>Rs. 1000/-per hour</td>
</tr>
</tbody>
</table>
Penalty Calculation:

1. Actual vs targeted compliance level for each of the respective service areas will be measured separately in every month.

2. Monthly shortfall in achieving SLA compliance, if any, for the respective service areas shall be aggregated for the quarter.

3. Penalty for the quarter will be calculated as:

   \[ \text{Penalty amount} = \text{Penalty} \times \text{Total services Cost for the quarter} \]

4. Applicable Penalty (%) would be as under:

<table>
<thead>
<tr>
<th>Shortfall in Target/Compliance by SLA</th>
<th>Penalty(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;= 1 %</td>
<td>1</td>
</tr>
<tr>
<td>&gt; 1% and &lt;= 3 %</td>
<td>3</td>
</tr>
<tr>
<td>&gt; 3% and &lt;= 5%</td>
<td>5</td>
</tr>
<tr>
<td>&gt; 5% and &lt;= 6 %</td>
<td>6</td>
</tr>
<tr>
<td>&gt; 6% and &lt;= 8 %</td>
<td>8</td>
</tr>
<tr>
<td>&gt; 8% and &lt;= 10%</td>
<td>10</td>
</tr>
</tbody>
</table>

5. Any issues related Application should be attended & resolved within 2 hours from time of reporting.

6. Downtime of services on holidays or scheduled downtime will not be considered for calculation of uptime and penalty.

7. On failure to submit security audit in time penalty of 1% of price quoted for security audit will be levied per week to a maximum of 10%.

8. Failure to upgrade framework as per the milestones penalty of 1% of price quoted for upgradation activity will be levied.

**Department has right to terminate the services of the service provider if the SLAs are not met**

**Penalties:**

- For delay in deployment of Application /System and making it Go-live—1% of Application Cost for every week delayed.

- The total deduction should not exceed 20% of the Project value.

- 2 consecutive quarterly deductions of more than 20% of the Project cost on account of any reasons will be deemed to be an event of default and termination.
Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System

- The certifications would be obtained by the service provider latest by end of third Quarter of the Operations phase failing which the subsequent Quarterly Charges will deferred till the certifications is obtained.

- Bidder has to make alternate arrangements for leave/resignation/reassignment of Manpower and intimate the same at least a week in advance. A penalty of Rs. 1000.00 per day per personnel towards absence will be imposed, if suitable replacement is not given (with the qualification & experience). Also to service the most obsolete or discontinued model as well. Vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the bidder during the contract period.

Penalties Related to Manpower Deployment:

a) The Service Provider (SP) shall deploy and maintain as far as possible the same set of personnel in the Project subject to satisfactory performance which will also be assessed by the department during the contract period. Any deviation in deploying qualified and experienced manpower would result of the termination of contract and penalty will be charged as per the decision of the TSTS.

b) In case any change of resources (whether number or person) initiated by the SP in terms of manpower deployment plan (as per submitted proposal), SP needs to inform TSTS maximum 2 weeks from the date of request including one (1) week handover time. Deviation in the deployment plan will be charged 2% of Monthly payment due only in the succeeding month. However, TSTS decision on the deployment plan will be final.

c) Any deployment/replacement of the resources has to be approved by TSTS. If replacement of any resource is sought by TSTS or due to attrition in the deployed team, SP shall replace the resources with equivalent or better skills and experience within 10 working days. Any deviation in the plan will charge 2% of Monthly payment due only in the succeeding month. However, the SP will ensure that there is no dislocation in the 24X7 operation of the helpline by deploying existing human resources or making any alternative arrangement under the knowledge of the department.

d) TSTS shall not be responsible for any employee-related issues and it shall be the responsibility of the Service Provider to ensure compliance with relevant laws such as the Labor Act.
9. General Instructions to Bidders

9.1. Definitions:

a. Tender call or invitation for bids means the detailed notification seeking a set of solution(s), service(s), materials, or any combination of them.

b. Specification means the functional and technical specifications or statements of work, as the case may be.

c. Firm means a Company, Authority, or any other Organization incorporated under the appropriate statute as is applicable in the country of incorporation.

