

## Bid Corrigendum

GEM/2024/B/4968857-C1

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

### Buyer Added Bid Specific Additional Terms and Conditions

1. Buyer Added text based ATC clauses

Wherever the experience criteria of the bidder has been asked, the work orders issued by Government of India/ State Government / other State entities such as Parliamentary Bodies/Judicial Bodies/PSU/Autonomous bodies/Corporations/ Authorities shall only be considered.

---

The replies to the queries raised by the prospective bidders and the corrigendum for the bid have been issued. Copy of the same has been uploaded in the file attachment under the Buyer added Bid Specific ATC below in this corrigendum.

---

All the terms and conditions of the bid amended through corrigendum are incorporated in the updated detailed terms of reference attached in the file attachment under Buyer added Bid Specific SLA below) in this corrigendum. The prospective bidders are requested to go through the detailed terms of reference as attached in this corrigendum.

2. File Attachment [Click here to view the file.](#)  
3. Buyer uploaded ATC document [Click here to view the file.](#)

### Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.

8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

\*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

**PUBLIC FINANCIAL MANAGEMENT SYSTEM**

**Corrigendum for the Bid for hiring 162 IT professionals for PFMS published in GeM portal vide reference no. GEM/2024/B/4968857**

1. The following clauses in the bid document attached with the GeM published bid (GEM/2024/B/4968857) are hereby amended as follows:

S. No	Clause reference	Existing Clause	May be read as
1	Clause 4.3.1 (B) Second point	If any resource resigns abruptly (due to any stated or unstated reason) /or is absent (except in case of approved leave) or is removed (with or without reason) at the instance of PFMS. The resource shall have to be provided within 21 calendar days of resignation/ Absence/ Removal etc. The penalty shall be imposed thereafter.	If any resource resigns abruptly (due to any stated or unstated reason) /or is absent (except in case of approved leave) or is removed (with or without reason) at the instance of PFMS. The resource shall have to be provided within <b>30 calendar days</b> of resignation/ Absence/ Removal etc. The penalty shall be imposed thereafter.
2	Point (j); Section 5. Payment terms to the Successful Bidder	In the event of lowering of government levies subsequent to the finalization of the contract, the bidder shall automatically pass on the benefits to PFMS, and in the event of increasing of government levies or imposition of any new tax/levy subsequent to the finalization of agreement; PFMS shall consider the case on merit and the pro-rata benefits to the Agency may be considered if full reference with documentary evidence is submitted.	(j) In the event of lowering of government levies subsequent to the finalization of the contract, the bidder shall automatically pass on the benefits to PFMS, and in the event of increasing of government levies or imposition of any new tax/levy subsequent to the finalization of agreement; PFMS shall consider the case on merit and the pro-rata benefits to the Agency <b>shall be considered</b> if full reference with documentary evidence is submitted.
3	Point (k); Section 5. Payment terms to the Successful Bidder	In case, the contract has been terminated during the period of contract for any reasons detailed in this bid document, PFMS shall pay the successful bidder for that part of the Services which have been authorized by PFMS and satisfactorily performed by the successful bidder up to the date of termination. Without prejudice to any other rights, PFMS may retain such amounts from the payment due and payable by PFMS to the successful bidder as may be required to offset any losses caused to PFMS as a result of any act/omissions of the successful bidder.	In case, the contract has been terminated during the period of contract for any reasons detailed in this bid document, PFMS shall pay the successful bidder for that part of the Services which have been authorized by PFMS and satisfactorily performed by the successful bidder up to the date of termination. However, PFMS has right to forfeit PBG.
4	Point (d); Indemnification and Limitations of Liability	d) Subject to point g below, the Successful bidder/contractor (the "Indemnifying Party") undertakes to indemnify, hold harmless the PFMS/Employer (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines,	d) Subject to point g below, the Successful bidder/contractor (the "Indemnifying Party") undertakes to indemnify, hold harmless the PFMS/Employer (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including

S. No	Clause reference	Existing Clause	May be read as
		penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement.	reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's <b>gross negligence</b> or wilful default in performance or non-performance under this Agreement.
5	Point (f); Section 9. General Terms and Conditions	Retaining a candidate deployed by the agency shall be the prerogative of PFMS, no resource change shall be made without written consent of PFMS. (Except in case of Resignation by the resource)	No resource change shall be made without written consent of PFMS. (Except in case of Resignation by the resource)
6	Clause 9. GENERAL TERMS & CONDITIONS; S. No. (g)	For the manpower deployed, the bidder will keep with them, their resume in the template attached with the bid document, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details (Self-attested copies), character verification certificates, specimen signature and two passport size photographs and furnish these details/information to PFMS at the time of deployment or soon thereafter as the case may be.	For the manpower deployed, the bidder will keep with them, their resume, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details (Self-attested copies), character verification certificates, specimen signature and two passport size photographs and furnish these details/information to PFMS at the time of deployment or soon thereafter as the case may be.
7	Point (p); Section 9. General Terms and Conditions	p) The successful bidder is required to deposit Performance Security Deposit (PSD) irrespective of status of Company/Firm/Agency, equal to 3% of the value of the contract in any acceptable form as per GFR 2017 and hypothecated to Pay and Accounts Officer, Public Financial Management System, 3rd floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi - 110001. The successful bidder shall submit the Performance Security Deposit within 15 days from the issue of the contract in GeM portal. The PSD should remain valid for a period of 60 days beyond the stipulated date for completion of the contract. PFMS Division, O/o CGA shall not pay any interest to the submitted PSD. In case, the contract is further extended beyond the initial period, a revised Performance Security Deposit equal to 3% of the extended period contract value will have to be submitted within two weeks of communication of decision in this regard to the successful bidder.	p) The successful bidder is required to deposit Performance Security Deposit (PSD) irrespective of status of Company/Firm/Agency, equal to 3% of the value of the contract in any acceptable form as per GFR 2017 and hypothecated to Pay and Accounts Officer, Public Financial Management System, 3rd floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi - 110001. The successful bidder shall submit the Performance Security Deposit <b>within 21 days from</b> the issue of the contract in GeM portal. The PSD should remain valid for a period of 60 days beyond the stipulated date for completion of the contract. PFMS Division, O/o CGA shall not pay any interest to the submitted PSD. In case, the contract is further extended beyond the initial period, a revised Performance Security Deposit equal to 3% of the extended period contract value will have to be submitted within three weeks of communication of decision in this regard to the successful bidder.

