Department of Excise
Office of the Commissioner (Excise)
Collectorate, Moti Daman, Daman – 396 220
UT Administration of Daman & Diu

The Commissioner, Excise, UT Administration of DD & DNH, invites offers from reputed IT Solution Providers in online e-tendering mode (the full document can be downloaded from **www.daman.nprocure.com**) for the Design, Development, Implementation, Support and Maintenance of Integrated Web based Excise Revenue Management System of UT Administration of Daman & Diu and Dadra & Nagar Haveli. The details of the bid are as under:

Bid Inviting Authority	The Commissioner (Excise), Department of Excise, UT Administration of Daman & Diu, Fort area, Moti Daman, Daman – 396220.
Bid Processing Fee	Rs. 5,000/- in the form of Demand Draft in favor of: The Commissioner (Excise), payable at Daman
Bid Security (Earnest Money Deposit)	Rs. 30,00,000/- in the form of BG/FDR/Demand Draft in favor of: The Commissioner (Excise), payable at Daman
Last date for submission of written queries for clarifications.	05.03.2015 at 17.00 hours.
Date of pre-bid conference	13.03.2015 at 11.00 hours at Conference hall, Collectorate, Moti Daman, Daman – 396220.
Last Date of Downloading /Purchase of RFP	02.04.2015 up to 16.00 hours.
Response to clarifications and issuance of corrigendum	20.03.2015
Submission of RFP (Online)	02.04.2015 at 16.00 hours.
Place, Date and Time to open the Technical bid response	03.04.2015 at 12.00 hours at Conference hall, Collectorate, Moti Daman, Daman – 396220.
Place, Date and Time of opening of Online Financial proposals received in response to the RFP	At Conference hall, Collectorate, Moti Daman, Daman – 396220 (Date & time will be intimated to the qualifying bidders)
Contact Details	**ddegs-dd@nic.in, kamlesh.patel@semt.gov.in, excisedepartmentdaman@gmail.com**
The Contact person	The Commissioner (Excise), Department of Excise, UT Administration of Daman & Diu, Collectorate, Moti Daman, Daman – 396220.
Validity of tender	180 days
Reference no.	RFP No. 1/1/EXC-DMN/Com/2014-2015/1670 dated18.02.2015
All bids must be submitted online on	**https://www.daman.nprocure.com**

18/2/15

Dy. Commissioner (Excise),
UT Administration of Daman & Diu

Request for Proposal (RFP)
(ONLINE e-TENDER)

For

Selection of Total Solution & Services Provider (TSSP)

For

Design, Development, Implementation, Support and Maintenance of

Integrated Web-based Excise Revenue Management System

Of

UT Administration of Daman & Diu and Dadra & Nagar Haveli

RFP No. 1/1/EXC-DMN/Com/2014-2015/1670 dated18.02.2015

Commissioner's office,
Department of Excise Daman & Diu,
Collectorate, Moti Daman,
Daman – 396 220.
Ph: 0260 – 2230863
Email: excisedepartmentdaman@gmail.com

TABLE OF CONTENTS

Chapter 1

1. Definition and Acronyms

1.1 "**Total Solution and Service Provider (TSSP)**" means the party with whom Department shall enter into Service Level Agreement (SLA) including its successors & permitted assigns.

1.2 "**Excise Department**" Excise Department means Excise Department Daman & Diu under UT Administration of Daman & Diu and Silvassa Excise Department under UT Administration of Dadar and Nagar Haveli.

1.3 "**Completion**" means the Automation of the entire Business Processes herein specified in the required standards and to the complete satisfaction of the Department.

1.4 "**Financial Bid**" means the total cost involved in developing, implementing and operating customized IT solution with skilled manpower and method of charging the cost to Excise Department, Daman & Diu and Silvassa for a period of 5 years.

1.5 **"Business Processes"** means each activity related to CL, IMFL, Beer movement in the state across supply chain and the collection of all type of duties & fees etc by Excise Department, which has data input and output in day – to – day working of the department.

1.6 **"Evaluation Committee"** means group of Excise officers along with other persons nominated by Excise Department, Daman and Silvassa, constituted for carrying out the evaluation of the proposal, short list the final TSSP and over see the implementation with the help of project team.

1.7 **"Project Team"** means the group of Daman Excise Department officers and Silvassa Excise Officers constituted for carrying out the study of flow processes of business of Liquor Movement across the supply chain and design & Implement an IT solution using Industry Standard technologies for effective control of the movement across the supply chain. Team will also evaluate the working and software testing of TSSP to match the requirements of Excise Department and submit the same to Committee of Excise department.

1.8 "**RFP**" means Request for Proposal from the bidders for providing suitable solution to effective control unauthorized liquor movement across the supply chain of CL, IMFL and Beer in Daman & Diu and in Silvassa Excise.

1.9 "**Execution Period**" means the period of time specified in the contract within or at which, the TSSP is required to make the solution functional in the manner specified in the contract.

1.10 **"Manufacturer's"** means Licensee of the department who has been licensed to manufacturer CL, IMFL, RS & ENA, Beer & wine.

1.11 **"Wholesaler"** means a licensee of the department who has been licensed to act as a wholesaler in supply chain.

1.12 **"DDED"** means Excise Department, UT Administration of Daman & Diu

1.13 "**DNHED**" means Excise Department, UT administration of Dadra and Nagar Haveli

1.14 "**IERMS**" **means Integrated Excise Revenue Management System**

1.15 "**Implementation Period"** means the period of time specified in the contract within or at which, the TSSP is required to implement the solution across the supply chain in all and in DDED and DNHED in all ways.

1.16 "**Operation Period"** means the period of five years from date of completion of implementation period in all functional areas at District Excise Offices of Daman & Diu and Silvassa.

1.17 **"Project period"** is the period from starting/kick-off of implementation to 5 years from the date of successful implementation/ Go-live of the project.

Chapter 2

2. Important information

Bid Inviting Authority	The Commissioner (Excise), Department of Excise, UT Administration of Daman & Diu, Fort area, Moti Daman, Daman – 396220.
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Chapter 3

3. Project Profile

3.1 Excise department, UT Administration of DD & DNH intends to select a Total solution & Service Provider (TSSP) for IT enablement of Excise department, UT Administration of DD & DNH on turnkey basis (herein referred to as Bidder(s)).

3.2 Tenders are invited from reputed IT solution provider in sealed bids for Supply, Installation, Design, Development, Implementation, Support & Maintenance of Integrated IT Solution including Installation, Commissioning, Training, Data Entry, Data digitization &Migration, Manpower support and other IT services for a period of 5 years.

3.3 TSSP as end to end service provider will be responsible for handling Maintenance, Management and Administration of solution provided to Excise department, UT Administration of DD & DNH.

3.4 Excise department, UT Administration of DD & DNH wants to monitor movement of liquor across the total supply chain be it at Distillery, bottling plant, Check-posts or at Wholesale & Retailers.

3.5 In the Endeavour to increase revenue, Excise Duty on IMFL and the raw products namely Molasses and spirit which is essential in manufacturing liquor has been increased. Manufacturers have to maintain records for purchase of raw material, including molasses and spirit, quantity of liquor manufactured and stock in the go downs and quantity sold.

3.6 Excise department, UT Administration of DNH being the Consumption unit wants to monitor the distribution of liquor in the state through check-posts, Wholesalers &Retailers.

3.7 In order to have real time watch on all the activities, Excise department wants to use ICT & Surveillance Systems at Check-posts, Distilleries and Bottling Units.

3.8 Excise Department reserves rights to make necessary changes in terms of Project and scope of work.

Chapter 4

4. Introduction

Daman and Diu Excise (DDED)

4.1 DDED with its Head Office at Excise department, Fort area, Moti Daman, Daman – 396220is monitoring the total operations.

4.2 The main functions of the department involves:

- Administering the laws & rules related to Manufacturing.
- Possession, sales, Import, export and transport of Liquor.
- To collect revenue from resources.
- To prevent illegal trade and trafficking and to prevent production of illicit liquor and its possession.

4.3 Daman is major Liquor Producing state with liquor export of more than 34.71 Lakh bulk liters to other states after consumption by local bottling, industrial and other categories of licensing. Distilleries are large source of supplier for ENA & RS/IMFL &CL. The details of laws administered by the department are as under:-

- Goa, Daman & Diu Excise Duty Act 1964
- The M& TP Act 1955
- The Spirituous preparation Control Act 1955
- The Narcotics Drugs & Psychotropic substance Act 1985
- The Poisons Act 1919

4.4 There are 12 Check- posts, 8 Distilleries (Both for CL & IMFL) including 3 Bottling Plants and one brewery for manufacturing of beer along with one office at Daman and One Office in Diu and one distillery in Diu. The present volume of Liquor manufacturing is 4.3 Cr Bulk Liter. Out of the 12 check-posts, excisable check-posts are Dhabhel check-post in Daman and Ghoghala check-post in Diu.

4.5 The First movement in Supply chain for sale of liquor in Daman is by Wholesaler who gets the permit issued from the department after payment of Excise duty and permit fees. Against the permit, the Goods are moved from distilleries through Transport Pass to wholesale Units. VAT is collected by the manufacturer from wholesalers and is paid to the state while billing the Goods to him.

DNH- SILVASSA Excise Department

4.6 DNH is one of the consumer state and consists of 3 Check-posts with one District Excise Office at Silvassa. There is no Distillery/ Breweries/ Bottling plants in existence in this Union Territory. All the 3 check-posts are excisable check-posts.

4.7 The Distribution of Liquor takes place through Wholesalers (e.g. OIDC) to 36 retail vends and others like bars, Hotels etc. At present there are 3 Wholesalers in Silvassa.

4.8 The services offered by the department are:

- To grant Excise License of IMFL, Beer, Denatured Spirit under the DNH Excise Duty Regulation, 1969 and Rules made there under.
- Preparation containing Alcohol and Narcotics, Bonded Warehouse under Medicinal and Toilet Preparation Act, 1955 with Rules 1956.
- To renew all kinds of Excise License.
- To grant Import Permit, Release Permit, Issue of Excise Verification Certificate for Receipt of Alcohol to the licensees.
- To Inspect, investigate, Search and Seize, for Enforcing Excise Duty Rules and Regulation.
- Patrolling of Illegal transportation of Liquor.

4.9 The total revenue of the Department is approx. 2 Cr per annum. This may increase this year due to new policy.

4.10 Project Objective:

4.10.1 The Integrated Excise Revenue Management System (IERMS) is initiated with an objective to make the system Transparent, Efficient and effective with the help of Modern Surveillance System and Automatic BOOM Barrier Solution.

4.10.2 The Solution will cover DDED and DNHED as under:

- For Daman --12 check-posts, 7 Distilleries (Both CL & IMFL) including 3 Bottling Plants and one Brewery along with one office at Daman, One Office in Diu and a Distillery in Diu.
- For Silvassa—3 Check-Posts and One DEO Office at Silvassa, 67 Composite shops & Other Retail Off licensee like Bars, Restaurants, Hotels, Schools etc.
- No of Wholesalers in Silvassa --- for Distribution of IMFL in Silvassa - OIDC + 36 wholesalers and for CL - OIDC + 1 wholesaler
- Location wise details of excise dept. – distilleries and breweries, bottling plants as mentioned below:

1. Khemani Distilleries Pvt. Ltd.,	Ringanwada, Nani Daman	0260-2242672
2. Royal Distillery	Ringanwada, Nani Daman	0260-2242672
3. Jupiter Distillery	Kathiria, Nani Daman	0260-2254977
4. Krimpi Distillery	Supreme Industrial Estate, Bhimpore, Nani Daman	0260-2220401
5. Silver star Distillery	Bhenslore, Nani Daman	0260-2262760
6. Dharmesh Distillery	Daman Industrial Estate, DoriKadaiya, Daman	0260-2220338
7. Daman Distillery	Kathiria, Nani Daman	0260-2250348
8. Blossom Industries Ltd. (Brewery)	Jani Vankad, Nani Daman	0260-2221050 Mobile No.9979896106
9. Kalpana Distillery, Diu	Malala, Diu	02875-252185 & 252164

4.10.3 The project would cover the Excise services in both the Departments (DDED and DNHED) and includes the interaction with other state excise department for Export & Import permits.

4.10.4 Wholesale will be the common system for making TP for level-2 movement from wholesale to Retail outlet including bars & restaurants. For Silvassa Distribution of Liquor takes place through Wholesalers.

4.11 The proposed solution would be a Web based Application that will act as the single point of communication for Department users, all other stakeholders and Citizen to view the relevant information of various functionalities based on user roles and rights permissions.

4.12 Application Software would be for each Department—Daman and Silvassa. Due to different Excise Laws in Daman and Silvassa. Both the application will be linked with the help of an Integrated Web Portal.

4.13 The objectives of the Project involves:

- Creation of Electronic Database of all Licensees in the State.
- Online monitoring of liquor movement in supply chain by computerizing Online all types of permits, transport pass etc.
- Maintenance of real time inventory Brand wise, SKU wise across the supply chain.
- Integration of excise system for Import and export permit validation in real time through modern Check post system.
- Integrated Surveillance System at Distilleries and Bottling Plants of Daman
- Automatic BOOM Barrier System at Distilleries and Bottling Plants.

- Record management of all manufacturer's as per excise law to be maintained in real time for effective control including generation of reconciliation reports of Raw Input/ FG Output. All requisite excise records which a manufacturer is supposed to maintain would be through this system including the process stock and wastage at various stages.

4.14 Project benefits:

- Automation of the issue of Transport Permits, import permits, Export permits, No Objection Certificates will obviate the necessity of people coming to department.
- Monitoring dispatch and receipt across supply chain using same common application software.
- Generation of timely, intelligence reports and comparisons will help bettermanagerial control.
- Improve efficiency and enable revenue record reconciliation on daily basis.
- Ease of tax rates or regulatory changes being put in force immediately and also providing transparency to department and its business with its Clients.

4.15 Types of Licenses:

4.15.1 **Licenses in Daman & Diu**

S. No.	Details of License	Type No. Of Licenses	
		Daman District	Diu District
1.	WS/MFL	48	16
2.	WS/CL	44	16
3.	RS/CL (Retail sale of Country Liquor)	08	-
4.	RS/IMFL – CL/PB	58	03
5.	RS/Bar & Rest	257	194
6.	WS/DSP	02	01
7.	M/DSP	03	01
8.	WS/DS	02	01
9.	Bottling/DS	01	-
10.	Ws/Rec Spirit	01	-
11.	RS/AA	01	-
12.	RS/DSP	02	02

13.	RS/DS	02	04
14.	PU/DSIP	04	01
15.	MTP	20	01
16.	PBWH/MTP	19	-
17.	L-2/MTP	-	-
18.	TODDY	05	-
19.	PBWH	20	14
20.	Distillery	07	-
21.	Brewery	01	-
22.	Winery	01	-

4.15.2 Licenses in DNH- Silvassa: At present following types of Excise License are in existence:

- Whole Sale IMFL/Beer License - 01
- Whole Sale Country Liquor License- 02
- Wholesale & Retail sale license -36
- Retail sale license for Hotels.- 51
- Retails Sale Toddy License -130
- Industrial License under E.D.R. 1969 - 04
- License under M&T.P- 02
- Retail Sale Country Liquor License- 32

4.16 Manufacturing of IMFL and Country Liquor only from 2007-2014—Daman

Year	Production of IMFL(in B.L.)	Production of CL(in B.L.)
2006-2007	**4046280.48**	**24029152.75**
2007-2008	**5132972.36**	**24172140.82**
2008-2009	**7412524.52**	**34248617.76**
2009-2010	**12874400.60**	**21743213.16**
2010-2011	**26767268.91**	**4877025.79**
2011-2012	**27406839.28**	**6409123.30**
2012-2013	**23855326.88**	**11754852.08**
2013-2014	**30586180.06**	**12458351.46**

4.17 TOTAL SALES IN PL (PROOF LITRE) WITH BREAK UP OF COUNTRY LIQUOR, IMFL, BEER, RS & ENA— Silvassa

Details in Bulk Liter	Approx. Figures (In Liters)
BEER	**85 lacs**
IMFL	**11.5 Lacs**
CL	**5.7 Lacs**

Chapter 5

5. Eligibility Criteria

Pre-Qualification Criteria		
S.N	**Criteria**	**Document Proof required to be submitted**
1	The Bidder or Lead Bidder/consortium Partner in case of consortia should have been a company registered in India, under the Companies Act 1956, and in operation for a period of at least 5 years as on date of submission of bid.	For Partnership firm- Copy of certificate by Registrar of Firms. For Company- Certificate of Incorporation; For consortia- relevant documents for each consortia members to be submitted
	In case of consortium, the total no of consortium members should not exceed 3 nos. including Lead bidder.	For consortia- MOU with Clear roles and responsibility matrix of each consortia members for executing the project should be submitted
2	The Bidder/Lead bidder of consortium in case of consortia should be a profit making and should have aggregated Total turnover of Rs.60 Cr of last 3 financial years(2011-12, 2012-13 and 2013-14) or average turnover of 20 Crores. The Bidder/Lead bidder of consortium in case of consortia should have PBDIT (Profit before Depreciation, Interest and Tax) of Minimum 2 Crores per year or total profit of 6 Crores in last 3 financial years (2011-12, 2012-13 and 2013-14)	The bidder Should submit certificates Duly certified by Chartered accountant along with audited Balance sheet & Profit & loss statement for last three financial years.
3	The Bidder/ Lead bidder of consortium in case of consortia should have positive Net worth	The bidder Should submit certificates Duly certified by Chartered accountant along with seal and sign of CA with CA registration number mentioned
4	The Bidder or Lead bidder of consortium in case of consortia should have Solvency of minimum of Rs 10 Crores	The bidder/Lead Bidder should submit latest Bankers certificates for the current period confirming the same
5	The Bidder /Lead Bidder must be entity having experience in e-Governance domain in India.	Copy of work orders & completion certificates from Client government departments

6	The Bidder/Lead bidder in case of consortia should have domain knowledge and experience of working in any of the Government (Central/State) Taxation Department (Sales Tax/VAT, state/central Excise, service tax, Income tax, Customs, Stamps & Registration, Land revenue & Transport) and must have at least one Successfully implemented solution on turnkey basis during last 5 years	Copy of work orders, Successful execution and completion certificates issued by client government department.
7	The bidder/Lead bidder /consortium partner in case of consortia should have at-least 100 qualified professionals working in the company	Self Certificate by HR department along with the summarized list of employees with their qualification should be attached
8	The Bidder/Lead bidder in case of consortia should have at least following certifications valid in force: SEI-CMM Level-3 and ISO: 9001:2008.	Copy of the certificates to be enclosed
9	The Bidder should have an office in Daman, otherwise the bidder should give an undertaking to open office in Daman within 30 days of issue of LOI	Document proving an office in Daman or declaration to open an office.
9	The bidder/Lead bidder/consortia partners should never have been black listed by any State or Central Government Department in India and should not quote products from any OEM black listed by any State or Central Government Department in India. If a bidder or any member of the consortium has been barred or blacklisted in any contract with government/state governments. The bid of such bidder will be rejected	Self Declaration

Note:

a. *The Lead bidder may bid as a consortium of a maximum of 3 partners' i.e.1 Lead bidder plus two consortium partners.*
b. *The consortium shall be formed under a duly stamped consortium agreement. The original stamped consortium agreement should be submitted along with the bid document. In the event of consortium, one of the partners will be designated "Lead Bidder".*

c. *In case of a successful bidder, which is a consortium, the parties of consortium shall be jointly and severely held responsible for the implementation of the project and provision of services.*
d. *All members of Consortium/ Partnerships shall be equally, jointly & severely responsible for the successful completion of the entire project. A declaration to that effect should be submitted along with the tender.*
e. *A bidder can submit bids either as a single bidder or prime bidder in a consortium. In the event the bidder is part of more than 1 bid in any form as mentioned above, all the bids will be summarily rejected.*
f. *If a bidder or any member of the consortium has been barred or blacklisted ever in any contract with government/state governments, the bid of such bidder will be rejected*

6. Project - Scope of Work

The scope of services involves end to end IT Solution Services to Build, Own and operate the IERMS. A Three tier web based Architecture is proposed for Developing IERMS Application.

