

UT Administration of Daman and Diu
Collectorate, Daman
RFP/Tender Notice (ON-LINE e-TENDER)

Bids are invited through e-Tendering from the interested parties (bidders) for System Integrator for Design, Supply, Installation, Configuration, Customization, Operations and Maintenance of State Resident Data Hub (SRDH) and IT Infrastructure for Integration of UID with Different Department operations of UT Administration of Daman and Diu.

The RFP will be available at www.daman.nprocure.com and www.daman.nic.in

The detail of tendering process is as mentioned below:

Information	Details
Bid Inviting Authority	The Registrar (UIDAI), UT Administration of Daman and Diu
Correspondence Address	The Registrar (UIDAI), UT Administration of Daman and Diu, Collectorate, Dholar, Moti Daman, Daman – 396 220
RFP Name	Request For Proposal for selection of System Integrator for Design, Supply, Installation, Configuration, Customization, Operations and Maintenance Of State Resident Data Hub (SRDH) and IT Infrastructure for Integration of UID with Different Department operations of UT Administration of Daman and Diu.
Bid Reference No. and Date	1/168/COL/RFP-ReviewMeeting/2014-15/ 3979 dated 11th December, 2014
Place of Execution	UT Administration of Daman & Diu
Non Refundable Tender Cost	INR 5,000/- in the form of Demand Draft drawn on a nationalized / scheduled bank and in favor of Collector / Nodal Officer (UIDAI), UT Administration of Daman and Diu
EMD	INR 20,00,000/- in the form of Bank Guarantee / FDR / Demand Draft drawn on a nationalized / scheduled bank and in favor of Collector / Nodal Officer (UIDAI), UT Administration of Daman and Diu
Tender document is available for download until	29 th January, 2015 1600 hours
Last date for submission Pre-bid queries	30 th December, 2014
Date and Time of Pre-bid conference	06 th January, 2015 1100 hours
Venue of Pre-bid conference	"Conference Hall", The Collectorate, UT Administration of Daman and Diu, Dholar, Moti Daman, Daman.
Date of Release of response to Pre-bid queries / Corrigendum	12 th January, 2015
Last Date and Time for submission of proposals (Online)	29 th January, 2015 by 1600 hours
Last Date and Time for physical submission of technical proposals	30 th January, 2015 by 1500 hours

**UT Administration of Daman and Diu
Collectorate, Daman**


Information	Details
Venue for receipt of proposals	"Conference Hall", The Collectorate, UT Administration of Daman and Diu, Dholar, Moti Daman, Daman.
Place, Date and Time of opening of Pre-Qualification and Technical proposals received	"Conference Hall", The Collectorate, UT Administration of Daman and Diu, Dholar, Moti Daman, Daman. 30 th January, 2015 at 1600 hours
Place, Date and Time of Technical Presentation by the bidders	"Conference Hall", The Collectorate, UT Administration of Daman and Diu, Dholar, Moti Daman, Daman. (The Date and Time shall be intimated later)
Place, Date and Time of opening of Financial proposals received	"Conference Hall", The Collectorate, UT Administration of Daman and Diu, Dholar, Moti Daman, Daman. (The Date and Time shall be intimated later to the qualifying bidders)
Contact Person for queries	The Registrar (UIDAI), Daman, UT Administration of Daman and Diu Email addresses: collector-daman-dd@nic.in , dit.daman-dd@nic.in

The Bids which do not conform to the requirement of the RFP shall be rejected summarily and no reasons whatsoever shall be given to that effect. The Department reserves the right to reject the whole or part of any Bid without assigning any reasons.

Note: The bids have to be submitted through online by e-tendering process.

Place: Daman

Date: 11th December, 2014


The Registrar (UIDAI) /
The Nodal Officer (UIDAI) /
The Collector, Daman
UT Administration of Daman and Diu

2014

UT ADMINISTRATION OF DAMAN AND DIU



(ONLINE e TENDER)

REQUEST FOR PROPOSAL

FOR

SELECTION OF SYSTEM INTEGRATOR

FOR

Design, Supply, Installation, Configuration, Customization, Operations &
Maintenance Of Sate Resident Data Hub (SRDH) & IT Infrastructure

FOR

Integration of UID with Different Department operations of
UT Administration of Daman & Diu.



Office of the Registrar (UIDAI) / Collector,
New Collectorate Building, Dholar,
Moti Daman, Daman (U.T.) - 396220.

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List of Abbreviations

AEPS	Aadhaar Enabled Payment Services	O&M	Operations & Maintenance
APL	Above Poverty Limit	OEM	Original Equipment Manufacturer
ASA	Authentication Service Agency	OTP	One Time Password
AUA	Authentication User Agency	P&L	Profit & Loss
B. Tech.	Bachelor of Technology	PAN	Permanent Account Number
BE	Bachelor of Engineering	PDS	Public Distribution System
CBAP	Certified Business Analysis Professional	PeMT	Project e-Mission Team
CD	Compact Disc	PES	Panchayat Enterprise Suite
CIDR	Central ID Data Repository	PMC	Project Management Consultants
CMMI	Capability Maturity Model Integration	PMU	Project Management Unit
CSV	Comma Separated Values	POA	Power of Attorney
DD	Demand Draft	PRAN	Permanent Retirement Account Number
DOB	Date of Birth	QCBS	Quality and Cost Based System
DoF&PD	Department of Food & Public Distribution	QOS	Quality of Services
EID	Enrolment ID	RACI	Responsibility Assignment Matrix (RACI - Responsible, Accountable, Consulted and Informed)
EMD	Earnest Money Deposit		
FCI	Food Corporation of India	RBAC	Role Based Access Control
FFI	Foreign Financial Institutions	RDBMS	Relational Database Management System
FY	Financial Year	RFP	Requirement for Proposal
GIS	Geographic Information System	RIMS	Ration-card Information Management System
GUI	Graphical User Interface	ROC	Registrar of Companies
ID	Identity	SAN	Storage Area Network
INR	Indian Rupee	SC	Scheduled Caste
ISO	International Organization for Standardization	SEI	Software Engineering Institute
IT	Information Technology	SI	System Integrator
KVM	Kernel-based Virtual Machine	SLA	Service Level Agreement
KYR	Know Your Resident	SRDH	State Resident Data Hub
LoA	Letter of Award	SRS	Software Requirement Specification
LoI	Letter of Intent	ST	Scheduled Tribe
M. Sc.	Master of Science	TPDS	Targeted Public Distribution System
Max	Maximum	UAT	User Acceptance Testing
MBA	Master of Business Administration	UID	Unique Identity
MCA	Master of Computer Applications	UIDAI	Unique Identification Authority of India
MoPR	Ministry of Panchayati Raj	UT	Union Territory / Union Territory of Daman & Diu
MoU	Memorandum of Understanding	VAT	Value Added Tax
NIC	National Informatics Centre	WO	Work Order
NPCI	National Payments Corporation of India		

Request for Proposal Datasheet

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The Bids which do not conform to the requirement of the RFP shall be rejected summarily and no reasons whatsoever shall be given to that effect. The Department reserves the right to reject the whole or part of any Bid without assigning any reasons.

Note: The bids have to be submitted through online by e-tendering process.

DISCLAIMER

All information contained in this Tender Document is in good interest and faith. This is not an agreement and is not an offer of any kind.

Though adequate care has been taken in the preparation of this Tender Document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

UT Administration of Daman & Diu reserves the right to reject any or all of the proposals submitted in response to this Tender Document at any stage without assigning any reasons whatsoever. UT Administration of Daman & Diu also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Tender Document response. UT Administration of Daman & Diu reserves the right to change/ modify/amend any or all of the provisions of this Tender Document.

Neither UT Administration of Daman & Diu nor their employees and associates will have any liability to any prospective bidder interested to apply or any other person under the law of contract, to, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Tender Document, any matter deemed to form part of this Tender Document, the award of the Assignment, the information and any other information supplied by or on behalf of UT Administration of Daman & Diu or their employees and bidder or otherwise arising in any way from the selection process for the Assignment.

Contents provided in this document or information imparted to any bidder as part of the Tender Document process is confidential to UT Administration of Daman & Diu and shall not be used by the bidder for any other purpose, distributed to, or shared with any other person or organization.

Checklist for Submission

Table 1: Checklist for Submission

S. No	Particulars
1.	Scanned copy of Demand Draft for nonrefundable Tender Cost
2.	Scanned copy of DD / Fixed Deposit Receipt / Bank Guarantee of Earnest Money Deposit (EMD)
3.	Scanned copy of each of Certificate of Incorporation, valid sales tax/ VAT registration certificate, valid service tax registration certificate and PAN card ¹
4.	Scanned copy of Auditor Certified financial statements for the last three financial years- 2011-2012, 2012-2013 and 2013-2014 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet) as mentioned in Section 6.1.3 of this document. ¹
5.	Scanned copy of Technical Proposal Cover Letter as mentioned in Section 6.1.1 of this document.
6.	Scanned copy of Details of Organization as mentioned in Section 6.1.2 of this document ¹
7.	Scanned copy of the work order and/or completion certificate along with the client reference of Turnkey Solutions (as mentioned in Section 3.2) in formats mentioned in Section 6.1.5 of this document
8.	Scanned copy of the work order and/or completion certificate along with the client reference of e-Governance projects (as mentioned in Section 3.2) in formats mentioned in Section 6.1.6 of this document
9.	Scanned copy or Commercial Proposal Cover Letter as mentioned in Section 6.2.1 of this document.
10.	In case of Consortium, scanned copy of MoU/Agreement between the prime bidder and the other members of consortium.
11.	Scanned copy of self-declaration Certificate for not being Black listed as mentioned in Section 6.1.4 of this document. ¹
12.	Scanned copy of ISO 9001:2008 or higher and SEI CMMI Level 3 or higher certification
13.	Scanned copy of Power of Attorney (POA) authorizing the person signing the bid documents.
14.	Scanned copy of OEMs authorization on their letter heads whose product has been quoted in this bid.

¹ In case of Consortium, all the documents mentioned above is applicable to all the members.

1 Introduction of the project

1.1 Background

UID or Unique Identification project has been envisaged as the right initiative that would ensure valid identification for every eligible citizen of India, which will also serve as a basis for efficient delivery of services. The Unique Identification Authority of India (UIDAI) will issue unique Identification number i.e. “Aadhaar” as it has been christened to all residents in India. The number will form the basis on which the basic demographics and biometric information – photograph, ten fingerprints and iris – of each individual is captured in a central database.

Some of the facts associated with the Aadhaar initiative are as follows:

- It is a 12 digit number, not only a card
- It is for every individual, including infants, i.e. each individual of family will have separate Aadhaar UID number
- It enables identification and is for every resident. However it does not establish the citizenship of the number holder
- Possessing Aadhaar is not mandatory but voluntary
- It is for every resident, irrespective of existing documentation, i.e. individuals without identification documents can also get Aadhaar.
- Each individual will be given a single unique Aadhaar ID number. One cannot have multiple Aadhaar numbers.
- Aadhaar UID number can be used by ration card, passport or any ID based application. It will not replace other ID's

Each and every individual will have a unique Aadhaar number. The Aadhaar initiative has the potential to address the following challenges

- Address the service need of people living in remote localities and rural areas, poor and marginalized people.
- Clear proof of identity that will make taking undue advantage by forging duplicate identities that much more difficult.
- Better financial inclusion thorough facilitation towards entry of poor and underprivileged people into formal banking system.
- Greater opportunity to avail services provided by Government as well as private sector.

UIDAI was set up as an attached office of the Planning Commission in 2009 with a core team of 115 officers and staff. The UIDAI's primary purpose is to own and operate the Unique Identification Number database. UIDAI is headed by Chairman, UIDAI who holds a cabinet rank. The mission of UIDAI is:

“To issue a unique identification number (UIDAI) that can be verified and authenticated in an online, cost-effective manner, which is robust enough to eliminate duplicate and fake identities.”

2 Invitation for Bids

2.1 RFP Notice

- This RFP document invites detailed bid proposals from the interested parties (bidders) as a System Integrator (SI) to submit their pre- qualification criteria, technical and financial offers for design, supply, installation & configuration and/or customization, operations & maintenance (for 5 years) of Sate Resident Data Hub (SRDH) & IT Infrastructure for integration of UID with different services of various departments of UT Administration of Daman & Diu in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.
- Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- Bidder agencies are requested to attend a pre-bid conference on **06th January, 2015 1100 hours**.

2.2 Important Information related to bid

Table 2: Important Information related to bid

Sr. No.	Information	Details
1.	Earnest Money Deposit (EMD)	INR 20,00,000/- (Rupees Twenty Lakhs Only) in the form of Demand Draft or Fixed Deposit Receipt (valid for a period of one year) from Nationalized/ Scheduled bank in favor of: "Collector/ Nodal Officer (UIDAI)", payable at Daman. OR Bank Guarantee from Nationalized/Scheduled bank in acceptable form, safeguarding the UT Administration's interest in all respects, valid for a period of 1 year.
2.	Bid Validity Period	180 days after the date of proposal opening date.
3.	Performance Bond Value (Performance Bank Guarantee)	10% of the quoted amount in the form of Bank Guarantee (from Nationalized/ Scheduled Banks only)
4.	Performance Bond validity period	From the date of signing of the agreement to the completion of the project.
5.	Deadline/ last date for furnishing performance security	Within 15 days from the date of issue of Work Order / Letter of Award
6.	Deadline / last date for signing agreement	Within 15 days of receipt of the Work Order / Letter of Award

3 General Instructions to Bidder

- The date, time and address for submission of the proposals have been provided in the data sheet.
- The selected vendor shall observe the highest standard of ethics during the selection and execution of this contract. In pursuance of this policy, the client defines, for the purposes of this provision, the terms set forth below as follows:
 - “Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution and
 - “Fraudulent practice” means a misrepresentation of facts in order to influence a selection process or execution of a contract to the detriment of the client, and includes collusive practices among bidders / vendors (prior to or after submission of proposals) designed to establish prices at artifacts, noncompetitive levels and to deprive the client of the benefits of free and open competition.
- UT will reject proposal for award if it determines that the vendor selected for award has engaged in corrupt and/or fraudulent activities in competing for the contract in question.
- The RFP can be downloaded from www.daman.nprocure.com or can be collected from UT Administration of Daman and Diu, Office of the Registrar (UIDAI), Collectorate, Dholar, Moti Daman, Daman - 396220 from 11th December, 2014 to 29th January, 2015 1600 hours. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

3.1 Project Implementation & Monitoring

The Registrar (UIDAI), UT Administration of Daman & Diu is responsible for the implementation of the project. However, Project e-Mission Team (PeMT) – headed by the Registrar (UIDAI), UT Administration of Daman & Diu shall be the advisory and monitoring body responsible administratively, technically and financially to the UT administration for steering the project. PeMT shall hold meeting at regular intervals, prepare the status report and share it with stakeholders.

3.2 Eligibility and Qualification Criteria

Table 3: Qualification Criteria

Sr. No.	Qualification Criteria	Documents / information to be provided in the submitted proposal
1.	<p>The bidder must have company registration certificate, valid sales tax/ VAT registration certificate, valid service tax registration certificate and PAN card.</p> <p>The bidder should have been operating for at least the last three financial years (FY 13-14, FY 12-13 and FY 11-12)</p>	<p>Certificate of Incorporation Registration Certificates (sales tax / VAT and service tax) PAN Card</p> <p>Note: In case of Consortium, all consortium partners are required to be operating for the last 3 years and need to submit the same.</p>
2.	<p>The bidder should be in business of Information Technology System Integration for at least three (3) financial years (FY 13-14, FY 12-13 and FY 11-12)</p>	<p>Details of the organization as per the format given in Section 6.1.2</p> <p>Work Orders confirming year and area of activity</p>

Sr. No.	Qualification Criteria	Documents / information to be provided in the submitted proposal
		Note: In case of Consortium, all consortium partners are required to be operating for the last 3 years.
3.	The Net Worth of the bidder must be positive as per the last audited Balance Sheet.	<p>Certificate by Statutory Auditor or Firm of Chartered Accountant for Net worth (in the format as mentioned in Section 6.1.3)</p> <p>Note: In case of Consortium, all consortium partners are required to adhere to these conditions</p>
4.	The bidder should have Average annual turnover of minimum INR 20 Crores from IT Components including system Integration and facility management services for each of the preceding last three financial years.	<p>Audited balance sheets authenticated by statutory auditor or firm of Chartered Accountant (in the format as mentioned in Section 6.1.3).</p> <p>Note: In case of Consortium, Prime Bidder must meet this condition.</p>
5.	<p>The bidder's experience in implementation of integrated turnkey projects as a System Integrator in the past five (5) financial years. (FY 13-14, FY 12-13, FY 11-12, FY 10-11 and FY 09-10) as mentioned below:</p> <ul style="list-style-type: none"> • One project worth of minimum 5 Crores or • Two projects, each project worth of minimum 3 Crores or • Three projects, each project worth of minimum 2 Crores <p>Each project should have components that includes application development, implementation of hardware and networking, helpdesk, training</p>	<p>Details of Experience of the bidder, supported with Work order and Proof of Go-live/ Project completion certificates from client (in the format as mentioned in Section 6.1.5)</p> <p>Note: In case of Consortium, any one of Consortium Members must meet this condition.</p>
6.	<p>The bidder's experience in implementation of e-Governance projects as System Integrator in the past five (5) financial years (FY 13-14, FY 12-13, FY 11-12, FY 10-11 and FY 09-10) as mentioned below:</p> <ul style="list-style-type: none"> • One project worth of minimum 4 Crores or • Two projects, each project worth of minimum 2 Crores <p>(specifically each project should have components including but not limited to Design, Development and Deployment of IT Systems for a Government Department / enterprise in India)</p>	<p>Details of Experience of the bidder, supported with Work order and Proof of Go-live/ Project completion certificates from client (in the format as mentioned in Section 6.1.6)</p> <p>Note: In case of Consortium, any one of Consortium Members must meet this condition.</p>

Sr. No.	Qualification Criteria	Documents / information to be provided in the submitted proposal
7.	In case of a consortium, applicant consortia shall have a valid Memorandum of Understanding (MoU)/ agreement among all the members signed by the Chief Executives/ Authorized Signatories of the consortium's lead bidder dated prior to the submission of the bid. The MoU/ agreement shall clearly specify the stake of each member and outline the roles and responsibilities of each member. The MoU/ agreement shall be exclusively for this project and the prime bidder shall be responsible individually and severally in case of failure by any member of consortia.	Copy of MoU/Agreement between the prime bidder and the other members of consortium.
8.	The bidder should submit an undertaking that the bidder is not black listed by Central Government / State Government/ UT Administration in India.	Undertaking by the bidder (in the format as mentioned in Section 6.1.4) Note: In case of Consortium, all consortium partners are required to adhere to this condition.
9.	The bidder should be certified ISO 9001:2008 or higher. The bidder should be assessed at SEI CMMI Level 3 or higher.	Copy of the valid certificates on date of submission. Note: In case of Consortium, all members must be ISO 9001:2008 Certified. Any of the other consortium partner/s is/are required to be assessed at SEI CMMI Level 3 or higher.
10.	The Bidder must have office in Daman.	Address proof of having office in the UT. In case the Bidder does not have an Office in the UT, an undertaking to open the office within 30 days upon receipt of the LOI need to be submitted.

3.3 Cost of RFP

The complete RFP document is available at the office of the Collector, Collectorate, Moti Daman, Daman – 396220, by depositing a bank demand draft of INR 5,000/- (Rupees Five Thousand only) drawn on Nationalized/ Scheduled Bank payable at Daman in favor of “The Registrar (UIDAI), UT Administration of Daman & Diu”. The amount so deposited is non-refundable.

The bidders can also download the RFP document from www.daman.nprocure.com. In this case, the bidder has to enclose a scanned copy of bank demand draft of INR 5,000/- (Rupees Five Thousand only) drawn on Nationalized/Scheduled Bank payable at Daman in favor of The “The Registrar (UIDAI), UT Administration of Daman & Diu” along with the Pre-Qualification bid documents.

3.4 Transfer of RFP

The RFP Document is not transferable to any other bidder.

3.5 Cost Incidental to Tender Document Preparation

Bidders shall bear all costs associated with the preparation and submission of their proposals. UT Administration of Daman & Diu is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the bidders.

All materials submitted by the bidder become the property of UT Administration of Daman & Diu and may be returned at its sole discretion.

3.6 Signing of Communication to the UT Administration of Daman & Diu

All the communication to UT Administration of Daman & Diu including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid.