S. No	Clause reference	Existing Clause	May be read as
8	Technical Evaluation Criteria (S. No. 4)	<p>Bidders must possess CMMI Level 5 certification as on bid submission date.</p> <p>In addition, the minimum 1 amongst the following certifications should be in their possession on the bid submission date ISO9001:2015 OR ISO/IEC 20000-1:2018 OR ISO/IEC 27000:2018 OR ISO/IEC 27001:2013].</p> <ul style="list-style-type: none"> <li>• CMMI Level 5 and 1 certification – 4 marks</li> <li>• CMMI Level 5 and 2 certifications – 8 marks</li> <li>• CMMI Level 5 and 3 certifications – 12 marks</li> <li>• CMMI Level 5 and More than 3 certifications – 15 marks</li> </ul>	<p>Bidders must possess CMMI Level 5 certification which is valid as on bid submission date.</p> <p>In addition, the minimum 1 amongst the following certifications should be in their possession on the bid submission date ISO 9001:2015 OR ISO/IEC 20000-1:2018 OR ISO/IEC 27000:2018 OR ISO/IEC 27001:2013].</p> <ul style="list-style-type: none"> <li>• CMMI Level 5 and 1 certification – 5 marks</li> <li>• CMMI Level 5 and 2 certifications – 10 marks</li> <li>• CMMI Level 5 and 3 or more certifications – 15 marks</li> </ul>
9	S. No. 24: Section 19. Detailed Breakup of profiles, Scope, Years of Experience, Skillset/Qualifications: Column 4 (Years of Experience)	Should have experience to install, configure, upgrade, monitor, and manage multiple Linux Servers in standalone and cluster environment, perform server patching, releases / upgrades, backup, recover / restore OS. Identify and provide technical resolution for potential security breaches.	Should have <b>minimum experience of 7 years</b> to install, configure, upgrade, monitor, and manage multiple Linux Servers in standalone and cluster environment, perform server patching, releases / upgrades, backup, recover / restore OS. Identify and provide technical resolution for potential security breaches.
10	S. No. 25 & 26: Section 19. Detailed Breakup of profiles, Scope, Years of Experience, Skillset/Qualifications: Column 4 (Years of Experience)	<p>Should have 10+ years experience to install, configure, upgrade, monitor, and manage multiple Windows Servers in standalone and cluster environment, perform server patching, releases / upgrades, backup, recover / restore OS.</p> <p>Identify and provide technical resolution for potential security breaches.</p>	<p>Should have <b>10+ years experience (for Sr. Sys Admin)/7 + Years of experience (for Sys Admin)</b> to install, configure, upgrade, monitor, and manage multiple Windows Servers in standalone and cluster environment, perform server patching, releases / upgrades, backup, recover / restore OS.</p> <p>Identify and provide technical resolution for potential security breaches.</p>
11	S. No. 45 & 46: Section 19. Detailed Breakup of profiles, Scope, Years of Experience, Skillset/Qualifications: Column 3 (Scope) Point 1	7+ years of related experience	7+ years of related experience (For Sr. S/W Developer); 3+ years of related experience (For S/W Developer)
12	S. No. 45 & 46: Section 19. Detailed Breakup of profiles, Scope, Years of Experience, Skillset/Qualifications: Column 4 (Years of Experience)	Minimum 7+ year experience in software development out of which more than 3 years of experience in development of BizTalk applications. Sound knowledge of database querying using SQL. Must have Knowledge of Component programming using C#, Restful API, Message exchange using XML, JSON, ISO 20022 standards for XML	<b>For Sr. S/W Developer: Minimum 7+ year experience</b> in software development out of which more than 3 years of experience in development of BizTalk applications. Sound knowledge of database querying using SQL. Must have Knowledge of Component programming using C#, Restful API, Message exchange using XML, JSON, ISO 20022 standards for XML etc. Knowledge of Digital

S. No	Clause reference	Existing Clause	May be read as
		etc. Knowledge of Digital Signatures, Message Encryption is desirable.	Signatures, Message Encryption is desirable.  <b><u>For S/W Developer: Minimum 3+ year experience in software development of BizTalk applications.</u></b> Sound knowledge of database querying using SQL. Must have Knowledge of Component programming using C#, Restful API, Message exchange using XML, JSON, ISO 20022 standards for XML etc. Knowledge of Digital Signatures, Message Encryption is desirable.

2. Further, the following clauses are hereby incorporated in the published bid against the referred clauses.

S. No	Clause reference	Additional to the existing Clause
1	Clause 6 and 9 of Preliminary Qualifications (PQ) must be read with the following addition:	For the purpose of Turnover concerning IT/ITeS/MSP projects, it must include a component of Application development, System Integration, Security related services, Supply of IT Manpower etc.  IT/ITeS/MSP projects solely related to sale of Hardware/Cloud service and its maintenance must not be considered in the turnover / work orders.  IT/ITeS/MSP projects shall include, without being limited to, managed Application design & development, managed Security Operations, supply of IT manpower etc.
2	Technical Qualification Criteria 1 and 3 must be read with the following addition	For the purpose of Turnover concerning IT/ITeS/MSP projects, it must include a component of Application development, System Integration, Security related services, Supply of IT Manpower etc.  IT/ITeS/MSP projects solely related to sale of Hardware/Cloud service and its maintenance must not be considered in the turnover / work orders.  IT/ITeS/MSP projects shall include, without being limited to, managed Application design & development, managed Security Operations, supply of IT manpower etc.
3	GeM Bid Document: Financial Bid Proforma	The proforma has been attached as Annexure 1 to this corrigendum and Clause 23 in the updated detailed terms of reference. The bidders are requested to submit their financial bid breakup in the enclosed proforma.