d. Bidder means any firm offering the solution(s), service(s), and/or materials required in the tender call. The word Bidder/Service Provider when used in the pre-award period shall be synonymous with the bidder and when used after award of the contract shall mean the successful bidder with whom User Department signs the contract for rendering of goods and services.

e. Pre-qualification and Technical bid mean that part of the offer that provides information to facilitate assessment by TSTS, professional, the technical and financial standing of the bidder, conformity to specifications, etc.

f. Financial Bid means that part of the offer, that provides price schedule, total project costs, etc.

g. Three-part Bid means the Pre-qualification bid, Technical and Financial bids submitted in e-procurement

h. Goods and services mean the solution(s), service(s), materials, or a combination of them in the context of the tender call and specifications.

i. The word goods when used singly shall mean the hardware, firmware component of the goods and services.

j. The maintenance period means the period mentioned in the bid document for maintaining the systems for Call Centre Operations.

9.2. General Eligibility

a. This invitation for bids is open to all Bidders with registered office in Telangana State.

b. Bidders marked/considered by TSTS to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent, or any other unethical business practices shall not be eligible.

c. Bidder debarred/ blacklisted by any Central or State Govt. / Quasi –Govt. Departments or organizations as on bid calling date for non-satisfactory past performance, corrupt, fraudulent, or any other unethical business practices shall not be eligible.
d. Breach of general or specific instructions for bidding, general and special conditions of contract with TSTS or any of its user organizations may make a firm ineligible to participate in the bidding process.

9.3. **Bid Forms**

a. Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.

b. For all other cases, the bidder shall design a form to hold the required information.

9.4. **Cost of Bidding**

a. The bidder shall bear all costs associated with the preparation and submission of its bid, and TSTS will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.

b. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder’s risk and may result in the rejection of its bid.

c. The participating bidder should purchase the document and enclose a receipt of the same with the bid document.

9.5. **Clarification of bidding documents**

a. A prospective Firm/bidder requiring any clarification of the bidding documents may notify TSTS contact person. Written copies/ e-mail of the TSTS response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents.

b. The concerned person will respond to any request for clarification of bidding documents which it receives no later than the bid clarification date mentioned in the notice before the deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the closure of the date and time for seeking clarification mentioned in tender call notice. It is further clarified that the TSTS shall not entertain any correspondence regarding delay or non-receipt of clarification from the TSTS.

9.6. **Amendment of bidding documents**

a. At any time before the deadline for submission of bids, TSTS, for any reason, whether at its
initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.

b. All prospective bidders who have received the bidding documents will be notified of the amendment and such modification will be binding on all bidders.

c. To allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the TSTS, at its discretion, may extend the deadline for the submission of bids.

9.7. Period of validity of bids

- Bids shall remain valid for the days or duration specified in the bid document, after the date of the financial bid opening prescribed by TSTS. A bid valid for a shorter period shall be rejected as non-responsive.
- In exceptional circumstances, the TSTS may solicit the bidders’ consent to an extension of the period of bid & EMD validity. The request and the responses thereto shall be made in writing. The bid security shall also be suitably extended. A Bidder granting the request will not be permitted to modify its bid.

9.8. Submission of bids

The bidders shall submit all the bids i.e., Pre-Qualification, Technical and Financial Bids on the e-Procurement website only.

9.9. Deadline for Submission of bids

- Bids must be submitted on the e-procurement website not later than the bid submission date and time specified in the tender call notice.
- The TSTS may, at its discretion, extend this deadline for the submission of bids by amending the tender call, in which case all rights and obligations of the TSTS and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

9.10. Modification and Withdrawal of bids

- No bid can be modified after the deadline for the submission of bids.
- No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

9.11. General Business information:

The bidder shall furnish general business information to facilitate the assessment of its professional, technical, and commercial capacity and reputation.

9.12. Bid Security i.e. Earnest Money Deposit (EMD)

- The bidder shall furnish, as part of its bid, bid security for the amount specified in the tender call notice.
The bid security is required by TSTS to:
  o Assure bidder’s continued interest till award of contract and
  o Conduct per bid conditions during the bid evaluation process.