3.7 Amendment of Bid Document

At any time till 7 days before the deadline for submission of bids, The Registrar (UIDAI), UT Administration of Daman & Diu, for any reason, whether at his / her own initiative or in response to a clarification requested by prospective Bidders, modify the Bid document by issuance of an amendment. The amendment shall be made available on website www.daman.nprocure.com.

In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, UT Administration of Daman & Diu may, at its discretion, extend the last date for the receipt of bids by a reasonable period.

3.8 Supplemental Information to the RFP

If UT Administration of Daman & Diu deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. The same will be uploaded as corrigendum on www.daman.nprocure.com. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

3.9 Right to Modify Submission Deadline

UT Administration of Daman & Diu may, in exceptional circumstances and at its sole discretion, extend the deadline for submission of proposals by issuing a corrigendum, in which case all rights and obligations of the project and the bidders, previously subject to the original deadline will thereafter be subject to the deadline as extended.

3.10 No Collusion or Conflict of Interest

UT Administration of Daman & Diu requires that the Bidder provides professional, objective, and impartial advice and at all times holds the client's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. By responding to this Tender Document, the Bidder shall be deemed to have represented and warranted that the proposal is not made in connection with any competing Bidder submitting a separate response to this Tender Document, and is in all respects fair and without collusion or fraud.

3.11 Right to Terminate the Process

UT Administration of Daman & Diu may terminate the RFP process at any time and without assigning any reason. UT Administration of Daman & Diu makes no commitments, express or implied, that this process will result in a business transaction with anyone.

3.12 Late Bids

Bids received after the deadline of submission as stated in the table of Request for Proposal Datasheet before shall not be accepted, and in case they are inadvertently accepted will not be opened and shall be returned unopened to the Bidder.

3.13 Earnest Money Deposit (EMD)

- The Bidder shall furnish as a part of the Bid, the Earnest Money Deposit for the amount as mentioned in the table of Request for Proposal Datasheet.
- The Earnest Money to be furnished shall be in the form of Demand Draft drawn on a Nationalized/ Scheduled Bank in favor of the “The Registrar (UIDAI), UT Administration of Daman & Diu” payable at Daman or in the form of Fixed Deposit Receipt (valid for one year) in favor of “The Registrar (UIDAI), UT Administration of Daman & Diu” payable at Daman. EMD may also be given in the form of Bank Guarantee valid for the period of one year mentioning all the terms and conditions of forfeitures in this Bank Guarantee. EMD in any other different form shall not be accepted.
- Any Bid not accompanied by the proof of having deposited the required Earnest Money Deposit shall be rejected.
- For winner of the Bid (L1), the said EMD shall be withheld till the submission of appropriate Bank Guarantee as per SLA. For remaining bidders, the said EMD shall be discharged/ returned within 60 days after selection of the System Integrator.
- The Earnest Money Deposits shall be denominated in Indian Rupees only. No interest shall be payable to the bidder on the amount of the EMD.
- The EMD may be forfeited:
 - If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
 - In the case of a successful bidder, if the bidder fails to sign the contract for any reason not attributable to the UT Administration of Daman & Diu or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.
 - During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - During the bid process, if any information is found to be wrong/ manipulated/ hidden in the bid.
- The decision of UT Administration of Daman & Diu regarding forfeiture of the EMD amount and rejection of bid shall be final and binding to the bidder.

3.14 Authentication of bid

The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies (hard copies) shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. A letter of authorization shall be supported by a written power-of –attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

3.15 Correction of Errors

The person signing the bid must initial erasures or other corrections. The Bidder further agrees that in the event of any obvious error, UT Administration of Daman & Diu reserves the right to waive such errors in its sole discretion. However, UT Administration of Daman & Diu has no obligation under any circumstances to waive such errors.

3.16 Language of Proposal

The proposal and all correspondence and documents relating to bids shall be written in the English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language. In case of ambiguity, the English version of the bid shall be considered final and binding. There should be proper page numbering on every page of bid for proper referencing.

3.17 Proposal Validity

The Proposal shall remain valid for a period of 180 days after the date of proposal opening prescribed in RFP. In extreme circumstances, UT Administration of Daman & Diu at its discretion may

solicit the bidders consent to extend the period of validity. The request and the responses for the same shall be made in writing. A proposal valid for shorter period may be rejected as non-responsive bid. In any case bid once submitted cannot be withdrawn.

3.18 Proposal Ownership

The proposal and all supporting documentation submitted by the bidder shall become the property of UT Administration of DD & DNH.

4 The Bid Process

4.1 Pre Bid Conference

UT Administration of Daman & Diu will host a Pre-Bid Conference, scheduled on 06th January, 2015 1100 hours. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the project requirements in reference to this particular RFP. The UT shall provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project during the pre-bid conference.

4.2 Response to Bidder's Enquiries

All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing through email to the contact details notified in this RFP document.

In no event, the UT Administration of Daman & Diu will be responsible for ensuring that bidders' enquiries have been received by UT Administration of Daman & Diu.

Table 4: Format of Pre Bid Queries

S. No	Clause / Section No.	Page No.	RFP Condition	Query
1				
2				
N				

Note: Pre Bid queries will only be accepted in the above format. No other format will be accepted by the UT Administration of Daman & Diu. Queries must be submitted in Softcopy (in xls/xlsx format) at Email Addresses: collector-daman-dd@nic.in, ddeggs-dd@nic.in, kamlesh.patel@semt.gov.in having subject "Queries on UID-RFP from <Company Name>"

4.3 Bid Preparation

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

UT Administration of Daman & Diu will evaluate bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this Tender Document.

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal. The decision of UT Administration of Daman & Diu in this regard is final and binding to all bidders.

4.4 The Bid Submission

- The bids have to be submitted through the e-tendering process.
- The bidders are also required to submit their technical bids (in addition to submission through e-tendering process) in the below Cover System for this tender:
 - Sealed envelope marked as “Envelope-A: Pre-Qualification Criteria” containing documents as mentioned in Section 4.4.1 of this document.
 - Sealed envelope marked as “Envelope-B: Technical Proposal” containing documents as mentioned in Section 4.4.2 of this document.
 - Envelope-A & Envelope-B should be put together in one common sealed cover. This sealed cover shall be marked on the left-hand top corner with Name of Bid.
- These envelopes are to be super scribed with RFP Number and the wordings “**DO NOT OPEN BEFORE 30th January, 2015 1600 hours**”
- Soft copy of Technical Proposal should be also submitted online on website www.daman.nprocure.com.
- Commercial Bid must be submitted online on website www.daman.nprocure.com only.
- The full name and contact details (address, phone number and mobile no.) of the Bidder and the name of Authorized Agent/Agency delivering the seal cover containing the Bid shall be written on the bottom left hand corner of the sealed cover.
- The date and time of the receipt of the Bid shall strictly be observed in all cases.
- The Bid should be accompanied by a certificate stating there in that the person signing the Bid papers is duly empowered by resolutions of the Board of Directors to do so on behalf of the company. A certified copy of such resolutions along with a copy of Memorandum and Articles of Association of the Company should also be furnished.
- As part of the bid, bidder should also provide the Pre- Qualification Criteria and Technical Proposal in soft copy format, in the form of a non-re-writeable CD (Compact Disc) as follows:
 - The CD containing pre-qualification criteria and technical proposal should be sealed along with the hard copies of the bid. The CD should contain a two DOC or PDF files (One file for Pre-Qualification Criteria and another file for Technical Proposal) with all the relevant information exactly as in the paper proposal.
 - CD submitted by the bidder must be in sealed covers. The sealed covers as well as the CD media must be duly signed by the bidder using a “Permanent Pen/Marker” and should be super-scribed with “Pre- Qualification Criteria and Technical Proposal -Soft Copy”, and should also bear the name of the bidder.
 - Bidder must ensure that no CDs contain any financial items/ prices; else the bid will be rejected outright.
- If the outer envelope is not sealed and not marked as indicated above, the UT Administration of Daman & Diu will not bear the responsibility for the bid’s misplacement or premature opening.

Note: In case of any discrepancy between the soft copy and the hard copy versions of the proposal, the hard copy version will be considered as the final version and be evaluated accordingly.

4.4.1 Contents of Envelope – A (Pre-Qualification Criteria)

- All the documents supporting to Pre-Qualification Criteria as mentioned in **Section 3.2**
- CD having DOC or PDF format of documents supporting to Pre-Qualification Criteria as well as scanned copy of EMD.

4.4.2 Contents of Envelope – B (Technical Proposal)

The Envelope-B shall contain the following documents.

- Cover Letter (as per format mentioned in **Section 6.1.1**)
- MoU/Agreement between the prime bidder and the other members of consortium, if any
- Audited Balance sheet certified by Chartered Accountant as per format mentioned in **Section 6.1.3**.
- Detailed Execution approach and solution architecture

- Relevant experience of working on Turn-Key IT Projects as per format mentioned in **Section 6.1.5**. Relevant e-Governance Project Experience as per format mentioned in **Section 6.1.6**
- Bill of Materials for the proposed system licenses and hardware requirements should be provided in Technical Proposal as per format mentioned in **Section 6.1.7**. Prices for the same should be quoted in Commercial Proposal only.
- OEMs authorization on their letter heads whose product has been quoted in this bid.
- Details of Team Profiles as per format mentioned in **Section 6.1.8**
- CD having DOC or PDF format of documents supporting to evaluation criteria.

4.4.3 Commercial Proposal

- The Bidder shall quote in the formats prescribed in **Section 6.2: Financial Bid Format** available on website www.daman.nprocure.com.
- The unit rates and total Bid Prices of the equipment / services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Document. In absence of this information the bid may be considered incomplete and be summarily rejected.
- 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 there is a discrepancy between words and figures, the amount in words will prevail.
- The Bidder shall not quote his commercial offer anywhere else, directly or indirectly in any other envelope or any place of the document under any circumstances.

4.5 Place, Date and Time of Submission of Bid

The Bid has to be submitted at the place as mentioned in the Request for Proposal Datasheet, not later than date and time mentioned in the Request for Proposal Datasheet. UT Administration of Daman & Diu may at its discretion, extend the deadline for submission of Bid by issuing an addendum, in which case all rights and obligations of the “UT Administration of Daman and Diu” and Bidders previous subjected to the original deadline shall be subjected to new deadline, for receipt of bid papers.

4.6 Tender Evaluation Committee

The Tender Evaluation Committee constituted by the UT Administration of Daman & Diu shall evaluate the bid response submitted by the bidders. The decision of the Tender Evaluation Committee in the evaluation of the Pre – Qualification Criteria, Technical and Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the committee.

4.7 Opening of Bids

- The bidders’ representatives, who are present at the time of opening of the bid, shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the same time and location on the next working day. Even though, there is no representative of the bidder, UT Administration of Daman & Diu shall go ahead and open the bid of the bidders.
- The bids will be opened, in one session for the Technical proposal and another session for Commercial proposal. During the bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the bids are largely in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- The bidders shall be responsible for properly super-scribing and sealing of each envelope. Neither UT Administration of Daman & Diu nor the Tender Evaluation Committee shall be responsible for accidental opening of envelopes that are not properly super-scribed and sealed.

4.8 Negotiations and Contract Finalization

UT Administration of Daman & Diu shall reserve the right to negotiate with the bidder whose proposal has been ranked the most responsive bid by the Tender Evaluation Committee.

4.9 Award Criteria

UT Administration of Daman & Diu will award the contract to the bidder whose bid has been determined as the most responsive bid.

4.10 Rights to accept / reject any or all proposals

UT Administration of Daman & Diu reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, without assigning any reason.

4.11 Prices

- The bidder shall quote the price as per specified format fixed for the entire project on their own responsibility basis. UT Administration of Daman & Diu reserves the right to procure the components/services listed in this Tender Document in whole or in part.
- No adjustment of the contract price shall be made on account of any variations in costs of labor and materials or any other cost component affecting the total cost in fulfilling the obligations.
- The contract price shall be the only payment, payable by UT Administration of Daman & Diu to the successful bidder for completion of the contractual obligations by the successful bidder under the contract, subject to the terms of payment specified in the contract.
- The price would be inclusive of all applicable taxes, duties, charges and levies, unless specified otherwise.
- The prices, once offered, must remain fixed and must not be subject to change for any reason whatsoever within the period of contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- Any revisions in rates of applicable taxes will be considered by the UT Administration of Daman & Diu on actual basis at the time of realization of payments.

4.12 Disqualification

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this Tender Document–

- Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- The bidder submits the proposal with his own conditions.
- Proposal received in incomplete form.
- Proposal not accompanied by all the requisite documents
- Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
- Bidder trying to influence the proposal evaluation process by unlawful, corrupt or fraudulent means at any point of time during the bid process.
- In case any one party submits multiple proposals or if common interests are found in two or more bidders, the bids are likely to be disqualified, unless additional bids are withdrawn upon notice immediately.
- Any deviations between technical and commercial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal.

Bidders may specifically note that while evaluating the proposals, if it comes to UT Administration of Daman & Diu's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal, then the bidders so involved are liable to be disqualified for this contract as well as prohibited from participation in any of the tenders floated by UT Administration of Daman & Diu for a further period of three years.

4.13 Withdrawal of Bid

If after submission of the Bid, the Bidder withdraws his Bid, without prejudice to any other rights and power to the Corporation under any law, the UT Administration of Daman & Diu shall be entitled to forfeit the full amount of the Earnest Money deposited by the Bidder.

4.14 Terms and Conditions

- Any work product, whether acceptable or unacceptable, developed under a contract awarded as a result of this Tender Document shall be the sole property of UT Administration of Daman & Diu unless stated otherwise in the definitive service agreement.
- Timing and sequence of events resulting from this Tender Document shall ultimately be determined by UT Administration of Daman & Diu.
- No verbal conversations or agreements with any official, agent, or employee of UT Administration of Daman & Diu shall affect or modify any terms of this Tender Document, and any alleged verbal agreement or arrangement made by a bidder with any department, agency, official or employee of UT Administration of Daman & Diu shall be superseded by the definitive service agreement that results from this Tender Document process. Verbal communications by UT Administration of Daman & Diu to bidders shall not be considered binding on UT Administration of Daman & Diu, nor shall any written materials provided by any person other than UT Administration of Daman & Diu.
- Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this Tender Document.
- Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against UT Administration of Daman & Diu or any of its respective officials, agents, or employees arising out of or relating to this Tender Document or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- Until the contract is awarded and during the tenure of the contract, bidders shall not directly or indirectly solicit any employee of UT Administration of Daman & Diu or any other officials involved in this Tender to leave UT Administration of Daman & Diu in order to accept employment with the bidder, its affiliates, actual or prospective consortium members, or any person acting in concert with the bidder, without prior written approval of UT Administration of Daman & Diu.

5 Evaluation Process

5.1 Preliminary Evaluation of Proposals

- Prior to the detailed evaluation, UT Administration of Daman & Diu will determine whether each bid is of acceptable quality, is complete, and is substantially responsive as per the Tender Document. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Tender Document without material deviations, exceptions, objections, conditionality, or reservations. A material deviation, exception, objection, conditionality, or reservation is one:
 - that limits in any substantial way the scope, quality, or performance of the Information System or
 - that limits in any substantial way that is inconsistent with the Tender Document, the UT Administration of Daman & Diu's rights or the successful bidder's obligations under the Contract.
- If a bid is not substantially responsive, it will be rejected by UT Administration of Daman & Diu.

5.2 Evaluation of Technical Proposal

The evaluation of the Technical Proposals will be carried out in the following manner -

- The bidders' technical solution proposed in the bid will be evaluated as per the requirements specified in the Tender Document and adopting to the evaluation criteria spelt out in this document. The bidders are required to submit all required documentation in support of the Eligibility and Qualification Criteria specified in **Section 3.2** and the evaluation criteria specified in **Section 5.3.1** as required for technical evaluation.
- The evaluation committee may invite each technically shortlisted bidder to make a presentation to UT Administration of Daman & Diu at a date, time and venue decided by UT Administration of Daman & Diu. The purpose of such presentations would be to allow the shortlisted bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals with special emphasis on the integrated solution. It is mandatory for such bidders to build the scenarios using their same proposed systems and technologies. UT Administration of Daman & Diu shall not be under any obligation to bear any part of the expenses incurred for the structured walkthrough and demonstrations.
- Verbal clarifications will be sought during proposal presentation and that verbal clarifications will be recorded and treated as part of the proposal. Such clarifications should not bear any commercial impacts, and any commercial impact of the clarifications should be absorbed by the bidder. Terms and conditions as mentioned in the Tender Document will apply for written clarifications.
- The committee may seek written clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.
- Based on the Technical Evaluation, the financial bids of only the technically qualified bidders shall be opened by the Tender Evaluation Committee. The Financial evaluation will take into account the information supplied by the bidders in the Financial Proposal, and shall evaluate the same as per the evaluation criteria specified in this RFP.

5.3 Evaluation Criteria

5.3.1 Technical Proposal

The Technical Proposal of the bidder will be evaluated as per the criteria mentioned below. The total marks for the technical evaluation will be 100 as given in below table:

Table 5: Evaluation Criteria

S. No.	Evaluation Criteria	Point System	Max Score
1	Organizational Strength & Previous experience		60
A	No. of years in System Integration business	<p>The no. of years of experience of the bidder in System Integration shall be evaluated :</p> <ul style="list-style-type: none"> • >=5 Years - 5 Points; • >=4 but <5 Years - 4 Points; • >=3 but <4 Years - 3 Points; • Else 0. 	5
B	Financial Strength	<p>The Bidder's Average Annual Turnover from IT Components each for the past three (3) financial years shall be evaluated. The points shall be awarded on the following basis:</p> <ul style="list-style-type: none"> • > INR 40 Crores - 5 Points; • > INR 35 Crores but <= INR 40 Crores – 4 Points; • > INR 30 Crores but <= INR 35 Crores – 3 Points; • > INR 25 Crores but <= INR 30 Crores – 2 Points; • >= INR 20 Crores but <= INR 25 Crores – 1 Point; • Else 0. 	5
C	Experience of working on Turn-key IT projects	<p>The Bidder's experience in working on Turn-key IT projects in the last five (5) financial years shall be evaluated. The points shall be awarded on the no. of projects executed (each project worth of minimum INR 2 Crores) as mentioned below:</p> <ul style="list-style-type: none"> • >=4 projects – 10 Points; • 3 projects – 8 points; • 2 projects – 6 points; • 1 projects – 4 points; • Else 0. 	10
D	Implementation experience of e-governance projects	<p>The Bidder's experience in implementing e-governance projects in the last five (5) financial years shall be evaluated. The points shall be awarded on the no. of projects executed (each project worth of minimum INR 2 Crores) as mentioned below:</p> <ul style="list-style-type: none"> • >=4 projects – 10 Points; • 3 projects – 8 points; • 2 projects – 6 points; • 1 projects – 4 points; • Else 0. 	10
E	Implementation experience of e-governance application design, development, implementation, support and maintenance	<p>The Bidder's experience in e-governance application design, development, implementation, support and maintenance, each application worth minimum INR 1 Crore, in last five (5) financial years shall be evaluated. The points shall be awarded on the no. of applications as mentioned below:</p> <ul style="list-style-type: none"> • >=5 applications – 10 points; • 4 applications – 8 points; • 3 applications – 6 points; • 2 applications – 4 points; • 1 application – 2 points; • Else 0. 	10

S. No.	Evaluation Criteria	Point System	Max Score
F	Implementation experience of Integration of applications among departments in Government Organization	The Bidder's experience in implementing integration of applications among departments in Government Organization shall be evaluated. The points shall be awarded on the integration of no. of departments, as mentioned below: <ul style="list-style-type: none"> • ≥ 7 departments – 10 points; • ≥ 5 but < 7 Departments – 7 points; • ≥ 3 but < 5 Departments – 4 points; • Else 0. 	10
G	SRDH Implementation Experience	The Bidder having experience in Implementing SRDH in any State / UT shall be evaluated. The points shall be awarded on the order value as mentioned below: <ul style="list-style-type: none"> • \geq INR 5 Crores – 5 points; • $<$ INR 5 Crores – 3 points; • Else 0. 	5
H	Quality Certifications (Number of internationally accepted and renowned quality certifications)	The Bidder, who has been assessed at quality certifications shall be evaluated as mentioned below: <ul style="list-style-type: none"> • ISO 9001:2008 and SEI CMMI Level 5 – 4points; • ISO 9001:2008 and SEI CMMI Level 3 – 3points; • Else 0. Additional 1 point will be awarded to ISO 27001 certified bidders.	5
2	Proposed Team Strength		10
A	Quality of profile proposed for the full-time Project Manager & Team	The bidder who will involve the resources having below mentioned qualification, experience & certification will be awarded by 6 points: <div> <div>Project Manager</div> <div>BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) with minimum 7 years of experience in IT and e-Governance out of which 3 years of experience in Project Management – 1 Point</div> </div> <div> <div>District Managers</div> <div>BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) with minimum 4 years of experience in IT and e-Governance – 1 Point</div> </div> <div> <div>Database Administrator</div> <div>BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) + Certified for relevant Database Administration and Configuration with minimum 4 years of experience in Database Administration – 1 Point</div> </div> <div> <div>System Engineer / Administrator</div> <div>BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) + Certified for relevant server administration and network administration with minimum 4 years of experience in System Administration – 1 Point</div> </div>	6

S. No.	Evaluation Criteria	Point System	Max Score
		<p>Business Analyst BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) with minimum 4 years of experience in Business Analysis – 0.5 Points</p> <p>Senior Developers BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) with minimum 4 years of experience in Application Development & Support in IT and e-Governance – 0.5 Points</p> <p>Developers BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) with minimum 2 years of experience in Application Development & Support in IT and e-Governance – 0.5 Points</p> <p>Helpdesk Executives BE/B. Tech./MCA/M. Sc. (IT/ Computer/ Electronics) with minimum 2 years of experience of application support in IT and e-Governance – 0.5 Points</p>	
B	Experience of Profiles proposed for the full- time Project Manager & the team	<p>The bid proposing following resources having experience of working in SRDH Implementation in any other State/UT Government:</p> <ul style="list-style-type: none"> • Project Manager: 2 Points • Database Administrator: 1 Point • Business Analyst: 1 Point 	4
3	Technical Presentation		30
A	Technical Presentation	<p>Would be assessed in terms of below parameters:</p> <ul style="list-style-type: none"> • Understanding of requirements– 5 points; • Execution Approach & Methodology – 10 points; • Solution & Security Architectures – 5 points; • Project Plan – 5 points; • Training Methodologies – 5 points; 	30
	Total		100

Note: the bidder needs to score minimum 60 points to qualify for the Financial Bid Evaluation

5.3.2 Financial Bid

The Financial Bid will be opened only for those bidders who have scored minimum 60 marks in Technical Evaluation.