## Annexure 1 to the Corrigendum:

Clause 23: Financial Bid format to be uploaded by the participant bidder

S. No	Profile Name	Qty	Unit Price per month (excluding taxes) in INR	GST (in INR)	Total Price per month for all the resources (in INR)	Remarks S. No. indicated below are as per the table at para 19 of the Detailed Terms of Reference attached with the bid document
(1)	(2)	(3)	(4)	(5)=18% of (4)	(6)=(3)*[(4)+(5)]	
1	Sr. Solution Architect	1				S. No. 1;
2	Solution Architect	1				S. No. 2;
3	TPM	1				S. No. 3;
4	TLs	6				S. No. 4; S. No. 9; S. No. 33;
5	TLs	2				S. No. 15
6	TLs	2				S. No. 44
7	Sr. S/W Developer	11				S. No. 5; S. No. 10;
8	Sr. S/W Developer	6				S. No. 16
9	Sr. S/W Developer	7				S. No. 45
10	S/W Developer	18				S. No. 6; S. No. 11;
11	S/W Developer	6				S. No. 17
12	S/W Developer	7				S. No. 46
13	BA	11				S. No. 7; S. No. 12; S. No. 18; S. No. 38; S. No. 42; S. No. 47
14	Sr. TPM	1				S. No. 8
15	Big Data Solution Architect	1				S. No. 13
16	Data Steward	2				S. No. 14
17	Data Analytics Expert	1				S. No. 19
18	Data Analyst	3				S/ No. 20
19	Infrastructure Specialist	1				S. No. 21
20	Sr. Sys Admin	1				S. No. 22;
21	Sr. Sys Admin	2				S. No. 23
22	Sys Admin	2				S. No. 24;
23	Sr. Sys Admin	4				S. No. 25
24	Sys Admin	2				S. No. 26

S. No	Profile Name	Qty	Unit Price per month (excluding taxes) in INR	GST (in INR)	Total Price per month for all the resources (in INR)	Remarks S. No. indicated below are as per the table at para 19 of the Detailed Terms of Reference attached with the bid document
(1)	(2)	(3)	(4)	(5)=18% of (4)	(6)=(3)*[(4)+(5)]	
25	Technical Support	4				S. No. 27
26	Monitoring Support	4				S. No. 28
27	Biztalk Administrator	1				S. No. 29
28	Network Engineer	1				S. No. 30
29	Sr. Database Administrator	1				S. No. 31
30	Database Administrator	7				S. No. 32
31	DevOps Admin	4				S. No. 34
32	Web API Developer	6				S. No. 35
33	QA Lead	1				S. No. 36
34	QA Team Members	4				S. No. 37
35	Project Specialist	4				S. No. 39; S. No. 43; S. No. 53
36	Sr. TSE	2				S. No. 40
37	TSE	12				S. No. 41
38	Test Lead	1				S. No. 48
39	Sr. Tester	1				S. No. 49
40	Tester	6				S. No. 50
41	UX Lead	1				S. No. 51
42	UI Developer	3				S. No. 52
43	TOTAL	162				
44	Total Number of Months				36	
45	GRAND TOTAL in INR (S. No. 43 * S. No. 44)					



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
1	M/s Tata Consultancy Services Private Limited	88	19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualification s:	S.No. 24 - Sys Admin	Minimum years of experience for this position has not been mentioned	Please specify the minimum years of experience requirement for this position	For Sys Admin - 7+ years
2		88	19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualification s:	S.No. 25 Sr Sys Admin & 26 - Sys Admin	Minimum years of experience for the both positions have been mentioned in merged column as 10+ Yrs.	Please specify the minimum years of experience requirement for both the positions specifically	For Sr. Sys Admin - 10 + years For Sys Admin - 7 + years
3		112	19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualification s:	S.No. 45 Sr S/W Developer & 46 - S/W Developer	Minimum years of experience for the both positions have been mentioned in merged column as 7+ Yrs.	Please specify the minimum years of experience requirement for both the positions specifically	For Sr S/W Developer - 7 + years For S/W Developer - 3 + years
4		10	4.3 Non Deployment of Resources	B) After 90 days of award of Contract	In case the resource resigns, after giving a notice period as applicable in the bidder firm, then the substitute may be provided at least 21 days before the date of end of notice period. In this case, the penalty shall be applicable from the day after the end of the notice period.	During this 21 days period, There will be two resources working against the same position, Please specify Whether the bidder will be allowed to generate invoice for both the associates	Invoice for both the associates shall not be allowed. The substitute may join after the end of notice period of the outgoing resource. If the substitute does not join at the end of notice period of the outgoing employee then the penalty shall be as applicable.
5		137	22. Pre-Contract Integrity Pact Format	3. Sanctions for Violation	iv) To recover all sums already paid by the Purchaser, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing RBI Bank Rate.	Request CGA to delete the clause.	No Change
6		137	22. Pre-Contract Integrity Pact Format	3. Sanctions for Violation	vii) To debar the Bidder from entering into any bid from the Government for India for a minimum period of three years, which may be further extended at the discretion of the Purchaser.	Request CGA to delete the clause.	No Change
7			General	Documents Section on GeM's portal	Please Upload Financial Document indicating price break up	As part to the bid, bidder need to upload the the financial document indicating the price breakup. There is no Financial format given in the RFP document. Request you to share the Financial Format.	Financial format has been provided in the corrigendum. Please refer the corrigendum