The bid security shall be in Indian Rupees and shall be a bank guarantee, or an irrevocable letter of credit or cashier’s certified check, issued by a Reputed scheduled Bank in India and having at least one branch office in Hyderabad.

Unsuccessful bidder’s bid security will be discharged or returned as promptly as possible as but not later than thirty (30) days.

The bid security may be forfeited:
  a. if a bidder withdraws its bid during the period of bid validity or
  b. in the case of a successful bidder, if the bidder fails:
     i. to sign the contract in time; or
     ii. to furnish performance security.

9.13. Preparation of Bids:
It shall contain the all the PQ and TQ bids forms along with supporting documents as mentioned in the RFP.

Overview of financial bid: The financial bid should provide cost calculations corresponding to each component of the project.

Bid prices
a. The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract.
b. The bidder shall indicate Basic Prices and taxes, duties, etc. (If required) in the form prescribed.
c. Bidder’s separation of price components will be solely to facilitate the comparison of bids by the User Department and will not in any way limit the purchaser’s right to contract on any of the terms offered.
d. Prices quoted by the bidder shall be fixed during the bidder’s performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
e. Bid currency: Prices shall be quoted in Indian Rupees.

9.14. Assumptions and Exclusions:
The bidder should state clearly the assumptions and exclusions based on which he/she is bidding for the contract.
  • The bid is liable to be disqualified if not submitted in accordance with this document.
  • Bid received after due date and time
9.15. Term and Extension of Contract

- The term of this Contract shall be for a period as indicated in the contract and contract shall come to an end on expiry of such period except when its term is extended by TSTS.
- The TSTS shall reserve the sole right to grant any extension to the term mentioned above on mutual agreement including fresh negotiations on terms and conditions.
- When the 3-year term of the contract with the Service Provider expires, the Service Provider is required to conduct a parallel run for one month with any new agency identified.

9.16. Suspension of Work

The Bidder shall, if ordered in writing by TSTS representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by him because of temporary suspension of the Works as aforesaid. An extension of time for completion corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the implementation agency, if the request for same is made and that the suspension was not consequent to any default or failure on the part of the implementation agency. In case the suspension of works is not consequent to any default or failure on the part of the implementation agency and lasts for more than 3 months, the Service Provider shall have the option to request the TSTS to terminate the Contract with mutual consent.

9.17. Force Majeure

- The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or another failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Supplier’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the State Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- If a Force Majeure situation arises, the Bidder shall promptly notify the TSTS in writing of such condition and the cause thereof. Unless otherwise directed by the TSTS in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
9.18. Terminate the Contract

- Retain such amounts from the payment due and payable by TSTS to the Service Provider as may be required to offset any losses caused to TSTS as a result of such event of default and the Service Provider shall compensate TSTS for any such loss, damages or other costs, incurred by TSTS in this regard. Nothing herein shall affect the continued obligation of the Service Provider / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.

- Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the Service Provider may have resulted from such default and pursue such other rights and/or remedies that may be available to TSTS under law.

9.19. Termination

- TSTS may terminate this contract in whole or in part by giving the Service Provider prior and written notice indicating its intention to terminate the Contract under the following circumstances:

  - Where it comes to TSTS attention that the Service Provider (or the implementation agency’s Team) is in a position of an actual conflict of interest with the interests of TSTS concerning any of terms of the implementation agency’s bid, the tender or this Contract

  - Where the Service Provider ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever including inter alia the filing of any bankruptcy proceedings against the implementation agency, any failure by the Service Provider to pay any of its dues to its creditors, the institution of any winding up proceedings against the Service Provider or the happening of any such events that are adverse to the commercial viability of the implementation agency. In the event of the happening of any events of the above nature, TSTS shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor implementation agency/Service Provider , and to ensure business continuity

  - **Termination for Default:** TSTS may at any time terminate the Contract by giving 30 days written notice to the implementation agency without compensation in the event of default on the part of the Service Provider which may include failure on the part of the Service Provider to respect any of its commitments concerning any part of its obligations under its bid, the tender or under this contract.