6.1 Integrated Web Portal

6.1.1 All users of the DDED and DNHED will access the Applications through a centralized Web Portal.

6.1.2 It is proposed that IERMS Application software is to be developed for DDED and DNHED. The Application must have a single common Web Portal with separate links to Application of each Department.

6.1.3 The Web Portal must adhere to the web guidelines issued by GOI (State Portal Framework).

6.1.4 The Portal Application must be customized for the solution which would follow all the Standards Protocols for like HTTP and SOAP for communication between stakeholders and data center.

6.1.5 All the service delivery components would be exposed through XML Web Services which internally performs the business logic to process the service through web services to be exposed to the users.

6.1.6 Depending on the kind of request coming in from the users, the user is passed on to all service or to reporting and business rules service or to workflow service.

6.1.7 There must be provision of Payment Gateway Interface services by forwarding the payment related operations to the external gateway service provider for payment through credit card, debit cards or direct debit through ECS or RTGS etc. facilities.

6.1.8 Payment gateway and SMS gateway will be provided by DDED/DNHED

6.1.9 Some of the features of website must be as under:

- The Web Portal contents will be in English& Hindi (Bilingual).
- It must be compatible with Multiple internet browsers
- Visual identity of website, Page layout, Graphics, Buttons & Icons, Typography and Colors will be done in consultation and with the department.
- Page layout – A consistent page layout must be maintained throughout the website which means:
  - The placement of navigation & text elements should be uniform across the website;
  - Most important elements should be visible on the first screen and should not go inside a scroll;

  - Focus should be laid on a few important elements of the page, so that the visitor may be guided to those portions which deserve most attention. In case a lot of elements in a webpage are blinking / flashing or highlighted, the visitor will not be able to concentrate on the essence of the page;
  - Clear demarcation of various components so that the information of one kind is grouped together and presented visually at one point in the page;
- Graphics, buttons & icons – the graphic elements like buttons & icons should be simple & their meaning and symbolism should be self-explanatory and relevant. This simple means that an icon should look like what it means. Also the buttons & icons should be large enough to be distinguishable on a high resolution monitor
- Typography – the content of the site should be readable with default standard fonts.
- Use of images – should be limited and the size & format of the image should be such that the load time is minimized while the display quality is maximized.
- Colors – there must be adequate contrast between text and background.

6.2 Application Software

6.2.1 Applications should be developed for each DDED and DNHED linked with different URLS on common Web Portal.

6.2.2 The Web based application software to be design & developed/Customized, deploy and implemented must consist of the following main modules covering all core departmental activities such as:

- Licensing (all type)
- Permit/Pass Supply chain Module
- Supply chain inventory management module
- Revenue Management module
- Preventive Force case registration and processing module
- Distilleries stock monitoring module with reverse reconciliation
- Legal management module
- Accounts and Budget module
- Liquor Seizure and auction module
- Online surveillance Module of Distilleries and bottling plantsintegrated with E-gate generated capturing driver's photo and vehicle number plate
- Raw material reconciliation and Distillery production module

6.2.3 The Application software components/modules must be integrated and should utilize minimum 3-tier architecture:

- Presentation Layer
- Application Layer
- Database Layer

6.2.4 All the stake holders and its offices, Manufacturers, Wholesalers and Retailers would be having access to the application software as per their access right through the portal.

6.2.5 Brief list of processes covered under the above modules is enclosed in Annexure 2

6.2.6 The Application software should be built and deployed using Industry standard database technology with following features

6.2.6.1 Active-Active clustering at database layer for high availability and provision for seamless addition of computing node without any downtime during peak load

6.2.6.2 The DBA's and internal user's access to database need to be provisioned through Access control list as defined by DDED and DNHED.

6.2.6.3 The database should be provided with at least 128 bit encryption for data protection.

6.2.6.4 Industry standard database should not be limited by number of CPUs, total data size and scalability. The proposed database should be RDBMS - Enterprise version Core based licenses.

6.2.6.5 Various process documents related to the listed modules above would be generated in Real time from the System and would integrate with each other.

6.2.6.6 The application would have workflow integrated with the same and the users and processes would be linked through a work flow system.

6.2.6.7 Integrated On-line MIS reporting systems for above modules would be available to all the Users and Management of Excise department as per Rights and Authorization available.

6.2.6.8 TSSP will be responsible for all the costs associated with Insurance, Site maintenance etc. The Excise department will provide the space and raw power to the TSSP. Insurance – Only transit insurance is to be provided for the supply of IT Assets.

6.2.6.9 Application Development would be undertaken in following phases:

6.2.6.9.1 System Study with respect to all the above modules and Submission System study report consisting of:

- System Requirement Specifications
- Entity relationship diagrams
- Description of various processes
- Process Flow Diagrams
- Data Flow Diagram
- Screen Interfaces
- Formats of Screen and Print reports

- Demonstration and approval of the Prototype
- Development and Coding
- Submission of Test Plan
- Testing the Application as per Test Plan on Test Data

6.2.6.10 Excise department would be deputing personnel for testing from NIC/Dept/ SeMT.

6.2.6.11 The Approved SRS and the Prototype would be the basis of development for the Software Application

6.2.7 The Application has to have Security features/monitoring inbuilt into the same with following minimum features

- Definition of Roles and users including suspension and revocation of user
- Define Add/edit/view/delete rights for each Entry Form/Report in all modules for each role.
- Time and user Stamping of each transaction
- On-line monitoring of the User activities
- All deleted & edited records should be tracked with audit trail and copy of all editions/deletions should be available with MIS reporting of the same.
- All permutation combination reports would be required from the system it can be year on year also.

6.2.8 TSSP is required to present detailed security Architecture and Implementation Strategy for execution of the project.

6.2.9 An On-line help module has to be developed which should provide detailed help for each process/report of the Application.

6.2.10 The application should also be integrated to SMS technology for sending alerts, registration and other intimations to stakeholders transacting with Excise department.

6.2.11 All recurring charges related with SMS operations would be borne by the department

6.2.12 TSSP must also guide and prepare the communiqué to be done with TRAI in respect to compliance of TRAI guidelines for SMS.

6.2.13 TSSP is expected to study each of the above modules and processes in detail and design the application software as per the requirement of the DDED and DNHED.

6.2.14 The system should be integrated with online payment gateway to make payments through Credit/debit cards and also through NEFT/RTGS from their bank to the account of DDED/DNHED for facilitating e-payment by stakeholders.

6.2.15 Application software should be developed using n-tier architecture and should use Oracle/MS SQL/DB2 server as back end database system.

6.2.16 Help desk software is in the scope of TSSP, other infrastructure will be provided by Excise department

6.3 Proposed System Architecture

6.3.1 In proposing System Architecture for implementing this project of e-Governance in Excise department Daman & Diu, and DNH-- various necessary aspects of extendibility, scalability, security, interoperability, performance and productivity improvements for the department has to be addressed while defining the overall architecture.

6.3.2 The suggested Architecture should also be in alignment with SOA and other relevant industry standards.

6.3.3 To meet the diversified requirements of the department and considering the growth of the department in near future, the Centralized Architecture has been proposed for this project along with a Data Recovery Plan to ensure business continuity and high availability.

6.3.4 In centralized architecture all the applications will be hosted at a central location i.e. data centre.

6.3.5 All the users within the department will access the application through intranet and the external users will access the application through internet.

6.3.6 As the internet users cannot be quantified and the approximate number of Intranet users would be 50-60 at any given time, all system software including database licensing should be processor license based.

6.3.7 The envisaged benefits of the proposed centralized deployment architecture are:

- Enables sharing of data across locations thus minimizing data redundancy;
- Allows centralized control of data, access controls and systems thus leading to greater security and reliability;
- Ease of deploying systems as the deployment only needs to be done at a central location. This is also beneficial when further upgrades or bug fixes etc. need to be deployed;
- Easier to manage and control the deployed application and database. The database administrators, system administrators etc. can manage the systems from a single location for all the connected offices;
- Lesser number of specialized staff is needed to manage the systems, hence ensures the faster implementation and lower cost of ownership.

6.4 Application Design Technology Standards

6.4.1 It has been proposed that the Applications designed and developed for the Department must follow the Best practices and Industry standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. Key features of a standard Application development practices are as follows:

- Various modules / applications should have a common Exception Manager to handle any kind of exceptions arising due to internal / external factors. This will ease of application maintenance and enhancements.
- All the modules / applications are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. It will bring better manageability and helps reducing over utilization of resources.
- The system should have an Audit module exclusively to record the activities happening within the system / application to avoid any kind of irregularities within the system by any User / Application.
- The solution should be designed, developed and implemented as per e-Gov standards as proposed by DeitY, GoI.

6.4.2 Various technology standards to be a part of the proposed solution have been elaborated below:

- **Service Fulfillment** – The objective of the proposed system is to perform the internal functions and deliver the services from initiation till completion through electronic channels (as far as possible).
- **Single-Sign On** – The Solution should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the functions in the same session.
- **Support for PKI based Authentication and Authorization** – The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Registration Authorities (RA) that are approved by the DDED.
- **Open Standards -** Keeping in view the evolving needs of interoperability like inter departmental dependency / coordination for most of the functions of the Department etc., it has been proposed that the solution should be built on SOA.
- **Scalability -** The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high-performance for at-least five years from the date of deployment. The system should be highly available, responsive and redundant.

6.4.3 The response time during peak office hours (11 AM to 4 PM) should be less than 15 seconds per form and less than 1 min per report (for short period selected for short duration)

6.5 Surveillance at Distilleries, Bottling Plants and Check-posts

6.5.1 Surveillance is required at all receipt and dispatch point of raw and finished liquor in Distilleries, and bottling plants of CL and IMFL and check-posts situated in UT Administration of DD & DNH.

6.5.2 Surveillance's major objective is to trap visual event during unloading and dispatch of the liquor from manufacturing end. This objective would be achieved by using IP camera's at these locations by TSSP which would be connected through internet even to trap live event from the control room.

6.5.3 The cameras would be activated through IESCIMS solution when the ENA/RS is in link with receipt record. At dispatches end the images would be trapped once the truck is loaded and E-pass is made from the system. Again the truck image would be stored linked with respective dispatch in the database.

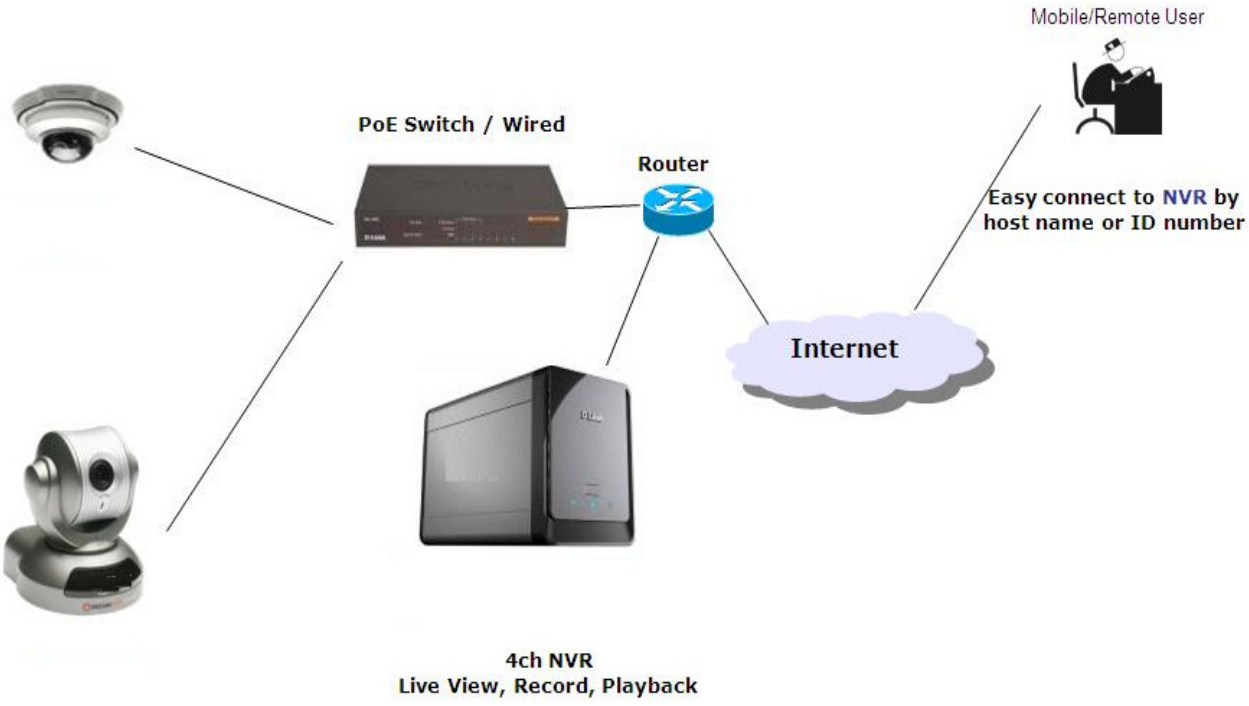
6.5.4 Apart from that the camera would also capture random events which would be stored in Local NVR, which can be downloaded by control room to control the functioning at manufacturing end by the department. The event up to 15 days would be stored in NVR, depending on the hard disk capacity of the same.

6.5.5 Images of driver and truck number plates are to be stored in central database.

6.5.6 Live recording of each unit would be stored at local NVR which would be archived in central database at the interval not exceeding 15 days for reference/ evidence of the department. TSSP may plan the storage capacity at local end according to the requirement.

6.5.7 The control room should be able to visualize, monitor and store the different activities at different locations in distilleries and bottling plants. The TSP should do the necessary integration as part of the project.

6.5.8 ICT & surveillance at excisable check posts and only surveillance at all other check posts



6.6 Control Room Set up at Head Office- Daman and Silvassa

6.6.1 The TSSP is required to setup a control room at Excise head quarter in Daman for monitoring of liquor movement at the Gates of various manufacturers& monitoring activities of check posts and also at a control room at DEO, Silvassa to monitor activities of check posts.

6.6.2 DDED and DNHED will provide requisite space to TSSP for set up of control room.

6.6.3 Minimum 1 no of 65" LCD TV should be installed at HO, DDED with min 5 PCs and one set of colour laser printer.

6.6.4 Similarly, Minimum 1 no. of 55" LCD TV should be installed at DEO, Silvassa with min 1 PC and one set of colour laser printer

6.6.5 Both the control rooms would be connected to data centre on a min 2 Mbps connectivity link.

6.6.6 Proper maintenance and adequate number of UPS and DG Set to be proposed for control room. The minimum specification proposed for the same are provided in Annexure 3.

6.6.7 The requisite surveillance software for viewing all Distilleries/ Check-posts/ bottling plants and its activities on single screen should be provided by TSSP.

6.6.8 The TSSP would be responsible for maintaining at least 45 days recording of activities in live database for each distillery and hence should plan its storage accordingly.

6.6.9 At the end of the month the backup of recording should be handed over to excise department for their archived record and future reference

6.7 E-Gate Management at Each gate of Distillery, Bottling Unit and Check- posts

6.7.1 TSSP would be responsible for setting up control BOOM Barrier at the each gate of distilleries and bottling plant to monitor the truck movements.

6.7.2 The E-gate pass should be linked to transport pass and permit and should be able to trap number plates of vehicles along with driver's photograph

6.7.3 All civil infrastructures for installation of BOOM at distilleries and bottling plants would be created by Manufacturers at their own cost and TSSP need to provide them the design and other relevant support.

6.7.4 All necessary power including backup would be provided by Manufactures for the system.

6.7.5 Minimum 2+5=7 IP based camera's with 360 degree coverage at every Gate and production unit locations with POE switch and 4-8 channel NVR of min Storage of 750 GB should be installed by TSSP at each Distilleries/bottling units to monitor their activities in real time. All necessary LAN cabling would also be in scope of TSSP. The minimum product specs is given in Annexure 3

6.7.6 TSSP will provide computer operator along with necessary surveillance & computer systems along with printer to cover 360 degree gate activities during 8 a.m. to 8 p.m. for 365 days.

6.7.7 TSSP will provide 2 IP based camera's with 360 degree coverage at all check-posts with POE switch and 4-8 channel NVR of min Storage of 750 GB should be installed by TSSP at each check-post to monitor the activities.

6.7.8 Out of 12 check-posts in UT of Daman & Diu, 2 check-posts are excisable check-posts. Dhabhel check-post in Daman and Ghoghala check-post in Diu. Where as in DNH, all the 3 check-posts are excisable check-posts. At excisable check-posts TSSP has to provide computer set-up and manpower for necessary operations.No Boom barrier infrastructure at check posts.

6.8 Master Data Buildup and Digitization of records

6.8.1 TSSP as a vendor will be responsible for buildup of master data. The approximate numbers of Licenses available in Daman are 532. Number of Licenses in Silvassa are as under:

- Whole Sale IMFL/Beer License -- 01
- Whole Sale Country Liquor License-- 02
- Wholesale & Retail sale license --36
- Retail sale license for Hotels. --51
- Retails Sale Toddy License --130
- Industrial License under E.D.R. 1969-- 04
- License under M&T.P --02
- Retail Sale Country Liquor License-- 32

6.8.2 In Silvassa, there are 5 Licenses under M& TP act which consumes ENA/Denat ENA. District industries office is allocating quota and excise dept. is monitoring.

6.8.3 Currently no structured digitized data is available with the DDED. DNHED has digitized some of the data and initiated the computerization activities.

6.8.4 The Department will provide all the required data in the hard copy or in the digital form to the TSSP. The TSSP will have to identify and filter such data with the help of Excise department for associating the data as indexing parameters for the documents archived in the repository.

6.8.5 TSSP is responsible to migrate and digitize the data necessary for successful running of the new proposed system.

6.8.6 The TSSP will be responsible for safe handling of the documents back to the department. TSSP is responsible for all the data feeding operation and maintenance of records at its data center for a period of 5 years.

6.8.7 Final validation should be done by department senior officers by authenticating the checklist for migrated /created data.

6.8.8 Calibration of VATs for particular unit would be provided by Excise department while building master data for that unit.

6.9 Barcoding operations

Department of Excise, UT of DD & DNH is planning to integrate barcode labels in excise operations. On bottles, 2D labels will be used. And on Boxes-cases 1 D labels will be used.

TSSP has to propose solution for incorporating barcode operations in the IERMS – Integrated Excise Revenue Management System

Distillery Management

A. 1D carton Barcode Printing

B. Carton Mapping

C. TP Generation against Order Management

D. TP Approval

Depot Management

A. Inward Stock Management

B. Inventory management

C. Out Bound Stock Management

D. Order Management (Retailer to Depot)

DISTILLERY Management

1D CARTON BARCODE PRINTING

Printing of barcode

Supplier has to generate unique barcode to affix on boxes; these IDs will help map Dept to bottles in the box at all levels of supply chain management.

Applying Tags to box

Barcode Tags has to be applied on box by the supplier as per given standards

CARTON/ BOX MAPPING

Scanning box with barcode

Supplier has to scan all the barcode applied tags on box and this information has to be transferred to central server with following values.

Box barcode Identification

ID Identification number

No of Boxes

Brand Name

Supplier Name

Size of the Box

Strength

Category

DEPOT MANAGEMENT

INWARD STOCK MANAGEMENT - Stock Received

Interface will be provided to update stock receiving at depot while unloading the stock from truck against transport permit. Using barcode scanner operator has to scan the cases and info will be transferred to central server.

INVENTORY MANAGEMENT AT DEPOT

Web Based Interface will be provided at depot to validate Transport Permit regarding time deviations, auto escalations and this information will be transferred to central server.

OUT BOUND STOCK MANAGEMENT

Based on orders raised by the retailer the depot will generate a stock dispatch order using the web services along with the TP for stock dispatch.

Instant Solution Builder for Web Applications:

An interface shall be provided to create web applications instantly. The system should have the following features:

The application should provide multiple options to design the application such as text boxes, numerical, labels and bar coded stickers.

Dynamic Data Mapping facility through either connecting to remote database or through web services

The application should allow users to give validations to the fields created by them.