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
8		9	Scope of Work	Eligibility Criteria	10. The Bidder must submit an EMD of Rs. 2.3 crores in any of the acceptable formats as per the GFRs 2017..	We are exempted from submitting the EMD on GeMs portal as our turnover is more than Rs 500 Crores (refer Exemption Clause 4.xiii.m.v on page number 17 of General Terms and Conditions (GTC)). Kindly confirm that we are exempted from submitting the EMD. If bidder who are exempted from EMD submission are supposed to submit the EMD then it is violation of clause given on page 17 of GTC Which is "No EMD to be taken from exempt category of sellers even by way of specific clauses mentioned in ATC / STC by the Buyers. Such clauses which are against the GeM GTC, will be treated as null and void." and Disclaimer No 2 on page 72 of GeM Bidding document.	All such exemptions as stipulated by GeM are applicable, subject to the verification of certificates/documents
9		14	Scope of Work	6.INDEMNIFICATION and LIMITATIONS OF LIABILITY	b) PFMS stand absolved of any liability on account of death or injury sustained by the staff deployed by the agency during the performance of the contract and also for any damages or compensation due to any dispute between the agency and its staff so deployed.	b) <u>Except in case of injury or death of staff due to negligence or misconduct of PFMS</u> , PFMS stand absolved of any liability on account of death or injury sustained by the staff deployed by the agency during the performance of the contract and also for any damages or compensation due to any dispute between the agency and its staff so deployed. _	No Change
10		15	Scope of Work	6.INDEMNIFICATION and LIMITATIONS OF LIABILITY	d) Subject to point g below, the Successful bidder/contractor (the "Indemnifying Party") undertakes to indemnify, hold harmless the PFMS/Employer (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement.	d) Subject to point g below, the Successful bidder/contractor (the "Indemnifying Party") undertakes to indemnify, hold harmless the PFMS/Employer (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's gross negligence or wilful default in performance or non-performance under this Agreement.	The said clause has been amended through Corrigendum. Now, the clause reads as  <i>d) Subject to point g below, the Successful bidder/contractor (the "Indemnifying Party") undertakes to indemnify, hold harmless the PFMS/Employer (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's <b>gross negligence</b> or wilful default in performance or non-performance under this Agreement.</i>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/ Modification Sought</u>	<u>PFMS's reply / Clarification</u>
11		15	Scope of Work	6.INDEMNIFICATION and LIMITATIONS OF LIABILITY	f) Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by i. Indemnified Party's misuse or modification of the Service; ii. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; iii. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; However, if any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either i. Procure the right for the Indemnified Party to continue using it ii. Replace it with a non-infringing equivalent iii. Modify it to make it non-infringing	f) Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by i. Indemnified Party's misuse or modification of the Service; ii. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; iii. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; <u>(iv) Indemnifying Party's compliance with Indemnified Party's specific technical designs or instructions (except where Indemnifying Party knew or should have known that such compliance was likely to result in an Infringement Claim and Indemnifying Party did not inform Indemnified Party of the same); (v) inclusion in a Deliverable of any content or other materials provided by Indemnified Party and the infringement relates to or arises from such Indemnified Party materials or provided material; (vi) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Indemnifying Party ;</u> . However, if any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/ Modification Sought</u>	<u>PFMS's reply / Clarification</u>
12		15	Scope of Work	6.INDEMNIFICATION and LIMITATIONS OF LIABILITY	h) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations arising out of breach of confidentiality, intellectual property rights as detailed in this contract or wilful misconduct by the contractor's personnel. i) In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in this contract) even if it has been advised of their possible existence. i)	h) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed <u>the amount paid to Bidder by PFMS in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose)</u> <del>the total contract value payable under this Agreement.</del> The liability cap given under this Clause shall not be applicable to the <del>indemnification obligations arising out of breach of confidentiality, third party claims for</del> intellectual property rights <u>infringement</u> as detailed in this contract or wilful misconduct by the contractor's personnel. i) In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims <del>(other than those set forth in this contract)</del> even if it has been advised of their possible existence. <u>Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by PFMS or its employees or agents or third party service</u>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
13		18	Scope of Work	7) CONFIDENTIALITY,	a) The agency and their deployed personnel will not, either during the term or after expiration of this contract, use, sell, disclose any proprietary or confidential information relating to the software, services, contract or business or operations of PFMS or its clients without the prior written consent of PFMS. The successful bidder will have to sign the Non-Disclosure Agreement with PFMS b) Additionally, the agency and deployed personnel shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities. (c) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: i) Information already available in the public domain ii) Information which has been developed independently by the Agency iii) Information which has been received from a third party who	The agency and their deployed personnel will not, either during the term or <u>for a period of 2 years after the termination or</u> expiration of this contract, use, sell, disclose any proprietary or confidential information relating to the software, services, contract or business or operations of PFMS or its clients without the prior written consent of PFMS. The successful bidder will have to sign the Non-Disclosure Agreement with PFMS <u>on mutually agreed terms and conditions</u> . b) Additionally, the agency and deployed personnel shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities. . (c) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: .i) Information already available in the public domain <u>or goes in the public domain</u> .ii) Information which has been developed independently by the Agency .iii) Information which has been received from a third party who had the right to disclose the aforesaid information .iv) Information which has been disclosed to the public pursuant to a court order. <u>v) Information which is in the possession of, or was known to, the Agency prior to its receipt, without an obligation to maintain confidentiality; vi) is required to be provided under any law, or process of law duly executed.</u> (d) Any handover	No Change
14		19	Scope of Work	9. GENERAL TERMS & CONDITIONS	f) Retaining a candidate deployed by the agency shall be the prerogative of PFMS, no resource change shall be made without written consent of PFMS. (Except in case of Resignation by the resource)	f) <del>Retaining a candidate deployed by the agency shall be the prerogative of PFMS and n.</del> No resource change shall be made without written consent of PFMS <u>(except in case of resignation or termination of the resource).</u>	The said clause has been amended through Corrigendum which is reproduced below:  <i>No resource change shall be made without written consent of PFMS. (Except in case of Resignation by the resource)</i>