The Financial Bid will be evaluated using Quality and Cost Based System (QCBS).

5.3.3 Final Score Calculation

Final Score calculation will be made as per the below formulae:

$$B_n = ((0.7) * (T_n/T_{max} * 100)) + ((0.3) * (C_{min}/C_b * 100))$$

Where,

B_n = Overall score of the bidder under consideration i.e. Final Score

T_n = Technical score of the bidder under consideration

T_{max} = Highest Score of Technical Evaluation among the Bidders

C_b = Total Cost of Ownership of the bidder under consideration

C_{min} = Lowest Total Cost of Ownership (TCO) among the TCO proposals under consideration.

5.4 Award of Contract

- Bid achieving the highest final composite score as mentioned in **Section 5.3.3** above will be considered the most responsive bid.
- If any two bids are getting equal final composite score then the bid having higher technical score will be considered the most responsive bid.
- UT Administration of Daman & Diu will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the best value bid.
- UT Administration of Daman & Diu reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder any obligation to inform the affected bidder of the grounds for the UT Administration of Daman & Diu's action.

5.5 Notification of Award of Contract

- Prior to the expiry of the validity period, UT Administration of Daman & Diu will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. The notification of award will constitute the formation of the contract.
- UT Administration of Daman & Diu may place the Work Order on the successful bidder.
- The bidder shall acknowledge in writing to UT Administration of Daman & Diu the acceptance of the work order and shall sign the agreement with UT Administration of Daman & Diu within Fifteen (15) days of receipt of the work order.

5.6 Signing of Contract

- At the same time as UT Administration of Daman & Diu notifies the successful bidder that its proposal has been accepted, UT Administration of Daman & Diu shall enter into a contract, incorporating all agreements (to be discussed and agreed upon) between UT Administration of Daman & Diu and the successful bidder.
- The conditions stipulated in the agreement must be strictly adhered to and any violation of any of the conditions will entail termination of the contract without prejudice to the rights of UT Administration of Daman & Diu. In such a case, UT Administration of Daman & Diu has the right to invoke Performance Bank Guarantee and further right to terminate the entire or part of the contract by giving 1 month's notice period.
- The successful bidder shall sign the contract within 15 calendar days, from the date it is sent to successful bidder for signing of contract.
- All incidental expenses of execution of the agreement shall be borne by the successful bidder.

5.7 Performance Bond

- A Performance Bond of 10% of value of the contract would be furnished by the bidder in the form of Bank Guarantee from a Nationalized / Scheduled Bank.

- The Performance Bond should be furnished within 15 calendar days from the Letter of Award and should be valid for entire term of the contract.
- UT Administration of Daman & Diu may forfeit the Performance Bond for any failure on part of bidder to complete its obligations under the Agreement.
- Notwithstanding and without prejudice to any rights whatsoever UT Administration of Daman & Diu under the contract in the matter, the proceeds of the Performance Bond shall be payable to UT Administration of Daman & Diu as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. UT Administration of Daman & Diu shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default.
- UT Administration of Daman & Diu shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to the bidder, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatements.
- The Performance Bond shall be returned to the bidder upon request within 30 calendar days of the date of successful discharge of all contractual obligations at the end of the period of the Agreement by UT Administration of Daman & Diu.
- In the event of any amendments to Agreement, the bidder shall within 15 calendar days of receipt of such amendment furnish the amendment to the Performance Bond as required.

5.8 Liquidated Damages

In the event of the bidder's failure to supply the solution as per the schedule specified in this Tender Document, UT Administration of Daman & Diu may at its discretion withhold any payment until the completion of the contract. UT Administration of Daman & Diu may also deduct from the bidder as agreed, Liquidated Damages to the sum of 0.5% of the service price of the delayed or undelivered services for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of Contract Price. This right to claim any Liquidated Damages shall be without prejudice to other rights and remedies available to UT Administration of Daman & Diu under the contract and law.

5.9 SI warrants to the UT Administration of Daman & Diu

The system proposed to be developed and maintained by bidder represents a complete, integrated solution meeting requirements of the UT Administration of Daman & Diu and will provide the functionality and performance, as per the terms and conditions and SLAs under the contract.

The SI shall accept responsibility for the successful implementation and operation of the proposed system and for the compatibility of the various software, hardware and networking components as applicable.

The SI must pass on the standard OEMs' warranty which comes bundled with the purchased equipment wherever it is superior to the warranty specified in this tender document. SI has to provide documentary evidence for back-to-back support agreement with the respective OEM along with the OEM.

5.10 Miscellaneous Terms & Conditions

- The bidder individually or in consortium can submit their technical and financial offers. The selected bidder will be the System Integrator (SI).
- In case of a consortium the same shall not consist of more than three companies/ corporations and shall be formed under a duly stamped consortium agreement. Each member of the consortium shall be equally responsible and jointly and severally liable for the successful completion of the entire project.
- The end product of the work assignment carried out by the selected SI, in any form, will be the sole property of the UT Administration of Daman & Diu.

- The selected SI shall not outsource the work to any other associate / franchisee / third party under any circumstances without the written prior approval of the UT Administration of Daman & Diu.
- The selected SI shall perform the services and carry out its obligations with due diligence and efficiency, in accordance with 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 deploy appropriate advanced technology and safe and effective methods.
- The selected SI automatically agrees with UT Administration of Daman & Diu for honoring all aspects of fair trade practices in executing the work orders placed by UT Administration of Daman & Diu.
- The selected SI shall take all the necessary permission required from various Government bodies, Municipal Bodies and other entities wherever required to carry out the work.
- In the event the Selected SI or the concerned division of the company is taken over / bought over by another company, all the obligations under the agreement with UT Administration of Daman & Diu, should be passed on for compliance to the new company/ new division in the negotiations for their transfer.
- All the cost and charges in the bid should be expressed in Indian rupees without any dependence on exchange rate, duty or tax structure.

5.11 Failure to agree with the terms & conditions of the RFP

Failure of the SI to agree with the terms & conditions of the RFP shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

5.12 Indemnity

SI has to indemnify UT Administration of Daman & Diu against any claims, losses, causes, damages, expenses, action suits and other proceedings, resulting from any proceedings initiated against UT Administration of Daman & Diu for any deficiency in services related to the project provided by the SI during the period of contract.

In case of Consortium, prime bidder would be held responsible for any claims, losses, causes, damages, action suits and other such proceedings in the project.

5.13 Force Majeure

- Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties. Force Majeure will include, but not limited to, fire, earth quake, flood, tsunami, tempest, explosion, acts of God or restrictions imposed by the Governmental body or other statutory bodies, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, authorized acts lockouts or other labor disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the SI shall promptly notify UT Administration of Daman & Diu in writing of such condition and the cause thereof. Unless otherwise directed by UT Administration of Daman & Diu, the successful SI 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. The successful SI shall, at the discretion of UT Administration of Daman & Diu, be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.
- In case of a force majeure all parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of force majeure.
- The selected SI shall inform the UT Administration of Daman & Diu in writing, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the

force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, UT Administration of Daman & Diu reserves the right to cancel the conditions of empanelment without any obligation to compensate the selected SI in any manner for what so ever reason, subject to the provision of clause mentioned above.

- Applicable Law - The conditions shall be governed by the laws and procedures established by Government of India, within the framework of applicable legislation and enactment made from time to time.
- Notwithstanding above, the decision of UT Administration of Daman & Diu shall be final and binding on the SI.
- Force majeure shall not include any events caused due to acts/omissions of such party or result from a breach/contravention of any of the terms of the contract, bid and/or the tender. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the contract.
- The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a force majeure event only where such failure or delay could not have reasonably been foreseen or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing/ fax/ e-mail at the earliest. UT Administration of Daman & Diu will make the payments due for services rendered till the occurrence of force majeure. However, any failure or lapse on the part of the bidder in performing any obligation as is necessary and proper to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/ recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

5.14 Documents Comprising Bidder's Proposal

The proposal submitted by the bidder must comprise of the following, including others as mentioned in this Tender Document -

- Required Formats as mentioned in Section 6.
- Technical Proposal as specified in Section 4.4.1.
- Commercial Proposal as specified in Section 4.4.2.
- Earnest Money Deposit as specified in Section 3.13
- Power Of Attorney
- Any other information required to be submitted in the proposal.

5.14.1 Technical Proposal

The technical proposal should address all the Sections as specified in the Technical Evaluation Criteria (**Section 5.3.1**) and contain a detailed description of how the bidder will provide the required services and articulate as to how the technical solution meets the requirements specified in the Tender Document. The Technical Proposal should address the following:

- Detailed project plan, approach & methodology.
- Project governance structure describing project management processes, methodologies and procedures, risk and issue management, escalation mechanism, including team structure, capability and resource deployment plan.
- Data Migration plan.
- Responsibility Assignment (RACI) Matrix.
- Detailed quality assurance processes, procedures, formal review to be adopted.
- Detailed plan and criteria including checklist for acceptance testing of the integrated system.
- Proposed solution that meets the requirements specified in **Section 7**.
- Overall proposed solution architecture describing solution integration, security and deployment.
- Security capabilities of proposed solution architecture covering authentication, authorization, audit trail, and intrusion prevention, and overall alignment to the UT Administration of Daman & Diu's security policies and best practices.
- Proposed solution addressing scalability, availability, performance, security & manageability.

- Proposed solution on automated configuration management with effective build and release process.
- Training Plan.
- Proposed solution on monitoring resource utilization in real time.
- Approach for business continuity & disaster recovery.
- Proposed Backup Recovery Strategy defining back-up window, periodicity, and incidence response and recovery-restoration and disk management.
- Proposed data retention and archiving policy and tools.
- Risk management strategy on backup and recovery, network and security infrastructure.
- Strategy for executing Operations & Maintenance.
- Proposed Hardware and Networking architecture and specifications to run the systems ensuring high availability, integrity, scalability, distribution and concurrency and Bill of Material.
- Bidder's experience as in the format specified in **Sections 6.1.5 & 6.1.6**
- Proposed software Bill of Material in the format specified in **Section 6.1.7**.
- Profiles of key-resources proposed for the project in the format provided in **Section 6.1.8**.

5.14.2 Commercial Proposal

- Scanned copy of the document as mentioned in **Section 6.2.1** should be uploaded on the website www.daman.nprocure.com.
- Bidder must use the formats available in **Section 6.2.2** of this document, which are available online on the website www.daman.nprocure.com.
- Prices shall be quoted entirely in Indian Rupee (INR). It is suggested that the bidders need to specify prices for all categories and with assumptions, if any.

6 Bid Formats

6.1 Technical Proposal Format

6.1.1 Technical Proposal Cover Letter

[Date]

To,

<<Address to be added>>

Dear Sir,

Sub: <Added>

We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal <Date>, and our proposal. We are hereby submitting our proposal, which includes this Technical proposal, sealed under a separate envelope.

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

We remain,

Yours Sincerely,

Authorized Signature:

Name and tile of the signature:

Name of the firm:

Address:

6.1.2 Details of the Organization

This part must include a general background of the bidder organization (limited to 400 words) along with other details of the organization as per the format provided below. Enclose the mandatory supporting documents listed in format provided below.

Table 6: Format for Details of Organization

Details of the Organization	
Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	
Mandatory Supporting Documents: <ol style="list-style-type: none"> Certificate of Incorporation from Registrar Of Companies(ROC) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company 	

6.1.3 Financial Strength Details

Bidder or all members of consortium must provide the financial details of the organization (as per format provided below). Enclose the mandatory supporting documents listed in format provided below:

Table 7: Format for Financial Strength Details

Financial Information			
	FY 2011-2012	FY 2012-2013	FY 2013-2014
Revenue (in INR Crores)			
Profit After Tax (in INR Crores)			
Other Relevant Information			
Mandatory Supporting Documents: <ul style="list-style-type: none"> Auditor Certified financial statements for the last three financial years; 2011-2012, 2012-2013 and 2013-2014 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.) 			

6.1.4 Declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Ref: RFP Notification no 1/168/COL/RFP-Review Meeting/2014-15/3979 dated 11th December, 2014

Subject: Self Declaration of not been blacklisted in response to the **RFP for Selection of System Integrator for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance Of Sate Resident Data Hub (SRDH) & IT Infrastructure for Integration of UID with Different Department operations of UT Administration of Daman & Diu.**

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government and/or Public Sector Unit in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

6.1.5 Software Services Project Experience / IT Project Experience

Bidder must provide details of IT project experience in the areas relevant to the UID implementation requirements, as per the format provided in the RFP. Enclose the mandatory supporting documents listed in format provided in the RFP.

Table 8: Format for Software Services Project Experience/ IT Project Experience

Relevant IT project experience	
General Information	
Name of the project	
Client for which the project was Executed	
Name and contact details of the Client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the bidder	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: <ul style="list-style-type: none"> • Letter from the client to indicate the successful completion of the projects • Copy of the Work Orders 	
Project Capability Demonstration	
<p>Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).</p> <p>These capabilities may be spread over the five projects (which are part of minimum qualification criteria) and not essentially in this project alone.</p>	

6.1.6 Relevant e-governance Project Experience

Bidder must provide details of e-Governance project experience in the areas relevant to the UID implementation requirements, as per the format provided in the RFP. Enclose the mandatory supporting documents listed in format provided in the RFP.

Table 9: Format for Relevant e-Governance Project Experience

Relevant e-Governance project experience	
General Information	
Name of the project	
Client for which the project was Executed	
Name and contact details of the Client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the bidder	
Place (town, State/UT) where the project was executed (deployment, operations and maintenance)	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: <ul style="list-style-type: none"> Letter from the client to indicate the successful completion of the project (setting up software, hardware and network infrastructure and building and deploying the application) Copy of the Work Order 	
Project Capability Demonstration	
<p>Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).</p> <p>Following are the capabilities essential for the project. These capabilities may be spread over the multiple projects (which are part of minimum qualification criteria) and not essentially in this project alone. However, demonstration of these capabilities is compulsory. The bidder is required to provide information substantiating their qualification related to all the capabilities. The capabilities are:</p> <p>A. Online Portal Applications using SOA/Web Services with Service Orchestration – Software Architecture, Design, Development, and Maintenance:</p> <ul style="list-style-type: none"> Should have demonstrated this in multiple large-scale projects 	

- Should have implemented in situations requiring high availability, security and scalability
- Should have demonstrated capabilities to meet and exceed performance levels and service levels

B. System Integration:

- Should have demonstrated ability to deliver turnkey projects successfully from design through deployment
- Should have a demonstrated ability to integrate with legacy systems as well as other new software systems
- Should have demonstrated experience in installation, commissioning and provisioning of hardware, software, network in Data Centre environments

C. Project and Program Management:

- Should have extensive experience in large scale project and program management
- Should have experience handling multiple stakeholders and locations
- Should have extensive experience in implementing and supporting projects for users in multiple locations.

D. Financial Strength:

- Should have financial capability to mobilize resources for large multi-year e-governance projects

E. Capacity Building and Change Management, Awareness and Promotion:

- Should have demonstrated capability in conducting capacity building and change management programs for government stakeholders
- Should have demonstrated capability in conducting promotion and awareness campaigns for user communities

6.1.7 Bill of Material (Technical) (Only for Reference)

Table 10: Format for Hardware and System Software (Technical)

Proposed IT Infrastructure				
Item Description	Make	Model	Quantity	Brief Description
Servers				
Application Server			3	
Database Server			3	
Web Server			1	
Backup Server			1	
Server for SLA and Helpdesk Management			1	
Blade Enclosure			As Required	
Total for Servers			9	
Storage				
SAN Storage			1	
SAN Switch			2	
Total for Storage			3	
Network Components				
Rack (36U)			2	
Total for Network Components			2	
Other related components				
KVM Switch with Monitor			1	
Total for Other related Components			1	
Software & Licenses				
Operating System for Servers			9	
Back-end RDBMS Enterprise Edition			As Required	
SLA & Helpdesk Management Software			1	
Virtualization Software			1	
JBoss Application Server 7			1	
Total for Software & Licenses			12	
Grand Total (A + B)				

Note: All the equipment should be IPv6 enabled.

6.1.8 Team Profiles

Table 11: Format for Team Profiles

Format for the Profiles	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> Degree Post-Graduation (if any) Academic institution graduated from Year of graduation Specialization (if any) Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> Organizations worked for in the past <ul style="list-style-type: none"> Organization name Duration and dates of entry and exit Designation Location(s) Key responsibilities Prior project experience <ul style="list-style-type: none"> Project name Client Key project features in brief Location of the project Designation Role Responsibilities and activities Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if read/write/both)	

6.2 Financial Bid Format

Commercial Proposal should be submitted online on website www.daman.nprocure.com only. Scanned Copy of "Commercial Proposal Cover Letter" should be uploaded on the website. Also the formats of Commercial Proposal should be filled online on the website only.

6.2.1 Commercial Proposal Cover Letter

Commercial Proposal Cover Letter

(Company letterhead)

[Date]

To

<<Address to be added>>

Dear Sir,

Ref: <Add project title>

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services, as required and outlined in the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Commercial Proposal.

We undertake, if our proposal is accepted, to the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually by us and the Registrar (UIDAI), UT Administration of Daman & Diu or its appointed representatives.

We will obtain necessary bank guarantees in the formats given in the bid document issued by a nationalized / scheduled bank in India, acceptable to the Registrar (UIDAI), UT Administration of Daman & Diu and furnish them within the time frames set out in the RFP

We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of 180 days from the date fixed for commercial bid opening and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between the Registrar (UIDAI), UT Administration of Daman & Diu and us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Registrar (UIDAI), UT Administration of Daman & Diu is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Registrar (UIDAI), UT Administration of Daman & Diu as to any material fact.

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

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

Dated this <Date> Day of <Month> 2013

(Signature)

(In the capacity of)

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

<Name and Address of Company>

<Seal/Stamp of SI>

CERTIFICATE AS TO AUTHORISED SIGNATORIES:

I, certify that I am <Name of Signatory of Certificate> of the <Designation> of <Name of Organization>, and that <Name of the Signatory of Proposal> who signed the above proposal is authorized to bind the company, pursuant to the resolution passed in the meeting of Board of Directors of the company on <Date>.