Automatic data consolidation

It should have a scheduling feature.

The solution should be capable of providing barcode facility, whenever the Administration wishes to implement the same it can be implemented at no extra cost. This module is part of total solution – IERMS.

6.10 Supply of Hardware and its Maintenance Scope

6.10.1 Supply of PC infrastructure—minimum specification as per BOM

6.10.2 The PC infrastructure would consist of:

- Computer System with following minimum configuration--
- Desktop PC - Desktop PC - Core i5-650 (3.2GHz/ 4MB Cache) Intel Smart Cache 4 MB or higher, 2GB DDR3 RAM, 320 GB Sata 7200 HDD, DVD RW, Set of Speaker, 18.5" TFT LCD Monitor, Keyboard, Mouse, Win 7
- Suitable UPS for above with 15 minutes Battery backup
- Minimum configuration is defined in BOM mentioned in RFP

6.10.3 Network Laser Printer ---- as per mentioned in BOM

- Network Ready Color Laser Printer entry level to be supplied at Control room in HO.
- All the equipment supplied would be installed by TSSP

6.10.4 TSSP must provide all the branded and new equipments to the department with Onsite warranty for complete contract period as wherever applicable.

6.10.5 Diesel for the DG sets will be provided by Excise department, UT administration

6.10.6 TSSP would be responsible for maintenance and upgradationof the equipment for a period of 5 years from date of Go-live status of the project. During the maintenance period the TSSP would be responsible for:

- Support related to Hardware as well as the operating system during the contract period
- Periodic updating of Anti-virus definitions
- Patch management of the operating system.
- Free replacement of all spares of the equipment supplied.
- All consumables like print cartridges, toners, plastic breakables, Printer heads, Batteries, etc along with stationary will be the scope of stakeholders/departments.

6.11 LAN Connectivity

6.11.1 TSSP would also be responsible for setting up a Local Area Network at Excise head office in Daman for connecting requisite PC's on the network. All necessary Network cables and network switches (Managed switches as per the specifications given) would have to be supplied and installed by the TSSP for this purpose.

6.11.2 The approximate number of LAN nodes would be 8-10 for which LAN network is to be established at DDED. At DNHED the LAN nodes would be 5-8. At Diu it would be 3-5.

6.11.3 Requisite LAN setup would be responsibility of TSSP

6.12 Managed MPLS Connectivity for Excise, Distillery and Bottling Plants with TSSP's Data Centre/ SDC

6.12.1 All the external stakeholders (Licensee's) of the department will access the applications through portal using internet, while all the staff members of the Excise Department Daman & Diu and Silvassa will access the applications through LAN extended over locations through UTWAN of DD & DNH. All stakeholders would submit returns online and its electronic assessment is also part of the scope of the project. The DDED and DNHED employees will access the application solution through LAN**.**

6.12.2 **Where ever possible, UTWAN of DD & DNH can be used for intranet users.**

6.12.3 TSSP would be responsible for supply, installation, maintenance and uptime of:

- 2Mbps MPLS/ VPN link between the State data center and all the manufacturing facilities.

6.12.4 The Backhaul of minimum 8 Mbps would be installed at State data center for the period as required by DDED

6.12.5 MPLS-VPN link of min 2 Mbps to be provided to Each distilleries and bottling plant connecting State Data centre

6.12.6 All the Hardware equipment required for this purpose and their maintenance for 5 years from the date of Go-Live would be under the scope of the TSSP.

6.12.7 Minimum quantity of the estimated hardware equipments is mentioned in RFP for one to one comparison. TSSP is free to size the hardware as per RFP requirement.

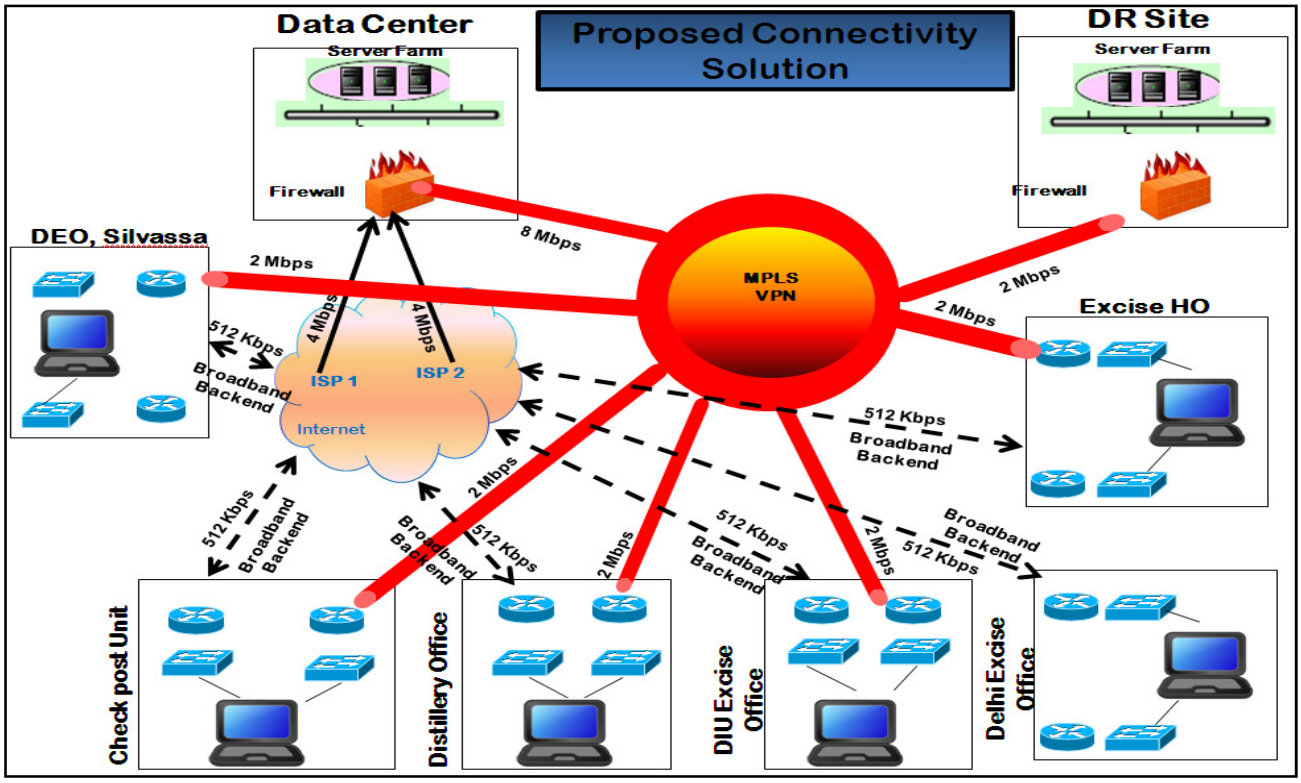
6.12.8 TSSP would also be responsible for application/procurement of this circuit from concerned service provider.

6.12.9 Any equipment required to implement the MPLS network is bidder's responsibility. It should be quoted in others table.

6.12.10 All recurring charges for the period they are utilized would be under the scope of the TSSP.

6.12.11 TSSP will also be responsible to implement the Data center infrastructure for implementation of IERMS at State data center of UT of DD & DNH located at Silvassa. By the time if the state data center is not ready, it should be hosted as per the arrangements done by DDED, Daman. Once the Data center is ready, it should be migrated to State Data center as per the instruction given by DDED, Daman.

6.12.12 TSSP would be responsible for Uptime of 99.5% of the above MPLS links through suitable ISP.



6.13 Disaster Recovery Site

6.13.1 Disaster Recovery Site (DR) shall be setup by TSSP at NIC, Hyderabad. The DR site location is provided with Non-IT infrastructure and also storage replication facility with necessary IT infrastructure for storage. Any additional infrastructure required should be provided by TSSP as part of this project

6.13.2 The necessary bandwidth network link would be provided by UT administration from SDC to DR site. TSSP shall ensure replication of data to the DR and maintain the log of the same.

6.13.3 TSSP shall also ensure, in event of major failure, smooth switching over of DC to DR and vice-versa on restoration of normalcy (expected within 2 hours).

6.13.4 DC-DR site operations – Application should be capable of handling DC – DR operations management. Primarily for storage replication and then for real time transfer of data and switch over to DR site.

6.14 Dedicated Server Infrastructure Setup at State(UT) Data Centre/SDC for DDED and DNHED Application

6.14.1 TSSP will be responsible for set up of Dedicated Server Infrastructure as per the proposed BOM and Technical Specification mentioned in the RFP.

6.14.2 The 2P Intel Blade cluster populated with one quad processor should be installed for Database Servers cluster and another 2P Blade Server populated with one quad core processor for Web cum certification server. Both the cluster would be configured using Critical data storage iSCSI storage with 5 TB usable capacity using 600 GB SAS hard drives using RAID 1+0.The storage should also support SAN infrastructure and 10GBPS Ethernet ports.

6.14.3 All the above Servers would be as per the specifications mentioned in RFP.

6.14.4 A dedicated Backup Device would be used.

6.14.5 TSSP is supposed to provide backup copy of database to Commissioner's office and to the department on monthly and yearly backup basis. Detailed backup policy will be a part of SLA.

6.14.6 All the above Servers would be blade servers and mounted in a 36 U Rack with a common Monitor and Keyboard connected to a Data Sharing switch. Also the 3 Servers should be networked through a Managed Switch connecting to the Firewall and Central Routing system of the Data Centre.

6.14.7 The requisite UPS and Switching infrastructure would be made available by Data centre with minimum 8 set of static IP Addresses

6.14.8 The requisite Bandwidth spectrum minimum of 2 Mbps from 1:1 pipe would be made available for both DDED and DNHED Application for smooth Functioning. In case the response is found poor Data Centre should be upgraded to meet the additional bandwidth requirement during primebusiness hours of DDED and DNHED, at any point of time the average minimum bandwidth available to the DDED and DNHED between 8 a.m. and 8 p.m. (Prime business hours) would be 2 Mbps on all 7 days of the week.

6.14.9 All the Routing /Firewall and Physical Security measures would be common of State Data Centre/SDC. TSSP has to provide the details of the requirements. The same will be provided by DCO of the State Data center.

6.14.10 TSSP would be responsible for all activities related to data center for seamless hosting which will include following during the contract period:

- Administration and Maintenance of Server Infrastructure at Data Centre.
- Uptime commitment of all the Servers.
- Ensure that all the Servers are Virus Free and that virus definitions are always updated regularly.

- Daily Backup of System Software, Database, Mailbox Storage of DDED and DNHED as the Backup policy.
- Data centre would be equipped to operate 24x7 for 365 days and would be monitored continuously by adequate technical manpower physically/ remotely.
- Implementation of PKI based Security authentication Solution for the DDED and DNHED Application including installation of Microsoft Certification Server.
- Uptime commitment of all the Servers and the Bandwidth of minimum 99% monitored on monthly basis for a period of 5 years from date of Go-live.
- Ensure Physical and logical security of the Data centre and the data related to DDED and DNHED.

6.15 Application Hosting, Administration and Maintenance at State Data Center (SDC)

6.15.1 Application Hosting

- TSSP would be hosting the above application on Web Server Cluster dedicated for DDED and DNHED installed at State Data center/SDC and would maintain the same for a period of 5 years from date of Go-live.
- TSSP would be responsible for administration and maintenance of the application for a period of 5 years from date of Go-live.
- The State Data center should have redundant bandwidth from two different ISP to provide 99% continuity of services to DDED and DNHED.
- TSSP would ensure 99% uptime of the Application. Average uptime calculation will be done on monthly basis.
- Application would be running for 24X7 and for 365 days.
- TSSP would also be managing all the Bugs reported in the Application Software through the Bug Management Software.
- Changes required in the Application Software to suit the requirement of the DDED and DNHED during the contract period would be responsibility of the TSSP. These changes would be however related to the existing modules only and would not include change of Software Architecture.
- Every Application user would have access to the bug/change management software. Any Bug or changes required by the DDED and DNHED with respect to the Web site would be reported by the User on the Bug Management Software and TSSP would be responsible to update the status of same.

- Changes required by the users would be actually undertaken after the same are approved by the Project Coordinator of the DDED and DNHED.

6.15.2 TSSP would be responsible for **Database Administration** activities related to the DDED database

6.15.3 TSSP would deploy a dedicated DBA for DDED project for complete project duration. The minimum qualification of the DBA would be as under:

- Should have formal training and 5-6 years' experience of managing and troubleshooting the problems in RDBMS/ Windows NT / 2008 Server & Red Hat Linux (ES/AS) LAN / WAN
- Backup and restoration using various tools. Certification in database administration is preferred
- Developed Application in web technology with Oracle/MS SQL/DB2 Enterprise Edition as RDBMS
- The database administrator should have at least 5-6 years of RDBMS administration experience and should be able to handle multiple servers and their transactions with other application servers. However, their numbers, profiles and qualifications should be indicated in the Technical Bid. He should have sound knowledge of database administration and should have RDBMS administration certifications.

6.15.4 The TSSP would be responsible for deputing a **System/Network Administrator** for the complete project period for maintaining uptime of application and network. The profile of the System Administrator should be as under

- The network administrator should have at least 2-3 years' experience in network administration (both LAN and WAN).
- Should have formal training and 2-3 years' experience of managing and troubleshooting the problems in Windows network, Windows NT / 2008/ 2003Server & Red Hat Linux (ES/AS) LAN / WAN
- PCs and it's peripherals including Printers and UPS.
- Backup and restoration using various tools.
- He should be CCNA/MCNA
- He should possess 2-3 years' experience in hosting operations
- He should have experience of running web based application.

6.15.5 However, their profiles and qualifications should be indicated in the Technical Bid. The above staff should be deputed for the entire period of the project.

6.15.6 The change in Technical Staff (Database Administrator & Network Administrator) shall only be changed with prior permission of the Department and proper handover between resources is the responsibility of TSSP.

6.16 Project Management Services

6.16.1 TSSP would be providing project management services for entire project period of 5 years from Go-live.

6.16.2 The project management services would involve :

- Drawing up the implementation plan for the Software Implementation at various Distilleries/bottling and wholesale units.
- Monitor and review the implementation plan on periodic basis with the senior management of the DDED/ DNHED.
- Plan the transition from Manual to Software operation phase wise.
- Create the Database of VATS, Tanks, Inventory items, Accounts with opening balances on cut off dates as per a decided plan for all distilleries and bottling plants.
- TSSP would be responsible for daily co-ordination and issues of users at the Distilleries/bottling units & Department
- Dedicated coordination support by Deploying qualified and experienced Project coordinator

6.17 Project Manpower and Operational Services

6.17.1 Computer operational Manpowerfor DDED and DNHED:

- TSSP would be responsible for supply of Computer operational Manpower at various locations for the period of five years.
- Details of minimum number of manpower required at various locations including Check posts, call center and distilleries etc. is mentioned below :

Daman & Diu:

Sr. No.	Locations where manpower required	No. of locations	Time slot	No. of concurrent manpower required
1	Distilleries, Bottling plants	9	8 a m to 8 p m All 365 days	1 at each location
2	Check-posts	2	24 x 7 x 365	1 at each location
3	DDED office	1	9 am to 7 p m Mon to Sat	5

DNH:

Sr. No.	Locations where manpower required	No. of locations	Time slot	No. of concurrent manpower required
1	Check-posts	3	24 x 7 x 365	1 at each location
2	DNHED office	1	9 am to 7 p m Mon to Sat	3

- The minimum qualification of Computer operators should be a 12th standard pass with experience and skill set in using MS office, windows, and internet, MS Outlook for mail Communication.
- TSSP shall be responsible to replace the manpower at the locations in case of any irregularity of Manpower due to absenteeism, illness etc. so that the flow of work is not affected. To ensure this the stand by operators should be planned by TSSP.

6.17.2 The Scope of Work for the Manpower deployed at DDED/DNHED would be:

- To feed Data related to the Production/Inventory/financial Management system into the Application System.
- To generate the various documents defined in the approved SRS by DDED for these modules
- To generate various reports required by the Department Staff.
- To generate various checklists required for checking the data.
- To generate daily registers for sales register, purchases register, production register, etc.

6.17.3 The Deployed Manpower would be responsible only for work related to Computer System and the Software. He would not be responsible for:

- Authenticating /Verifying any data or base documents
- Any function other than that related to Computer and Application Software such as generation of E-gate pass, Daily issues, Daily production, Daily RS /ENA Stocks etc. or any other functions which does not fall under the scope of the TSSP.

6.17.4 **Project coordinator / Project Manager**

6.17.4.1 TSSP would also deploy dedicated full time Senior and Experienced Manpower as Project Coordinator at Daman with following responsibilities on weekly basis and also as & when required:

- Reconcile the Data with each Distilleries/Bottling units

- Provide necessary MIS reports from the System to the senior management of DDED and DNHED.
- Would conduct meeting with DDED and DNHED for feedback on TSSP working and **would** resolve problem highlighted from time to time.
- He **would be entrusted additional** responsibilities, which would be :
- To ensure that the manpower at each distillery performs all functions allotted to him.
- To solve all issues related to the working of the manpower at these units.
- To supervise the manpower at departments offices/Distilleries/bottling units and check posts and ensure the daily and timely deployment of staff at each location of DDED and DNHED.
- He would co-ordinate the feeding of all Information.
- Preparation and distribution/sharing of the Implementation Plan.
- Provide periodic trainings to manpower at HO & distilleries and bottling units.
- Provide the necessary support for ensuring the Integrity of Data such that all Reports required are correct.
- Administering the application with respect to creation of users/roles/rights etc.
- He would be responsible for coordination for Hardware support, application support, Bandwidth availability etc.

6.18 Call Centre Support

6.18.1 The TSSP would deploy a minimum 2 Seat call centre at DDED manned by Qualified and experienced Software engineers for a complete project period of 5 years to:

- Handle the issues of the users telephonically over VOIP/electronically through e-mail/Chat.
- Make any changes/modifications required in the Software Application/Portal.
- Ensure proper working of the Software.
- The 2 People call centre should be available to all the operators on telephone/e-mail/chat.

6.18.2 The call centre would be available to all the users during the working hours of the DDED and DNHED for 6 days a week during prime business hours for the entire period of the contract

6.19 Training Services

6.19.1 TSSP would provide training support on DDED and DNHED application so that smooth implementation/operation of the software can take place at user level.

6.19.2 A centralized Training at HO would be conducted by TSSP for DDED and Silvassa Staff of concerned department.

6.19.3 The Schedule of the above Training sessions would be mutually decided with the DDED and DNHED.

6.19.4 All the Infrastructure including the Computers, except Training Hall with Screen, Internet Connectivity etc. required for Training Session would be provided by the TSSP. Training in batches of 10-15 people should be conducted.

6.19.5 TSSP should also provide an On-line Help and an On-line Interactive training module which can be downloaded by the users for using the application software.

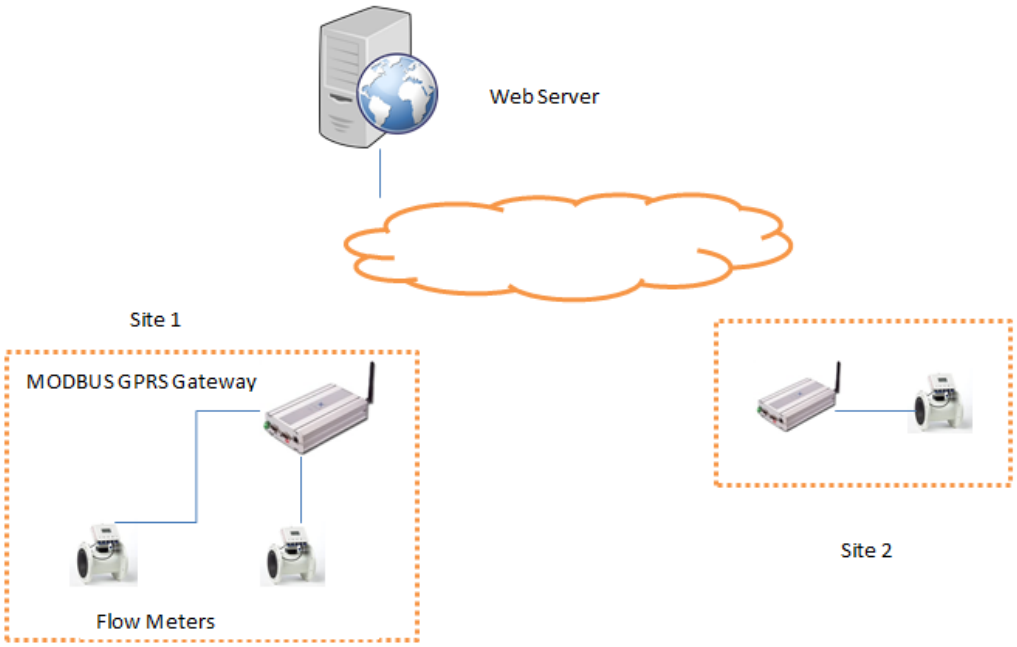
6.19.6 DDED will provide requisite space for the training while all other materials such as projector, training material etc. will be on the account of TSSP.