9.20. Termination for Insolvency

The TSTS may at any time terminate the contract by giving 30 days written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the TSTS.
9.21. **Termination for Convenience**
The TSTS, may at any time by giving 30 days written notice to the bidder, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the TSTS/Purchaser’s convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

9.22. **Liquidated Damages:**
If the identified Bidder fails to deliver Services or install any or all of the systems or if any of the services fail to gain acceptance within the period(s) specified in the Contract, the Client shall, without prejudice to its other remedies under the Contract, deduct from the performance security, as liquidated damages, a sum equivalent to the percentage of the Contract price specified in RFP. Once the maximum is reached, the Client may consider termination of the Contract. If delivered or installed goods and/or Services cannot be put to use without the undelivered goods/Services, the damages will be calculated using the total price of the goods/services that cannot be put to use.

9.23. **Application of LD**
Liquidated damages shall be assessed as per the millstones as per schedule, submission of deliverables, and its acceptance.

- TSTS reserves the right to inspect and monitor/assess the progress/performance/maintenance of the project at any time during the contract.
- TSTS shall have the right to conduct, either itself or through another Third Party as it may deem fit, an audit to monitor the performance by the Third Party of its obligations/functions per the standards committed to or required by TSTS and the Service Provider undertakes to cooperate with and provide to the TSTS any other agency appointed by TSTS, all documents, and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Service Provider failing which the client may without prejudice to any other rights that it may have issued a notice of default.

9.25. **Risk Management**
Service Provider shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this RFP. The Bidder shall underwrite all the risk related to its personnel deputed under this project as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this project and take all essential steps to reduce and mitigate the risk. TSTS will have no liability on this account.
9.26. **Sub-contracting**
Sub-contracting is not allowed/permitted.

9.27. **Publicity**
The Bidder shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the TSTS first gives the Bidder its written consent.

9.28. **Resolution of Disputes**
- The User Department and the bidder 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, the User Department and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein. These mechanisms may include but are not restricted to, conciliation mediated by a third party.
- The dispute resolution mechanism shall be as follows:
  In case of a dispute or difference arising between the User department and the Firm /bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled per the Arbitration and Conciliation Act, of India, 1996. The place of resolution of disputes shall be at Hyderabad, Telangana State only.

9.29. **Governing language**
The contract shall be written in English. All correspondence and other documents about the contract which are exchanged by the parties shall be written in the same languages.

9.30. **Applicable Law**
The contract shall be interpreted per appropriate Indian Laws.

9.31. **No Interest for Performance Guarantee**
No interest shall be paid on the earnest money, security deposit, and the amount retained against the performance guarantee.

9.32. **Notices**
- Any notice given by one party to the other according to this contract shall be sent to the other party in writing or by Telex, e-mail, Cable or Facsimile, and confirmed in writing to the other party’s address.
- Notice shall be effective when delivered or tendered to another party whichever is earlier.

9.33. **Taxes and Duties**
The Bidder shall be entirely responsible for all taxes, duties, license fees, etc. incurred until delivery of the contracted services to the User department or as per the terms of the tender document if specifically mentioned.
9.34. Guarantee / Warranty

- Bidder shall purchase comprehensive on-site Guarantee/ Warranty as well as the integrated system bought under the Contract for Three years.
- The warranty for a period of minimum 3 years shall take effect from the date of successful completion of the work and handing over of the system to the TSTS to its satisfaction.
- If the performance of System fails to meet the contract specifications then the same shall be replaced by the bidder free of cost during the term of the warranty/guarantee period.
- Bidder shall provide necessary Software updating/upgrading free of cost during the warranty/guarantee period of three years.
- The Selected Bidder shall perform the services and carry out its obligations under the Conditions with due diligence and efficiency, per generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standard recognized by national/international professional bodies and shall observe sound management practice. It shall employ appropriate advanced technology and safe and effective methods. The Selected Bidder shall always act, in respect of any matter relating to these contracts, as faithful advisors to State and shall at all times, support and safeguard User departments’ legitimate interests.