Date

(Seal here)

6.2.2 Bill of Material formats (Only for Reference)

Table 12: Format for Hardware and System Software (Financial)

CAPEX - IT Infrastructure					
Item Description	Unit Price (INR) (Inclusive of Custom Duty + Excise)	Total Tax Amount (INR) (Sales Tax + Entry Tax + FFI + Service Tax and other taxes as applicable)	Total Unit Price (INR) (A + B)	Quantity	Total Amount (INR) (with Tax)
	(A)	(B)	R	Q	(R * Q)
Servers					
Application Server				3	
Database Server				3	
Web Server				1	
Backup Server				1	
Server for SLA and Helpdesk Management				1	
Blade Enclosure				As Required	
Total for Servers				9	
Storage					
SAN Storage				1	
SAN Switch				2	
Total for Storage				3	
Network Components					
Rack (36U)				2	
Total for Network Components				2	
Other related components					
KVM Switch with Monitor				1	
Total for Other related Components				1	
Software & Licenses					
Operating System for Servers				9	
Back-end RDBMS Enterprise Edition				As Required	
SLA & Helpdesk Management Software				1	
Virtualization Software				1	
JBoss Application Server 7				1	
Total for Software & Licenses				12	
Grand Total (A + B)					

Request for Proposal for Selection of System Integrator for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of Sate Resident Data Hub (SRDH) & IT Infrastructure for Integration of UID with Different Department operations of UT Administration of Daman & Diu.

Table 13: Format for Comprehensive O&M cost for the IT equipment for 1st year

Comprehensive O&M cost for the IT equipment for 1 st year					
Item Description	O&M Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (With Taxes) (A + B)	Quantity	Total Amount (INR) (With Taxes)
	(A)	(B)	R	Q	(R * Q)
Servers					
Application Server				3	
Database Server				3	
Web Server				1	
Backup Server				1	
Server for SLA and Helpdesk Management				1	
Blade Enclosure				As Required	
Total for Servers				9	
Storage					
SAN Storage				1	
SAN Switch				2	
Total for Storage				3	
Network Components					
Rack (36U)				2	
Total for Network Components				2	
Other related components					
KVM Switch with Monitor				1	
Total for Other related Components				1	
Software & Licenses					
Operating System for Servers				9	
Back-end RDBMS Enterprise Edition				As Required	
SLA & Helpdesk Management Software				1	
Virtualization Software				1	
JBoss Application Server 7				1	
Total for Software & Licenses				12	
Grand Total (R * Q)					

Table 14: Format for Comprehensive O&M cost for the IT equipment for 2nd year

Comprehensive O&M cost for the IT equipment for 2 nd year					
Item Description	O&M Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (With Taxes) (A + B)	Quantity	Total Amount (INR) (With Taxes)
	(A)	(B)	R	Q	(R * Q)
Servers					
Application Server				3	
Database Server				3	
Web Server				1	
Backup Server				1	
Server for SLA and Helpdesk Management				1	
Blade Enclosure				As Required	
Total for Servers				9	
Storage					
SAN Storage				1	
SAN Switch				2	
Total for Storage				3	
Network Components					
Rack (36U)				2	
Total for Network Components				2	
Other related components					
KVM Switch with Monitor				1	
Total for Other related Components				1	
Software & Licenses					
Operating System for Servers				9	
Back-end RDBMS Enterprise Edition				As Required	
SLA & Helpdesk Management Software				1	
Virtualization Software				1	
JBoss Application Server 7				1	
Total for Software & Licenses				12	
Grand Total (R * Q)					

Table 15: Format for Comprehensive O&M cost for the IT equipment for 3rd year

Comprehensive O&M cost for the IT equipment for 3 rd year					
Item Description	O&M Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (With Taxes) (A + B)	Quantity	Total Amount (INR) (With Taxes)
	(A)	(B)	R	Q	(R * Q)
Servers					
Application Server				3	
Database Server				3	
Web Server				1	
Backup Server				1	
Server for SLA and Helpdesk Management				1	
Blade Enclosure				As Required	
Total for Servers				9	
Storage					
SAN Storage				1	
SAN Switch				2	
Total for Storage				3	
Network Components					
Rack (36U)				2	
Total for Network Components				2	
Other related components					
KVM Switch with Monitor				1	
Total for Other related Components				1	
Software & Licenses					
Operating System for Servers				9	
Back-end RDBMS Enterprise Edition				As Required	
SLA & Helpdesk Management Software				1	
Virtualization Software				1	
JBoss Application Server 7				1	
Total for Software & Licenses				12	
Grand Total (R * Q)					

Request for Proposal for Selection of System Integrator for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of Sate Resident Data Hub (SRDH) & IT Infrastructure for Integration of UID with Different Department operations of UT Administration of Daman & Diu.

Table 16: Format for Comprehensive O&M cost for the IT equipment for 4th year

Comprehensive O&M cost for the IT equipment for 4 th year					
Item Description	O&M Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (With Taxes) (A + B)	Quantity	Total Amount (INR) (With Taxes)
	(A)	(B)	R	Q	(R * Q)
Servers					
Application Server				3	
Database Server				3	
Web Server				1	
Backup Server				1	
Server for SLA and Helpdesk Management				1	
Blade Enclosure				As Required	
Total for Servers				9	
Storage					
SAN Storage				1	
SAN Switch				2	
Total for Storage				3	
Network Components					
Rack (36U)				2	
Total for Network Components				2	
Other related components					
KVM Switch with Monitor				1	
Total for Other related Components				1	
Software & Licenses					
Operating System for Servers				9	
Back-end RDBMS Enterprise Edition				As Required	
SLA & Helpdesk Management Software				1	
Virtualization Software				1	
JBoss Application Server 7				1	
Total for Software & Licenses				12	
Grand Total (R * Q)					

Table 17: Format for Comprehensive O&M cost for the IT equipment for 5th year

Comprehensive O&M cost for the IT equipment for 5 th year					
Item Description	O&M Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (With Taxes) (A + B)	Quantity	Total Amount (INR) (With Taxes)
	(A)	(B)	R	Q	(R * Q)
Servers					
Application Server				3	
Database Server				3	
Web Server				1	
Backup Server				1	
Server for SLA and Helpdesk Management				1	
Blade Enclosure				As Required	
Total for Servers				9	
Storage					
SAN Storage				1	
SAN Switch				2	
Total for Storage				3	
Network Components					
Rack (36U)				2	
Total for Network Components				2	
Other related components					
KVM Switch with Monitor				1	
Total for Other related Components				1	
Software & Licenses					
Operating System for Servers				9	
Back-end RDBMS Enterprise Edition				As Required	
SLA & Helpdesk Management Software				1	
Virtualization Software				1	
JBoss Application Server 7				1	
Total for Software & Licenses				12	
Grand Total (R * Q)					

Request for Proposal for Selection of System Integrator for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of Sate Resident Data Hub (SRDH) & IT Infrastructure for Integration of UID with Different Department operations of UT Administration of Daman & Diu.

Table 18: Format for Development & Implementation, Data Migration and Training

Development & Implementation, Data Migration and Training			
Particulars	Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Amount (INR)(with Taxes)
Software Development and Implementation			
Data Migration			
Training			
Total Cost			

Table 19: Format for Facility Management Services for 5 Years

Operations & Maintenance (Facilities Management Services) Cost for 5 years																	
Description	Qty	Year wise Cost/Break-up															
		Year 1			Year 2			Year 3			Year 4			Year 5			Total for 5 Years (A + B + C + D + E)
		Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (A)	Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (B)	Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (C)	Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (D)	Cost (INR)	Total Tax Amount (INR) (Service Tax and other taxes, as applicable)	Total Cost (INR) (E)	
Project Manager (For first Year)	1																
District Managers (One at each district - 2nd year onwards for remaining years)	2																
Business Analyst (for first 2 Years)	1																
Database Administrator	1																
System Engineer / Administrator	1																
Senior Developers	1																
Developers	2																
Helpdesk Executives	2																
Grand Total (A + B + C + D + E)																	

Note: Software Requirements for SRDH Implementation are mentioned in Section 9.3

7 Scope of Work

7.1 Introduction

The ultimate aim of the project is to integrate UID with different services of various Departments of UT Administration of Daman & Diu.

By the Integration of UID with different services of various Departments of UT Administration of Daman & Diu, the Registrar and Implementing departments identified will be able to:

- Establish the Identity of the beneficiaries
- Improve the efficiency & transparency of service delivery mechanism

The brief Scope of Work for the appointed SI is as mentioned below:

- Detailed Software Requirement Specification (SRS)
- System study, design, SRDH configuration / customization, application integration
- Integration of Aadhaar (UID) with UT specific modules
- Data Migration from UT specific modules to SRDH
- Supply, installation, commissioning and maintenance of all necessary hardware and networking devices and its connectivity
- Installation, commissioning of System Software, Database and SRDH
- Testing processes such as:
 - Preparing test cases, test plans
 - Preparing test specification, test environment and test data
 - Testing at various levels like unit level, integration level, system level and production
 - User Acceptance Testing (UAT), security testing
 - System Audit and certification
- Capacity Building and Change Management for all identified departments
- Preparation of Training Materials, User Manuals
- 5 years Operations and Maintenance for entire configured / customized SRDH, all hardware and networking equipment and connectivity along with Helpdesk Support.

7.2 Application Development

For integration of UID with departmental services, the UT Administration of Daman & Diu has planned to use a generic Application Framework i.e. State Resident Data Hub (SRDH), which is developed by UIDAI. It is the common Database with all resident records with Aadhaar numbers and KYR information. All departments of the UT Administration of Daman & Diu would be integrated through SRDH. SRDH is required to be configured and/or customized as appropriate for accessing data. Further details on SRDH are available in **Section 9**.

CIDR (Central ID Data Repository) is common database with all records such as Aadhaar Numbers, KYR along with Biometric information of all residents across the country. To complete the Authentication process, the SRDH must be connected with CIDR.

Generic hardware and system software requirements, functional requirements, list of Schemes and processes of line departments of UT Administration of Daman and Diu – communicating with different Departments and their systems through respective processes, list of important fields, and list of applications are provided in **Sections 8.1.1, 8.1.2, 8.2.1, 8.2.2, 8.2.3 and 8.2.4 respectively**.

7.3 Data Migration

- Migrating the data from the existing legacy systems to the new system will include collection and migration of user data, master data and transaction data. The volume of the data that needs to be migrated is approximately 10,000 records (indicative) during the implementation phase and approximately 3,000 records (indicative) every year during the O&M phase.

- SI is required to undertake field visits, if required, to ascertain or to gather any additional information related to Data Migration.
- The Data migration task shall be preceded by an appropriate data migration need assessment including data Quality Assessment.
- The Data migration strategy and methodology shall be prepared by SI and approved by UT Administration of Daman & Diu. Any corrections identified by UT Administration of Daman & Diu or any appointed agency, during Data Quality Assessment and Review, in the data migrated by SI, shall be addressed by SI at no additional cost to the UT Administration of Daman & Diu.

7.4 Integrated System Acceptance Testing

The SI will need to perform the following tests on the integrated system to determine whether it meets all the requirements mandated for operational acceptance. Successful completion of the contract will be gauged through a series of formal system acceptance tests but not limited to the following tests and sub categories performed on all aspects of the system as mentioned below.

- Database test to verify complete and correct installation of database management system and data integrity testing.
- Data sampling - database back-up & recovery testing, query testing, database connection test.
- Unit testing - each module or component should to be fully tested independently before integration.
- System test – to verify functionality and performance with respect to the requirements of the system covering defect test, house-keeping functions like archiving, easy to use GUIs, Server, Storage system shutdown and power up test, roll-back, system backup and restoration test.
- System Integration test – covering integration of Testing Component Integration, testing System Interfaces, parameter interfaces, procedure interfaces, message passing, validations, robustness, availability, Error Detection & Recovery Testing, measuring response time, throughput.
- Security testing – authentication, authorization, time-out, penetration testing, security audits.
- Stress, reliability and performance, consistency, recovery, volume and limit tests.
- Audit Trail - tracking critical transactions, logging all critical errors.
- Multi-user capability - Test that the application system can support several users.
- Compatibility and Configuration Testing covering operating system and data base compatibility, hardware and network compatibility, checking compliance with recent industry standards, test the compatibility of data to the higher version, as and when applicable.
- Storage testing - Testing to detect instances when the system exceeds the specified limits.
- Installation Testing - The ease of installation will be checked, where installation counts are applicable, the number of installations specified will be tested.
- Environment testing - The application will be tested whether it works under different environments e.g. application will be tested on different networks.
- Graphical User Interface (GUI) Test covering (but not limited to) - menus, message boxes, keyboard interface, cursor management, visual design, as applicable.
- User Information Testing - user documents reviewed for clarity, ease of use, details of all required system facilities, and details of all system error messages together with sufficient information to allow the replications of errors.
- Maintainability - Reviewing and evaluating maintainability.

The SI will be completely responsible for the successful run of the proposed system with its proposed hardware and software licenses.

7.5 Training

UID project is all about bringing in radical change in the delivery of the selected services and enhance the citizen experience. The change which UID project brings in is multifold. Hence, training needs to be catered for personnel.

Following types of trainings are needed to be arranged and delivered by the SI:

- **Basic Computer Awareness Training:** due to lack of sufficient existing IT Infrastructure, many of the departmental officials are needed to be trained for the Basic Computer Awareness Training.
- **Application Training:** Users shall be given the training for the developed application, especially how the authentication would be done.
- **Training to the Trainers:** Department-wise identified trainers are needed to be trained; especially they should know how training to other users of that department should be trained for accessing the application / functionality of Authentication.

Such trainings shall be arranged thrice or three times:

- Preliminary Training (During the implementation phase)
- First Up-Gradation Training (after 6 months from the Preliminary Training)
- Second Up-Gradation Training (after 6 months from the First Up-gradation Training)

Participants of Trainings:

- Such trainings and skills will be imparted to all levels of government employees involved in the processes pertaining to the services.
- These would range from senior officers such as the UT Administration Secretaries up to the officials working in the departments and sub districts such as Clerks and others as applicable.
- Approximately 300 personnel (indicative) will be the participants of trainings. In each batch there will be approximately 10 personnel (indicative)

Change Management Trainings: Apart from above mentioned training, Change Management Trainings need to be taken up by the SI for a total of 50 personnel in 5 batches.

The feedback of the attendees must be taken after every training session, which should be leveraged for improving effectiveness of the training. At least 80% of the training audience should give a rating of satisfactory or above (i.e. Feedback ratings ≥ 7 out of 10) in each sessions. For all training sessions where SI fails to get the above mentioned satisfactory ratings, UT Administration of Daman & Diu may ask SI to deliver such training sessions until SI gets the satisfactory ratings.

7.6 Operations & Maintenance

Operations & Maintenance period will be for 5 years from the date of Go-Live. The bidder is expected to provide onsite support and deploy a helpdesk system to log requests, assigning requests to specific individuals, prioritizing requests, recording resolution, tracking time taken for resolution. The support will address but not be limited to the following:

- User level queries
- Bug fixes
- Enhancements
- Incorporations of new requirements owing to legal, statutory and policy changes
- Configuration changes
- Customizations
- Patch updates
- Upgrades
- Database administration
- Security

7.7 Definition of Go-Live

Go-Live means completion of the following activities -

- System Study and Design.
- Application Development, Customization, Configuration and Integration of Aadhaar (UID) with the Departmental services.
- Supply, installation, commissioning of all necessary hardware and networking devices and its connectivity
- Installation, commissioning of System Software, Database and SRDH
- Successful completion of Data Migration.
- Successful completion of User Acceptance Testing.
- Application Deployment.
- Capacity Building and Change Management.

7.8 Service Levels

Following tables outline the key service level requirements for the system, which needs to be ensured by the SI during the implementation and operations and maintenance phase. These requirements shall be strictly imposed and either the UT Administration of Daman & Diu or a third party audit/certification agency shall be deployed for certifying the performance of the SI against the target performance metrics as outlined in the tables below.

7.8.1 Implementation Phase SLAs

Table 20: Implementation Phase SLAs

Delivery Related Service Level Agreement (SLA) Criteria							
S. N.	Service Metrics Parameter	Base Line	Lower Performance	Violation of SLA	Basis of Measurement	Remarks	Penalty
1.	Delivery of the reports/ deliverables	As per the schedule mentioned in the Deliverables (Section 10.2 – Table: 39)	delay of 1 week	> 1 week delay	As per the Deliverables (Section 10.2 – Table: 39)		0.1% of cost of Software Development and Implementation subject to maximum 10% of cost of Software Development and Implementation per week beyond the violation of SLA
2.	Development / Customization / Configuration, deployment and testing of Application Software	As per the schedule mentioned in the Implementation Schedule (Section 10.1 – Table: 38)	delay of 1 week	> 1 week delay	As per the Implementation Schedule (Section 10.1 – Table: 38)	The centralized application should be tested for the desired functionalities, security and completeness as well as compliance with SLA within the period	0.5% of cost of Software Development and Implementation subject to maximum 10% of cost of Software Development and Implementation per week beyond the violation of SLA
3.	Supply, installation and commissioning of Hardware and Data Center Equipment	As per the schedule mentioned in the Implementation Schedule (Section 10.1 – Table: 38)	delay of 1 week	> 1 week delay	As per the Implementation Schedule (Section 10.1 – Table: 38)		1% of cost of the delayed Hardware or Equipment subject to maximum 10% of cost of the delayed Hardware or Equipment per week beyond the violation of SLA

7.8.2 Post Implementation Phase SLAs

7.8.2.1 Primary DC/DRC Site Infrastructure Systems and Application Availability and Performance

Production Core Application Software (CAS) Systems: It is the SRDH Application along with its configuration and/or customization as well as Operating System and RDBMS. The failure or disruption has a direct impact on the UT's ability to service its Departments' offices, ability to perform critical back-office functions or a direct impact on the organization.

This includes but not limited to:

- Storage and related switches at Primary DC and DRC.
- Web, Application, Database, and Backup Servers at Primary DC and DRC.

Non-Core Application Software (CAS) Systems in Production and Non Production Systems: It includes but not limited to the SLA Monitoring System, Virtualization Software. The failure or disruption has no direct impact on the UT's ability to serve its Departments' offices, or perform critical back-office functions.

This includes but not limited to:

- Production Non CAS Servers.
- Helpdesk infrastructure & applications.

The below tables gives details on the Service Levels the SI should maintain and will be monitored on a monthly basis:

Table 21: Primary DC/DRC Site Infrastructure Systems and Application Availability and Performance

Service Level Description	Measurement	
System Availability	Availability of systems shall be at least 99%	
	Severity of Violation: High	
	Availability over the one month period	Violations
	<99% and >=98%	1
	<98% and >=97%	2
	<97%	3
Application Availability	Availability of CAS solution components measured within the Data Centre shall be at least 99%	
	Severity of Violation: High	
	The service shall be monitored on a monthly basis	
	Availability over the one month period	Violations
	< 99% and >=98%	1
	<98% and >=97%	2
	<97%	3

Service Level Description	Measurement	
Application Availability	Availability of non-CAS solution components measured within the Data Centre shall be at least 97%	
	Severity of Violation: Medium	
	The service shall be monitored on a monthly basis	
	Availability over the one month period	Violations
	<97% and >=96.5%	1
	<96.5 and >= 96%	2
	<96%	3

7.8.2.2 Handholding Support: Application Support

Level 1 Defects - The failure to fix has an immediate impact on the U.T's ability to service its departments, inability to perform critical back-office functions or a direct impact on the organization.

Level 2 Defects - The failure to fix has an impact on the U.T's ability to service its departments that, while not immediate, can cause service to degrade if not resolved within reasonable time frames.

Level 3 Defects - The failure to fix has no direct impact on the U.T's ability to serve its departments, or perform critical back-office functions.

The severity of the individual defects will be mutually determined by the UT Administration of Daman & Diu and SI. This service level will be monitored on a monthly basis.

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

Table 22: Handholding Application Support

Service Level Description		Measurement	
Application performance	Support	95% of the Level 1 defects shall be resolved within 4 business hours from the time of reporting full details.	
		Severity of Violation: High	
		This service level will be monitored on a monthly basis.	
		Performance over the one month period	Violations
		<95% & >=90%	1
		<90% & >=85%	2
		<85%	3
Application performance	Support	95% of the Level 2 defects shall be resolved within 48 hours from the time of reporting full details.	
		Severity of Violation: High	
		This service level will be monitored on a monthly basis.	