6.20 Integration and implementation of SCADA system at distillery (Optional)

Continuous Flow & Volume Monitoring System for Reverse Reconciliation:

It is proposed that the SCADA based system is used to monitor the flow of Raw and finish liquor at distilleries in real time. Flow meter would be installed on pipelines at multiple levels to monitor the raw material, batch making and finish goods issued for bottling. As different distilleries would have different set of pipeline varying in diameter the TSP is required to installed the flow meter suitable for those diameter and install the SCADA solution to capture the flow in real time.

This system shall be deployed with a proposed architecture as follows:



Flow Meter Totalizer with Communication Interface with following or better specifications:

APPLICATION SERVICE : ALCOHOL, ENA, WATER or Any RAW material

FLOW VELOCITY RANGE 0.5m/s. to 5 m/s

ACCURACY : +/-1% of Full Range

INPUT VOLTAGE : 12-24V DC

OUTPUT VOLTAGE : Square wave (Sinking) Of 12-24V

AMPLITUDE : 15-17.5 Hz/meter /second

CABLE LENGTH : 0.5 meters for field type,5m for panel type

PROTECTING RATING : Flameproof, IP65

OPERATING TEMP . : upto 100 degC

OPERATING PRESSURE : 0 - 20bar

MATERIAL OF CONSTRUCION SS-316

BODY SS-316

SENSOR SS-316

MOUNTING SS-316

END CONNECTION FLANGED END OR THREADED END

DISPLAY LCD BACKLIGHT FOR FLOWRATE & TOTALISATION

POWER SUPPLY 230 VAC@50hZ

OUTPUT 4-20mA DC Or RS-232 Modbus or RS485 Modbus

RS 485 MODBUS to GPRS Gateway for acquiring data from multiple flow meters and then for updating on the Web Server for Online Monitoring and Reconciliation.

Configuration tool for configuring a Gateway for the specifics site and devices. System should be flexible enough to support Flow Meters from different vendors and should be scalable for adding other MODBUS monitoring devices and parameters into the system.

Number of Gateways, Flow Meters shall be based on site specific requirements.

Chapter 7

7. Bidding Process

7.1 Bid Submission:

7.1.1 TSSP has to submit the bid online.

7.1.2 All pages of the bid, except for un-amended printed literature, shall have initials of the person or persons signing the Bid.

7.1.3 The last date for submission of bid is 26.03.2015 up to 16.00 hours

7.1.4 Online bids can be submitted through www.daman.nprocure.com

7.1.5 Bids will be valid for 180 days from the date of submission.

7.2 Procedure for submission of Bid

7.2.1 ONLINE

7.2.1.1 The bidder must have the DSC/PKI and user id of the e-procurement website before participated in the e-tendering process. The bidder may use their DSC/PKI if they already have the DSC/PKI. They can also take it from any of the authorized agencies or they may contact n Code solutions, Ahmedabad. For user id they can get registered themselves on e-procurement website www.daman.nprocure.com and submit their bids online on the same.

7.2.1.2 The Bidder has to upload all documents including scanned copy of Tender Fee and EMD online on www.daman.nprocure.com website along with Technical and Financial Bid in the requisite format.All documents of the technical bids also should be uploaded online.

7.2.1.3 Technical Bid also should be submitted online only. The bidder is required to submit Tender Fee and EMD physically after submission of bid online.

7.2.2 OFFLINE

7.2.2.1 The bidder has to submit an earnest money of Rs.30,00,000/- in the form of FDR/BG along with the Tender fee.

7.2.2.2 The detailed procedure for submitting bids is mentioned in Annexures 7 & 8.

7.3 Technical Bid

7.3.1 The Technical Proposal should be submitted as per the instructions given in Annexure 7 of RFP.

7.4 Financial Bid

7.4.1 Financial Bids in the prescribed formats must be quoted ONLINE only in the prescribed formats on www.daman.nprocure.com

7.4.2 The Financial Proposal should be submitted as per the instructions given in Annexure 8 of RFP.

7.5 Date & Time of opening of Technical Bids

7.5.1 The Technical bids will be opened on 27.03.2015 at 12:00 hrs in the Conference hall, Collectorate, Moti Daman, Daman – 396220.

7.5.2 The bids which are successfully submitted ON-Line on www.daman.nprocure.com will only be considered for further bid process.

7.5.3 The Bidder shall be solely responsible for the cost of preparing and submitting the Bid and all other related costs.

Chapter 8

8. Bid Evaluation

8.1 Technical Bid Opening

8.1.1 Tendering Authority will open the Technical bids in the presence of bidders' representatives (not more than two representatives per bidder) who choose to attend the same at 12:00 hrs on 27.03.2015at Conference hall, Collectorate, Moti Daman, Daman – 396220.

8.1.2 The bidder's representatives who are present shall sign in a register evidencing their attendance.

8.1.3 The Tendering Authority will examine the Technical bids to determine whether they are complete, the documents have been properly signed, the required Tender fee and EMD are enclosed, and the bids are in order and complete in all the respects. Any bid found to be non-responsive for any reason or not meeting the minimum levels of performance or other criteria specified in the bid document will be rejected by the Tendering Authority and will not be included for further evaluation.

8.1.4 The Tendering Authority will evaluate the Technical bids of the Bidders as per the Evaluation criteria mentioned in this bid document.

8.1.5 The Tendering Authority will take Technical presentation of the qualified bidders. If considered necessary the Tendering Authority may like to visit projects being handled by the bidder.

8.1.6 Any effort by the bidder to influence the Tendering Authority during the process of evaluation of technical bids, bid comparison or the Tendering Authority's decisions on acceptance or rejection of bids may result in rejection of the bidder's bid.

8.2 Evaluation Criteria

S.N	Evaluation Criteria	Basis	Marks	Max Marks
1	Certifications	ISO 9001:2008 & CMMI LEVEL 3	3	5
		ISO 9001:2008 & ISO 27001:2005 & CMMI LEVEL 3	4	
		ISO 9001:2008 & ISO 27001:2005 & CMMI Level 5	5	
2	Experience of Successful hosting of e-Gov. application from data center with redundant uplinks, power backup and cooling. The data center should have hosted government application with minimum 99% uptime. Minimum project value : 1 Crore	No of Projects- 1nos	2	10
		No of Projects- 2nos	4	
		No of Projects- 3nos	6	
		No of Projects- 4nos	8	
		No of Projects- 5nos	10	

3	The bidder or any consortium partner in case of consortia, must have experience/ orders of (Central/State) Taxation Department (Sales Tax/VAT, state/central Excise, service tax, Income tax, Customs, Stamps & Registration, Land revenue & Transport)	Order/Experience of 1 state Taxationdepartment	2.5	10
		Order/ Experience of 2 state Taxationdepartment	5	
		Order /Experience of 3 state Taxationdepartment	7.5	
		Order /Experience of 4 state Taxationdepartment or more	10	
4	Handholding & Operational Manpower Support - The bidder/ prime bidder must have experience of providing Handholding and Operational Manpower for Turnkey e-governance projects Minimum no. of manpower per project should be 10	1 Project---2 mark	10	10
		2 projects---4 marks		
		3 projects---6 marks		
		4 projects---8 marks		
		5 Projects---10 marks		
5	Exit Management from Turnkey e-gov project for any Taxation /Excise Dept. on completion of project tenure	BOOT project with more than 5 yrs of successful implementation and operations.	5	5
		Ongoing Exit Management Phase of BOOT project with less than 5 yrs of implementation and operations	2	
6	Experience in executing state excise projects	For Any state excise department having order value less than 5cr	2	5
		For Any state Excise department having order value more than 5cr.	5	
7	Experience in surveillance, similar to the requirement of this project	No of location under surveillance on WAN		10
		>10 locations	10	
		>5 <10 locations	5	
		<5 Locations	2	
8	Experience in setup, management and maintenance of large multi-location WAN connectivity with Data center/control room	No of locations with WAN connectivity		5
		>50 locations-	5	
		>20 <50 locations	3	
		<20 Locations	1	
9	Technical bid documents and Technical Presentation of bidders	Understanding of Requirements	5	40
		Approach & Methodology (AM) for application development, operations/execution and maintenance	10	
		Work Plan – Project plan	5	
		Team Proposed (Project manager, Developers, DBS, tester etc.), Team Experience in excise domain- 50%; team qualification- 50%	10	
		Exit Management plan	5	

		Experience of SOA Architecture	5	

- Each eligible bidder would be given Technical Marks (TM) based on above evaluation criteria.
- Minimum 60% marks are required for qualifying technical bids, All bidders would then be ranked T1, T2.....based on the TM scored by them against their Technical bid.
- All bidders technically qualified with more than 60% would qualify for opening of commercial bids.

8.3 Financial Bid Opening

8.3.1 The Financial Bid of the technically qualified bidders will be opened on a day; the time, date and location of which will be informed to the qualifiedbidders i.e. technically qualified Bidders.

8.3.2 The Tendering Authority will open the Financial Bids of only technically qualified bidders. The bidder's representatives who are present shall sign a register evidencing their attendance.

8.3.3 Price Bids determined to be substantially responsive will be checked by the Tendering Authority for any errors. If there is a discrepancy between the quoted rate in figures and the quoted rate in words, the rate in words will take precedence.

8.4 Financial Bid Evaluation

8.4.1 Financial proposal of only technically qualified bidders would be opened as per technical evaluation process described above.

8.4.2 The commercial scores for each of the bidder will be calculated as follows:

Fn= Fmin/Fbid *100

Where

Fn- Normalized financial score of the bidder under consideration.

Fbid- Evaluated cost of the bidder under consideration

Fmin- Minimum evaluated cost for any bidder

8.5 Final Evaluation

8.5.1 Final evaluation would be done using quality and cost based selection (QCBS), an overall score will be calculated based on technical and financial scores of each bidder as detailed below

Bn= (W-Tech X Tb)+(W-Fin x Fn)

Where

Bn- Overall score of the bidder under consideration

Tb- Normalized technical score of the bidder

Fn—Normalized financial score of the bidder

W-tech---0.70

W-Fin----0.30

The Normalized technical score will be decided based on the following procedure:

The bidder having the highest technical score will be given normalized score of 100.

The Financial score for each of the bidder will be calculated as follows:

Tn= Tbid/Tmax *100

Where

Tn- Normalized financial score of the bidder under consideration.

Tbid- Evaluated cost of the bidder under consideration

Tmax- Maximum evaluated technical score of any bidder

8.5.2 The bid obtaining highest overall score shall be declared as the most responsive bid.

Chapter 9

9. General Terms and Conditions

9.1 Earnest Money Deposit

9.1.1 The bidder shall furnish, as a part of the Technical Bid, an Earnest Money Deposit amounting to Rs 30,00,000/- (Thirty Lacs) in the form of Fixed Deposit Receipt from Nationalized/ Scheduled bank in favor of: "The Commissioner, Excise", 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 180 days.

9.1.2 The validity of EMD deposited must be 180 days. If EMD is submitted in the form of Bank Guarantee, it must be valid for a period of 1 year.

9.1.3 EMD will be forfeited on account of one or more of the following reasons:

a. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or

b. 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 DD & DNH or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.

c. 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.

d. During the bid process, if any information is found to be wrong/ manipulated/ hidden in the bid.

9.1.4 Performance Security Deposit will be 10% of the Bid amount finalized, once the Bid is accepted by DDED & DNHED.

9.2 Liquidity damages (LD)

9.2.1 Project Plan Period is 240 days for the Development and Deployment of all the Software Modules listed in the RFP and other Infrastructure defined in Chapter 6. However, the TSSP is expected to set up the Data Centre Infrastructure and all other location infrastructure within a period of 180 days from the date of Purchase Order.

9.2.2 In the event of failure of the setup of the Core Infrastructure defined by Chapter 6, Clause 6.1 to 6.14 as per project timeline in chapter 10 from the date of issue of Order the DDED reserves the option to recover liquidated damages (LD) which is to be recovered from the contractor in the following manner:

S.No.	Delay Limit	LD to be recover ED
1.	Delay upto 25% of the Project Plan Period (i.e25% of 240 days)	2% of the total Project cost.
2.	Delay more than 25% and upto 50% of the Project Plan period	5% of the total Project
3.	Beyond 50% of the Project Plan period	Up to a maximum of10% of the total project

9.3 Rejection of Bid

9.3.1 The Bids which does not fulfill any of the conditions or the notified requirements, directions & guidelines laid down by DDED shall be considered to be incomplete and are likely to be rejected without assigning any reason thereof.

9.4 Alternative proposals by Bidder

9.4.1 The Bidder shall submit Bid, which comply with the documents, including the basic DDED requirements as indicated in the bid documents. Alternative bid may not be considered. The Attention of bidders is drawn to the provisions that one bidder shall submit only one bid either individually or as partner in any of the organization failing which both or all such bids shall be rejected.

9.5 Disqualification

9.5.1 DDEDin its sole discretion and at any time during the processing of Bids, may disqualify any bidder from the bid process, if the bidder has:

- Firms not meeting eligibility criteria.
- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

9.5.2 If found to have record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures,

9.6 Security Deposit (SD)

9.6.1 Bidder shall carry out the services conformity with generally accepted professional and technically accepted norms relevant to such assignments that are required for the DDED ICT & surveillance project and which are to the entire satisfaction of the DDED.

9.6.2 In the event of any deficiency in services, the Successful Bidder shall promptly take necessary action to resolve it, at no additional fees to DDED & DNHED.

9.6.3 Successful bidder will have to execute an agreement on a Non-Judicial Stamp of appropriate value within a period of 30 days of receipt of order and deposit security deposit which shall be 10% of the contract value, prior to signing of agreement.

9.6.4 The form of Security Deposit Money shall be as below:
Performance Bank Guarantee of a nationalized bank in favor of Commissioner Excise, Daman & Diu Excise department, Daman.

9.6.5 Performance Bank Guarantee shall be returned after expiry of contract period/extended period provided there is no breach of contract on the part of TSSP.

9.6.6 The Successful Bidder shall be required to execute Service level agreement and Non-Disclosure Agreement.

9.6.7 Failure of the Successful Bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the SD.

9.6.8 Any of the Financial Terms & Conditions not covered in this bid document shall be governed as per the provisions of General Finance & Accounts Rules prescribed by the Government of Daman & Diu.

9.7 General Conditions

9.7.1 **Ownership of Solution & IPR :**

- The source code of the solution should be with Commissioner, Excise, UT Administration of Daman & Diu (an escrow arrangement is not permitted).
- The successful bidders should give unlimited rights for the use of the solution supplied to any new Excise institutions as well in the present Excise offices and units associated under UT Administration of DD & DNH.
- However, the IPR (Intellectual Property Rights) for solution which are customized in offered solution and developed under this RFP will be with Commissioner, Excise, UT Administration of Daman & Diu.

- The Bidder shall indemnify The Commissioner, Excise, UT Administration of Daman & Diu against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the supplied software solution or any part thereof.
- In the event of any claim asserted by a third party for software piracy, the Bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and the Department is required to pay compensation to a third party resulting from such a claim, the Bidder shall be responsible for compensation including all expenses, court costs and lawyer fees. The Department will give notice to the Bidder of such claim if it is made, and the Bidder shall reimburse the same to the Department without delay.

9.7.2 It is stipulated that:

- Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit and revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.
- The total cumulative liability of either party arising from or relating to this contract shall not exceed the total amount paid to TSSP by the DDED under the contract provided; however, this limitation shall not apply to any liability for damages arising from a) willful misconduct or b) indemnification against third party claims for infringement

9.7.3 **Sales Tax, Service Tax Registration and Income Tax Clearance:**

9.7.3.1 No bidder shall participate in the bid process without Registration under the provisions of relevant Act and produces registration and clearance certificate with the Technical Bid Certificates from the competent authority shall have to be enclosed with the technical bid, failing which bid may be liable to be rejected.

9.7.3.2 Tender form shall be filled in ink or typed. The bidder shall sign the tender form at each page and at the end, in token of acceptance of all the terms and conditions of the tender.

9.7.3.3 Bidder shall quote firm prices against each of the item as detailed in the price bid. No conditional discounts shall be quoted in the bid e.g. discounts based on conditions linked with bid/Security Deposit/guarantees, advance payments, selection of combination of products or product options, number of personnel etc. Financial bids with such conditional discounts may be rejected

9.7.3.4 Taxes – As per financials, taxes are to be quoted in separate table. The taxes are applicable on actual at the time of application

9.7.4 **Comparison of Rates**

- Bids offered shall include All Taxes, Duties, Case or any other charges including Freights and the like. The financial Bids of all the Technically Qualified Bidder shall be evaluated as per procedure given in the evaluation criteria of this bid document.
- Direct or indirect canvassing on the part of the bidder or his representative will be a disqualification.
- Any change in the constitution of the bidder, etc. shall be notified forthwith in writing to DDED and DNHED. Such change shall not relieve any former member of the company, firm etc. from any liability under the contract.
- If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the bidder to the Commissioner, Excise, DDED who will be the Sole Arbitrator and whose decision shall be final & binding.

9.7.5 **Loss of Revenue to Purchaser:** Bidder shall be vicariously liable to indemnify the Purchaser in case of any misuse of data/information by the bidder, deliberate or otherwise, which comes into the knowledge of the purchaser during the performance or currency of the contract and thereafter.

9.7.6 **Currency of Payment:** Payment shall be made in Indian Rupees only.

9.7.7 **Contract Amendments:** No variation in or modification of the terms of the Contact excepting as per Annual Excise Policy of Government of Daman & Diu and DNHED shall be made except by written amendment signed by between the parties i.e. the TSSP/ DDED/ DNHED.

9.7.8 **Purchaser rights to accept/ reject any Bid:** : The purchaser reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of contract, without assigning reasons & without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds or the Purchasers action.

9.7.9 **Notification of Award:** Prior to the expiry of the period of the bid validity, the purchaser will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of contract.

9.7.10 Upon the successful bidder's furnishing of Security Deposit, DDED, will notify each unsuccessful bidder and will discharge their EMD.

9.7.11 **Period of Contract:** The period of the contract shall be Five years renewable for next five years from the date of successful acceptance/ Go-live completion of the project

9.7.12 This RFP confirms to IT act 2000 and any amendments made thereof.

9.8 Force Majeure

9.8.1 Notwithstanding the provisions of contract, the bidder shall not be liable for forfeiture of its Security Deposit, or termination for default, if any to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

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

9.8.3 If a Force Majeure situation arises, the bidder shall promptly notify the Commissioner DDED in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing the bidder shall continue to perform its obligations under the contract as far as is reasonably practical.

9.8.4 The purchaser may terminate this contract, by giving a written notice of minimum 30 days to the bidder being unable to perform a material portion of the services for a period of more than 60 days

9.9 Termination of Insolvency: The purchaser may at any time terminate the contract by giving written notice to the bidder, without compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser

9.10 Termination of Convenience: Thepurchaser may, by written notice to the bidder, may terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which IT Services provided by Bidder under the contract is terminated and the date upon which such termination becomes effective.