15		19	Scope of Work	9. GENERAL TERMS & CONDITIONS	j) PFMS will not reimburse any amount, other than the value/amount approved in the Tender finalised, towards any statutory contributions which Government may make it mandatory or introduce in future. These issues must be settled between the successful bidder and the manpower supplied by them from time to time as per the extant government rules and regulations.	j) PFMS will not reimburse any amount, other than the value/amount approved in the Tender finalized, towards any statutory contributions which Government may make it mandatory <del>or introduce in future.</del> <u>However, if any amount is introduced in future or amount is increased due to change in laws, PFMS shall reimburse the same. These issues must be settled between the successful bidder and the manpower supplied by them from time to time as per the extant government rules and regulations</u>	No Change.  Changes in GST has been addressed in another clause.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
16		23	Scope of Work	Termination by PFMS	In case the agency is not paying salary continuously for 2 months or three defaults in payment of salary in a year to the manpower against the order as per the terms and condition of the tender. PFMS may ask the agency to provide proof of salary transactions to the manpower deployed by them.	To meet the requirement of "PFMS may ask the agency to provide proof of salary transactions to the manpower deployed by them." bidder will provide a self certificate from HR that salary is paid to the employees and a certificate from the employees that the salary is paid to them. Kindly confirm that this is acceptable to PRMS, CGA.	Self certification from HR is acceptable.
17		25	Scope of Work	11) Force Majeure, P37-38	a) Force majeure clause will mean and be limited to the following in the execution of the contract/orders placed by PFMS:- · War/hostilities. · Riot or Civil commotion. · Earthquake, flood, tempest, lightning or other natural physical disaster. · Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency. b) The agency will advise PFMS in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, PFMS reserve the right to cancel the order without any obligation to compensate the agency.	a) Force majeure clause will mean <del>and be limited to</del> the following in the execution of the contract/orders placed by PFMS <u>and any other causes beyond the reasonable control of the parties:-</u> <input type="checkbox"/> War/hostilities. <input type="checkbox"/> Riot or Civil commotion. <input type="checkbox"/> Earthquake, flood, tempest, lightning or other natural physical disaster. <u>--fire --quarantine restrictions, epidemics and pandemics</u> <input type="checkbox"/> Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency. <u>. In such a case the time for performance shall be extended by a period(s) not less than the duration of such delay.</u> b) The agency will advise PFMS in writing, <del>duly certified by the local Chamber of Commerce,</del> the beginning <del>and the end of the</del> above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, <del>either party</del> PFMS reserve the right to cancel the order without any obligation to compensate the agency. <u>However, Agency shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.</u>	No Change  As per General guidelines issued by GOI from time to time (or in future) will be applicable.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
18		27	Scope of Work	13. APPLICABLE LAW	<p>The Agreement/Contract/order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.</p> <p>The bidder and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of PFMS without the prior written consent of PFMS.</p> <p>The Employer may also sanction against the bidder, including debarring the bidder ineligible, either indefinitely or for a period of 3 years to be awarded a contract, if at any time determines that the bidder has directly or through an agent engaged in corrupt, fraudulent, collusive or coercive practices in competing for or in executing an Employer-financed contract.</p> <p>In order to get better participation of</p>	<p>The Agreement/Contract/order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. The bidder and their deployed personnel either during the contract <del>ef</del> <u>for for 2 years</u> after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of PFMS without the prior written consent of PFMS. . .</p> <p>The Employer may also sanction against the Consultant, including debarring the Consultant ineligible, <del>either indefinitely or</del> for a period of 3 years to be awarded a contract, if at any time determines that the Consultant has directly or through an agent engaged in corrupt, fraudulent, collusive or coercive practices in competing for or in executing an Employer-financed contract.</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
19		31	Scope of Work	V. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS , p39-42	<p>12. Agency shall provide an undertaking for the implementation of Data Confidentiality and privacy of the projects undertaken and shall sign a specific NDA (Non-Disclosure Agreement) with PFMS. Each technical resource would also require to sign a specific NDA individually as well.</p> <p>15. For all intents and purposes the service providing agency/vendor shall be the "Employer" within the meaning of different legislations in respect of manpower so employed and deployed in the IT Projects of PFMS. The period of training, leave, sick leave etc. leading to absence from duty of assigned person will not be paid by PFMS and bill payment will be submitted accordingly. Vendor shall be required to maintain daily attendance/ leave report in the format as prescribed by PFMS. If a deployed resource is on leave for a long period, then the vendor shall provide a suitable substitute of equivalent qualification. Any breach of trust by the person engaged by</p>	<p>12. Agency shall provide an undertaking for the implementation of Data Confidentiality and privacy of the projects undertaken and shall sign a specific NDA (Non-Disclosure Agreement) with PFMS. <del>Each technical resource would also require to sign a specific NDA individually as well.</del></p> <p>15. For all intents and purposes the service providing agency/vendor shall be the "Employer" within the meaning of different legislations in respect of manpower so employed and deployed in the IT Projects of PFMS. The period of training, leave, sick leave etc. leading to absence from duty of assigned person will not be paid by PFMS and bill payment will be submitted accordingly. Vendor shall be required to maintain daily attendance/ leave report in the format as prescribed by PFMS. If a deployed resource is on leave for a long period, then the vendor shall provide a suitable substitute of equivalent qualification. Any breach of trust by the person engaged by contractor will lead to immediate cessation of service of person <del>and any loss caused to project will be recovered from vendor.</del></p>	No Change
20		34	Scope of Work	15. TECHNICAL EVALUATION CRITERIA (QCBS):	<p>Bidders must possess CMMI Level 5 certification as on bid submission date. In addition, the minimum 1 amongst the following certifications should be in their possession on the bid submission date ISO 9001:2015 OR ISO/IEC 20000-1:2018 OR ISO/IEC 27000:2018 OR ISO/IEC 27001:2013].</p> <ul style="list-style-type: none"> <li>•CMMI Level 5 and 1 certification – 4 marks</li> <li>•CMMI Level 5 and 2 certifications – 8 marks</li> <li>•CMMI Level 5 and 3 certifications – 12 marks</li> <li>•CMMI Level 5 and More than 3 certifications – 15 marks</li> </ul>	<p>ISO 27000:2018 provides an overview of information security management systems (ISMS). It also provides terms and definitions commonly used in the ISMS family of standards. However, organizations are certified for ISO 27001, ISO 27002, ISO 27003 etc.</p> <p>As no certification is provided for ISO 27000, request CGA to delete the certification requirement and modify the clause accordingly.</p>	The Scoring criteria has been amended which may be seen in the published corrigendum