Service Level Description		Measurement	
		Performance over the one month period	Violations
		<95% & >=90%	1
		<90% & >=85%	2
		<85%	3
Application performance	Support	100% of the Level 3 defects shall be resolved within 72 hours from the time of reporting full details.	
		Severity of Violation: High	
		This service level will be monitored on a monthly basis.	
		Performance over the one month period	Violations
		<100% & >=90%	1
		<90% & >=80%	2
		<80%	3
Application performance	Support	Up to date of the documentation of the design, modifications, enhancements, and defect-fixes in the quarter.	
		Severity of Violation: Medium	
		This service level will be measured on a quarterly basis. Each instance of non-meeting this service level will be treated as one (1) violation.	

7.8.2.3 Handholding Support: Helpdesk and Hardware & Network Equipment and System Software Support

Level 1 Calls - The failure to fix has an immediate impact on the UT's ability to service its departments, inability to perform critical back-office functions or a direct impact on the organization.

Level 2 Calls - The failure to fix has an impact on the UT's ability to service its departments that while not immediate, can cause service to degrade if not resolved within reasonable time frames.

Level 3 Calls - The failure to fix has no direct impact on the UT's ability to serve its departments, or perform critical back-office functions.

This service level will be monitored on a monthly basis.

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

Table 23: Handholding Helpdesk and Data Center Support

Service Level Description	Measurement
Helpdesk Performance	98% of the calls shall be answered within 45 seconds.
	Severity of Violation: High
	This service level will be monitored on a monthly basis.

Service Level Description	Measurement	
	Performance over the one month period	Violations
	<98% & >=90%	1
	<90% & >=80%	2
	<80%	3
Helpdesk Performance	98% of the incidents within helpdesk resolution capacity shall be resolved in a cycle time of 24 hours.	
	Severity of Violation: High	
	This service level will be monitored on a monthly basis.	
	Performance over the one month period	Violations
	<98% & >=90%	1
	<90% & >=80%	2
	<80%	3
Helpdesk Performance	98% of the non SI supported incidents shall be routed to the appropriate service provider within 30 minutes	
	Severity of Violation: Medium	
	This service level will be monitored on a monthly basis.	
	Performance over the one month period	Violations
	<98% & >=90%	1
	<90% & >=80%	2
	<80%	3
Helpdesk Performance	80% of the Level 1 calls shall be reported on status and action to be communicated within 6 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 10 business hours.	
	Severity of Violation: High	
	This service level will be monitored on a monthly basis.	
	Performance over the one month period	Violations
	<80% & >=70%	1
	<70% & >=60%	2
	<60%	3
Helpdesk Performance	80% of the Level 2 calls shall be reported on status and action to be communicated within 6 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 72 hours.	
	Severity of Violation: High	

Service Level Description	Measurement
	This service level will be monitored on a monthly basis.
	Performance over the one month period
	Violations
	<80% & >=70%
	1
Helpdesk Performance	<70% & >=60%
	2
	<60%
	3
Helpdesk Performance	80% of the Level 3 calls shall be reported on status and action to be communicated within 24 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 96 hours.
	Severity of Violation: High
	This service level will be monitored on a monthly basis.
	Performance over the one month period
	Violations
Hardware & Network Equipment and System Software Support Performance	<80% & >=70%
	1
	<70% & >=60%
	2
	<60%
	3
Hardware & Network Equipment and System Software Support Performance	Replacement of equipment shall be done within 15 days of notification by the UT. These equipment would have failed on four or more occasions in a period of less than three months or on six occasions in a period of less than twelve months (Mean Time Between Failure Occasions).
	Severity of Violation: High
	Each instance of non-meeting this service level will be treated as one (1) violation.
Documentation for any change in Hardware & Network Equipment and System Software Support Performance	Up to date of the documentation of the design modifications, enhancements and fixes.
	Severity of Violation: Medium
	This service level will be measured on a quarterly basis.
	Each instance of non-meeting this service level will be treated as one (1) violation.

7.8.2.4 Reporting

The below table gives details on the Service Levels the SI should maintain for periodic reporting:

Table 24: Reporting

Service Level Description	Measurement
Helpdesk Performance	<p>Provide monthly SLA compliance reports, monitoring and maintenance related MIS reports by the 5th (or 6th, in case 5th is the Holiday) of the following month.</p> <p>Severity of Violation: Medium</p> <p>If the monthly SLA compliance report related to the service level metrics is not provided in the given timeframe, it will be treated as one (1) instance.</p> <p>The total number of instances for the three-month period will be the cumulative number of instances across all the months.</p> <p>This service level will be monitored on a monthly basis.</p>

7.8.2.5 Availability and Quality of manpower

Table 25: Availability and Quality of manpower

S. No	Service Metrics Parameter	Base Line	Basis of Measurement	Penalty
1.	Availability of Manpower as mentioned in Table 19 in Section 6.2.2	100% availability during working hours	The Department would maintain a record of attendance of the resources provided by SI.	The SI will not be paid the cost for the period that the resource is absent. In addition, the SI will be penalized with the amount of INR 1000/- per day per person.

7.8.2.6 Violations of SLA and Associated Penalties

- The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.
- The number of violations in the reporting period (i.e. quarterly) for each level of severity will be totaled and used for the calculation of Penalties.
- A quarterly performance evaluation will be conducted using the quarterly reports.

7.8.2.7 Penalty Calculations

The framework for Penalties, as a result of not meeting the Service Level Targets is as mentioned below:

- The performance will be measured for each of the defined service level metrics (as mentioned in Sections 7.8.2.1, 7.8.2.2 and 7.8.2.3 against the minimum / target service level requirements and the violations will be calculated accordingly.
- Penalties applicable for each of the high severity violations are (0.1) % and (0.05) % of respective quarterly payment to the SI during Working Hours and non-working hours respectively.
- Penalties applicable for each of the medium severity violations are (0.05) % and (0.025) % of respective quarterly payment to the SI during Working Hours and non-working hours respectively.

- It is to be noted that if the overall penalty applicable for any of the quarter exceeds 15% of the agreed payment amount of that quarter or if the overall penalty applicable for all four (4) quarters of a year exceeds 10% of the agreed payment amount of those four quarters; then the UT Administration of Daman & Diu shall have the right to terminate the contract.

7.8.3 Definitions

- **“Scheduled Maintenance Time”** shall mean the time that the System is not in service due to a scheduled maintenance activity. The scheduled maintenance time would be during Non-working hours. Further, scheduled maintenance time is planned downtime with the prior permission of the UT Administration of Daman & Diu.
- **“Scheduled Operation time”** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time.
- **“System or Application Downtime”** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time and measured from the time the UT Administration of Daman & Diu and/or its employees log a call with the SI team of the failure or the failure is known to the SI from the availability measurement tools to the time when the System is returned to proper operation.
- **“Availability”** means the time for which the services and facilities are available for conducting operations on the UT’s system including application and associated infrastructure. Availability is defined as:
$$\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$$
- **“Helpdesk Support”** shall mean the support center which shall handle Fault reporting, Trouble Ticketing and related enquiries during working hours.
- **“Incident”** refers to any event / abnormalities in the functioning of the Data Centre Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

7.8.4 Interpretations

- The working hours are 08:30AM to 8:30PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the UT Administration of Daman & Diu. The fact is recognized that the UT offices will require to work beyond the business hours on need basis.
- "Non-Working Hours" shall mean hours excluding “Working Hours”.
- The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of UT Administration of Daman and Diu or an agency designated by them, then the UT Administration of Daman & Diu will have the right to take appropriate disciplinary actions including termination of the contract.
- A Service Level violation will occur if the SI fails to meet Minimum Service Levels, as measured on a monthly basis, for a particular Service Level.
- An Availability and Performance Report will be provided by the SI on monthly basis in the UT suggested format containing the summary of all incidents reported and associated SI performance measurement for that period and a review shall be conducted based on this report.
- SLA and Helpdesk Monitoring system software as specified in this RFP shall play a critical role in monitoring the SLA compliance and hence will have to be customized and/or configured accordingly, as required.
- The Post Implementation SLAs will prevail from the start of the Operations and Maintenance Phase. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the UT Administration of Daman & Diu. The SLAs may be reviewed on an annual/bi-annual basis as the UT Administration of Daman & Diu decides, after taking the advice of the SI and other agencies.

8 Techno-Functional Requirements

8.1 Technical Requirements

8.1.1 Specification of Hardware

The Hardware Requirements for SRDH Application Framework are to ensure that the UT continues to seamlessly host the application as soon as it is installed and also as the data grows in near future. Hardware requirements depend on the number of citizen records (population) that would be supported by the State Resident Data Hub application and database. Please note that all the equipment should be IPv6 enabled. Kindly find below the indicative estimates for UT of Daman & Diu:

Specification of Rack Mounted Server for Database

Table 26: Specification of Server for Database

S. N.	Chassis	4 U Rack Mountable
1.	CPU	2 Nos X86 based Processor. Processor Core Per CPU should be minimum 6 (Six). The Frequency should be minimum 2.0 GHz.
2.	Motherboard	Intel® C600 Series Chipset or equivalent Processor OEM motherboard/ chipset.
3.	Memory	96 GB DDR3 RAM with ECC memory expandable up to 128 GB
4.	HDD Bays	Minimum 5 Hot Plug 2.5" hard disk bays/ 5 Hot Plug 3.5" hard Disk Bays + CDROM/DVD Bay
5.	Optical drive Bay	One optional optical drive bay to install DVD-ROM or DVD-RW
6.	Hard disk drive	4 X 300GB SAS minimum 10K rpm with Raid 1
7.	Clustering	Should have Cluster support for high availability
8.	Back Up Device	Should be able to connect with SAN Storage over 4/8/16 Gbps Fiber channel.
9.	Controller	PCIe 3.0 based SAS Raid Controller
10.	Networking features	Server should have the following: 1Gb 4-port network adaptor in clustering.
11.	Ports	USB 2.0 support With minimum 3 ports
12.	Bus Slots	Minimum Four PCI-Express slots
13.	Optical drive	DVD/CD-RW combo drive
14.	Power Supply	Redundant Power Supplies
15.	Fans	Redundant Fans
16.	Industry Standard Compliance	ACPI 2.0 Compliant, PCIe 3.0 Compliant, USB 2.0 Support
17.	Security	Power-on password Serial interface control. Administrator's password
18.	OS Support	Microsoft Windows Server, Microsoft Windows Server Hyper-V, Red Hat Enterprise Linux (RHEL), Red Hat Enterprise Linux Virtualization, SUSE Linux Enterprise Server (SLES), SUSE Linux Enterprise Server with XEN Oracle Solaris/Linux for x86/x64 based Systems,
19.	Server Management	Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD.

Specification of Blade Enclosure

Table 27: Specification of Blade Enclosure

S. N.	Feature	Specifications
1.	Form Factor	Up-to 10 U Form factor per chassis with all redundancy features (Hard Drives, Power, and Cable Management). The requisite number of Enclosures to be configured to populate the Servers and Storage/Expansion Units
2.	Blade Bays	Blade Chassis to accommodate minimum of 12 hot pluggable blade servers with SAS HDDs.
3.	Chassis Feature	<ul style="list-style-type: none"> Dual network connectivity for each blade server for redundancy should be provided. Backplane should be completely passive device. If it is active, dual backplane should be provided for redundancy Should have the capability for installing industry standard flavors of Windows, Linux, Unix, Solaris for x86 Operating Environments Single console for all blades in the enclosure or KVM Module DVD ROM can be internal or external, which can be shared by all the blades allowing remote installation of S/W and OS Minimum 1 external USB connections functionality
4.	Ethernet Switch Modules	Two hot-plug, redundant 1Gbps Ethernet module which enable connectivity to Ethernet via switch. Switch should be Internal/external. The number of Ethernet ports should be sufficient to connect fully populated chassis being offered to network.
5.	SAN Connectivity	Two hot-plugs, redundant 4 Gbps Fiber Channel for connectivity to the external Fiber channel Switch and ultimately to the storage device.
6.	Redundancy	Mechanical Devices such as Hard Disks, Fans and Power Units should be completely Hot Swappable and Redundant to ensure High Availability
7.	Blade Management	<ul style="list-style-type: none"> Systems Management and deployment tools to aid in Blade Server configuration and OS deployment, Remote management capabilities through internet browser Blade enclosure should have provision to connect to display console / central console for local management like trouble shooting, configuration, system status / health display
8.	Power	<ul style="list-style-type: none"> Hot Swap redundant power supplies to be provided Power supplies should have N+N. All Power Supplies modules should be populated in the chassis
9.	KVM	To be enabled Virtually over IP for Remote Access or Provided Locally.

Specification of Blade Server for Application, WEB, Back Up & SLA and Help-Desk Management

Table 28: Specification of Servers for Application, Web, Back Up & SLA and Help Desk Management

S. N.	Features	Specifications Required
1.	CPU	Two numbers (2) X86 based Processor with 64 bit Extensions (EM64T). Processor Core Per CPU should be Six. The Frequency should be minimum 2.0 GHz. Processor should be latest series/generation for the server model being quoted

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2.	Chipset	Suitable Processor OEM motherboard/chipset
3.	Form factor	Half/Full Height Blade with I/O connectivity to backplane
4.	Memory	32 GB ECC DDR3-SDRAM DIMMs
5.	Memory Expandability	Minimum 128 GB
6.	Controllers	Integrated SAS Raid Controller with RAID 0, 1
7.	Bays	Dual 2.5" SAS Hard Disk bays
8.	Hard Disk Drives	Two 146 GB 2.5" SAS Hard Disk Drive hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks
9.	Ethernet Adapter	Dual Port 1000BASE-T Gigabit Ethernet Adapter
10.	SAN Connectivity	The Blade should have redundant 4/8 Gbps Fiber Channel HBA (For Application and Mail Messaging)
11.	I/O Expansions	I/O expansion slot for up gradation of Ethernet Adapter
12.	Power Supply	From the Blade Chassis
13.	System Management and Diagnostics	LED lights indicating failing component and on-board diagnostics (via on-board system management processor)
14.	Software	Server Management software with the device drivers
15.	OS Compatibility	Microsoft Windows Server latest version Standard Edition (32 bit and 64 bit) Microsoft Windows Server latest version Enterprise Edition (32 bit and 64 bit) Red Hat Enterprise Linux latest version (32 bit and 64 bit) Red Hat Enterprise Linux latest version (32 bit and 64 bit) SUSE LINUX Enterprise Server latest version (32 bit and 64 bit) SUSE LINUX Enterprise Server latest version (32 bit and 64 bit)

Specification of SAN Storage

Table 29: Specification of SAN Storage

S. N.	Storage Parameter	Functionality
1.	Operating System & Clustering Support	<ul style="list-style-type: none"> The storage array should support industry-leading Operating System platforms including: Windows Server latest Version, Linux, Oracle LINUX, SUSE LINUX, RED HAT LINUX standard and enterprise edition. Offered Storage Shall support all above operating systems in Clustering.
2.	Capacity Scalability &	<ul style="list-style-type: none"> The Storage Array shall be offered with 20 TB Usable space using 300/450/600 GB Disk drive after Raid Implementation Storage shall be scalable to 40 TB Usable space /450/600 GB Disk drive after Raid Implementation after Raid Implementation
3.	Processing Power	Offered controllers shall be based on latest PCI-e technology/equivalent to ensure that there is no bottleneck for IO communication.

4.	Architecture & Processing Power	<ul style="list-style-type: none"> • The storage array should support dual, redundant, hot-pluggable, active-active array controllers • Storage Array shall have Switched Architecture for Disk drive connectivity. • Controllers shall be active-active so that a single Logical unit can be shared by both controllers at the same time.
5.	No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply and other as applicable. It should have Redundant power supplies, batteries and cooling fans and data path and storage controller.
6.	Disk Drive Support	Offered Storage Array shall support 4Gbps dual-ported 146/ 300 / 450GB / 600GB hot-pluggable Enterprise FC/SAS hard drives, along with 1000 GB SAS MDL/SATA drives in the same device shelf.
7.	Cache	<ul style="list-style-type: none"> • Offered Storage Array shall be given with Minimum of 4GB cache • Shall have dynamic management of Cache block size • Cache shall not have any overhead for the operating system.
8.	Raid Support	<ul style="list-style-type: none"> • Offered Storage Subsystem shall support Raid 0, 1, 1+0, 4/5 and 6
9.	Data Protection	<ul style="list-style-type: none"> • The storage array must have complete cache protection mechanism either by de-staging data or providing complete cache data protection with battery backup for up to 72 hours or more.
10.	Host Ports & Back-end Ports	Offered Storage shall have minimum of 4 host ports for connectivity to servers & minimum of 2 device ports for Disk shelf connectivity
11.	Ports Bandwidth	Offered storage shall be end to end 4Gbps where each drive and drive shelf shall be connected through dual active-active paths.
12.	Global Hot Spare	<ul style="list-style-type: none"> • Offered Storage Array shall support distributed Global hot Spare for offered Disk drives • At least two (2) Global hot spare drives shall be configured for every 50 drives.
13.	Load Balancing & Multi-path	Multi-path and load balancing software shall be provided,
14.	Maintenance	Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives.
15.	Re-build time	For better re-build times in case of disk failure, offered storage rebuild operations shall not depends upon the number of drives in the raid group.
16.	Business Copy	Shall support Snapshot or any other means to support Business copy.
17.	Storage Configuration Management Software Array &	Implementation Partner shall provide Storage Array configuration and Management software
18.	Performance Management	Implementation Partner shall also offer the performance management software for Storage Array

Specification of SAN Switch

Table 30: Specification of SAN Switch

S. N.	SAN Switch Parameter	Functionality
1.	Capacity	SAN switch shall be configured with minimum of 16 Ports.
2.	Scalability	To be scalable up to 24 ports
3.	Throughput	Should deliver 8 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 24 ports
4.	Auto sensing	Should protect existing device investments with auto-sensing 1, 2, 4, and 8 Gbit/sec capabilities
5.	Configuration	The switch shall support different port types such as FL_Port, F_Port, M_Port (Mirror Port), and E_Port; self-discovery based on switch type (U_Port);
6.	Form Factor	The switch should be rack mountable
7.	Upgrade	Non-disruptive Microcode/ firmware Upgrades
8.	Bandwidth	The switch shall provide Aggregate bandwidth of 192 Gbit/sec: 24 ports × 8 Gbit/sec (data rate) end to end.
9.	Management	Switch shall have support for web based management and should also support CLI.
10.	Interface	The switch should have USB port for firmware download, support save, and configuration upload/download.

8.1.2 Specification of System Software

Specification of Helpdesk and SLA Monitoring Software

The proposed integrated management solution must consist of the following technologies to deliver a comprehensive and automated management platform:

Table 31: Specification of Helpdesk and SLA Monitoring Software

S. N.	Specifications
A.	Overall features
1.	Solution should be open, distributed, and scalable and open to third party integration.
2.	Should support Web / Administration Interface.
3.	Should provide compatibility to standard RDBMS.
4.	The Service Management solution namely Service desk (incident and problem mgmt.), Change, and SLA management should have shared configuration database with a unified architecture.
5.	Offered solution should provide for future scalability of the whole system without major architectural changes.
A.	IT Service Management

S. N.	Specifications
1.	Centralized IT helpdesk for technical and functional support must be maintained to respond to queries and solve issues of the users.
2.	The Helpdesk must be accessible through various communication channels viz. Telephone, web based facility and email. The helpdesk should be able to respond to the queries/problems in the time limits as specified in Service Level Agreement.
3.	Online Helpdesk system must be deployed and would be used for management and support activity. Service desk is envisaged as a tool that will facilitate the end-to-end service support for users. The proposed system should include required hardware and software and should have sufficient analyst licenses to meet the requirement of Project.
4.	The Solution should have the complete ITIL process flow for Incident, problem, Change and release Management
5.	The solution should have Service Management Process Model in built based on ITIL v3 best practices.
6.	At each stage in the cycle of the incident, the system should prompt users on the status and the missing information that is required to complete the flow
7.	In case any process step is missed, the system prompts users to complete that step before they move to the next step
8.	Solution should support reporting on the process flow to allow management to understand how organization is performing in terms of process adherence
9.	Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units.
10.	Solution should automatically provide solutions from the knowledge base.
11.	Workflow must be able to perform notification via email, SMS and the have provision to interface with other communication modes. The solution should provision the administrator to create new or modify existing workflow by using actions like set fields, push fields, SQL query or others as applicable.
12.	The solution should provide the functionality of executing searches to the entire database.
B.	Incident / Problem Management
1.	Flexibility of logging incidents via various means - web interface, client interface, phone
2.	Service Desk solution should allow detailed multiple levels/tiers of categorization on the type of incident being logged.
3.	Service Desk solution should provide classification to differentiate the criticality of the security incident via the priority levels, severity levels and impact levels.
4.	It should allow SLA to be associated with a ticket based on priority, severity, incident type, requestor, asset, location or group individually as well as collectively.