9.35. Arbitration (As per the State Government rules)

- The selected Bidder shall indemnify state against all third-party claims arising out of a court order or arbitration award for infringement of patent, trademark/copyright arising from the use of the supplied services, or any part thereof.
- In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to Prl. Secretary, Information Technology & Communications, Government of Telangana for final decision and the same shall be binding on all parties.
- Any other terms and conditions, mutually agreed before finalization of the order/agreement shall be binding on the selected implementing firm.
- The Selected Bidder, and TSTS shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may
Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System

be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later, and the rules there under and any statutory modification or reenactment thereof. The arbitration proceedings shall be held in Hyderabad, Telangana, India.

9.36. Privacy & Security Safeguards
The Successful bidder shall not publish or disclose in any manner, without contracting authority’s prior written consent, the details of any security safeguards designed, developed, or implemented by the Successful bidder under this contract or existing at any site. The Successful bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all the department’s data and sensitive application software. The Successful bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner. In this regard, the successful bidder shall execute a Non-disclosure Agreement (NDA) with the third parties.

9.37. Sensitive Information
The successful bidder shall be responsible to comply with Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, and other applicable provisions of the Information Technology Act, 2000, with all its amendments.

9.38. User License and Patent Rights
i) The Bidder shall provide licenses for all software products, whether developed by it or acquired from others. In the event of any claim asserted by a third party for software piracy, the vendor shall act expeditiously to extinguish such claim. If the Service Provider fails to comply and the TSTS is required to pay compensation to a third party resulting from such software piracy, the Bidder shall be responsible for compensation including all expenses, court costs and lawyer fees. TSTS will give notice to the Service Provider of such claim, if it is made, without delay.

ii) The Bidder shall indemnify the purchases against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software package or any part thereof.
Bid Letter Form

From: (Registered name and address of the bidder.)

To: The Managing Director,
Telangana State Technology Services(TSTS),
2nd Floor, HACA Bhavan
Hyderabad-Pin-500004

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated..................

Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for an estimated sum of Rs..................... (Total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by TSTS or its user organization.

If our bid is accepted, we undertake to;

1. Provide services/ execute the work according to the time schedule specified in the bid document,
2. Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
3. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place: Bidder’s signature
Date: and seal.
Form of Contract Agreement (Draft)

This contract agreement is made on the [insert: number] day of [insert: month], [insert: year].

Between

(1) [insert: Name of Client], (hereinafter called “the Client”), and

(2) [insert: name of the bidder], (hereinafter called “the bidder”).

Whereas the Client desires for Establishment, Operations & Maintenance of call centre for ITE&C Department, Telangana, Hyderabad and submit all deliverables and have agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

1. Article 1 - Contract Documents

1.1 Contract Documents

The following documents shall constitute the Contract between TS User and the Firm, and each shall be read and construed as an integral part of the Contract:

This Contract Agreement and the Appendices attached to the Contract Agreement.

(a) Notification of Award

(b) The Bid and Price Schedules submitted by the bidder

(c) Special Conditions of Contract

(d) General Conditions of Contract

(e) Pre-bid conference minutes.

(f) Bid document with modification if any

(g) Agreed SOP for Call Centre Operations

(h) Any other documents

1.2 Order of Precedence

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above.

1.3 Definitions (Reference GCC)

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

2. Article 2 - Contract Price and Terms of Payment

2.1 Contract Price
The Client hereby agrees to pay to the bidder as amount of **Rs. Xxxx /-** for the items mentioned in the Commercial Form. The Contract Price in consideration of the performance by the bidder of its obligations under the Contract.

3. **3. Article 3 - Effective Date for Determining Time for Operational Acceptance**

3.1 **Effective Date**

The time allowed for execution, delivering deliverables and Acceptance of the same should be determined from the date when all of the following conditions have been fulfilled:

(a) This Contract Agreement has been duly executed for and on behalf of the Client and the bidder;

(b) The bidder has submitted to the Client the Implementation cum performance security.