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
21		6	GeM General Terms and Conditions	3. Role, Responsibilities and Obligations of Seller/ Buyer,	xi. Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price lower than Offer Price on GeM. In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM xii. By offering their product on GeM, the Seller agrees for sharing price details of the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc. xiii. Sellers shall ensure uploading of their product / service in the correct category in all respects. Any offering of wrong and misleading product(s) or service(s) in any of the category will be removed	xi. Sellers shall offer minimum discount of 10% on the Maximum Retail Price (MRP) mandatorily (unless otherwise specified for offering their products on GeM). Sellers are free to offer higher discounts. The Seller must offer its best possible lowest price on GeM and undertake that it would not sell or offer to sell the same product outside GeM in comparable quantity on similar terms and conditions at a price lower than Offer Price on GeM . <del>In case any such infringement by Seller is noticed, the Seller shall be liable to be removed / debarred from the GeM</del> xii. By offering their product on GeM, the Seller agrees for sharing price details of the offered Goods / Service by GeM authorities with other Government agencies including Department of Excise & Customs, Income tax, GST etc. xiii. Sellers shall ensure uploading of their product / service in the correct category in all respects. Any offering of wrong and misleading product(s) or service(s) in any of the category will be removed by GeM from the portal when noticed without making any reference to the seller(s). <del>The seller(s) will also be liable for any other Administrative action as deemed fit by GeM for uploading wrong product(s) or service(s) in any category.</del> xiv. The Seller(s) shall pass on all the benefits associated with any scheme / offer / freebies provided by the OEM on any product from time to time on an "as-is basis" to the Buyer. This obligation will also apply to OEM's directly	The referred Clause is as per the General Terms and Conditions.  No Change
22		15	GeM General Terms and Conditions	4. Enabling provisions of Rule 149 of General Financial Rules-2017, p10-22 of GTC	(f) The participation by the Seller in e-bidding shall be construed as his / her acceptance for all the Terms and Conditions as outlined in the e-bidding including GTC, STC and ATC. (o) Notwithstanding above, GeM SPV / GeM Admin also reserve the right to debar such seller from GeM portal. Such debarment shall be for minimum 3 months initially on first such offence and on repeat offence, the debarment period can be increased suitably by GeM SPV / GeM Admin. By submitting a bid on GeM, the Bidder explicitly undertakes to abide by the above clause.	(f) <u>Subject to the deviations submitted along with the bid proposal.</u> <del>The</del> participation by the Seller in e-bidding shall be construed as his / her acceptance for all the Terms and Conditions as outlined in the e-bidding including GTC, STC and ATC. <del>(o) Notwithstanding above, GeM SPV / GeM Admin also reserve the right to debar such seller from GeM portal. Such debarment shall be for minimum 3 months initially on first such offence and on repeat offence, the debarment period can be increased suitably by GeM SPV / GeM Admin. By submitting a bid on GeM, the Bidder explicitly undertakes to abide by the above clause.</del>	The referred Clause is as per the General Terms and Conditions. No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
23		24	GeM General Terms and Conditions	7. Performance Security and Performance	Such Performance Security must be submitted by Seller to the Buyer within 15 days of award of contract on GeM. The payments to the seller shall become due only after receipt of Performance Security by the Buyer and verification of its genuineness. No interest shall be payable upon the Performance Security / PBG or any other amounts payable by the Seller to the Buyer under the Contract. If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.	Such Performance Security must be submitted by Seller to the Buyer within <del>21</del> <sup>15</sup> days of award of contract on GeM. The payments to the seller shall become due only after receipt of Performance Security by the Buyer and verification of its genuineness. No interest shall be payable upon the Performance Security / PBG <del>or any other amounts payable by the Seller to the Buyer under the Contract.</del> If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller <u>provided the failure is for the reasons solely and directly attributable to the Bidder.</u>	The payment to the bidder shall be released only after the receipt of PBG. As per GOI rules.
24		9	Scope of Work	4.2 PENALTY FOR NON-PERFORMANCE	Rate and Formula for Penalty Calculation in this contract: a) A flat penalty of Rs. 400 per day shall be imposed against each non-deployed resource as detailed in clause 4.3.1. b) Frequent occurrence of grievances of the IT resources related to salary delays etc may result in imposition penalty of 0.5% of the total monthly bill. c) The maximum penalty per year shall be capped to 10% of the per year value of the contract.	Rate and Formula for Penalty Calculation in this contract: a) A flat penalty of Rs. <del>200</del> <sup>400</sup> per day shall be imposed against each non-deployed resource as detailed in clause. <b>Eligible and approved leaves would not be treated as 'non deployed'. This penalty shall be part of the yearly capping as defined in section 4.3.1.c</b> 4.3.1. <del>b) Frequent occurrence of grievances of the IT resources related to salary delays etc may result in imposition penalty of 0.5% of the total monthly bill.</del> c) The maximum penalty per year shall be capped to <del>5%</del> <sup>10%</sup> of the per year value of the contract. <b>The penalty cap on the monthly billing shall not exceed 10% of the invoice value.</b>	Eligible and approved leaves would not be treated as 'non deployed'.  This penalty shall be part of the yearly capping as defined in section 4.3.1 i.e., maximum penalty that can be levied shall not be more than 10% of the per year contract value.
25		10	Scope of Work	4.1 DELIVERY OF SERVICES	a) The agency will undertake all the indicative activities defined in the detailed Scope and any other associated activities. Adequate resources will be deployed by the agency so that no activities are lost sight of and all of them are handled with reasonable efficiency.	a) The agency will undertake all the indicative activities defined in the detailed Scope and any other associated activities. Adequate resources will be deployed by the agency so that no activities are lost sight of and all of them are handled with reasonable efficiency. <b>The deployed resources would be billable.</b>	No Change.  The payment to the successful bidder shall be strictly on the basis of the number of resources deployed (out of the total of 162) and as per the quoted price.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No.	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