S. N.	Specifications
5.	Solution should support fast service restoration leveraging previous incident data.
6.	It should be possible for agent to view the 'Health of a selected asset' from within the ticket.
7.	The health view should be consistent across platform (Windows & flavours of UNIX / Linux)
8.	Should support automatic assignment of ticket to the right skilled resource based on business priority Ex - Database crash issue need not be assigned to a DBA unless the business service is completely down.
9.	Asset causing the business failure and business service that has failed should be automatically related to the ticket.
10.	It should be possible to architect a decentralized service operations (across OS, database and application versions).
11.	For integrations with other EMS/NMS tools, various options for integration should be provided - APIs, web services, SDKs.
12.	It should have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues. Should support full text search capabilities.
C.	Change Management
1.	Should support Change Impact and change collision detection based on affected CIs from CMDB.
2.	Solution should provide for Change Calendar with periodical views.
3.	Should support self-service change request and fulfillment with standard change requests via service catalogue
4.	Should support Incident & problem driven change-release-deployment activities. End to End Release Management workflows should be supported with in-built rollback capabilities
5.	Should support unified change and release tools (planning, risk assessment, scheduling, and execution tools) for complete enterprise across virtual & physical environments, applications, etc.
D.	Configuration Management
1.	The Configuration Management Database should support multiple datasets with federation and reconciliation facilities so as to get data from various discovery tools and also through manual import process.
2.	The Configuration Management should support Definitive Software and Media Library with content updates on a periodic basis.
3.	Normalization of data should be possible along complete definitive media library –

S. N.	Specifications
	software, hardware with standardization on attributes.
4.	Reconciliation of data should be possible with multiple data providers based on common attributes and ability to define precedence rules on attributes
5.	Federation of external data sources should be possible with ability to store common attributes inside CMDB and getting other attributes from external data sources in real time.
6.	Should provide best in class integration capabilities with CMDB compliant APIs.
7.	Should Provide a single shared view of services supporting Service Design, Transition and Operations stages of the lifecycle
8.	Should Provide a Service catalogue so as to establish a framework for Service definitions based on IT and business alignment
9.	Should Provide Service blueprints to describe functional and deployment models for the Service definitions
10.	Should automatically create Service models to describe how IT infrastructure supports business services
11.	Manage services consistently across heterogeneous data center and cloud environments
E.	Service Level Management / Monitoring
1.	Should integrate with the application software component of portal software that measures performance of system against the following SLA parameters: <ul style="list-style-type: none"> • Response times of Portal • Transaction handling capacity of application server in terms of number of concurrent connects
2.	Should compile the performance statistics from all the IT systems involved and compute the average of the parameters over a month, and compare it with the SLA metrics
3.	Have a consolidated, automated graphical report for SLA compliance with ability to drill down to reason for non-compliance
4.	Manage service levels for delivery and support of business services
5.	Fast, repeatable process for defining and capturing service level measurements
6.	Real-time visualization of service level targets, agreement compliance data, penalties and rewards
7.	Deliver service level information and alerts directly to IT Operations and Service Support consoles
8.	Should support compliance and cost trending to assist in identifying areas for process and operational improvements

S. N.	Specifications
F.	Service Request Management
1.	Should support single service catalogue for requestable services, spanning both IT and non-IT domains.
2.	Should provide for Service Requests Workflows and Fulfilment definitions for commonly used IT/non-IT services.
3.	Catalog based on User profile.
4.	Ability to position both Custom-made and Standard Requests
5.	Should send notifications to Customers based on the status
6.	Should have the ability to extend and create new service request
7.	Should have predefined catalogues that cover specific use cases
8.	Should be completely web based and should be accessible from an portal
9.	The services should be integrated to SLAs and should be auto measured for adherence.
G.	Reporting
1.	Should provide for Reports for Service Support and Service Delivery processes through a unified portal.
2.	Should have ability to have a consolidated view of data collected from different types of operations (Eg - SLA compliance for a selected service, it's dependent SLAs, OLA and UPCs, it's changes by priority, open incidents by priority and status, it's assets and individual asset compliance, patches installed and compliance to patches etc.) and displayed in a universal portal
3.	Provide users (based on role) to drill down to specific report/data on a need basis
4.	Provide detailed reports on a specific area as per the need of the user
5.	Should support multiple views with flexible structure along with role based access.

8.2 Functional Requirements

8.2.1 Functional Requirement Specification

The following are the different generic functionalities. Minimum below mentioned functionalities are needed to be incorporated into the Application.

LOGIN MODULE:

SN	Functionality
1	System should allow the user to log the information details such as Username and Password
2	Ability to authenticate the information details entered by the user
3	System should display the relevant homepage based on the access rights
4	Ability to determine the functions within the system based on the user configuration

USER MANAGEMENT MODULE:

SN	Functionality
1	Ability to allow SRDH administrator to add a new user to the system
2	Ability to allow SRDH administrator to modify the details of an existing user
3	Ability to allow SRDH administrator to delete a user account
4	Ability to allow SRDH administrator to save the details

INSERTION OF EID UID FILE MODULE:

SN	Functionality
1	System should allow the data as input into SRDH using: <ul style="list-style-type: none">• Encrypt data from source system• Unencrypt data from source system• Check authenticity of data• Check for duplicate record• Provide audit log for data transferred for successful and/or failure records• Report reasons for failure
2	Encryption – Decryption <ul style="list-style-type: none">• Allows encrypted files to be encrypted with Registrar public key• Allows encrypted files to convert into decrypted files with Registrar private key• System should authenticate against CIDR before insertion / updation into SRDH for unencrypted EID-UID files• System should not allow authentication against CIDR before insertion / updation into SRDH for encrypted EID-UID files• Modification of the data if the input data is newer than the existing data, if the records already exists in the SRDH

INSERTION OF A RECORD MANUALLY:

SN	Functionality
1	System should allow the user to insert a single record into SRDH based on the access rights
2	<ul style="list-style-type: none">• Allows authentication with the CIDR before insertion into SRDH• Check authenticity of data• Check for duplicate record• Provide audit log for input data
3	Allows the system to modify the record, if the record already exists in SRDH

MODIFICATION OF RECORDS:

SN	Functionality
1	Allows the system to modify the record, if the record already exists in SRDH
2	<ul style="list-style-type: none"> Allows authentication with CIDR before modification of record in SRDH data store Check authenticity of data Check for duplicate record Provide audit log for input data

RESIDENT SELF SERVICE OF INSERT / MODIFY KYR MANUALLY:

SN	Functionality
1	System allows the user to register with SRDH for obtaining OTP (Temporary One time password) by means of <ul style="list-style-type: none"> Mobile Email
2	System should allow the user to log with OTP on the self-service screen of SRDH
3	<ul style="list-style-type: none"> System allows the user to use the OTP only for configurable limited time period Allows the user for single successful transaction, user will not be allowed to access the SRDH with same OTP again Allows the user to request for OTP once again with SRDH
4	Ability to authenticate the information details entered by the user
5	System should display the relevant homepage based on the access rights
6	Allows the user to record data manually using <ul style="list-style-type: none"> Insert a single record manually into SRDH Authentication with CIDR before insertion of record Modify the single record manually into SRDH Authentication with CIDR before modification of record

DE-ACTIVATE RECORDS:

SN	Functionality
1	System allows the authorized user to: <ul style="list-style-type: none"> Search for a record to deactivate Search for a particular record Search for multiple record
2	System should display the “reason” column for deactivation
3	Particular Record Deactivation: <ul style="list-style-type: none"> System should have pre-defined multiple reasons as default Batch Record Deactivation System should provide “reason” is defaulted
4	System should have a provision to update in the SRDH database
5	System should reconfirm the deactivation to the user

AUNTENTICATE EXISTING RECORDS WITH THE CIDR:

SN	Functionality
1	System should allow authentication users to access the CIDR
2	System should display search criteria for the user
3	System allows the authorization user to: <ul style="list-style-type: none"> Search for a record

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	<ul style="list-style-type: none"> • Search for a particular record • Search for multiple record
4	System should allow to verify the record in the central CIDR based on the search criteria
5	System will display the record based on the search criteria

SIMPLE SEARCH:

SN	Functionality
1	System should provide the user to search SRDH records based on KYR data elements: <ul style="list-style-type: none"> • UID Number • EID Number • Name • Address • DOB • Mobile Number • Email Address • Relative name • Relative EID/UID
2	System should have the UID number as default for search criteria
3	Should restrict search criteria with minimum of 3 characters
4	System should display particular record or set of records based on the search criteria

ADVANCED SEARCH:

SN	Functionality
1	<ul style="list-style-type: none"> • System should provide the user to search SRDH records based on multiple KYR data elements • AND logic • Insertion/Deletion/Modification between two different dates
2	Should restrict search criteria with minimum of 3 characters
3	System should display particular record or set of records based on the search criteria

SEEDING UTILITY:

SN	Functionality
1	System should setup the seeding utility configuration in the SRDH
2	System should link all the departments to the SRDH database
3	System should allow department users to map with SRDH database for specific citizen ID by entering UID number for following reasons: <ul style="list-style-type: none"> • Job Card Number • Ration card Number • Or any other such reference as decided by UT Administration.
4	System should allow operation for seeding by <ul style="list-style-type: none"> • Single mode <ul style="list-style-type: none"> ○ System should allow manual seeding based on the search criteria for mapping to the department specific resident ID • Batch mode <ul style="list-style-type: none"> ○ System allows users to upload CSV data pertaining to resident KYR ○ System should manually processed against KYR as in SRDH
5	System should be able to display the output in the form of downloadable CSV file with columns <ul style="list-style-type: none"> • UID Number • Department specific Citizen ID • Yes / No for record availability in SRDH • KYR data fields as in SRDH
6	System should provide pre-formatted input to enable the UT application database to be seeded with the Aadhaar number

UIDAI VAULT - UPLOAD:

SN	Functionality
1	System allows the user to connect to the data vault based on the access rights
2	System allows the user to upload files based on the access rights <ul style="list-style-type: none"> Registrar packets or KYR Database files or EID-UID XML
3	System should store meta –data in the SRDH system after uploading of file

REGISTRATION OF AN EXTERNAL DATABASE:

SN	Functionality
1	System should allow the administrator to enable the SRDH query builder
2	Should allow the administrator to register a remote database with SRDH system
3	Should allow query builder functionality made available

SRDH QUERY BUILDER:

SN	Functionality
1	System should formulate database queries
2	Should allow to run against remote departmental databases for any given 'Where ' condition

AUTHENTICATE REMOTE REQUESTS:

SN	Functionality
1	System should route all authentication requests from department applications to CIDR and back

STANDARDIZED REPORTS:

SN	Functionality
1	System should allow the user to log into the SRDH
2	System should generate reports on daily basis as requested by the user

8.2.2 Department-wise Schemes and Processes

For all schemes/processes mentioned below, the Authentication of Beneficiaries should be done through SRDH and CIDR using their Aadhaar No. along with Demographic and/or Biometric details of the respective Beneficiary, prior to give services or benefits.

Table 32: Department-wise Schemes and Processes

S.N	Department	Scheme / Process	Brief Description of Processes
1.	Account Department	1. Payment of pensions	<ul style="list-style-type: none"> Pensioners apply for the pension to Account Department along with required supporting documents. On successful verification of the application and authentication of Pensioner, Pension Payment Order is generated and sent to the Bank. As per the Pension Payment Order, the Bank pays initial lump-sum amount to the Pensioner and keeps remaining disbursement amount for further monthly payments to the Pensioner.

S.N	Department	Scheme / Process	Brief Description of Processes
		2.Monthly pension payment at Treasury	<ul style="list-style-type: none"> Pensioners apply for the pension to Account Department along with required supporting documents. On successful verification of the application and authentication of Pensioner, Pension Payment Order is generated and sent to the Bank for payment of the initial lump-sum amount to the Pensioner. As per the Pension Payment Order, the remaining disbursement amount is kept for payment of pension amount on monthly basis. Every month, on showing the Pension Payment Order and on verification and authentication of Pensioner, the Pensioner gets bill from Treasury. On submitting this bill to the Bank, the Pensioner gets monthly payment for the Pension amount.
		3.Generation of PRAN	<ul style="list-style-type: none"> Applicants apply for PRAN along with necessary supporting documents. On successful verification and authentication of Employee by Principal Accounts Officer and Central Record Keeping Agency, the PRAN No. and PRAN Card is being generated and sent to the Applicant.
2.	Agriculture Department	1. Soil and water conservation scheme	<ul style="list-style-type: none"> The assistance to the farmers for land terracing, leveling, afforestation, etc. are made available to protect agriculture fields from soil erosion due to several reasons. Farmers apply for the subsidy along with necessary documents. On successful verification of application and authentication of farmer, applicant receives the subsidy on the basis of eligibility. SC/ST farmers are eligible to get 100% subsidy and other farmers are eligible to get 50% subsidy.
		2. Supply of agricultural inputs to the scheduled caste farmers	<ul style="list-style-type: none"> To assist Schedule Caste farmers to procure various Agriculture Inputs like seeds, fertilizer and pesticides, agricultural implements and tools, work animals and horticulture plants. Farmers apply for the subsidy along with necessary documents. On successful verification of application and authentication of farmer, application gets approved. Applicant pays the subsidized amount at the time of supply of the agricultural input and remaining amount is being paid by the Agriculture Department.
3.	Fisheries Department	1.Registration of Fishing Vessel	<ul style="list-style-type: none"> On receiving the application for Registration of Vessel and on successful verification of application and authentication of applicant, physical verification of Vessel is done.

S.N	Department	Scheme / Process	Brief Description of Processes
			<ul style="list-style-type: none"> If the condition of Vessel is found appropriate, data entry for the application is done and Certificate is generated and dispatched to the Applicant.
		2. Issuance / Renewal of Licensing of Fishing net/vessel	<ul style="list-style-type: none"> On receiving the application for Issuance / Renewal of Licensing of Fishing net/vessel, verification of application and authentication of applicant is done. On successful verification and authentication, if the condition of Vessel is found appropriate, data entry for the application is done and Certificate is generated and dispatched to the Applicant.
		3. Fisherman Identity Card	<ul style="list-style-type: none"> On receiving the application for Fisherman Identity Card, verification of application and authentication of applicant is done. On successful verification and authentication, data entry for the application is done and Identity Card is generated and dispatched to the Applicant.
		4. Financial Support for Fisherman	<p>Financial Assistance to Fishermen is given in below mentioned cases:</p> <ul style="list-style-type: none"> For loading and unloading of fishing vessel for the Monsoon Season. For purchase of fishery requisites To the families of the fishermen affected by natural calamities and accidents. For repair of houses. <p>Process:</p> <ul style="list-style-type: none"> On receiving the application, verification of application and authentication of applicant is done. On successful verification and authentication, data entry is done and Financial Assistance is given to the Beneficiary.
		5. Issuance of Diesel Permit/Card	<p>The Mechanized Fishing vessel owners are being provided Diesel Permit/Card so that they can get VAT free HSD Oil from the Outlet run by Fisheries Co-operative Societies.</p> <ul style="list-style-type: none"> On receiving the application for Diesel Permit/Card, verification of application and authentication of applicant is done. On successful verification and authentication, Diesel Permit/ Card is generated and provided to the Applicant.
4.	Education Department	1. Rashtriya Madhyamik Shiksha Abhiyan	<p>Process flow for providing the Financial Assistance to the Students under all the mentioned Schemes is same, as mentioned below:</p> <ul style="list-style-type: none"> Education Department prepares and Circulates the Guidelines issued by Scheme Owner (Different departments of Government of India) to the Schools.
		2. Centrally Sponsored	

S.N	Department	Scheme / Process	Brief Description of Processes
		IEDSS Scheme	<ul style="list-style-type: none"> In turn, Schools collect the applications along with necessary supporting documents from Students based on their eligibility for the respective scheme. On successful verification of eligibility, application and authentication, schools compile the records of all students and send the list of the Beneficiaries to Education Department. Education Department further verifies eligibility, application as well as authentication records and details provided by Schools and compiles records of all schools for the specific scheme and sends the list to Scheme Owner. Education Department receives the list of the beneficiaries and sanctioned amount from the Scheme Owner of the specific scheme, prepares the cheques in the name of beneficiaries and sends the cheques to the schools for further distribution.
		3. Incentives to Girls for Secondary Education	
		4. National Means-Cum-Merit Scholarship Scheme	
		5. Matric Scholarships to the Students Belonging to Scheduled Castes	
		6. Post Matric Scholarships To The Students Belonging To Scheduled Tribes	
5.	Daman Urban Development Authority	1. Swarna Jayanti Sahari Rozgar Yojna	<p>The objective is to provide gainful sustainable employment to the under-employed or un-employed urban BPL youths through setting up of self-employment ventures or provision of wage employment.</p> <ul style="list-style-type: none"> On receiving the application, Community Organizer of department authenticates and verifies the name of the person by comparing it with the BPL List given by the Administrator. Successfully authenticated and verified application is sent to the Project Director for release of funds to the Applicant.
6	Women & Child Development Department	1. Assistance under IGMSY Scheme	<p>The objective is to improve the health and nutrition status of pregnant & lactating women and infants.</p> <ul style="list-style-type: none"> On receiving the applications at Aanganwadi, Aanganwadi Worker compiles a list of the beneficiaries along with their installment details after verification of application and authentication of the beneficiaries. This list is forwarded to Member Secretary for approval. Approved list is sent to the bank for the payments of the eligible amount to the beneficiaries.
7	Forest Department	1. Approval for Felling of	<ul style="list-style-type: none"> On receiving the applications with necessary supporting documents, verification of application and

S.N	Department	Scheme / Process	Brief Description of Processes
		trees	<p>authentication of Citizen is done.</p> <ul style="list-style-type: none"> On successful verification and authentication, inspection is done and if found appropriate, then an order is being generated and the applicant pays Rs. 200/- per tree to the Department.
8	Social welfare Department	1. Claim Of Medical Bills (freedom Fighters)	<ul style="list-style-type: none"> On receiving the applications from Freedom Fighters for Medical Claim reimbursement, with necessary supporting documents, verification of application and authentication of Citizen is done. On successful verification of application and authentication of applicant and approval from Social Welfare Officer, the applicant receives the Medical Claim amount.
		2. Identity for Disabled person/Senior Citizen	<ul style="list-style-type: none"> On receiving the applications for Identity Card for Disability or Senior Citizen, with necessary supporting documents, verification of application and authentication of Citizen is done. On successful verification of application and authentication of applicant and approval from Social Welfare Officer, the applicant receives the Identity Card.
9	Transport Department	1. Driving License (Learner's license/License/Renewal of license)	<ul style="list-style-type: none"> On receiving the applications along with all necessary supporting documents, collection of Fees is done and Data Entry is done into the Application and a receipt is provided to the Applicant. Then applicant goes to the Motor Vehicle Inspector along with approved application and receipt for vehicle driving/riding test. After completion of tests, Motor Vehicle Inspector does the data entry for all (passes and failed) candidates. Failed candidates come again for another Test for which they have to pay the Fee of Rs. 30/- Applications of passed candidates are passed to the Licensing Authority for further verification and for generating Licenses.
		2.Registration of vehicle	<ul style="list-style-type: none"> On receiving the applications along with all necessary supporting documents, collection of Fees is done and Data Entry is done into the Application and a receipt is provided to the Applicant. Then applicant goes to the Motor Vehicle Inspector along with approved application and receipt for vehicle inspection to ascertain genuineness of the vehicle, by checking the Vehicle No, Engine No and Chassis No.. All accepted applications are sent to the Dy. Director on completion of Data Entry of such applications. Dy. Director assigns a Registration Number for the Vehicle and Registration Certificate is getting printed