9.10.1 If the contract is terminated by DDED or DNHED due to change in its Government Plan's/ Policies without fault of TSSP, in that case DDED or DNHED whom so ever responsible for payment, will reimburse the full cost of

a) The Hardware received,

b) The IT Services till the period of services provided

c) The Actual cost of the software applicationas per the payment milestones achieved in the project.

9.11 Subletting Contract: The contractor shall not assign or sub-let his contract or any part thereof to any other agency without the written permission from the department.

9.12 Other Conditions:

9.12.1 Thebidder shall pay the expenses of stamp duty for execution of agreement.

9.12.2 If a bidder imposes conditions, which are in addition to or in conflict with the conditions mentioned herein, his tender shall liable to be rejected. In any case, none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of tender issued by the DDED.

9.12.3 The Purchase Officer/Tendering Authority reserves the right to accept any tender not necessarily the lowest, reject any tender without assigning any reasons and accept tender for all or anyone or more of the articles for which bidder has been given or distribute items to more than one firm.

9.13 Use of Contract Documents and Information

9.13.1 The bidder shall not without DDED's o prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the bidder performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

9.13.2 The bidder shall not, without DDED's and DNHED prior written consent, make use of any document or information enumerated in this document except for purposes of performing the contract.

9.14 Penalty for Non Performance as per SLA

9.14.1 The Tendering Authority would deduct the penalty for non-performance of SLA. The detailed Performance parameters, the penalty structure and computation have been defined in SLA chapter.Total penalty capped to 10% of the cost of the project.

9.15 Payment Terms

<table>
<tr><th colspan="5">A. The payment terms for the Supply, installation and commissioning of Part-I of Financial bid</th></tr>
<tr><td colspan="5">10% Mobilization advance against the submission of 10% bank guarantee of full value of mobilization advance, this guarantee is different than PBG - performance bank guarantee</td></tr>
<tr><th>S.n</th><th>Particulars</th><th>Milestone</th><th>Payment Proportion</th><th>Documents to be submitted</th></tr>
<tr><td rowspan="2">1</td><td rowspan="2">Total Hardware Cost(Part 1-A +Part 1-B +Part 1-C)</td><td>On Delivery of equipments and systems</td><td>30% Payment of Hardware For Data Center (Part I-A)
30% Payment of Hardware for DDED (Part I- B)
30% Payment of Hardware for DNHED (Part I- C)</td><td rowspan="2">Installation certificate by DDED/ DNHED</td></tr>
<tr><td>On successful installation and operationalization</td><td>30% Payment of Hardware For Data Center (Part I-A)
30% Payment of Hardware for DDED (Part I- B)
30% Payment of Hardware for DNHED (Part I- C)</td></tr>
<tr><td></td><td></td><td>Balance after GO Live</td><td>Balance: 1.5 % per quarter for 20 quarters by each department (DDED and DNHED)</td><td></td></tr>
<tr><td colspan="5">B. The payment terms for the Supply, installation and commissioning of Part-II of Financial bid</td></tr>
<tr><td colspan="5">10% Mobilization advance against the submission of 10% performance bank guarantee and signing of contract</td></tr>
<tr><td rowspan="2">2</td><td rowspan="2">Application Software Development and integration cost</td><td>SRS</td><td>10% Payment on submission and acceptance of SRS</td><td>SRS Document</td></tr>
<tr><td>UAT – User acceptance Test</td><td>20% Payment on successful UAT</td><td>UAT certificate issued by DDED/ DNHED</td></tr>
</table>

		Successful Implementation and Go-live	10% Payment on successful implementation at Data center	Confirmation certificate issued by DDED/DNHED
			10% payment on Go-live of complete project	
		Balance after GO Live	Balance: 2 % per quarter for 20 quarters by each department (DDED and DNHED)	
C. The payment terms for Part-III of Financial bid for Managed MPLS Connectivity Services				
S.no	**Particulars**	**Milestone**	**Payment Proportion**	**Documents to be submitted**
1	Managed MPLS Connectivity		Quarterly Payment to de made for MPLS Connectivity for DDED and DNHED	Quarterly Bill
D. The payment terms for Part-IV of Financial bid for Managed IT Services				
S.no	**Particulars**	**Milestone**	**Payment Proportion**	**Documents to be submitted**
1	IT Managed Service For Operation & Maintenance period		Monthly Payment to be made for IT Managed Services	Monthly Bill

9.16 Price Basis: All prices should be inclusive of all Taxes, Packing forwarding FOR DDED/DNHED sites. The format of the Commercial bid is enclosed and should be submitted duly filled in the same format

9.17 DDED's and DNHED Deliverables

9.17.1 General Obligations

Payments to the Total Solution & Service Provider (TSSP) shall be made as per the Schedule of Prices by DDED/ DNHED as per payment terms mentioned in RFP.

9.17.2 Access to and Possession of the site

- DDED shall grant the Total Solution & Service Provider (TSSP) right of access to, and possession of, the Site within reasonable time for installation of PC-infrastructure at HO, Distilleries and other locations. Such right and possession may not be exclusive to the Total Solution & Service Provider (TSSP).
- DNHED shall grant the Total Solution & Service Provider (TSSP) right of access to, and possession of, the Site within reasonable time for installation of PC-infrastructure at DEO, and other locations (if any). Such right and possession may not be exclusive to the Total Solution & Service Provider (TSSP).
- If the Total Solution Provider (TSSP) suffers delay and/or incurs Cost from failure on the part of DDED or DNHED to grant right of access to or possession of the Site, the Total Solution Provider (TSSP) shall give written intimation to DDED and DNHED. After receipt of such written intimation DDED and DNHED shall process for extension of reasonable time

9.17.3 DDED to ensure compliance and deliverables at Manufacturer's end

DDED shall be responsible for issuing proper notice to manufacturer's to provide necessary infrastructure at their site to install boom barrier solution failing which TSSP would not be responsible for delay in the project execution due to non-support from stakeholder's end.

9.17.4 The bidder should sign each and every page of bid document. If the bidder fails to do so, his bid may not be considered.

Chapter 10

10. Time Schedule

S No.	Activity	Time Schedule
1.	Project Plan & Schedule including deputation of Project Manager	Within 20 days from the date of work order.
2	**Application Software**	
2.1	Requirement Freezing and Submission of final SRS and Process Reengineering Document	Within 50 days from the date of work order.
2.2	Presentation of the Prototype of the Application Software for DDED and DNHED	Within 30 days from the acceptance of the SRS Document
2.3	Development/customization & Deployment of the beta version of Application Software for DDED	Within 40 days from the date of acceptance of Prototype
2.4	Development/customization & Deployment of the beta version of Application Software for DNHED	Within 40 days from the date of acceptance of Prototype
3	Setup of Server Infra, Testing, Delivery and Deployment of final Application Software at State Data Center.	Within 30 days from the date of acceptance of Prototype
4.	Master Data Building for all modules in this phase	Within 60 days after deployment of application software.
5.	Provide and setup Surveillance infra at various manufacturer's ends for both DDED and DNHED	Within 60 days from date of acceptance of prototype
6.	Provide Coordinators and operational manpower	Start deployment at all locations after successful Comprehensive Training for Application Software and to be completed within 5 days from start date.
7	Go Live of all basic modules	Within 180 days of work order
8	Acceptance of all SW modules	Within 240 days of work order

Total Project Plan -----

1. **Setup Phase-180 Days from the date of Purchase Order**
2. **Go live --- 240 days from the date of Purchase Order**
3. **O & M – for 5 years from the date of Go- Live**

Chapter 11

11. Financial Bid

11.1 Hardware Cost

Part I- A Hardware at Data Centre for DDED and DNHED

Sn	Category	Description	Qty	Rate	Amount	Taxes as Applicable	Total Amount incl. 5 years of maintenance and incl of taxes
1	Application Server	Application Server as per Annexure 3	2				
2	Web Server	Web Server as per Annexure 3	1				
3	Database Server	Database Server in Cluster Mode as per Annexure 3	2				
4	Blade chassis	Blade chassis as per Annexure 3	1				
5	SAN Storage	SAN Storage with capacity of 5 TB Minimum specifications as in Annexure3	1				
6	RACK	36 U Rack Minimum specifications as in Annexure3	1				
7	Managed Switch	Managed High Speed switch Minimum specifications as in Annexure3	2				
8	KVM switch	KVM switch Minimum specifications as in Annexure3					
9	SAN Switch	SAN switch Minimum specifications as in Annexure3	2				
Sn	**Category**	**Description**	**Qty**	**Rate**	**Amount**	**Taxes as Applicable**	**Total Amount incl of taxes**
10	RDBMS	Oracle 11G/MS SQL/DB2 Server Enterprise Edition with processor License	As required				

11	Server OS	MS Windows 2008 Server or above/ Linux	4				
12	Antivirus	Antivirus client with latest version for 5 year subscription	26				
13	Additional components	Any additional software required					
14	Additional components	Any additional Hardware required					
	Total Hardware Cost for Data Center Part I- A						

Part I- B Surveillance and BOOM Barrier for DDED

Sn	Category	Description	Qty	Rate	Amount	Taxes as Applicable	Total Amount incl. maintenance of 5 years + incl of taxes
1	IP Camera	PTZ PoE IP Camera As in Annexure 3	87		0		0
2	NVR	2 bay NVR Basic for 4 channel As in Annexure 3	21		0		0
3	POE Switch	8-port 10/100M Managed Switch with 4POE As in Annexure 3	21		0		0
4	Hard Disk	500 GB SATA HDD expandable As in Annexure 3	63		0		0
5	PC	Desktop PC As in Annexure 3	11		0		0
6	Printer	Laser Printer As in Annexure 3	11		0		0

7	UPS	UPS 5KVA online with 30 mins. backup As in Annexure 3	11		0		0
Sn	**Category**	**Description**	**Qty**	**Rate**	**Amount**	**Taxes as Applicable**	**Total Amount incl of taxes**
	BOOM Barrier infrastructure and control room infrastructure as in Annexure 3 and as mentioned below						
9	Boom Solution	Electric barrier gate: 2.5 M arm .Vehicle access Loop & detector, microcontroller based logic control board, 90 W geared torque motor.	9		0		0
10		Reading System : Reading range 1.9M -IP 65 standard casing, Vehicle access Loop& Detector. Power Supply	9		0		0
11		Vehicle Access control station: Includes Standard vehicle access control &MIS software, Communication convertor. (Excluding Printer UPS, PC, Keyboard, Monitor, Mouse, OS&MS SQL.)	9		0		0
14		Interface logic board for barrier gate	9		0		0
15		Layout plan design, Installation and commissioning	9		0		0
16	LCD	65" LCD screen	1		0		0
17	PC	Desktop PC As per Annexure - 3	8		0		0
18	Printer	A3 Laser color Network printer As per Annexure - 3	1		0		0

19	Printer	Laser Printer As per Annexure - 3	4		0		0
20	UPS At HO & Diu office	UPS 5KVA online with 30 Mins. backup Minimum specifications as in Annexure3	2		0		0
21	DG set at HO	10 KVA DG set As per Annexure - 3	2		0		0
	Total Hardware(Surveillance & boom barrier set up) cost part I- B						**0**

Part I- C Surveillance infrastructure for DNHED

Sn	Category	Description	Qty	Rate	Amount	Taxes as Applicable	Total Amount incl. 5 years of Hardware maintenance + incl. of taxes
1	IP Camera	PTZ PoE IP Camera As per Annexure - 3	6		0		0
2	NVR	NVR As per Annexure - 3	3		0		0
3	POE Switch	Managed Switch with 4POE As per Annexure - 3	3		0		0
4	Hard Disk	500 GB SATA HDD expandable	9		0		0
5	PC	Desktop PC - As per Annexure - 3	3		0		0
6	Printer	Laser Printer - As per Annexure - 3	3		0		0
7	UPS	UPS 5KVA online with 30 Mins. backup As per Annexure - 3	3		0		0

8	DG set	5 KVA DG set for Check post locations As per Annexure - 3	3		0		0
Sn	**Category**	**Description**	**Qty**	**Rate**	**Amount**	**Taxes as Applicable**	**Total Amount incl. 5 years of Hardware maintenance + incl. of taxes**
	Control Room, Silvassa						
9	LCD	65" LCD screen As per Annexure - 3	1		0		0
	Excise Department, Silvassa						
10	PC	Desktop PC - As per Annexure - 3	4		0		0
11	Printer	A3 Laser color Network printer As per Annexure - 3	1		0		0
12	Printer	Laser Printer As per Annexure - 3	2		0		0
13	UPS at Daman& Diu excise office	UPS 5KVA online with 30 Mins.hrs backup Minimum specifications as in Annexure3	1		0		0
14	DG set at HO	5 KVA DG set As per Annexure - 3	1		0		0
	Total Hardware(Surveillance & boom barrier set up) cost part I- C						0

11.2 Part II Application Software for DDED and DNHED

DAMAN and DNHED					
SN	**Category**	**Product Description**	**Qty.**	**Rate**	**Total Amount with 5 years Maintenance in Rs.**
1	Application Software (IERMS)	Web application software covering Distillery Monitoring system and integrated with permit/pass /MIS module and its integration with various automation system as per scope of work defined in RFP	1		0
2		Applicable taxes for 1			
		Total IERMS Software Application Development and integration cost			**0**
3	Application software (SCADA system)	SCADA system solution and its integration with present manufacturing set-up and also integration with IERMS	1		0
4		Applicable taxes for 3			
		Total IERMS + SCADA Software Application Development and integration cost			**0**

Note: SCADA system solution is optional. The bidder has to propose it and bid for it. The financial proposal of SCADA system solution will not be considered for the calculation of financial value bid. IF UT Administration will decide to go for it, the bidder has to supply and integrate the same as per the financial proposal given.

11.3 Part III

Part III- A Managed MPLS Connectivity DDED

DDED					
Sino	**Type of location**	**No of location**	**Type of Connectivity**	**Cost/year for Managed Services**	**Amount for 5 years**
1	MPLS Backhaul to State Data Center	1	8 Mbps		
2	Distilleries & bottling plants	9	2 Mbps		
	Total cost				
	Applicable taxes				
	Total Connectivity cost Part III- A including Service tax				

11.4 Part IV - IT Managed Services

Part IV- A - IT Managed Services for DDED

SN	Description of Product	Qty	Unit Rate/Month (in Rs.)	Total Price /Month (in Rs.)	Total Price /Annum (in Rs.)	Total Price (in Rs.) for 5 Years for the purpose of bid evaluation
A: Managed Services for Data Center and Help desk						
1	Project manager	1				
2	DBA	1				
3	Network Admin/ System Administrator	1				
4	Call Centre Executive	2				
B: Site Location Services Computer Operators – as per the details given in section 6.17		Lumsum				
	Sub Total					
	Applicable taxes					
	Total For Services					

Part IV- B IT Managed Services for DNH -SED

SN	Description of Product	Qty	Unit Rate/Month (in Rs.)	Total Price /Month (in Rs.)	Total Price /Annum (in Rs.)	Total Price (in Rs.) for 5 Years for the purpose of bid evaluation
A: Managed Services for Data Center and Help desk						
Computer Operators – as per the details given in section 6.17		Lum sum				
	Sub Total					
	Applicable taxes					
	Total For Services					

11.5 Part V Summary Sheet

Part V- A Summary Sheet for DDED

SN	Particulars	Description	Total Amount Inclusive of Taxes for 5 years
1	Part I	Hardware	
		Part I- A Hardware for DDED	0.00
		Part I- B Surveillance and BOOM Barrier for DDED	0.00
2	Part II	Application Software	0.00
3	Part III	Part III- A Managed MPLS Connectivity for DDED	0.00
4	Part IV	Part IV- A IT Managed Services for DDED	0.00
	Total Cost (In Figures)		**0.00**
	Total Cost (In Words)		

Part V- A Summary Sheet for DNHED

SN	Particulars	Description	Total Amount Inclusive of Taxes for 5 years
1	Part I	Hardware	
		Part I- C Hardware for DNHED	0.00
2	Part IV	Part IV- B IT Managed Services	0.00
	Total Cost (In Figures)		**0.00**
	Total Cost (In Words)		

Chapter 12

12. Service Level Agreement

Service Level Agreement (SLA) is the contract between Commissioner, Excise, UT Administration Daman & Diu and the successful bidder. SLA defines the terms of the successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed performance Indicators as detailed in the bidding documents. This section defines various service level indicators which will be considered by Commissioner, Excise, UT Administration Daman & Diu in the SLA with successful bidder.

The successful bidder has to comply with service levels requirements to ensure adherence to project timelines, quality and availability of services.

12.1 Project Delivery Related SLA

SLA	**Timely Delivery**
Definition	Timely delivery of deliverables would comprise the software application, hardware and all documents that are to be submitted as part of the project deliverables
Service Level Requirement	All the deliverables defined in the contract has to be submitted on-time on the date as mentioned in the implementation schedule with no delay.
Measurement of Service Level Parameter	To be measured in number of weeks of delay from the date of submission/ installation as defined in the project contract
Penalty for non-achievement of SLA Requirement	Delay shall attract a penalty per week as per the following – 1. For Software Application = 0.5% X Per week penalty 2. For Documents = 0.25% X Per week penalty Where % is Design, Development Cost (A) in Development Phase and Implementation, training etc. cost (B) of Payment terms. A total deduction of 10% may lead to termination of contract.

12.2 Support Related SLA

<table>
<tr><td>SLA</td><td>System Bug Resolution Time</td></tr>
<tr><td>Definition</td><td>Time in which a complaint/issue type related to application is resolved after it has been reported/escalated by the Directorate of Accounts, UT Administration Daman & Diu to the TSP</td></tr>
<tr><td>Service Level Requirement</td><td>R1, R2, R3 – 100% within response and resolution times</td></tr>
<tr><td>Measurement of Service Level Parameter</td><td>Support query should be classified in following three categories.

• Severity Level 1 (R1): System issues that have the greatest business impact wherein application users are not able to perform his/her regular work at a time. Or there is a downtime of IERMS Application, Servers, or Central equipment.

For example, unable to login to the system, Web Server, Database server not responding etc.

• Severity Level 2 (R2): System issues that have medium business impact wherein the user is partially able to perform his/her regular work. But the system not fully functional and has bugs, errors, faults etc. For example, user is able to login and perform most of his normal work, but some of the features or issues are troubling.

For Example Some supplement reports are not available, some misalignment in reports, some role access issues, privileges conflicts, slow fetching of data etc

• Severity Level 3 (R3): System issues which have the least/no business impact on working.

For example, change of profile settings, Screen resolution issues, Customer tracking, error popup, messages etc.

Prime Business Hours are defined as 8AM – 8PM

The selected vendor should provide service as per the following requirements

<table>
<tr><td>Type of Support Call</td><td>No. of Instances Per Quarter</td><td>Resolution time from reporting the issue (Not more than)</td><td>Penalty from the Quarterly payment</td></tr>
</table>
</td></tr>
</table>

	R1	Exceeding 2	2 Hrs	0.5% X Per Instance X Every 2 Hrs
	R2	Exceeding 5	4 hrs	0.25% X Per Instance X Every 4 Hrs
	R3	Exceeding 10	2 Working Days	0.05% X Per Instance X Every 2 Working Days

Penalty for non-achievement of SLA Requirement

Delay would attract a penalty as % of Total Quarterly Recurring Costs as per the following –

Type of Support Call	Penalty
R1	0.05% X Per 4Hr Penalty
R2	0.03% X Per 8Hr Penalty
R3	0.01% X Per 2Day Penalty

12.3 Downtime/Warranty of Server and other Central Equipment Related SLA

SLA	**Maximum Downtime of Server , Warranty**
Definition	It is the maximum amount of time that a server, or Central equipment like servers, chassis, SAN Storage and Switches etc. can remain unavailable continuously per instance.
Service Level Requirement	The maximum downtime should not exceed 2 hours per month
Measurement of Service Level Parameter	To be measured as number of hours from the time of complaint/intimation of server or central equipment unavailability 0r problem
Penalty for non-achievement of SLA Requirement	If the TSP is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty shall be calculated on hours per instance as % of Quarterly Recurring Cost as per the following

Total Downtime Per month	**Penalty**
2 to 4 Hrs	0.02% of Quarterly Payment
4 to 8 Hrs	0.05% X Quarterly Payment
Above 8 Hrs	0.1% Quarterly Payment

Note:

1. Maximum response time shall not exceed 30 mins
2. Maximum downtime shall not exceed more than 8 hrs per month.
3. If any server or central equipment gives receptive trouble for more than 3

	times a month, the same shall be replaced with new equivalent capacity equipment free of cost.