4. **4. Article 4 – Jurisdiction**

4.1. Any legal proceedings arising out of the agreement shall be subject to the appropriate court in Hyderabad.

5. **5. Article 5 – Appendixes**

5.1. The Appendixes listed in the attached List of Appendixes shall be deemed to form an integral part of this Contract Agreement.

5.2. Reference in the Contract to any Appendix shall mean the Appendixes attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

**IN WITNESS WHEREOF** end User and the Selected Firm has caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Client (Purchaser)
Signed: ___________________________

in the capacity of [insert: **title or other appropriate designation**]

in the presence of __________________________

For and on behalf of the Bidder
Signed: ___________________________

in the capacity of [insert: **title or other appropriate designation**]

in the presence of ___

Place: ___________________________

Signature with seal

Date:
Bid Security (EMD) form

File. No: ........................................

Project Name: .................................

(To be issued by a bank scheduled in India as having at least one branch in Hyderabad) Whereas……………………………… (Here in after called “the Bidder”) has submitted its bid dated …... (Date). For the execution of…………………… (Here in after called “the Bid”) KNOW ALL MEN by these presents that WE ………………… of ……………………… having our registered office at…………………. (Here in after called the “Bank”) are bound unto the (hereinafter called “Managing Director, TSTS, HYDERABAD”) in the sum of …………… for which payment well and truly to be made to the said TSTS itself, its successors and assignees by these presents.

The conditions of this obligation are:

a. If the bidder withdraws its bid during the period of bid validity or

b. If the bidder, having been notified of the acceptance of its bid by the TSTS during the period of bid validity:

   1) fails or refuses to execute the contract form if required; or

   2) fails or refuses to furnish the performance security, in accordance with the bid requirement;

c. bidder submits fabricated documents

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

   This guarantee of Rs. ………will remain in force up to…. and any demand in respect thereof should reach the Bank not later than the above date.

Place: ................................. Signature of the Bank Official

Date: …………… with seal
**Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System**

**Check List**

**Compliance/ Agreed/ Enclosed/ Deviation Statement**

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Bid document reference</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Delivery period</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Scope of Work and SLAs</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Form PQ#1</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Form PQ#2</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Form PQ#3</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Form PQ#4</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Form PQ#5</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Form TQ#1</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Form TQ#2</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Form C#1</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Form C#2</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Form C#3</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Form C#4</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Bid Evaluation Procedure</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>General Conditions of Contract</td>
<td></td>
</tr>
</tbody>
</table>

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place: Bidder’s signature
Date: and seal

**NOTE:** For every item appropriate remarks should be indicated like ‘no deviation’, ‘agreed’, ‘enclosed’ etc. as the case may be.
APPENDIX -I

Pre Qualification (PQ) Proposal submission forms
# Form – PQ#1 General Information

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Supporting Documents with page nos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Company</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Date of Incorporation (Registration Number &amp; Registering Authority) GST No. &amp; PAN No.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Legal Status of the Company &amp; Nature of Business</td>
<td>Public Ltd Company/ Private/</td>
</tr>
<tr>
<td>4</td>
<td>Address of the Registered Office in Telangana</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Date of Commencement of Business</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Name &amp; e-mail id, phone number of the Contact Person</td>
<td>Name &amp; Designation: Phone: Email</td>
</tr>
<tr>
<td>7</td>
<td>Web-Site</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>EMD details</td>
<td>Amount:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DD No. &amp; Date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Name of the Bank:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Valid up to :</td>
</tr>
<tr>
<td>9</td>
<td>Proof of purchase of bid document</td>
<td>Receipt No:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date of purchase:</td>
</tr>
</tbody>
</table>

Place:                                Bidder’s signature

Date:                                 and seal.
Form - PQ#2 Financial Turnover Details

(All values in Rs. crores)

<table>
<thead>
<tr>
<th>Sno</th>
<th>Financial Year</th>
<th>Total Turnover of the firm</th>
<th>Total Profit after Tax</th>
<th>Net Worth of Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:

1. Turnover in areas other than mentioned above shall not be considered for evaluation.

2. Please attach audited Balance Sheets and IT return statements to confirming the figures mentioned in columns (2).

3. Bidder should submit any of the Audited balance sheet / Profit & Loss statement / certificates from CFO of the Company duly audited by the Charted Accountant and certified by the Company Secretary for all the above stated three financial years.