S.N	Department	Scheme / Process	Brief Description of Processes
			and shared with the Applicant.
10	Food, Civil supplies & Consumer	1.Ration card/ Duplicate Ration Card	<ul style="list-style-type: none"> On receiving the application along with necessary supporting documents, verification of application and authentication of applicant and his family members are done. Field verification is done by Talati / Gram Sevak on suggestion of Sub Inspector and verification report is being submitted to Mamlatdar / Block Development Officer. On successful and appropriate field verification, the application is sent to Rationing Officer for creation of Ration Card and further it is being provided to the Citizen.
		2. Adding a New Name	<ul style="list-style-type: none"> On receiving the application along with necessary supporting documents, verification of application and authentication of applicant and his family members are done. Field verification is done by Talati / Gram Sevak on suggestion of Sub Inspector and verification report is being submitted to Mamlatdar / Block Development Officer. On successful and appropriate field verification, the approved application along with Added Name is sent to Rationing Officer and further it is being provided to the Citizen.
11	Panchayati Raj & Rural Development Department	1. Issuance Of Income certificate	<p>Process flow for providing different Certificates to the Applicants is same, as mentioned below:</p> <ul style="list-style-type: none"> On receiving the application along with necessary supporting documents, the Secretary (Gram Panchayat) verifies the application and authenticates the applicants. On successful verification and authentication, the approved applications are sent to the Sarpanch for further verification and distribution of the Certificates.
		2. Issuance of Residence Certificate	
		3. Issuance of Birth/Death Certificate	
12	Social Welfare Department District Panchayat	1. Pension for Disabled	<p>Process flow for providing pensions to the pensioners of different categories, as mentioned below:</p> <ul style="list-style-type: none"> On receiving the application along with necessary supporting documents, Bal Sevika verifies the application and authenticates the applicants. On successful verification and authentication, the approved applications are sent to the Chief Executive Officer for further verification and approval. On approval of the Chief Executive Officer, Bal Sevika processes the applications for transfer of money to the Beneficiaries.
		2. Old age Pension	
		3. Widow Pension	
13	Agriculture	1. Agriculture	<ul style="list-style-type: none"> On receiving applications along with necessary

S.N	Department	Scheme / Process	Brief Description of Processes
	and Animal Husbandry Department District Panchayat	input to SC farmers	<p>supporting documents from Farmers for subsidy on Agriculture Inputs, Agriculture Assistant verifies the application, authenticates the Farmer and also checks the eligibility.</p> <ul style="list-style-type: none"> On successful verification and authentication, applications of eligible farmers are approved by the Chief Executive Officer, District Panchayat. At the time of purchase of Agriculture Inputs, the farmers have to pay subsidized amount only.
14	Department of Education District Panchayat	1. Mid-Day Meal	<ul style="list-style-type: none"> On receiving applications along with necessary supporting documents, ADPO verifies the application and authenticates the beneficiary. On successful verification and authentication, the applications are sent to District MIS Officer for further verification and compilation of applications. These compiled applications are sent to Ministry after approval of Director. Fund is being received from Ministry and further distributed to the Districts for further distribution.
15	Public Health & Family Welfare Department	1. Dikri Development Scheme (DDS)	<ul style="list-style-type: none"> On receiving applications along with necessary supporting documents and on verification of application and authentication of the applicant, the application is being forwarded to the Director (Health) for further approval. For approved applications, the Life Insurance Policy is being generated in the name of Girl Child and handed over to the Mother of the Child.
		2. Matru Samrudhi Yojana (MSY)	<ul style="list-style-type: none"> On receiving applications along with necessary supporting documents and on verification of application and authentication of the applicant, the application is being forwarded to the Director (Health) for further approval. For approved applications, the benefit amount would be transferred to the Beneficiaries' bank account.
16	Revenue Department	1. Issuance of Certificates such as Caste/ Residence/ OBC/ Land Solvency	<ul style="list-style-type: none"> On receiving the affidavit from Citizens, Mamlatdar put seal on the affidavit. Citizens submit application from along with necessary supporting documents and sealed affidavit. On receiving such applications, verification of applications, authentication of Citizens and physical verification is done. Verified documents are sent to Mamlatdar for approval. On getting approval, Establishment office generates the required certificate and provides it to the applicant.

Request for Proposal for Selection of System Integrator for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of Sate Resident Data Hub (SRDH) & IT Infrastructure for Integration of UID with Different Department operations of UT Administration of Daman & Diu.

8.2.3 Indicative list of Important Fields being used in various forms of the 14 identified departments

Compulsory KYR for all the departments

- Name
- Address
- Age/DOB
- Aadhaar enabled Bank account number

Table 33: List of Important Fields (indicative)

Sr. No.	Department	KYR Plus	
1.	Fisheries	<ul style="list-style-type: none"> • Fisherman Identity Card (Number) • Ration Card (Number) • Vessel Registration Certificate • Fishing License 	
2.	Agriculture	<ul style="list-style-type: none"> • Ration Card • Caste Certificate Details (SC/ST/OBC/Others) 	
3.	Forest	<ul style="list-style-type: none"> • Ration Card 	
4.	Social Welfare	<ul style="list-style-type: none"> • Identity Card Number(Senior Citizen/Disable) • Freedom Fighter Identity Card (Number) • Age (Birth Certificate) • School and Class Details 	
5.	Transport	<ul style="list-style-type: none"> • Driving License (Number) • Vehicle Registration Certificate 	
6.	Education	<ul style="list-style-type: none"> • School Name • Gender • Caste Certificate Details (SC/ST/OBC/Others) 	
7.	Food, Civil Supplies & Consumer	<ul style="list-style-type: none"> • Ration Card 	
8.	Panchayati raj & Rural Development	<ul style="list-style-type: none"> • PAN Card (Number) • Date of Birth (Certificate) • Date of Death (Certificate) 	
9.	District Panchayat	<ul style="list-style-type: none"> • Old Age Identity Card (Number) • Disable Identity Card (Number) • Marriage Certificate • Date of Death (Certificate) • Caste Certificate Details(SC/ST) 	
10.	Revenue	<ul style="list-style-type: none"> • Voter ID Card (Number) • Ration Card (Number) 	
11.	Accounts	<ul style="list-style-type: none"> • PAN (Number) • PRAN 	
12.	Home	<ul style="list-style-type: none"> • Passport (Number) • FIR Details (Number) • Arm License (Number) 	
13.	Urban Administration & Development	<ul style="list-style-type: none"> • Ration Card (Number) 	
14.	Women & Child Development Department	<ul style="list-style-type: none"> • Gender • Age of Children 	<ul style="list-style-type: none"> • No Of Children

8.2.4 List of Applications

Some of the Departments mentioned below are using a few in-house applications. List of applications are as mentioned in below table. Details of the available Applications are provided in subsections of this section.

Table 34: Department-wise list of existing applications

Sr. No.	Department	Name of Existing Application (if any)
1.	Panchayati Raj & Rural Development	e-Panchayat – Panchayat Enterprise Suite (PES)
2.	Food, Civil Supplies & Consumer Protection	<ul style="list-style-type: none"> Ration-card Information Management System (RIMS) Computerization of PDS Operations as per NFSA
3.	Agriculture	No existing application is available.
4.	Forest Development	No existing application is available.
5.	Urban Administration & Development	No existing application is available.
6.	Home	<ul style="list-style-type: none"> CCTNS
7.	Social Welfare	No existing application is available.
8.	Fisheries	Fishnet
9.	Public Health & Family Welfare	No existing application is available.
10.	Women & child Development	No existing application is available.
11.	Transport	<ul style="list-style-type: none"> VAHAN SARATHI
12.	Education	No existing application is available.
13.	Revenue	<ul style="list-style-type: none"> AVANIKA (under development)
14.	Accounts	<ul style="list-style-type: none"> ITFMS (under development)

8.2.4.1 Applications of Panchayati Raj & Rural Development

e-Panchayat – Panchayat Enterprise Suite (PES)

Objectives of e-PRI (e-Panchayat) MMP

- Enabling Panchayats to better deliver its mandated services to the Citizens through IT.
- Enabling PRIs to use IT as a tool for transparency, disclosure of services to Citizens and social audit
- Improving internal management processes and decision making in Panchayat
- Enabling PRIs to use IT for electronic tagging and tracking of funds transferred to Panchayats, including rapid bank transfer of funds, tracking fund transfers to, expenditures of the Panchayat

As part of the e-Panchayat rollout in all the States/UTs throughout India, **Ministry of Panchayati Raj (MoPR)** has come up with 11 Core Applications with the help of NIC. These Applications catering to different functions of the Panchayat / services rendered by Panchayats are in rollout phase (at different levels) in all the States/UTs. The following briefs up the usage of these Applications.

Table 35: Details of Application Area of e-Panchayat – Panchayat Enterprise Suite (PES)

Sr. No.	Application Area	Description
1.	Local Government Directory (LGD)	Would provide nationwide, standardized unique codes to all the panchayats in the country. All the events related to delimitation of panchayats will also be captured. This directory will be the underlying thread linking all applications of panchayats.
2.	National Panchayat Portal	Would generate a web site for each panchayat in the country Would integrate with other software applications for panchayats to act as a single delivery gateway using single sign-on.
3.	Area Profiler	Would help maintain details relating to Socio-economic Information, Socio-demographic Information, Public Infrastructure and Services and Geopolitical Information of panchayats.
4.	PlanPlus	This software would help the preparation of District plans (bottom up) starting from grass roots level Converge the funds from different programmes/schemes to ensure effective utilization of funds Identify fund inflows & Outflows Sources of funding The output of this software would be panchayat-wise Perspective Plan, Draft Plan, Action Plan and head wise estimates of the budget
5.	PRIA Soft	This software would capture the details of receipts and expenditure by PRIs under various account heads and schemes The software will automatically generate the cash book, various registers prescribed by central or state / UT government and Utilization Certificate for various schemes based on the expenditure incurred by the PRIs

Sr. No.	Application Area	Description
6.	Action Soft	This would allow each panchayat to enter the implementation status of each scheme being implemented on the basis of monitoring parameters defined for the scheme. The schemes may be Central Government Schemes (CSS, ACAs), state / UT government schemes and panchayat level schemes, if any.
7.	National Asset Directory (NAD)	This application will help maintain information relating to the assets & utilities created and maintained by panchayats. This would evolve into an on-line Panchayat Assets/Utilities directory.
8.	ServicePlus and Grievance Redressal	A dynamic metadata-based service delivery portal that captures the complete definition of a service and its grievance redressal policy and uses the same to dynamically enable electronic delivery of services and redressal of related grievances.
9.	Social Audit	Details of statutory meetings held at Zilla Parishad / Block Panchayat (Panchayat Samiti) / Gram Panchayat, requests for reports for social audit
10.	GIS	This software would display the maps of panchayats and integrate with other applications for panchayats such as Panchayat Profiler, Planning & Budgeting, Asset Directory etc. so that a spatial view of the profile/plan of a panchayat can be obtained by overlaying various non-spatial data. NIC is going to use the GIS-MAP Server.
11.	Training	This would be a portal wherein all information relating to trainings such as training schedule, training material etc. will be available. Also, the panchayat officials who want training on specific topics will be able to register their demand. The portal would also help the training agencies to register themselves as faculty.

Technologies used for development of these applications are:

- Front End: Java
- Back End: PostgreSQL Database
- Application Architecture: Web Application

Note: 1. Out of these eleven applications, ten applications are available online. Only GIS is under development phase.

2. Application and Database Server are at NIC Data Center, Delhi.

8.2.4.2 Applications of Food, Civil Supplies & Consumer Protection

Ration card Management System (RIMS) was developed by Department of Food & Public Distribution in collaboration with National Informatics Center (NIC). It is used by the department to capture the details of Ration Cards.

Department of Food & Public Distribution (DoF&PD) is in process to develop & implement three ICT based Schemes, namely, '**Computerization of TPDS Operations**'. Integrated Information System for Food Grain Management (IISFM) system for FCI operations and Smart card based delivery of Essential Commodities are the part of the **Computerization of TPDS Operations**. National Informatics Centre (NIC) has been working with DoF&PD for the same to develop the core application and working closely with FCI & respective States / UTs for implementation.

Services Studied for integration of Aadhaar:

- Issue of New Ration Card
- Issuance of Duplicate/Replacement Ration Card
- Addition of Name in Ration Card
- Change of Address in Ration Card
- Surrender/Cancellation of Ration Card

Technologies used for development of these applications are:

- Front End: Microsoft .NET Framework
- Back End: Microsoft SQL Server
- Application Architecture: Web Application

Note: 1. Solution is yet to be developed & implemented.
2. Application and Database Server are at NIC Data Center, Dehli.

8.2.4.3 Applications of Fisheries department

Fishnet

Fishnet was developed by the Department of Animal Husbandry, Dairying & Fisheries, in collaboration with National Informatics Centre (NIC). It is a web based enabled online application for issuing Registration Certificate and License certificate to the fishing vessels operating along the Indian coast. It is a national project sanctioned by the Department of Animal Husbandry, Dairying and Fisheries, Ministry of Agriculture, Govt. of India for implementing in all coastal states and UTs.

Unicode support in Local Language is also available. This product provides G2G, G2C, G2E services. Each user is provided with a valid user id and password to perform the task.

Some of the services offered by the solutions are:

- Vessel Registration
- License and permit
- License Renewal
- Duplicate License

But at this point of time, the software is in implementation stage at fishery department.

Technologies used for development of these applications are:

- Front End: PHP
- Back End: PosgreSQL Database
- Application Architecture: 3-tier Web Application

Note: Application and Database Server are at NIC Data Center, Bengaluru.

8.2.4.4 Applications of Transport department

Vahan & Sarathi

Vahan-Sarathi is a package automating all the services and citizen-centric procedures in the offices of Motor Vehicles Department. These applications and their components constitute proprietary software developed by the National Informatics Centre (NIC), Ministry of Communications and Information Technology, Government of India.

Vahan Software caters to Vehicle Registration and Road Tax Collection. Learner's License, Driving License is issued with the help of SARATHI Software. Biometric Devices for e.g. Thumb Print Scanner, Camera, and Signature Pen etc. enables digitized data of the Applicant to be stored permanently. Computerization has greatly improved the functioning of District Transport Office.

The following manual procedures are replaced by the implementation of this package:

- All registration records
- Tax collection registers
- All permit registers
- All license registers
- Register of driving schools, dealers and others as applicable.

The services that are being provided across these counters include

- Vehicle registration,
- Change of ownership,
- Learners license,
- Driving license

From all the services mentioned above, we have selected the processes license, registration and taxation to be UID enabled.

Technologies used for development of these applications are:

- Front End: Microsoft Visual Basic 6.0
- Back End: Microsoft SQL Server
- Application Architecture: Client-Server Architecture

Note: The database server has been kept in Department only, which is connected through dedicated VPN connection with NIC Delhi, Server for scheduled data transfer.

8.2.4.5 Applications of Home department

Crime & Criminal Tracking Network and Systems (CCTNS)

The CCTNS project aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of Police Station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system around "Investigation of Crime and Detection of Criminals" in the real time.

Technologies used for development of these applications are:

- Front End: Microsoft .NET framework 4.0
- Back End: Microsoft SQL Server 2008
- Application Architecture: Client-Server Architecture & Web-based

9 State Resident Data Hub (SRDH)

9.1 About SRDH

State Resident Data Hub (SRDH) Application Framework is a software framework developed by UIDAI, which provides the States and UTs with a utility and a placeholder to manage resident data. Aadhaar enrolment data will be the starting point of resident data hub in the UT. The deployment of SRDH Application in the UT Administration of Daman & Diu would help to create a resident database with Know-Your-Resident (KYR) fields which would include the Aadhaar (UID) number, Name, Address, Gender, Date of Birth. The SRDH Data base could be used by other databases for seeding of Aadhaar numbers, cleansing, weeding out duplicates and organizing data in other programme/department databases efficiently.

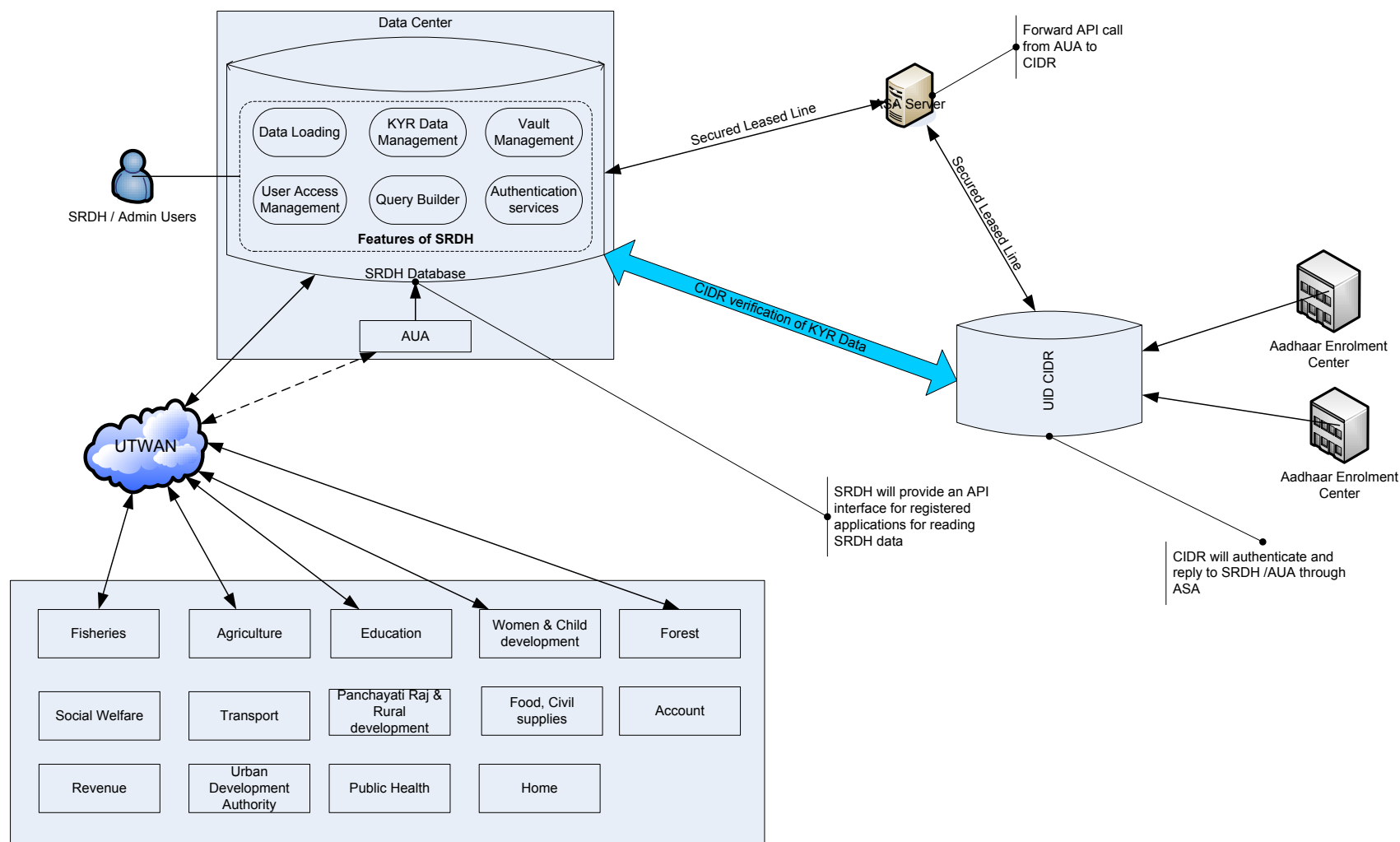
9.1.1 SRDH Architecture

Brief workflow of Authentication of Citizen:

- Applications of all departments would be connected through UTWAN with SRDH, which would be deployed at UT Data Center.
- Request for Authentication of Citizen would be sent to SRDH from Departmental Application along with Aadhaar No. and other demographic information such as name, address and/or Bio-metric of Citizen.
- From SRDH, along with Authentication User Agency (AUA) Key / Registrar Key, the request would be sent to Central Identification Data Repository (CIDR) for authentication over Secured Leased Line provided by Authentication Service Agency (ASA) in encrypted format. UT Administration of Daman & Diu will be responsible for availability of Secured Leased Line from AUA to CIDR through ASA.
- CIDR contains the KYR Data of Citizens, which have been collected at Aadhaar Enrolment Centers by Enrolment Agencies.
- CIDR will authenticate the data based on provided Aadhaar No. and Demographic and/or Bio-metric information and sends a reply to SRDH/AUA through ASA.
- On receiving the reply from CIDR, SRDH/AUA sends the same information to Departmental application.