12.4 Hardware (Non Central Equipment) Related SLA

SLA	**Maintenance & Warranty**
Definition	All Hardware and peripherals, which excludes the central server, blades, chassis, San Storage and Switches etc. Maintenance, Warranty, Downtime and response time in which the faulty or complained hardware is treated.
Service Level Requirement	All the hardware and equipment defined in the RFP are to be provided with proper maintenance, warranty and on-time on the date as mentioned in the schedule with no delay.
Measurement of Service Level Parameter	To be measured in number of days of delay in resolution time from the date of submission/ installation as defined in the project RFP. Calculated on per instances.
Penalty for non-achievement of SLA Requirement	Delay in resolution time shall attract a penalty per day from the quarterly payment as per the following **Resolution Time** / **Penalty** Between 1 day to 2 days / 0.05% of Quarterly payment Between 2 day to 3 days / 0.1% of Quarterly payment More than 3 Days / 0.2% of Quarterly Payment **Note**: 1. Maximum response time shall not exceed 4 hrs 2. If any equipment gives receptive trouble for more than 3 times a month, the same shall be replaced with equivalent capacity equipment free of cost 3. If the equipment is Not repaired in 3 days the TSP has to provide replacement for the equipment immediately

Chapter 13

13. Exit Management

13.1 Exit Management :

The bidder has to prepare and submit the detailed EXIT management plan as part of the technical proposal.

Annexure 1 - Module Wise details of Application

Functionality	Description	Criticality
Design	Modular Design	Vital
	3 tier System Architecture	Vital
	Web based design	Vital
Database	Latest version of RDBMS Enterprise Edition	Essential
	Central data storage	
	Single Login System	Vital
	Biometric authentication for user transactions	Vital
	Message based interface	Essential
Application	Application scalability	Vital
	Application manageability	Essential
	Central Application Administration	Vital
Messaging Integration	Integration of E-mail with application	Essential
	Integration of SMS with Application	
	Prioritizing workflow	Desirable
	Performance monitoring of system	Essential
	MIS Reports spanning mutiple years	Essential

	system should have the capabilities to be modified based on unique and new requirements?	Essential
Search Functionality	Search functionality using keyword	vital
	Search functionality using multiple keywords	vital
	Search functionality using available major data fields	essential
	Search function should not be case-sensitive	vital
	Search function by application status (such as open, closed, pending, application review)	vital
	Save search criteria so user can repeat search	desirable
	Search by Licensee type (contractor, retailer , Distillery etc)	vital
Navigation	Easy to move from one module to another	vital
	Minimal time delay while moving from one module to another or from one screen to another or from one field to another	vital
	Easy to move between fields using standard Windows functionality (such as Tab function)	vital
	Allow user to toggle between modules as well as screens	vital
Data	Data Field Labels are intensive	vital
	Allow super user to add/edit/delete data in the pull-down (drop down) menus across the system database	vital
	Easy to customize a screen appearance (such as color, fonts) at the super user level	desirable
	Change in data should be real time update across system database	vital

	Allow user to export all reports to MS excel	vital
	Allow user to generate letters	vital
Notification	Allow users to send notifications via e-mails to multiple team members	vital
	Allow users to send notifications via Text based SMS to multiple team members	vital
System Administration and Security	Allow user to define roll/position based security (i.e. Commissioner ,Excise officer , operator etc)	vital
	Allow user to assign multiple user rolls to a user	vital
	Allow user to define security at a user/individual level	vital
	Allow user to define levels of read and write security based on roll as well as by user	vital
	Allow system administrator to manipulate (such as add/edit/delete any record) the system database	vital
	Remind user to reset the password on periodic basis	vital
	Disable user login account after definable period of inactivity	vital
	Allow user to create user login name and password	vital
	Disconnect an idle login after definable minutes of inactivity	vital
	Define allowable special characters in login as well as in password	vital
	Allow system administrator to disable/enable any user login	vital
	Utilize Windows Authentication policy (such as password validity, number of login attempts, allowable special characters, length of password, length of user login) for user login	vital

History	Keep history (such as modification in any data fields, changes in dates, changes in status) of all activities	Vital
	Provide versioning functionality to keep track of changes in database	Vital
	Provide functionality to archive historical information	Vital
	Provide MIS reports related to History	Vital
Reporting System	All reports should have Search Criterion and Display Criterion	
	Option of Graphical reports wherever required	
Activity Monitoring	Log records of every activity	Vital
	Ability to view/monitor system activity for every user for defined time period	Vital
	MIS reports related to System Activity	Vital
Definable Menu options	System Administrator should be able to define the visible menu options for each Role	Vital
	Sequence of Menu options should be changeable	Vital
	Labels of Menu options should be definable	Vital

Licensing Module

Function	Requirements	Criticality
Hierarchy	Facility to create Master data for state, district, city, village etc	vital
	Definition of District Excise office , Divisional office , commissioner office , Circle office	vital
Product	Define Product Category (IMFL, Beer, CL, Toddy, Wine etc	vital
	Define Brands	vital
	Define Product groups	vital

	Facility to define multiple packing types	vital
Licensee	Define Licensee Vends/Units/Group/Zone	vital
	Define Licensee category	vital
	Define contract type	vital
	Define Licensee sub-category	vital
Application	Facility to receive Applications on-line for Distillery /Bottling/Brewery/Sprit manufacturer/ License /renewal of license	vital
	Facility to receive online/offline applications for Bond god owns on-line	vital
	Facility to receive online/offline applications for Liquor contract/wholesaler on-line	vital
	Facility to receive online/offline applications for Liquor retail shops on-line	vital
	Facility to receive applications for Miscellaneous Licensees such as Hospitals /Pharmacy/PTDC/CSD/Industry etc	Vital
	on-line generation of Application receipt	Vital
	facility to attach documents	vital
	All possible fields related to parties applying should be captured including individual/firm/company , details of partners , PAN nos , details of all ware houses , etc	vital
	Existing Licensee application should be fed with same party code and duplication of parties should be verified	vital
	Application to have provision to feed multiple file	vital
	Manual Receipt of Application	vital
	Application receipt generation	vital

	Generation of Unique File No/Application #	vital
	System can be configured to have a predefined checklist of information/documents that the applicant must provide. The system user can check off, uncheck checklist items to indicate whether or not they have been submitted.	vital
	Facility for department user to feed the document verification data against each document	vital
	Application receipt for renewal of license online/manual	vital
	Fee Type definition for each type of license	vital
	System should display the fee types and charges applicable	vital
	system should display the sureties/bank guarantees applicable	vital
	Facility to generate the treasury challan on-line from the system at the applicant end.	vital
	Allow user to assign the application stages (such as application receipt, under process, rejected, approved)	vital
	Facility to generate letters/notices compliant letters from the system	vital
	History/log of letters/notices	vital
	Facility to feed the reply/compliances of letters/notices	vital
	Approval/rejection of the application	vital
	generation of approval /rejection letters	vital
	MIS reports related to Applications	vital
Lottery	Facility to a computerized lottery	vital
	Lottery could be for a particular License type/particular region	vital

	generation of successful lottery/allotment letter	vital
	generation of demand note	vital
Applicant Login	Applicant should get a unique Application # and initial login password	vital
	Applicant should be able to login and see the status of his application	vital
	He should be able to see the documents to be submitted/notices	vital
	He should be able to file replies	vital
	There should be an option to attach documents	vital
Fee Deposit challan	Department User to feed Bank challan with fee types	vital
	facility to search and feed bank challan generated on line	vital
	Bank challan to have status of generated when generated by licensee. Status to change to deposited when challan submitted to department with bank seal	vital
Quota Allocation	LPL based quota allocation link to licensing	vital
SMS Interface	Facility to send an SMS to SMS gateway with Licensee no and get the name , address and License status of licensee	
Sureties/Guarantees	Definition of sureties/Guarantee amounts for each type of license with a effective date	vital
License Generation	Facility to generate License for approved applications for all types of licenses	vital
	Licenses to be generated only when required fees /sureties are fed into the system	vital
	Facility to generate renewal of licenses	vital
	License to have a unique License number for each type of	vital

	License	
	Provision to scan and upload the license	
	Applicant should be able to view the license on-line and should be notified through SMS	vital
	License to have a unique validity date as per predefined rules	vital
	Provision to cancel a license	
	Provision to block a licensee from transactions	
	MIS reporting related to Licenses	vital
Sureties/Guarantees	Definition of sureties/Guarantee amounts for each type of license with a effective date	vital
	Licensee to be notified to sureties/ guarantees he has to submit	vital
	Track/monitoring of sureties /guarantees , their expiry dates etc submitted by Licensee	vital
	System should generate list of expired guarantees	vital
	SMS Alert/E-mail Alert for expired guarantees	vital
Brand Approval	Provision to receive application from manufacturers/distilleries/bottling companies/breweries/bonds for approval of brands with their packing	vital
	Brand approval application may happen along with main application /renewal or may happen in middle of contract also	vital
	System can be configured to have a predefined checklist of information/documents that the applicant must provide for brand approval. The system user can check off, uncheck checklist items to indicate whether or not they	vital

	have been submitted.	
	System should display list of fees if applicable for brand approval	vital
	provision to accept/reject brand	vital
	Generation of Brand Approval Letter	vital
MIS	All MIS reports for above	vital

Permits Module

Function	Requirements	Criticality
Fees Applicable Definition	Various Permit fees/duty applicable for each type of movement to be defined	Vital
	Taxpayer must be allowed to make advance payment of duties	Vital
	Fees/Duty structure can be defined w.e.f from particular date for a particular product type for movement from a particular licensee type to a particular licensee type	Vital
Bank Challan	Provision to generate on-line Bank Challan with unique Challan no	Vital
	Provision to feed the deposited bank challan	Vital
	Provision to feed the RCR no against each challan for treasury reconciliation	Vital
	MIS reports on Bank deposits	Vital
RS Permits	provision for Manufacturers to apply on-line for RS permits to move/import RS	Vital
	System can be configured to have a predefined checklist of information/documents that the applicant must provide for RS permits. The system user can check off, uncheck checklist items to indicate whether or not they have been submitted.	Vital

	user should have option to upload files/documents	Vital
	Department user should have option to verify documents	Vital
	Approval of Application by the Excise Commissioner with validity date	Vital
	Provision for manufacturer to view amounts of various fee types applicable for movement of X Qty of RS	Vital
	Provision to generate bank challan with all fee details as per standard bank format	Vital
	Bank challan to have a unique computer generated Challan no	Vital
	Feeding of Deposited bank challan into the system	Vital
	Generation of Permit document only if required fees is deposited into the system	Vital
	Printing of Permit document on a printer on pre-printed department stationary in 4 copies	Vital
	Tracking of no of permits/qty permitted against a approval	Vital
	system should disable permit generation if requisite fee not deposited or qty of permission is exceeded	Vital
	Printing of daily Permit register on printer at every DEO office	Vital
	Provision of Permit cancellation/ extension	Vital
Import Permit	Generation of Permit for import under bond/on prepayment/ advance of duty of Indian made foreign liquor/denatured spirit/rectified spirit/Daman Made liquor	Vital
	Generation of Permit document only if required fees /Bonds is deposited into the system	Vital
	Printing of Permit document on printer on pre-printed department stationary in 4 copies	Vital
	Printing of daily Permit register on printer at every DEO office	Vital

	Provision of Permit cancellation /extension	Vital
Export permit	generation of Permit for export under bond/On prepayment of duty	Vital
	Generation of Permit document only if required fees /Bonds is deposited into the system	Vital
	Printing of Permit document on printer on pre-printed department stationary in 4 copies	Vital
	Printing of daily Permit register on dot matrix printer at every DEO office	Vital
	Provision of Permit cancellation/ extension	Vital
Liquor Permits from Manufacturer to Wholesaler	Generation of Permit for transport of duty paid IMFL/denatured spirit/rectified spirit/Daman Made liquor for manufacturer.	Vital
	Generation of Permit document only if required fees is deposited into the system	Vital
	Printing of Permit document on a dot matrix printer on pre-printed department stationary in 4 copies	Vital
	Printing of daily Permit register on dot matrix printer at every DEO office	Vital
	Provision of Permit cancellation /extension	Vital
Liquor Permit from Wholesale to Retailer	Generation of Permit for transport of duty paid IMFL/denatured spirit/rectified spirit/Daman Made liquor for Wholesaler	Vital
	Excise duty/permit fees charged in department Invoice to be reflected in Excise department revenue	Vital
	Account statement of duty/fees/amount payable by department can be view by department	Vital
	On-line generation of Bank Challan	Vital
	Deposit of Bank challan into the system	Vital

Route definition	Standard Route for liquor movement is the be defined in the system and should be link to route Map and each permit or Pass	Vital
	Route is to be defined initially in text area. TSSP can also use GPS enabled tags for on route tracking of vehicle.	Vital
Daman Made Liquor Permits	Daman Made Liquor Permits to be generated on payment of duty at various Dumps	Vital
	Printing of Permit document on a dot matrix printer on pre-printed department stationary in 4 copies	Vital
	On-line generation of Bank Challan	Vital
	Deposit of Bank challan into the system	Vital
Licensee Ledger	System to maintain Licensee account ledger of all Payment receipts and permits	Vital
	System to generate License/permit only if balance available	Vital
	Printing of Account ledger	Vital
	Ledger to be available on Licensee login	Vital
Transport Permits	Facility for Consigner Distilleries to login to their portal and generate Transport permit	Vital
	TP printing on TP document on Dot Matrix or laser printer	Vital
	Transport permit should have option of providing Batch details against each item	Vital
	TP should be generated only against a electronic Permit valid for the distillery and valid for time period	Vital
	TP should be only against items of Permit and distillery should not be allowed to dispatch any other material not included in the permit	Vital
	Distillery should be able to view all permits issued in his name and also permits against which TP's have not been issued	Vital
	Distillery should be able to generate TP registers for a selected period	Vital

	MIS reports related to TP's specific to Distillery should be generated	Vital
SMS Interface	System should have capability of sending an SMS to SMS gateway with Permit # and return via SMS the details of Permit , including party , cases , amount etc	Vital
MIS reports	ability to generate Various Permit Registers with multiple selection and multiple display criterion for a particular period	Vital
	Reports related to Monthly/Yearly summarized /comparative reports related to Permits , qty / amount etc	Vital
	Reports related to expired permits/cancelled permits etc with various selection and display criterion	Vital
	All Reports to have drill down option till the lasted document	Vital

Raw Material Reconciliation and Distillery Production Module---

The module will enable complete monitoring and reconciliation of raw material inventory of Distillery. The Application will have inbuilt workflow to monitor the movement of Raw Material from Storage to Distillery and from Distillery to final dispatch of Finished Goods. Some of the features of the module would include:

- Provision of storing:
  - Details of raw material such as Type of raw material (Molasses/ ENA/ Grain etc.)
  - Details of quantity of Raw material received/ dispatch
  - Details of quantity of raw material used for creation of end product
- Details of semi-finished goods produced at each manufacturing level.
- Monitoring complete workflow of Raw Material reconciliation i.e. Molasses/ ENA/ Grain to Spirit conversion, Molasses to ENA/RS Conversation.

Function	Requirements	Criticality
Manufacturer Login	Manufacturers, Distilleries, bottlers, breweries should be able to login into the system	Vital
	they should be able to define users and roles within their organization	Vital
	they should be viewing data only related to them and data which is authorized by system administrator	Vital

Raw material In and Out	Provision to monitor Raw material in and out	
	Provision to define the type of Raw material	
	Provision of quality checks to be done for Raw Material received	
Tanks	In each unit there should be a provision to define multiple tanks of different types	
	provision to feed tank readings/ entries into the system	
	Slurry preparation details per batch (pH level, temperature, quantity conveyed, quantity of slurry produced etc)	
Multiple Units	there should be a provision to define multiple units of the manufacturer	Vital
VATS	In each unit there should be a provision to define multiple VATS of different types	Vital
	provision to feed VAT calibration entries into the system	Vital
	System should be able to generate the intermediate reading between 2 calibrated DIP readings of a VAT	Vital
	there should be a provision to upload through excel file the VAT calibration readings	Vital
	Against each DIP reading system should able to calculate the corresponding BL value	Vital
	provision to feed/upload the opening VAT reading for each VAT	Vital
RS/ENA receipt	provision to enter/feed all the RS/ENA received by the manufacturer VAT wise/ Tank wise	Vital
	provision to enter/feed all the RS/ENA received by the manufacturer Tank wise (In case of Grain as Raw Material)	
	provision to generate the RS/ENA receipt note	Vital
	RS receipt should be linked to excise permit # /TP# and data should be retrieved from Permit/TP	Vital
	provision to feed the starting and ending DIP reading and system should calculate actual RS/ENA received based on VAT/ Tank calibration	Vital
	system should calculate the transportation loss based on supplier bill/TP and the actual DIP readings both VA wise and Tank wise	Vital

RS/ENA Issue VAT to VAT (in case of Molasses)	provision to enter the VAT to VAT issue slip	Vital
	Starting/Ending Dip reading of issuing VAT and issued VAT should be entered	Vital
	provision to enter added chemicals /ingredients etc.	Vital
RS/ENA Issue Tank to Tank (In case of Grain)	provision to enter the Tank to Tank issue slip	
	Starting/Ending Dip reading of issuing Tank and issued Tank should be entered	
	provision to enter added chemicals /ingredients etc.	
Wastage	Provision to enter VAT/ Tank wastage with reasons of wastage	Vital
	VAT/ Tank readings would be entered to calculate the wastage	Vital
Daily Production	Provision to enter VAT/Tank wise or packing wise daily production	Vital
	Production may be entered in qty. of each packing and the equivalent BL/LPL qty. would be calculated	Vital
	VAT/ Tank readings before and after the production would be entered	Vital
	Production may be entered in qty. of each packing and the equivalent BL/LPL qty. would be calculated	Vital
	Produced qty. would be stock of manufacturer FG store/Bond	Vital
Sale Bill/Transport permit	Transport Permit generated in Permit module would affect the stores	Vital
	Linkage of Sale bill with Transport Permit	Vital
	All dispatches would be against Transport permits only	Vital
	Provision to transfer goods from one depot to another	Vital
Excise Registers	Molasses Register	Vital
	Alcohol Production Register	Vital
	Re-Distillation Register	Vital
	Bought out Rectified Spirit Register	Vital

	Grain Rectified Spirit Register	Vital
	Blending Register(I.M.F.L.)	Vital
	Blending Register (C.L.)	Vital
	Malt Spirit Register	Vital
	High Bougute Spirit Register	Vital
	Bonded Ware House Register	Vital
	Bought out E.N.A./RS Register	Vital
	Stock Summary report of RS/ENA giving opening , receipts , production ,wastage and closing stock	Vital
	Stock Summary report of finished goods godown	Vital

Liquor Seizure and Legal Management module

Function	Requirements	Criticality
Liquor Seizure	Liquor Seizure Report	Vital
	Generation of Demand/Penalty	Vital
	Seizure of vehicle	Vital
	release of vehicle against payment of penalty	Vital
	generation of Auction notice	Vital
	Auction details	Vital
	Generation of Demand/Penalty	Vital
	Payment of Demand	Vital
	MIS reports related to Liquor Seizure	Vital
Legal Master data	definition of Court Type	Vital
	definition of Court Sub Type	Vital
	Litigation/Office In charge	Vital
	Court Information	Vital