26		10	Scope of Work	4.2 PENALTY FOR NON-PERFORMANCE	d) No payment shall be made for the undeployed resources and penalty shall be imposed on the total monthly bill pertaining to the deployed resources. e) In case of any evidence of misconduct or gross violation by any employee of the selected firm, a flat penalty of Rs. 1 lakh per instance shall be imposed on the vendor and deducted from the monthly bill.	d) No payment shall be made for the undeployed resources and penalty shall be imposed on the total monthly bill pertaining to the deployed resources. e) In case of any evidence of misconduct or gross violation by any employee of the selected firm, a flat penalty of <del>Rs.25,000</del> <del>1 lakh</del> per instance shall be imposed on the vendor and deducted from the monthly bill <b>provided the same is agreed by selected bidder. This penalty shall be part of the yearly capping as defined in section 4.3.1.c</b>	Clarification:  This penalty shall be part of the yearly capping as defined in section 4.3.1
27		10	Scope of Work	4.3 Non Deployment of Resources	B) After 90 days of award of Contract - The Penalty shall be applicable throughout the contract period. - If any resource resigns abruptly (due to any stated or unstated reason) /or is absent (except in case of approved leave) or is removed (with or without reason) at the instance of PFMS. The resource shall have to be provided within 21 calendar days of resignation/ Absence/ Removal etc. The penalty shall be imposed thereafter. - In case the resource resigns, after giving a notice period as applicable in the bidder firm, then the substitute may be provided at least 21 days before the date of end of notice period. In this case, the penalty shall be applicable from the day after the end of the notice period. - Bidder and Resources shall be required to intimate about the notice period to the PFMS.	B) After 90 days of award of Contract - The Penalty shall be applicable throughout the contract period. - If any resource resigns abruptly (due to any stated or unstated reason) /or is absent (except in case of approved leave) or is removed (with or without reason) at the instance of PFMS. The resource shall have to be provided within <del>30</del> <del>21</del> calendar days of resignation/ Absence/ Removal etc. The penalty shall be imposed thereafter. - In case the resource resigns, after giving a notice period as applicable in the bidder firm, then the substitute may be provided at least <del>30</del> <del>21</del> days before the date of end of notice period. In this case, the penalty shall be applicable from the day after the end of the notice period. - Bidder <del>and Resources</del> shall be required to intimate about the notice period to the PFMS.	In case the resource resigns, <b>after serving the notice period</b> as applicable in the bidder firm, then the substitute may be provided immediately after the end of the notice period.  If any resource resigns <b>abruptly</b> (due to any stated or unstated reason) / <b>or is absent</b> (except in case of approved leave) <b>or is removed</b> (with or without reason) at the instance of PFMS. The resource shall have to be provided within 30 calendar days of abrupt resignation/ Absence/ Removal etc. The penalty shall be imposed thereafter.  Bidder shall be required to intimate to PFMS about the beginning of the notice period of any resource as soon as the resource conveys the same to the bidder.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
28		11	Scope of Work	4.3 Non Deployment of Resources	<p>4.3.2 The other terms and conditions related to the resources are detailed below:</p> <p>a) The agency staff would strive to render the services to the satisfaction of PFMS within the timeline agreed in consultation with PFMS. For consistent defaults on the timelines, PFMS shall have the option to cancel the contract/agreement/order and forfeit the EMD/Security Deposit and get the work done through alternate sources at the cost and risk of the agency. In case of cancellation of the work order, the penalty up to 3% of the contract value shall be imposed.</p>	<p>4.3.2 The other terms and conditions related to the resources are detailed below:</p> <p>a) The agency staff would strive to render the services to the satisfaction of PFMS within the timeline agreed in consultation with PFMS. For consistent defaults on the timelines, PFMS shall have the option to cancel the contract/agreement/order and forfeit the EMD/Security Deposit <del>and get the work done through alternate sources at the cost and risk of the agency. In case of cancellation of the work order, the penalty up to 3% of the contract value shall be imposed.</del></p>	No Change
29		11	Scope of Work	4.3 Non Deployment of Resources	<p>b) Provision of leave for the deployed personnel rendering the services as per the extant laws/bidder policy subject to the maximum of 12 casual leaves per year; 10 sick leaves per year. As a part of the contract management, PFMS may re-define the allowed limit or any other term and condition as may be required. In case a deployed person leaves the job in between (because of unsatisfactory performance or any other reason) or is absent for more than one week without any information to the concerned officer of PFMS, then an alternate equivalent resource is to be deployed by the agency. PFMS will not make any payment for the duration when the required services are not rendered by the appointed agency and in case no substitute has been deployed. The penalty shall be imposed as stated above.</p>	<p>b) Provision of leave for the deployed personnel rendering the services as per the extant laws/bidder policy subject to the maximum of 12 casual leaves per year; 10 sick leaves per year. As a part of the contract management, PFMS may re-define the allowed limit or any other term and condition as may be required. <b>In case monthly leaves are provisioned, unutilised leaves would be permitted to be carried forward and such leaves will lapse at the financial year end.</b> In case a deployed person leaves the job in between (because of unsatisfactory performance or any other reason) or is absent for more than one week without any information to the concerned officer of PFMS, then an alternate equivalent resource is to be deployed by the agency. PFMS will not make any payment for the duration when the required services are not rendered by the appointed agency and in case no substitute has been deployed. The penalty shall be imposed as stated above.</p>	<p>Clarification:</p> <p>Carrying forward of leaves may be decided by the successful Bidder in consultation with PFMS.</p>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