SRDH Architecture

State Resident Data Hub Framework at UT of Daman and Diu



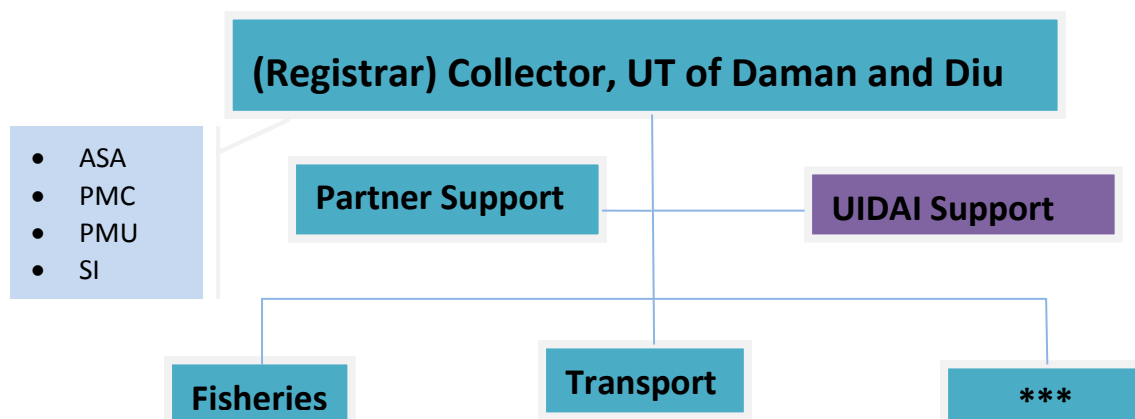
9.1.2 SRDH Application Framework

- The State Resident Data Hub (SRDH) Application Framework will enable the UT Administration of Daman & Diu to build a clean master database of UT-specific residents whose details shall be derived from the Aadhaar enrolment data.
- The deployment of the SRDH Application Framework in the UT data centers would create an infrastructure for UT to manage their own data, starting with the Aadhaar enrolment data as the base.
- The SRDH Application Framework would also allow for secure wrapper services for accessing the resident information via clearly defined RBAC (Role Based Access Control).
- The SRDH Application Framework would provide a basic view of the resident (typically KYR information as captured during the Aadhaar enrolment); and also allow for the UT-specific department databases to connect and access the same.
- The SRDH Application Framework would provide seeding utilities that allow users to map existing KYR equivalent data in departments to clean KYR records as in SRDH in an interactive semi-automated manner to enable the seeding of Aadhaar numbers into UT-specific department databases.
- The SRDH Application Framework would readily support Aadhaar Authentication using Authentication API such that UT may adopt Aadhaar Authentication into their applications with minimalistic configuration changes.
- The SRDH Application Framework would provide for a basic query builder that allows technical users to query remote departmental databases, store the resulting data temporarily in SRDH and then allow users to cross-query across SRDH and the persisted departmental data.
- Lastly, the SRDH Application Framework would also be able to push EID-UID files and packets (both Biometric and KYR+) onto the 'UIDAI Vault'; thus making the data less prone to theft and abuse.

9.1.3 SRDH Governance Structure

Operating SRDH under a single ownership and decision making authority in the UT of Daman and Diu is critical to ensure that SRDH's objectives are met and Resident data is shared and leveraged securely and appropriately.

The key Stakeholders in the SRDH Governance Structure for UT of Daman and Diu are:



Note - * List of all 14 Identified departments is mentioned in Section 8.2.4**

9.1.4 KYR Data Management

SRDH will accept KYR data from Departments in form of EID-UID XML files (encrypted & unencrypted) i.e. organic inserts by Collector, UT of Daman and Diu users and resident self-service with appropriate CIDR authentication.

9.1.5 Availability and Accessibility of KYR Data

SRDH deployment would require access to KYR data along with photos. KYR data is being collected during enrollments by Enrollment agency and is being sent to UIDAI for generation of Aadhaar number. UIDAI will publish KYR data along with Aadhaar number and photos to the relevant Registrar i.e. Collector, UT of Daman and Diu in case of UT of Daman and Diu in the form of EID-UID XML files.

UIDAI realizes that it is critical for UT to have data of all its residents in SRDH to truly leverage the potential of Aadhaar and SRDH. Hence, UIDAI will share KYR data along with photos to the Collector, UT of Daman and Diu in the UT of Daman and Diu for SRDH, for all those residents who have enrolled through the Registrar as well as all residents of the UT who have provided consent to share during enrollment irrespective of Registrar. This policy however still does not ensure that data for all UT residents will be available with the Registrar, UT of Daman and Diu since data of residents who have enrolled with Registrars and have not provided consent to share is not being made available to the Registrars. Discussion to address this gap through policy revision is currently in progress.

9.1.6 AUA Services

The Aadhaar authentication framework involves the Departmental/ schemes requesting authentications as AUAs or Sub-AUAs (Sub-Authentication User Agency) to UIDAI Central Identities Repository (CIDR) through an AUA (who is the authentication service provider). In case of UT of Daman and Diu there is no Sub-AUA envisaged. AUA, utilizes the services of an Authentication Service Agency (ASA who is the authentication infrastructure provider).

9.2 Usage of SRDH

The key usage of UT resident KYR data in SRDH is by the Departments in UT of Daman and Diu for 'Seeding' and 'Cleaning' of departmental databases.

9.2.1 'Seeding' or 'Aadhaar Seeding'

Seeding is the process of linking (inserting) Aadhaar number in a program/scheme/department database. For example - seeding of Aadhaar number in Ration Card database is maintained by Food & Civil Supplies department of the UT Administration of Daman & Diu.

It is critical that department/ scheme databases are seeded with Aadhaar numbers in order to identify individual beneficiaries which in turn sets up readiness for Aadhaar enabled service delivery, both Aadhaar Enabled Payment Services (AEPS) as well as Aadhaar Authentication.

The SRDH application has in-built seeding utilities to enable the same. Manual seeding feature of SRDH can be used wherein the mapping between department/ scheme beneficiary ID (such as Ration Card Number in PDS) and UID (Aadhaar number) is known or can be discovered by the SRDH user through search functionalities of SRDH application. This functionality allows the departmental user to download the SRDH KYR data for these beneficiaries in CSV format.

Batch seeding feature of SRDH is a semi-automated version of the manual seeding feature which reduces the tediousness of having to do manual searches. SRDH users can upload a CSV (of a pre-determined format/ template) containing departmental data (KYR equivalent data currently in Department). The SRDH application processes the input CSV (searches for input records against SRDH database) and provides an interactive feature which allows the SRDH user to map the input beneficiary record against UID numbers in SRDH. After the interactive mapping process is completed, the user can download the SRDH KYR data for the mapped beneficiaries in CSV format.

Request for Proposal for Selection of System Integrator for Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of Sate Resident Data Hub (SRDH) & IT Infrastructure for Integration of UID with Different Department operations of UT Administration of Daman & Diu.

In both the above cases, the downloaded information can be used by the department for seeding their own databases. The same information can also be used for cleaning the KYR data currently in department.

It is also recommended that Departmental software applications may leverage the web services exposed by SRDH to seed their databases.

9.2.2 Data Cleaning

KYR data currently available with departments are typically prone to multiple data quality issues. For example, 'Name' of a beneficiary across various departments/ schemes is spelt differently and often does not match the actual beneficiary name. The same issues of data quality are more pronounced in address data.

The adoption of Aadhaar enabled payments and Aadhaar authentication by various UT departments for service delivery requires that KYR data in the departments match those with UIDAI. The process of updating departmental KYR data to that of UIDAI KYR data is termed 'Cleaning' in this section.

Data Cleaning is imperative to successful implementation of Aadhaar enabled service delivery. The process of Data Cleaning allows the UT to ensure that KYR information is correct and usable for various Resident services and Social and Financial Inclusion programs.

While cleaning Departmental data using SRDH (through APIs or CSV files from SRDH Batch Seeding) a Department may wish to retain pre-existing Departmental KYR data in addition to the SRDH KYR data. For example, a Departmental database may contain two fields – for example one is say "Name" and the other being "Name_Aadhaar".

Over the long term, one of the intentions of SRDH is to have KYR data in a standardized and consistent form across all Departments. Over a period of time, Departments would move to relying on SRDH KYR data (ex: "Name_Aadhaar") within their databases and stop using older Departmental KYR data (ex: "Name"). This would ensure consistent and standard KYR data across Departmental databases.

9.2.3 Access Control

Access to SRDH KYR data needs to be controlled to ensure security and address privacy considerations (sharing policy). In that context, SRDH application usage creates audit records within the SRDH application database instance. The Registrar, UT of Daman and Diu should periodically review audit trails to ensure appropriate usage of the application. Further any other application accessing SRDH through web services needs to be audited to ensure that necessary audit details are captured as well as any data transfer is both legitimate and secure (encrypted transfers).

The SRDH application has an access control module which the application administrator can leverage to provide individual users with permissions for each separate functionality of the SRDH application. It is important that the SRDH administrator ensures that only legitimate approved users can get write access to SRDH data. Finally the SRDH application can be configured to ensure that any KYR data insert or update will first be authenticated against CIDR as explained previously in the 'Data Integrity' section. This configurability needs to be setup by the nodal agency thus ensuring data integrity.

Any transfer of SRDH data to a Department through the usage of Web Services over a network must only happen in a secure encrypted form.

9.2.4 Features of SRDH

Table 36: Features of SRDH

Function Name	Description
Login	The login function will be used to authenticate a user before the user can start using the system. This will also determine the functions within the system which the user will be able to access, based on the user configuration. Note that although the SRDH system provides a self-contained user management module, it can however be configured to use an existing LDAP service which is often available in the State/UT environment where the system is expected to be deployed
Versioning	The system should display the following details: <ul style="list-style-type: none"> • UID of the User • Name of the department • Date
Scanning and Uploading of documents	System should allow for accepting, storing, indexing and also allow department to access the documents The system should allow the user to scan and upload the relevant documents (in formats that includes but not limited to PDF, JPG as applicable).
User Management	The user management function is used when the SRDH administrator or super user wishes to add a new user to the system or modify the details of an existing user or delete a user account. Note that although the SRDH system provides a self-contained user management module, it can however be configured to use an existing LDAP service which is often available in the State/UT environments where the system is expected to be deployed.
Insertion of EID UID file	Batch insert of data into SRDH using one or more encrypted or unencrypted EID-UID file as input. All encrypted files are expected to be encrypted with the Registrar public key. The Registrar's private key is required to decrypt encrypted input files to unencrypted EID UID XML files. Further processing after decryption is the similar for both kinds of files except that records emanating from unencrypted EID-UID files can optionally be authenticated against CIDR before insertion/ updation into SRDH. Records emanating from encrypted EID-UID files will not be authenticated against CIDR before insertion/ updation into SRDH. For records that already exist in SRDH, this feature would modify the data if the input data is newer than existing data.
Insertion of a record manually	Insertion of a single record into the SRDH using data manually entered, wherein the record is first authenticated with the CIDR before insertion into the SRDH. For records that already exist in SRDH, modify record functionality should be used.
Modification of records	Modification of a record already present in the SRDH using data manually entered, wherein the record is first authenticated with the CIDR before modification of the same in SRDH data store.
Resident Self Service of insert/modify KYR manually	Insert/ modify of a single record into the SRDH using data manually entered by a resident through a self-service screen of SRDH, wherein the record is first authenticated with the CIDR before insertion/ modification into the SRDH. Resident will need to register with SRDH and will get an OTP (temporary One Time Password) by mobile or e-Mail or both and the self-service would be possible only for a configurable limited time period after which resident will have to request for OTP again. Once a self-service transaction has been

Function Name	Description
	completed successfully, resident will not have access to self-service unless he requests for OTP again.
De-activate records	This function will be used to make a record inactive. A user with the deactivate authorization will search for a particular record or a set of records (The result would be a standard single record view or a standard multiple record view matching the search criteria) and then deactivate them. Each record being deactivated will have a "reason". The "reason" can be any one of multiple pre-fixed reasons as configured by administrator with one chosen as default. When using batch deactivate, "reason" is defaulted. This will be updated in the SRDH database. User will be asked to reconfirm the deactivation.
Authenticate existing records with the CIDR	This function will be used to authenticate an existing record in the SRDH with the central CIDR. A user with CIDR authentication access will search for a record to be verified (The result would be a standard single record view or a standard multiple record view matching the search criteria). The system will then connect to the central CIDR to verify the record selected by the user and will show the results of the verification.
Simple search	This will be a simple search which will enable a user to search SRDH records. The search can be based on any of the KYR data elements such as UID number, EID number, name, address, DOB, Mobile number, email address, relative name, relative EID/UID. The UID number will be the default search criteria. The result would be a record or a set of records matching the search criteria. Search will restrict user to start with a minimum of 3 characters. The result would be a standard single record view or a standard multiple record view matching the search criteria.
Advanced search	This will enable a user to search SRDH records based on multiple KYR fields using the AND logic or to search for records that have been inserted/deleted/modified between two different dates or a combination of both. Search will restrict user to start with a minimum of 3 characters for each free-text search criteria. The result would be a standard single record view or a standard multiple record view matching the search criteria.
Seeding utility	<p>This functionality will allow department (such as PDS, MNREGA or as applicable) users to enter UID numbers and map to their department specific citizen ID such as job card number for MNREGA or Ration Card Number for PDS (or others as applicable) are already setup in the "seeding utility configuration". The functionality can be operated in single or batch mode.</p> <p>In single mode, user manually does the seeding using search to find the resident record and then mapping to department specific resident ID.</p> <p>In batch mode, user uploads a CSV containing data from the department pertaining to resident KYR which is then processed against KYR as in SRDH.</p> <p>In either mode, the output can then be downloaded as a CSV file which will have columns: (a) UID Number, (b) Department specific Citizen ID and (c) Y/N for record availability in SRDH (d) KYR data fields as in SRDH. This will provide the necessary pre-formatted input to enable the UT application databases to be seeded with the Aadhaar number.</p>
UIDAI Vault – Upload	This functionality will allow a user to connect to the data vault and upload files (expected to be Registrar packets or KYR+ database files or EID-UID XML files) to be stored for later use. Once a file is uploaded the meta-data will be stored in the SRDH system.

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Function Name	Description
Registration of an external database	This is an admin functionality to enable the SRDH query builder. This allows the SRDH administrator to register a remote database with the SRDH system and make it available for the query builder functionality. Note that the external database must already have been seeded (should have UID numbers)
SRDH Query Builder	The SRDH query builder will be used to formulate database queries and run them against remote departmental databases for any given 'Where' condition.
Authenticate remote requests	SRDH will function as an AUA and will route all authentication requests from registered departmental applications (Sub-AUAs) to CIDR and back. For AUA server requirement mainly SRDH has to implement Authentication API.
API for reading SRDH	SRDH will provide an API interface for known registered applications to use for reading SRDH data. All search functionalities of SRDH is available through this API.
Standardized Reports	Standardized reports would be the factual information (quantified results) that a SRDH application admin user would want to see on a daily basis.

9.3 Software Requirement for SRDH

The SRDH Application Framework would need pre-requisites in terms of Software installed in the server(s) that would host it.

The Software requirements critical to the successful deployment of SRDH Application Framework are as mentioned below:

Table 37: Software Requirements for SRDH

Sr. No.	Software	Description	License Required (Y/N)
1.	JDK 1.6.30	Java Development Kit	N
2.	Apache HTTP 2.2	Web Server	N
3.	JBoss Application Server 7	Application Server	Y
4.	One of following: MYSQL 5.1/ Oracle 11g/ MSSQL R2/ DB2 9.7	Database Server	Y
5.	OpenLDAP-2.4.23	LDAP Server	N
6.	Red Hat Enterprise Linux 6.2 or Windows 7	Operating System	Y

With respect to the above technology stack, the following should be noted:

- SRDH functionalities involve uploading files namely EID-UID XML files. Batch Seeding CSV inputs and Vault Upload files. In all the above three cases, appropriate care should be taken by the administrator to ensure that virus scanning is available on the servers.
- Both JBoss and My SQL are open source. However, appropriate licenses should be procured for production (not necessary for QA) so that clustered deployments are possible and OEM support is available.
- LDAP is necessary only if the production deployment requires usage of an LDAP for user authentication as is typical in some /UT Data Centers. SRDH works with its own RDBMS based use authentication without LDAP too.

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10 Implementation Schedule, Deliverables and Payment Milestones

10.1 Implementation Schedule

Table 38: Implementation Schedule

S. No	Activities	Milestone in Months
2.	Signing of Contract agreement with the department	T
3.	Requirement Study (SRS)	T + 2
4.	Delivery of Hardware & Network Components and System Software	T + 5
5.	Installation & Commissioning of Hardware & Network Components and System Software	T + 7
6.	Design, Develop and System Integration Testing	T + 7
7.	User Acceptance Testing	T + 8
8.	Go Live and Training	T + 9
9.	Operations & Maintenance	T + 69

Note: Commencement of Operations & Maintenance period should be considered of 5 years from the Date of GO-LIVE.

10.2 Deliverables

Table 39: Deliverable

S. No	Deliverables	Milestone in Months
1.	System Requirement Specification Document	T + 2
2.	High Level Design Document	T + 2.5
3.	Low Level Design Document	T + 3.5
4.	Test Cases and Test Scripts	T + 4
5.	Delivery of Hardware & Network Components and System Software	T + 5
6.	Installation of Hardware & Network components and System Software	T + 7
7.	UAT Sign Off	T + 8
8.	Application Deployment (Go-Live) and Submission of User Manuals and/or Training Manual	T + 9
9.	Operations & Maintenance	T + 69

10.3 Payment Milestones

The payments against milestones shall be made on successful completion of tasks and acceptance of all deliverables.

Table 40: Hardware/ System Software/ Networking components Payments

S. No	Activities	Payment (% N1)
1.	Mobilization Advance (on submission of separate Bank Guarantee of this value)	10%
2.	Delivery of Hardware & Network Components & System Software	40%
3.	Successful Installation & Commissioning of Hardware & Network Components & System Software	40%
4.	After 1 Month of Implementation for all tested Hardware	10%
	Total Payment for Hardware/ System Software/ Networking (N1)	100%

Where N1= Total cost of hardware and system software proposed by the SI

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Table 41: Development & Implementation Payments

S. No	Activities	Payment (% N2)
1.	Mobilization Advance (on submission of separate Bank Guarantee of this value)	10%
2.	Requirement Study (SRS)	20%
3.	User Acceptance Testing	20%
4.	On successful integration in any 5 Departments	10%
5.	On successful integration in any 5 + 5 Departments	10%
6.	On successful integration in any 5 + 5 + 4 Departments	10%
7.	Application Deployment (Go-Live)	10%
8.	After 1 Month of Go-Live	10%
	Total Payment for Development & Implementation (N2)	100%

Where N2 = Total cost for Development & Implementation, Data Migration & Training

Note: Payment during Operations & Maintenance phase will be done 25% of the summing value of Grand Totals of Table 13, Table 14, Table 15, Table 16, Table 17 and Table 19 at the end of each quarter of that year.

List of Documents to be submitted On-Line

The List of Documents supporting Technical proposal to be uploaded on the website (www.daman.nprocure.com)

S. No	Particulars
1.	Scanned copy of Demand Draft for nonrefundable Tender Cost
2.	Scanned copy of DD / Fixed Deposit Receipt / Bank Guarantee of Earnest Money Deposit (EMD)
3.	Scanned copy of each of Certificate of Incorporation, valid sales tax/ VAT registration certificate, valid service tax registration certificate and PAN card ¹
4.	Scanned copy of Auditor Certified financial statements for the last three financial years 2011-2012, 2012-2013 and 2013-2014 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet) as mentioned in Section 6.1.3 of this document. ¹
5.	Scanned copy of Technical Proposal Cover Letter as mentioned in Section 6.1.1 of this document.
6.	Scanned copy of Details of Organization as mentioned in Section 3.2 of RFP document ¹
7.	Scanned copy of the work order and/or completion certificate along with the client reference of Turnkey Solutions (as mentioned in Section 3.2 of RFP document)
8.	Scanned copy of the work order and/or completion certificate along with the client reference of e-Governance projects (as mentioned in Section 3.2 of RFP document)
9.	Scanned copy or Commercial Proposal Cover Letter as mentioned in Section 6.2.1 of this document.
10.	In case of Consortium, scanned copy of MoU/Agreement between the prime bidder and the other members of consortium.
11.	Scanned copy of self-declaration Certificate for not being Black listed as mentioned in Section 6.1.4 of RFP document. ¹
12.	Scanned copy of ISO 9001:2008 or higher and SEI CMMI Level 3 or higher certification
13.	Scanned copy of Power of Attorney (POA) authorizing the person signing the bid documents.
14.	Scanned copy of OEMs authorization on their letter heads whose product has been quoted in this bid.

¹ In case of Consortium, all the documents mentioned above is applicable to all the members.