Place: ____________________________

Bidder’s signature

Date: ____________________________

and seal.
**Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System**

**Form – PQ#3 Project Experience**

<table>
<thead>
<tr>
<th>Description of Item</th>
<th>Supporting Document with page number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Client / Department</td>
<td></td>
</tr>
<tr>
<td>Contact address &amp; details of the department</td>
<td></td>
</tr>
<tr>
<td>Value of the Project</td>
<td></td>
</tr>
<tr>
<td>Date of Start of Work</td>
<td></td>
</tr>
<tr>
<td>Date of Completion of Work</td>
<td></td>
</tr>
<tr>
<td>Description of Work</td>
<td></td>
</tr>
<tr>
<td>Service Provider should submit any of the following:</td>
<td></td>
</tr>
<tr>
<td>i. PO / Work order</td>
<td></td>
</tr>
<tr>
<td>ii. Work completion certificates / Performance Certificate from client duly signed by the authorized signatory from the Client end.</td>
<td></td>
</tr>
<tr>
<td>iii. Work satisfactory certificate from the client.</td>
<td></td>
</tr>
<tr>
<td>Enclosures submitted: Yes / No</td>
<td></td>
</tr>
</tbody>
</table>

**Note:**

1. *Please submit supporting documents to support the claim and the certificates must be signed by Senior Executive/ Deputy GM of the organization clearly indicating his/her name, designation and contact details such as Telephone Number, Fax number, email-id etc.*

2. *Please attach certificate from the client for the successful completion & implementation of project.*

Place: Bidder’s signature
Date: and seal.
Service Provider for Design, Development and Maintenance of Citizen Grievance Redressal System

Form PQ#4 – Manpower Availability of 10 resources

<table>
<thead>
<tr>
<th>#</th>
<th>Employee Name</th>
<th>Designation</th>
<th>Skills &amp; Professional Certification, if any</th>
<th>Proposed Area of expertise</th>
<th>Previous Exp.</th>
<th>Experience with Service Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Note:** The Service Provider should submit Self-Certification by the authorized signatory.

Place: Bidder Signature

Date: and seal.
Form – PQ#5 Declaration Regarding Clean Track Record

To:
The Managing Director
Telangana State Technology Service,
HACA Bhavan, 2nd Floor,
Hyderabad

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No._________________]. I hereby declare that my company has not been debarred/ black listed as on Bid calling date by any Central or State Government/ Quasi Government Departments or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I hereby also declare that our company is not entangled in Legal Dispute with any State /Central Government/ PSUs and not having any legal cases pending against us.

I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,
(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:
APPENDIX II

Technical Proposal Submission Forms
The technical proposal should address the following at the minimum:

1.1 The proposal should have information specific to the Project.
1.2 Describe how the functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.
1.3 Propose how availability, performance rates for the system will be measured and maintained
1.4 Project Management Plan including
   • Team deployment, Key implementation objectives, key deliverables and an implementation schedule for the same
   • Roll-out Plan at the specified locations including PERT chart of activities proposed.
   • Indication of Time Frame
   • Acceptance Testing Plan, Data Backup plan,
   • Escalation Process during implementation
1.4.1 Quality and Security Assurance Plan
1.4.2 Training Plan, Hand holding, Operations and Maintenance Plan
1.4.3 Bill of Materials (without price) to include all Hardware, Software
1.4.4 Licensing details of software with details of maintenance arrangements with OEM
1.4.5 Manufacturer Authorization letters /Agreements to be attached of all the components of the Bid
1.4.6 The Service Provider shall be responsible for providing the Exit Management Plan for the project to TSTS at the time of submission of bids
1.4.7 Post Implementation Plan
   • Manpower Deployment to support operations and maintenance of Services and IT infrastructure