	Case Type definition	Vital
	Case Sub Type	Vital
	Lawyer definition	Vital
	Revenue Type	Vital
	Case Abbreviation	Vital
	Department definition	Vital
Case Details	Case Information Process	Vital
	Case Hearing Detail	Vital
	Post Decision Detail	Vital
	Case Contempt Detail	Vital
MIS reports	Case Details	Vital
	Office Wise Court Wise Cases	Vital
	Court Wise Case Summary	Vital
	Court Wise Unreplied Cases	Vital
	Court Wise Contempt Cases	Vital
	Quarterly Litigation Review	Vital
	Monthly Litigation Review	Vital
	Miscellaneous MIS reports	Vital
	Case Registration Detail	Vital
	Case Registration Report	Vital
	Deo Wise Case Registration Summary	Vital
	Section Wise Case Registration Report	Vital
	Section Wise Case Registration Summary	Vital

Wholesale Inventory Module

Function	Requirements	Criticality
Wholesale DUMP	Multiple wholesale ,Definition of wholesalers	Vital
	users to be assigned to each Wholesale Dump	Vital
Material Inward Slip	Material Inward to be entered at each wholesale Dump	Vital
	MIS to be linked with TP /Permit # generated by the Manufacturer/Bond for brand, SKU and Qty in cases	Vital
Opening Stock	Provision to enter opening stock for each dump of wholesaler	Vital
Retailer Login	Retailer should be able to login through his unique ID and see the inventory levels at various dump of various warehouses	Vital
Wholesaler to Retailer Permit	Provision of generating Wholesale to Retailer Permit/Transport Permit/ Outward document from the system	Vital
	Dump Inventory to be effect in real time basis	Vital
Dump Transfers	provision for Inter Dump Transfer Orders to be generated	Vital
	Provision to extend /cancel/update the transfer orders	Vital
	Based on Transfer out order depot can generate the Transfer out slip/document	Vital
	Receiving Depot has to generate the Transfer In slip with link to the valid Transfer out document	Vital
Dump Damages	Provision for Dumps to enter Dump Damages/Spillages etc	Vital
Dump Inventory	Dump Inventories to be maintained in real time basis	Vital
	at any point of time the user with valid authorization can view inventory of any/all items at any/all Dumps	Vital

	suppliers should be able to view on-line inventory levels at various Dumps of products pertaining to them	Vital
Sales Reports	Brand Wise Price List Report	Vital
	Brand Wise Sales Summary	Vital
	Category wise Sale Summary	Vital
Inventory Reports	Financial Year Closing Stock	Vital
	Fin year Closing Stock Summary Update	Vital
	Wholesaler Damage/Transit Loss Summary Report	Vital
	Date Wise Depot Damage/Transit Loss Report	Vital
	wholesaler Wise Brand Wise Closing Stock	Vital
	Wholesale Wise Closing Stock	Vital
	Brand Wise wholesaler Wise Mis Report	Vital
	Item Ledger	Vital
	Opening Stock Report	Vital
	Product Wise Movement Report	Vital
	Supplier Wise Brand Wise Closing Balance	Vital
	Supplier Wise Purchase Summary	Vital
	Supplier Wise Mis Report	Vital

Surveillance Module

Function	Requirements	Criticality
Camera type	Multiple camera ,Definition of camera with locational details	Vital
Master	Assignment of camera to each Manufacturer	Vital

IP Allocation	Each Camera location would be assigned a fixed IP based on their network	Vital
	Each camera location would be assigned Receipt /dispatch tags	vital
NVR Master	NVR to be linked to each manufacturer licensee	Vital
Control room Login	Control room staff of dept. should be able to login through his unique ID and do live surveillance of activities at manufacturing end.	Vital
Event capturing	Activation on receipt to capture events (entry of Material inward slip)	Vital
	Activation at dispatch section while loading of trucks to capture event (Transport pass generation)	Vital
	Activation of Gatepass generation at Manufacturer's factory gate	Vital
Surveillance module features	Selection of any IP camera on network and monitoring live events through control room	Vital
	Download videos/Images from NVR to Backup server for analyzing the video/Images	Vital
	System based memory management of each NVR	Vital

Accounts and Budgeting

The integrated finance management system to provide facility to perform the following functions:

Budget Monitoring Sub-System

- To maintain a master for the budgetary heads for centrals accounts and the divisions along with the mapping between these two.
- Revised estimates of current year and proposed estimates of next year are to be incorporated.
- Reports to be generated for the last three years head – wise actual expenditures to assist in estimating the proposed estimates.
- The allocated budget to be transferred to the divisions on network o r through CD.

- These are preserved for the referential checks at the time of actual expenditures.
- Report on budget allotment to be generated. This report to give the details of budget allotted in central accounts budget heads and division budget heads. The following parts are to be reflected.
    - Part-I of this report to give the summary allotted budget in I level of central account budget heads as in capital revenue, capital receipt etc.
    - Part-II of this report should be about the equation of budget.
    - Part-III of this report to give comparison of income and expenditure in Level of central accounts budget heads as in capital revenue, capital receipt etc.
    - Part-IV of this report to give details of budget allotted in central accounts budget heads. Budget amount is to be totaled at different levels
    - Part-V of this report to give details of budget allotted in Division budget heads. Budget amount is to be totaled at different levels.
- Report to be generated depicting the difference of budget allotted and amount spent budget heads. This report should be in 2 parts:-
    - Part-I of this report to give budget variance in central accounts budget heads.
    - Part-II of this report to give budget variance in Division budget heads.
- MIS for Budget Monitoring Sub-System _Reports
    - Estimates report for budget head (entered in Central Accounts)
    - Budget Allotment Report.
- Part I Summary of allotted budget, budget heads-level I (actual amount last year and actual amount. Up to month).
- Part II Equation of Budget.
- Part III Comparison of Income and Expenditure, level (budget heads).
- Part IV Details of budget allotted (at the level of budget sub-head major and sub-head minor).
    - Budget Variance report (budget allocated and actual expenditures, budget heads-wise).

The above is not a complete description of all processes. The TSSP is expected to study all the processes involved in the above modules and submit a System Study report for covering all the processes required.

Also the system design & Development work does not limit to the details mentioned above. Based on the requirements of Excise department, UT of DD & DNH, TSSP has to deliver all functionalities of the departments.

Annexure 2 - Minimum technical Specification

The specifications mentioned here are minimum required. The bidder can propose higher specifications.

1. Desktop PC

Description	Min. Product Description
Processor	Core i5-650 (3.2GHz/ 4MB Cache)
Core / Thread	2 Core / 4 Thread
Clock Speed	3.2 GHz up to 3.46 with turbo boost or higher
Intel Smart Cache	4 MB or higher
Chipset	H57 motherboard
Memory	4 GB DDR3 RAM
HDD	Minimum 320 GB SATA or expandable 7200 HDD
Monitor	18.5" TFT LCD Monitor or higher
Speaker	Integrated High-definition audio and integrated speakers with TFT
Keyboard	Min. 101 keys OEM Key board should be same OEM make of desktop preferable with Indian rupee symbol
Mouse	Two button Optical Scroll Mouse should be same OEM make of desktop
Optical Device	DVD RW (Min. 16x)
Cabinet	Micro-ATX
USB	Min. 6 USB (min. 2 in front) latest version.
Network Features	10/100/1000 LAN Controller
Modem	Internal 56.6 kbps Data/Fax/Voice

2. Laser Printer

Type	Monochrome
Paper size	A4
Print Speed	15 PPM Min.

Resolution	600 X600 Min
Interfaces	USB
Drivers	Should support Microsoft OS
Warranty	Five Years
Cables	With all necessary material for connecting to PC & printing

2b Color laser printer – A3 size

Sr.No.	***Min. Product Description***
1	Print Speed Black, Letter:Best Quality : Up to 21 ppm Print Speed Color, Letter: Best Quality : Up to 21 ppm First Page Out : Ready state: as fast as 17.2 sec (black and white), as fast as 17.7 sec (color) Processor :540 MHz Paper Trays, Std 2 Paper Trays, Max 3 Input Capacity, Std : 300 sheets Input Capacity, Max : 550 sheets Output Capacity, Std : 150 sheets Output Capacity, Max : 150 sheets Two-Sided Printing : Automatic (standard) Print Quality, Color Best : Up to 600 x 600 dpi Recommended Monthly Volume : 750 to 2,000 pages Media Types : Paper (bond, brochure, colored, glossy, letterhead, photo, plain, preprinted, prepunched, recycled, rough), transparencies, labels, envelopes Media Sizes, Std : Tray 1: letter, legal, executive, 8.5 x 13 in, 3 x 5 in, 4 x 6 in, 5 x 8 in, envelopes (No 10, Monarch); tray 2 and optional tray 3: letter, legal, executive, 8.5 x 13 in, 4 x 6 in, 5 x 8 in, envelopes (No 10, Monarch); automatic duplexing: letter, legal, 8.5 x 13 in

	Media Sizes, Custom : Tray 1: 3 x 5 in to 8.5 x 14 in; tray 2, optional tray 3: 3.94 x 5.83 in to 8.5 x 14 in Connectivity, Std : Hi-Speed USB 2.0, HP Jetdirect Fast Ethernet embedded print server Memory, Std : 128 MB , Max. Exp. up to 384mb

3. Surveillance Infra --- 65" LCD Monitor

S.N	***Min. Product Description***
1	Display: Type: S-PVA (DID) Pixel Pitch(mm): 0.21 (H) x 0.63 (V) Active Display Area(mm) 1209.6 (H) x 680.4 (V) Brightness(Typ.): 700 cd/m. Size - 65" Display Minimum Monitor Type LCD Max Resolution 1920 x 1080 Input DVI Frequency 50 Hz to 60 Hz Dimensions 29.20" Height x 50" Width x 5.37" Depth Product Type Digital Signage Display Input Voltage 110 V AC, 220 V AC Interfaces/ports DVI-D Digital Video Out, 2 x HDMI Digital Audio/Video In, 1 x RS-232C - Serial, Mini-phone Audio Out, 1 x DisplayPort Digital Audio/Video In, RCA Audio In, 1 x 15-pin HD-15 VGA In, Mini-phone Stereo Audio In, 1 x DVI-D Digital Video In, 1 x RJ-45 Network Component Video In Display Resolution 1920 x 1080 Green Compliance Yes Weight (approximate) 78 lb Screen Size 55 Display Screen Type LCD

4. Network IP Camera

Sr. No.	Min. Product Description
1	Outdoor + weather proof + 4x Digital Zoom + Power over Ethernet (PoE) + Motion Detection Recording + 3GPP Mobile Surveillance + Real-time MPEG-4 and Motion JPEG (MJPEG) Compression with VGA/QVGA/QQVGA Resolution Video Features + Adjustable Image Size and Quality + Time Stamp and Text Overlay + Configurable Motion Detection Windows + Flip & Mirror Image

5. POE Switch

Sr.No.	Min. Product Description
1	8 ×10/100Mbps Auto-negotiation Fast Ethernet RJ45 ports with 4-port PoE function (port-1 ~ port-4) Compliant with 802.3af specification Supports PoE power up to 15.4W for PoE port Supports PoE power up to 56W for all PoE ports Supports PoE IEEE802.3af compliant Powered Device (PD) Each port supports auto MDI/MDIX, so there is no need to use cross-over cables or an up-link port Full/half duplex transfer mode for each port Wire speed reception and transmission Up to 1K unicast addresses entities per device, self-learning, 96KBytes packet buffer Supports IEEE 802.3x flow control for full-duplex mode ports Supports Back-pressure flow control for half-duplex mode ports

6. Network Video Recorder

Sr.No.	Min.Product Description
1	Supports known-brand network cameras including D-Link, Axis, Panasonic, SONY etc. Specific feature support depends on software. Recording Performance + Up to 120fps (NTSC) / 100fps (PAL) at D1 Camera Search

	+ UPnP Audio & Video Recording + Synchronized audio & video recording Compression Format + MPEG-4, M-JPEG (for supported cameras) Video Setting + Resolution, quality, frame rate, enable audio, go to camera interface Recording Type recording by schedule, manual and event (DI trigger, motion detection from camera) Remote Live View + Supported via IE remote live viewer + Maximum 4 simultaneous channels expandable to 110 channel Remote Live View Control + Live view, preset/go, patrol, focus, PTZ functions, remote IO , snapshot, full screen, digital zoom Remote Playback Control + Playback with normal, fast forward/rewind and step forward/rewind + Smart Search Intelligent detection function: General Motion, Missing Object, Foreign Object, Camera Occlusion, Lose Focus Remote Playback + Supported via IE and NVR client + Playback system with timeline GUI, search by event, area, cameras, date and time IE & NVR client support 4 channel simultaneous playback, and intelligent search by general motion, missing object. + Digital zoom to specified area Overwrite Recording + Auto recycling when disk storage is full File Export + Export videos to “AVI” or “ASF” file (ASF with timestamp) + Export images to “BMP” or “JPG” file User Account + Additional accounts can be created to allow user access to the system, and specify Authorization for camera channels, PTZ, etc. DDNS + D-Link DDNS server support System Time + Set the system time (D-Link NTP, input time, sync with computer, Daylight Saving Time) Remote Backup + Remote software can backup raw data to redundant storage System Status + Camera status, System status Network Service Protocols + IPV4, ARP, TCP, UDP, ICMP + DHCP Client NTP Client (D-Link) + DNS Client + DDNS Client (D-Link) + SMTP Client + HTTP Server + PPPoE + UPnP + IP filtering User Interface + Internet Explorer v6 or later + NVR Search utility

	Hardware Specifications Standards + IEEE 802.3/u/z + Auto MDI/MDI-X + SATA HDD + HDD control & manage via PC + Reformat Disk + RAID 0, 1 + JBOD Two Reset modes + Reset firmware GUI button + HW reset button (hold for 5 seconds) Flash ROM 32MB RAM 128MB DDR Network Interface + Gigabit Ethernet LAN port (10/100/1000 Mbps) I/O ports + RJ45 port x1 + DC-in jack x1 + USB port for UPS status update (optional) Power Adapter + DC12V/3A, DC5V/3A Reset Button + Reset to factory default Security + Front panel lock + Device lock hole Power Consumption + Max. power consumption: 23.59W + Standby state max. power consumption: 7.26W

7. BOOM Barrier

	Min. Product Description
Description	Boom Barrier with Controller having PC Connectivity & Smart Card /Tags Reader for Gate Entry/Exit
Item details	Boom Barriers would be placed in the entrance & Exit to the vehicle. The Boom Barrier would consist of a boom, single phase torque motor with housing, control

	for both manual & automatic operation. The motor would be a maintenance free direct drive torque motor to enable a harmonious smooth movement of boom without bouncing and there should not be a need for a counter balance springs. The Boom barrier would be capable of operating manually and without using any tools. In an event of Power failure, the Barrier would open automatically and would close be closed either through a manual reset or through an external signal. The Boom would be extruded from highly stable Aluminum alloy with an octagonal profile and would be finished with a powder coat with a bright red reflective tape stripes for better night visibility. The Boom Barrier would be operated on 230V single phase power source. The opening & closing time would not exceed 8 secs. each. The high read range proximity reader would be kept on either side of the boom barrier for entry / exit management of cars. Suitable proximity car tags would be provided. When a car pasted with the car tag, comes near the read range of card reader, the boom barrier will open automatically after checking with the controller on the valid entry of the car. The Boom Length would be minimum 4 Mtr. The Boom Barriers would be electronically operated with the far distance proximity readers, the reader would recognize the vehicle tag on the allowed vehicle and operate the Boom Barrier electronically.
General Specs.	Consisting of Boom with single phase torque motor with housing, Extruded with an octagonal profile, finished with powder coat, with bright red reflective tape. 230 V single phase power source
Opening & Closing time	<= 8 secs.
Minimum Length:	4 Meter
General Remarks	The Boom Barrier with Controller having PC Connectivity & smart card Reader for Gate Entry/Exit should be integrated with the application software for capturing the data of entry and exit of the vehicles. And the Gate Pass of the same should be printed immediately from the application software.

8. Access Control Reader

	Min. Product Description
Description	Access control reader
Item Details	An access controller would control proximity readers in order to increase efficiency of the Boom Barrier. It is this controller, which will keep the record of all the vehicles, which have entered and exited the premises.
General Specifications	Access control system based on proximity reader technology is in RS485 Format, with SMPS and Cabinet. With PC software control with Programmable Time Zone & Programmable for different access level within groups to maximize management control, complete as required as per original manufacturer specifications of makes mentioned in recommended makes.

9 UPS – 5/10 KVA – On-Line

Input Conditions and Specifications	
Input Voltage	Single Phase 160-270VAC, 2 Wire + E Three Phase 400V(330-470VAC), 4Wire + E
Frequency	50Hz ± 6% (47 - 53 Hz)
Input / Cutoff	Automatic for Input Under Voltage & Input Over Voltage
DC Voltage	Single Phase (180VDC) for 5,6,7.5 & 10KVA
	Three Phase 400/415VAC ± 1%, 4 Wire +E
Output Conditions and Specifications	
Output Voltage	Single Phase 220/230VAC ± 1%, 2 Wire +E
	Three Phase 400/415VAC ± 1%, 4 Wire +E
Output Frequency	50Hz ± 0.2%
Load Power Factor	Unity to 0.7 lag
Waveform	Sine Wave
Distortion	<2% on Linear Load and non-linear load
Inverter Efficiency	90% (Typical) Minimum
Transient Voltage	< ± 5% for 100% Step Load Change (corrected within 50 ms.)
Crest Factor	3:1
Over Load	120% for 10 mis. 150% for 10 sec.
Noise	< 55 db at a distance of one metre
Environment	0 - 50°C, 95% RH Max (non condensing)
Cooling	Forced air type

10 DG Set

5/10 KVA Generator set Air cooled with AMF Panel Canopy—ISI Approved make
SITC of DG Set complete with 1500-RPM Diesel Engine of suitable BHP & AC Brush less SPDP Alternator mounted on a common base Frame & coupled. Alternator shall be self-regulated with standard Alternator Protection (Over voltage, over speed & under voltage). Engine shall have residential silencer, up to 10 M exhaust piping, electronic / Mechanical governor, Manual & electric Start, Batteries, Fuel tank (with Stand) & piping, control panel of AUTO MAINS FAILURE (AMF) Panel fabricated from CRCA sheet steel 2 mm Thick, Powder coated finish Engine START & STOP commands, control RELAYS selector switches for Ammeter & Voltmeter, Ammeter & Voltmeter Control & Power Contactors Timers, indication for faults, UPS, operator interface panel complete in all respect suitable for 15 KVA capacity DG sets and weather proof powder coated CANOPY.

11. Blade Chassis Specification:

Parameter	**Description**
Blade Chassis	Blade chassis shall be 19" Electronic Industries Alliance Standard Width rack mountable and provide appropriate rack mount kit.
Power supply	The enclosure should be populated fully with power supplies of the highest capacity & energy efficiency of a minimum of 90%.
	The power subsystem should support N + N power redundancy (where N is at least equal to 2) for a fully populated chassis with all servers configured with the offered CPU, maximum memory and IO configuration possible
Cooling	Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics
Chassis connectivity	The chassis should support redundant switch modules for connectivity - Ethernet and Fiber Channel OR converged fabric in lieu thereof
	Chassis connectivity to the TOR switch must be able to provide a minimum of 10Gbps per blade server and 5Gbps sustained per blade server with Redundancy.
Network scalability	For faster Layer 2 switching, Vendor should provide standard Layer - 2 switch, which can aggregate minimum 5 chassis and more.