2 Documentation

2.1 The Service Provider shall prepare all necessary documentation for the project, and provide them to department or its designated Consultant for review, approval, record, reference etc as mentioned in this RFP.
2.2 During installation and post installation, the Service Provider shall provide As Built/customized documentation to department. The as built documentation should consist of all the configuration details, diagrams, Test plans, administration manuals, setup guides etc as minimum.
2.3 The training manuals and administration manuals
2.4 Inspection and testing procedures manual including QA Policy as per STQC framework and Procedures for the software/hardware equipments.
Form TQ#1 - Understanding of the Project & Implementation Methodology

A Brief technical proposal by the bidder on Project Scope, Understanding of the project, technologies proposed covering the following and other issues related to project:

i. Technology model.
ii. Application Design & Development model
iii. Features of the Application/Solution
iv. Project Execution plan
v. Integration mechanism
vi. Training Plan & Documentation Plan
vii. Validation & Quality Check of the Services
ix. Issues and Risks in the implementation of the Project.
x. Business Continuity Plan
xi. Hardware, System software, network bandwidth and other tools required to implement the proposed solution. This has to be optimized.
xii. Team Proposed for the project
xiii. Non Functional Requirements
xiv. Exit Management Plan

Place: 
Date: 
Bidder’s Signature with Seal
APPENDIX III

Commercial Proposal Submission Forms
To:
The Managing Director,
Telangana State Technology Services
HACA Bhavan, Hyderabad

Dear Sir

We, the undersigned, offer to provide the Service for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date], and our Technical Proposal.

Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures].

This amount is inclusive of the Domestic taxes such as -------- (Indicate the amounts against each).

We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,
Form-C#2: Summary Commercial Form

Name of Bidder:
Name of the Project:

<table>
<thead>
<tr>
<th>Particular</th>
<th>Total Cost (incl. taxes) Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application/Solution Cost (One Time)</td>
<td>(Form C#3)</td>
</tr>
<tr>
<td>Manpower Cost</td>
<td>(Form C#4)</td>
</tr>
<tr>
<td>Cost of Licenses If applicable</td>
<td>(Form C#5)</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
</tr>
</tbody>
</table>

In Words: ____________________________

Note:

1. All other tasks pertinent to the contract even though may not have been mentioned in the bid document are assumed to have been included in the work.

2. Deduction of taxes at source will be made as per applicable laws from the payments to be made to the vendor.

Place: Bidder’s signature
Date: and seal.
**Form-C#3: Application Cost**

Name of Bidder: 
Name of the Project: 

<table>
<thead>
<tr>
<th>Particular</th>
<th>Qty</th>
<th>Unit Rate</th>
<th>Taxes</th>
<th>Total Cost (incl. taxes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost towards Design, Development/Customization, Integrate and Maintenance of Citizen Grievance Redressal System including all related activities towards Scope of Work.</td>
<td></td>
<td>Lump sum</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security audit cost</td>
<td>lumps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In Words: __________________________________________

Place : Bidder’s signature
Date : and seal.
<table>
<thead>
<tr>
<th>#</th>
<th>Position/Particular</th>
<th>Resources required</th>
<th>Unit Cost (Rs.)</th>
<th>Taxes</th>
<th>Total Cost Incl. Taxes (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Support Team Members for 6 months</td>
<td>02</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Support Team for next 2 and half years</td>
<td></td>
<td>01</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total (Rs.) per Month for 6 months

Total (Rs.) per Month for 2 and half years

Total (Rs.) for 3 Years

In Words: _________________________________________________________

Note:

- The man-month costs quoted should be inclusive of all taxes & statutory deductions.
- In case of any decrease/increase the manpower requirement, payments shall be made on Pro-rata basis.

Date

Signature of Bidder & Stamp
Form-C#5: Cost of Licenses

Name of Bidder:
Name of the Project:

<table>
<thead>
<tr>
<th>Particular</th>
<th>Qty</th>
<th>Unit Rate Rs.</th>
<th>Taxes</th>
<th>Total Cost (incl. taxes) Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of DB licenses, for the project Scope of Work if applicable.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;&lt; Bidder to specify&gt;&gt;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In Words: _______________________________________________________

Place: ___________________________________________
Bidder’s signature
Date: _______ and seal