	Layer - 2 LAN switch must have - 1] It should have ALL 10Gb line rate SFP+ ports. 2] It must aggregate minimum 4 chassis or more and also provide 4:1 ver subscribe uplink connectivity to Core / Aggregation switch or can offer FC/FCOe solution using LAN & SAN technology.
SAN Scalability	For Simplified cabling, Vendor must supply FC TOR edge switch, which can accommodate minimum 4 chassis or more and can offer /FC/FCOe solution using LAN & SAN technology.
	FC SAN Edge Switch - 1] It should have all 8 Gbps line rate ports 2] Provide Zoning, Virtual Fabric, NPV and ISL feature 3] It should also have all necessary diagnostic tool 4] It must aggregate minimum 5 chassis and also provide 8:1 oversubscribe uplink connectivity to the SAN Core switch.
FCoE Enable Switch	For Vendor supplying FCoE based solution must quote TOR FCoE enabled switch to aggregate minimum 4 chassis or and more. FCoE TOR switch must in turn connect to existing LAN core / Aggregation switch using 10 Gig SFP+ connectivity and SAN core director switch using line rate 8 Gbps FC ports. Can offer FC/FCOe solution using LAN & SAN technology.
	Vendor should quote either LAN and SAN TOR Switch or FCoE TOR switch
	FCoE TOR Switch Must support – 1] It should have all FCoE enabled 10 Gbps line rate SFP+ Ports 2] It should support FC-BB-5, FC-BB-6 and DCB standard. 3] It must aggregate minimum 5 chassis and also provide 4:1 oversubscription for LAN connectivity and 8:1 oversubscription for SAN connectivity. And can offer FC/FCOe solution using LAN & SAN technology.
Power Management	Must be able to show the actual power usage and actual thermal measurement data of the servers across chassis
	Administrators should have the ability to set a cap on the maximum power that the chassis / physical server can draw in order to limit power consumption for non critical applications
System Software	Management controlling software should be from the same OEM

	Redundancy should be built in the management subsystem and the management software should run in a active passive mode
Management	Role Based Access Control and remote management capabilities including remote KVM should be included
	Should support a stateless environment where server identity including - server BIOS version, MAC ID, NIC firmware version, WWPN, FC-HBA firmware version, Adapter QoS , Management module firmware version, UUIDs , Server Boot Policies, KVM IP etc can be created
	Movement of server identity from one slot to another in the event of server failure. The failover can be movement within a single chassis or across multiple chassis

12. Database Servers

	Min. Product Description
Processor	Intel Quad Core Xeon based Processors @ 2.0 GHz Minimum with at-least 6 MB L3 cache
Memory	16 GB Scalable Up to 192GB, using PC3-8500 DDR3 Registered (RDIMM) memory, operating at 800MHz
Hard Disk	2 nos. **Hot Swap** 146 GB Minimum SAS **Disk Drives** in RAID-1 Server should have Support for SATA
Storage Controller	256 MB Cache with option to upgrade to 512MB Battery Backed Write Cache
Expansion Slots	At-least two Expansion Slots to enable additional Gigabit/Fiber and other Interconnect Ports. Configure additional expansion units if any, to enable required functionality
Network	At-least 2 Gigabit Ethernet Ports configured with TCP/IP Offload engine
Management	Dedicated Baseboard Management Controller for system management functionality on every Server. Remote Deployment Software to be included for automating deployment of OS and Application remotely. Management Component to enable Virtual Power OFF/ON from Remote console over the Network.

OS	Windows 2008 Enterprise Server/Linux
Database	Enterprise license

13. Application Servers / Web servers

	Min. Product Description
Processor	01 nos. Intel Quad Core Xeon Processors @ 2.4 GHz Minimum with at-least 6 MB L3 cache
Memory	16 GB Scalable Up to 192GB, using PC3-8500 DDR3 Registered (RDIMM) memory, operating at 800MHz
Hard Disk	2 nos. Hot Swap 146 GB Minimum SAS Disk Drives in RAID-1 Server should have Support for SATA
Storage Controller	256 MB Cache with option to upgrade to 512MB Battery Backed Write Cache
Expansion Slots	At-least two Expansion Slots to enable additional Gigabit/Fiber and other Interconnect Ports. Configure additional expansion units if any, to enable required functionality
Network	At-least 2 Gigabit Ethernet Ports configured with TCP/IP Offload engine
Management	Dedicated Baseboard Management Controller for system management functionality on every Server. Remote Deployment Software to be included for automating deployment of OS and Application remotely. Management Component to enable Virtual Power OFF/ON from Remote console over the Network.
OS	Windows 2008 Enterprise Server/Linux

14. SAN Storage

Type	**Description of Requirement**
RAID controller	Storage should have dual Active-Active controller with NSPOF in the storage array.

Cache	1)The Storage subsystem shall be configured with minimum of 4 GB usable cache and shall be scalable to upto 8 GB . 2)It shall support de-staging of cache to disks on power down or shall support internal battery backup of cache for at least 48 hours. The data in cache shall not be lost in the case of power failure.
Host Interface	Offered Storage subystem should have total of 12 nos of port supported with option of 8 *8GbFC/8*1Gb iSCSI/ or 4*10Gb FCoE connectivity option for each configuration.
Drive Interface	Storage should support at least 24 Gbps of backend bandwidth (or equivalent number of ports) to disks using SAS 2.0 or FC connectivity .The same should be scalable to 48 Gbps
Support Drives	The storage subsystem shall support 2.5 inch form factor 300/450 /600 GB/900 GB FC /SAS disk and 1TB or higher SATA/Nearline disk drives and 200 GB or higher SSDs.
	The storage should also support the fuctionality to automatically move the data from lower performing disk to SSD in future, based on the performance requirement.
Storage Capacity Configured	The Storage Array shall be offered with 4TB Usable Capacity after Raid 5 with using 10K RPM hard drive
RAID Levels	0,1,5,6,10
San Supported	All Standard SAN Switches needs to be supported.
Disk Scalability	The storage should be scalable to at least 120 drives or 180TB of raw capacity using expansion enclosure.
Availability	1)Should offer dual active-active and failover controllers Should offer redundant power supplies and cooling units Should support hardware based RAID 0, 1, 5 and 10 Should support LUN Masking and software for the same should be configured. 2)It should support Non-disruptive component replacement of controllers, disk drives, cache, power supply, fan subsystem etc.

Management	The storage system shall be configured with GUI based management software as below: •Monitor and manage the storage array •Configuring PIT's •Remote Storage base replication •Storage front end port monitoring •Disk Monitoring •LUN management. •Storage Component replacement, etc.
Snapshot/ Full volume copy	The Storage should support 64 Point-in-time copy and full volume copy for storage arrays.
Virtulization	The Storage should support internal virtulization, and should support one way data migration to proposed storage from FC based other storage box.
Operating System Support	The storage system shall support the latest OS releases & Cluster of the following mentioned servers / OS:- CISC/RISC/EPIC-based Servers running Microsoft, HP, IBM, Sun, Linux

15. SAN Switch

Capacity	SAN switch shall be configured with minimum of 16 Ports
Scalability	To be scalable up to 24 ports
Throughput	Should deliver 8 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 24 ports
Auto sensing	Should protect existing device investments with auto-sensing 1, 2, 4, and 8 Gbit/sec capabilities
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)
Form Factor	The switch should be rack mountable
Upgrade	Non-disruptive Microcode/ firmware Upgrades
Bandwidth	The switch shall provide Aggregate bandwidth of 192 Gbit/sec: 24 ports × 8 Gbit/sec (data rate) end to end.
Management	Switch shall have support for web based management and should also support CLI.
Interface	The switch should have USB port for firmware download, support save, and configuration upload/download

16. 36U Rack

- 19” 36U racks shall be used in the Data Centre for hosting the department applications of UT Administration of DD & DNH. All the racks should be mounted on the floor with castor wheels with brakes (set of 4 per rack).
- Floor Standing Server Rack - customised 36U with Heavy Duty Extruded Aluminium Frame for rigidity. Top cover with FHU provision. Top & Bottom cover with cable entry gland plates. Heavy Duty Top and Bottom frame of MS. Two pairs of 19" mounting angles with 'U' marking. Depth support channels - 3 pairs. with a overall weight carrying Capacity of 500Kgs.
- The racks should conform to EIA-310 Standard for Cabinets, Racks, Panels and Associated Equipment and accommodate industry standard 19” rack mount equipment.
- Front and Back doors should be perforated with atleast 63% or higher perforations.
- All racks should have mounting hardware 2 Packs, Blanking Panel (1 u to 4 u size)
- All racks should be OEM racks with Adjustable mounting depth, Multi-operator component compatibility, Numbered U positions, Powder coat paint finish & Protective grounding provisions.
- Keyboard Tray with BB Slides (Rotary Type) (1 no. per Rack)
- Stationery Shelf 627mm Network (2 sets per Rack)
- All racks must be lockable on all sides with unique key for each rack
- Racks should be compatible with floor-throw as well as top-throw data centre cooling systems.
- PS/2 Interface adapter
- USB Interface adapter
- Racks should have Rear Cable Management channels, Roof and base cable access
- Wire managers
- Two vertical and four horizontal
- Power distribution Unit
- Power Distribution Unit - Vertically Mounted, 32AMPs with 25 Power Outputs. (20 Power outs of IEC 320 C13 Sockets & 5 Power outs of 5/13Amp Sockets), Electronically controlled circuits for Surge & Spike protection, LED readout for the total current being drawn from the channel, 32AMPS MCB, 5 KVAC isolated input to Ground & Output to Ground (1 No per Rack)
- 2 sets of power outputs from 2 different sources

- Door - The Racks must have steel (solid/grill/mesh) front/rear doors and side panels. Racks should NOT have glass door/panels
- Both the front and rear doors should be designed with quick release hinges allowing for quick and easy detachment without the use of tools.
- Fan trays - Fan 90CFM 230V AC, 4" dia (4 Nos. per Rack)
- Fan Housing Unit 4 Fan Position (Top Mounted) (1 no. per Rack) - Monitored - Thermostat based - The Fans should switch on based on the Temperature within the rack. The temperature setting should be factory settable. This unit should also include - humidity & temperature sensor
- Depth - 1000 mm
- Metal - Aluminum extruded profile
- Side panel - Detachable side panels (set of 2 per Rack)
- Width - 19” equipment mounting, extra width is recommended for managing voluminous cables

17. Layer 3 Switch – Managed switch

- 1 x 48 Ports 10/100/1000 GE ports with at least 8 PoE Ports + with additional 4 1GE SFP based uplink ports
- Console port should be RJ 45 Connector
- Switch should support external redundant power supply
- 104 Gbps of switching bandwidth & 70 Mpps of forwarding rate
- Switch should have static routing & OSPF for both IPv4 & IPv6.
- Should support Auto MDI/MDIX, TDR for detecting cable breaks and shorts, IEEE 802.3ad Link Aggregation Control Protocol (LACP) with up to 8 links (ports) per trunk, UDLD or equivalent
- VLAN Based, Port Based ACLs, should support IEEE 802.1X user authentication using an IEEE 802.1X supplicant, BPDU port protection preventing forged BPDU attacks, TACACS+/Radius, Per-port storm control for preventing broadcast, multicast, and unicast storms
- Voice traffic is automatically assigned to a voice VLAN and treated with appropriate levels of QoS
- Dual IPv6/IPv4 stack Should be IPv6 ready from day 1

- Support RMON providing advanced monitoring and reporting capabilities for statistics, history, and events, ACL-based mirroring, support Traffic mirroring (port, vLAN), Debugging via CLI via console, Telnet, SSH

18. KVM Switch

- It should have a minimum of 8 ports scalable & upgradeable.
- It should support 2 remote users and 1 user at the rack
- Remote Access appliance should have the following functionalities
- It should take control of servers at BIOS Level
- It should facilitate both in-band & out-of band access
- It should be able to integrate with power strips, so as to be able to reset power of remote device at port level.
- Remote access of both Servers and serial devices such as routers (through same or different appliances).
- It should have facility to integrate with secure management device
- Gigabit Ethernet ports.
- Virtual Media Support of multiple media including 'ISO image' files
- Dual (redundant) Power supply
- Dual Ethernet with Failover
- PC selection – On screen Display menu hot key
- 19 inch Rack mountable design
- KVM access over IP
- Browser based Management available at both remote and local (Supported Browsers = Internet Explorer for MS-Windows, Firefox for MS-Windows and Linux)
- Support for resolution of 1600*1200
- Single window access to all equipment.
- Equipment access logs and event history and send email alerts based on logs details as triggers
- Logging should be centralizable in one Syslog server.
- Absolute Mouse Synchronization.
- The management appliance should provide unified, secure access to KVM, serial and power ports of Data Centre devices via a Web browser.

- It should provide policy and security management of users and devices connected to KVM,
- It should be able to assign specific node access to a specific user.
- It should allow the administrators to access, manage and view all equipment, manage users and access permissions from a single remote device.
- It should support Virtual Media Deny, View and Control access policies.
- Should be able to create unlimited user and minimum 10 concurrent users should be allowed.
- It should log user activity (login/ logout, connect/ disconnect) and configuration changes at both Appliance and managed devices, and status changes of the connected appliances. All above can be forwarded to a network management system or enterprise notification system via SNMP or Syslog.
- Powerful security features that enable integration with Active Directory external authentication tools
- Flexible session time-outs
- "Strong" user name and password authentication
- Network Interfaces allows: TCP/IP, HTTP/HTTPS, SSL, DNS, LDAP/LDAPS
- Auto-discovery with device-availability status, and alarms
- An array of flexible logging and reporting options with audit trails for diagnostics and troubleshooting
- View and manage active user sessions and active ports in real time
- OS Support: Windows Server 2003/2008 Server/XP, Windows Vista, RHEL 5 AP, SuSELinux (latest) and Fedora Core 4(latest).

Annexure 3 - EMD BG Format

(On 100 Rs Stamp)

To,

The Commissioner,

UT Administration of Daman & Diu,

Department of Excise,

Fort Area, Moti Daman,

DAMAN

Whereas M/s **<Company Name>,** having registered office at **<Address>**has applied for Tender, offer by **UT Administration of Daman & Diu, Department of Excise, Department of Excise, Fort Area, Moti Daman, Daman,** for "Development & Implementation of web based customized ITsolution as a Total Solution and Service Provider (TSSP) on Turnkey Bootbasis in the Excise Department, Daman & Diu" **NIT No. Dated:**

And whereas it has been stipulated by you in the said contract that the M/s **<Company Name>**shall furnish you with a Bank Guarantee by a nationalized/ reputed private banks for the sum specified therein as Earnest Money Deposit (EMD) for compliance with his obligation in accordance with M/s **<Company Name>**.

And whereas **<Bank Name>,** a company incorporated under the Companies act., 1956 and licensed as a bank within the meaning of Banking Regulation Act., 1949, having its registered office at **<Bank Address>**and one of its branch offices at **<Bank Name with Branch address>**(hereinafter referred to as "the Bank" which expression shall unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) have agree to give to give the contractor such a Bank Guarantee.

Now therefore we hereby affirm that we are the guarantor and responsible to you, on behalf of the M/s **<Company Name/ Firm name>**up to a total amount of Guarantee Rs 30,00,000/- (Rupees Thirty Lacs), we undertake to pay you, upon your first written demand and without cavil argument any sum or sums within the limit of amount of guarantee Rs 30,00,000/- (Rupees Thirty Lacs), as aforesaid without your needing to prove or to show grounds or reason of your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debts from the **<Company/ Firm Name>**before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of**<Company/ Firm Name>**before presenting us with the demand

We further agree that no change or addition to or other modification of the terms of Contract of the works to be performed there under for any of the contract documents which may be made between you and the **<Company/ Firm Name>**shall in any way release us from any liability under this guarantee, and we hereby wave notice of any such change, addition or modification.

EMD will be forfeited on account of one or more of the following reasons:

1. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
2. 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 DD & DNH or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.
3. 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.
4. During the bid process, if any information is found to be wrong/ manipulated/ hidden in the bid.

This Guarantee is valid until the date **<validity>**after the issuing of the maintenance certificate.

Notwithstanding anything contained hereinabove:

a) Our liability under this bank guarantee shall not exceed Rs 30,00,000/- (Rupees Thirty Lacs), This bank guarantee shall be valid only up to **<Date>**and

b) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if we receive a written claim or demand on or before **<Date>**along with original Guarantee Bond.

SIGNATURE & SEAL OF THE GUARANTOR

Name of the bank:

Address:

Date:

Annexure – 4 - OEM AUTHORIZATION CERTIFICATE

(To be issued by the manufacturer of the product (Hardware/ Network / Server System Software in the favor of Distributor / dealer / channel partner on the company letterhead)

This is to certify that M/s XXXX Company …….....

(Name, complete address, city) are our authorized … … … …..... (Distributor / Dealer / Channel partner) for the sale, support and services for. ..... (Name of the product(s)) until date_____

We undertake that we would provide the support for the above product(s) during the warranty period (Contract / Project Period) for all the upgrades, Updates and patches, spares of the supplied product/products.

Our technical support/assistance centers (Name, address & communication details) shall provide telephonic or web support. Below are the required details.

(Signature with seal / stamp of the company)

Name:

Designation:

Note: This Letter of authority should be on the letterhead of the concerned manufacturer and should be signed by a person competent and having the power of attorney to bind the Manufacturer.

Annexure-5Guidelines for Technical Proposal

1. A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. Do not, otherwise, edit the content of the proposal cover letter.
2. You are required to upload all the documents of your technical proposal online**ONLY** on website www.daman.nprocure.com.
3. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.
4. Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Department will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
5. The bidder is expected to provide bill of materials for the proposed solution as part of technical proposal without price quote. The Bill of materials/deliverables as given in the technical solution should be in consonance with the financial proposal. Any deviations in the final deliverables between technical and financial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal. Department reserves the right to take appropriate action in this regard.
6. Bidders are required to provide in their proposals, details and sizing estimates of hardware required to be procured by department. The hardware and network equipment’s should be planned keeping in mind the application and data requirements for a period of at least seven (7) years. The hardware and networking equipment’s face technological obsolescence and thus proper planning for procurement and management is very critical.
7. The bidder must address the following in their project implementation strategy:
   a. A detailed Project schedule and milestone chart.
   b. The Network architecture, Network Management etc.
   c. Project Management tools proposed to be used for project.
   d. Bidder's plan to address the key challenges of the project

The technical proposal should address the following at the minimum:

1. Site Preparation, hardware supply and installation, Monitoring etc.
2. Describe how the functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.
3. Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter
4. Propose how availability, performance rates for the system will be measured and maintained
5. Project Management Plan including
    i. Team composition and Tasks assigned to be submitted in the format as enclosed in Form
    ii. Implementation Methodology and Plan to include
        a. Key implementation objectives, key deliverables and an implementation schedule for the same.
        b. Rollout Plan at the specified locations including PERT chart of activities proposed.
        c. Indication of Time Frame
        d. Acceptance Testing Plan
        e. Data Back-Up plan.
        f. Escalation Process during implementation
    iii. Quality and Security Assurance Plan
    iv. Training Plan
    v. Hand holding, Operation and Maintenance Plan
    vi. Bill of Materials (without price) location wise include all Hardware, Software.
    vii. Detailed specifications including make, model and version of Hardware and Networking equipment's
    viii. Licensing details of software with details of maintenance arrangements with OEM

9. Post Implementation Plan
    a. Manpower Deployment to support operation and maintenance of Services and IT infrastructure
    b. Location, Manpower Structure and Services offered from Help desk
    c. Method of calculating uptime of IT infrastructure and reporting format
    d. Maintenance arrangements with OEM for all supplies arranged through them
    e. Exit Plan

10. Escalation Mechanism on the bidder side

Annexure-6Guidelines for Financial Proposal

1) The bidder has to submit financial proposal in the ONLINE mode **ONLY** on the website www.daman.nprocure.com as per the instruction given in the RFP documents and also as per the bid submission procedure of www.nprocure.com. All the financial formats are available on the site. The bidder has to complete those formats as per the instructions given.

2) Prices shall be quoted entirely in INR - Indian Rupees.

3) Taxes – As per financials, taxes are to be quoted in separate table. The taxes are applicable on actual at the time of application

4) No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the selected Total Solution Provider for completion of the contractual obligations by the Total Solutions Provider under the Contract, subject to the terms of payment specified in the contract. The price quoted would be inclusive of all taxes, duties, and charges and levies including service tax as applicable. Prices quoted for all Hardware and software shall be inclusive of supply at site, installation and commissioning and 5 years warranty and support. No extra payment on any account shall be admissible.

5) All Hardware, Networking equipment's and cables shall be supplied brand new. All hardware supplied shall be with 5 years or more (as provided by the OEM) warranty support from OEM and bidder shall be responsible for ensuring uptime specified in the SLA at all locations and also the prescribed up time requirements at Data Centres.

6) The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

7) Correction of errors

   a) Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted will be entertained after the quotations are opened.

   b) Arithmetic errors in the financial proposal will be rectified on the following basis:

      i. 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 will be considered for future calculations.

      ii. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.