30		12	Scope of Work	4.3 Non Deployment of Resources	d) The penalty will also be applicable in case of misuse/damage of PFMS equipment. The decision of PFMS on the quantum of penalty will be final and binding in such cases. The maximum penalty that can be levied shall not be more than 10% of the per year contract value. Further, the penalty will be applicable for established negligence of a resource and not for the delay/damage otherwise. In case of further extension of the contract beyond 3 years, the contract value of each extended period shall only be considered, after excluding the value of the initial contract.	d) The penalty will also be applicable in case of misuse/damage of PFMS equipment. The decision of PFMS on the quantum of penalty will be final and binding in such cases <b>post discussion with the selected bidder</b> . The <b>overall</b> maximum penalty that can be levied shall not be more than <b>2% <del>10%</del></b> of the per year contract value. <b>This penalty shall be part of the yearly capping as defined in section 4.3.1.c.</b> Further, the penalty will be applicable for established negligence of a resource and not for the delay/damage otherwise. In case of further extension of the contract beyond 3 years, the contract value of each extended period shall only be considered, after excluding the value of the initial contract.	The quantum of penalty to be imposed every instance shall be decided in consultation with the successful bidder. The maximum shall be as indicated in the bid document.
31		12	Scope of Work	4.3 Non Deployment of Resources	e) The right to claim any liquidated damages/penalties shall be without prejudice to other rights and remedies available to PFMS under the terms and conditions of this bid document, contract and as per applicable law including the right of forfeiture of PBG. Once the maximum percentage of liquidated damages/penalties as stated in the above clauses reaches/cross the cap so stated, the PFMS Division, O/o CGA shall have the right and may at its discretion terminate the Contract for default as stated in Clause No. 10 (Termination of Contract) hereinafter shall become applicable. Each of the Parties shall ensure that the range of the Services under the Service Levels shall not be varied, reduced or increased except with the prior written agreement between the PFMS and the Service Provider in accordance with the provisions of Change Control set out in this Agreement.	e) The right to claim any liquidated damages/penalties shall be without prejudice to other rights and remedies available to PFMS under the terms and conditions of this bid document, contract and as per applicable law including the right of forfeiture of PBG. Once the <b>calculated</b> maximum percentage of liquidated damages/penalties <del>as stated in the above clauses</del> reaches/cross <b>20% of the annual contract value</b> <del>the cap so stated</del> , the PFMS Division, O/o CGA shall have the right and may at its discretion terminate the Contract for default as stated in Clause No. 10 (Termination of Contract) hereinafter shall become applicable. Each of the Parties shall ensure that the range of the Services under the Service Levels shall not be varied, reduced or increased except with the prior written agreement between the PFMS and the Service Provider in accordance with the provisions of Change Control set out in this Agreement.	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
32		12	Scope of Work	5. PAYMENT TERMS TO THE SUCCESSFUL BIDDER.	(c) The bills for payment shall be raised after making payment of salaries to the manpower employed for the preceding month. The payment of salary to the deployed resources shall be made before the end of 7th working day of the succeeding month and the bill raised by the agency shall be supported by an undertaking in regard to the successful transfer of salaries to the persons deployed in PFMS. The vendor has to submit a self-certified letter confirming deposit of EPF/ESI with concerned authorities every month as an evidence of payment in account of persons deployed. In case of any grievance received in PFMS, the successful bidder shall provide the proof for disbursement of salaries to the deployed persons for verification.	<del>(c) The bills for payment shall be raised after making payment of salaries to the manpower employed for the preceding month.</del> The payment of salary to the deployed resources shall be made before the end of 7th working day of the succeeding month and the bill raised by the agency shall be supported by an undertaking in regard to the successful transfer of salaries to the persons deployed in PFMS. The vendor has to submit a self-certified letter confirming deposit of EPF/ESI with concerned authorities every month as an evidence of payment in account of persons deployed. In case of any grievance received in PFMS, the successful bidder shall provide the proof for disbursement of salaries to the deployed persons for verification.	No Change
33		12	Scope of Work	5. PAYMENT TERMS TO THE SUCCESSFUL BIDDER.	d) The successful bidder will submit a performance report (or satisfactory performance report) to the concerned vertical. Concerned vertical may refer to nic or TRBR vertical, if required. The signed performance report either by the concerned vertical or nic or technology vertical will be submitted to Admin vertical for payment processing.	d) The successful bidder will submit a performance report (or satisfactory performance report) to the concerned vertical. Concerned vertical may refer to nic or TRBR vertical, if required. The signed performance report either by the concerned vertical or nic or technology vertical will be submitted to Admin vertical for payment processing <b>within a time frame as agreed by PFMS and the selected bidder.</b>	Clarification: The payments are processed as per the GOI prescribed timelines and rules

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
34		12	Scope of Work	5. PAYMENT TERMS TO THE SUCCESSFUL BIDDER.	<p>(f) Release of payment will be made on monthly on the basis of the man-month rates quoted by the successful bidder against each designation in the financial bid after the issuance of certificate of satisfactory services by satisfactory performance report as indicated at point (d) above as a part of the contract management, for the services rendered by the deployed resources of the successful bidder during the previous month.</p> <p>(g) The period of training, leave, sick leave etc leading to absence from duty of the assigned person will not be paid by PFMS Division and bill/invoice will be submitted accordingly.</p>	<p>(f) Release of payment will be made on monthly on the basis of the man-month rates quoted by the successful bidder against each designation in the financial bid after the issuance of certificate of satisfactory services by satisfactory performance report as indicated at point (d) above as a part of the contract management, for the services rendered by the deployed resources of the successful bidder during the previous month. <b>The payment would be released to the successful bidder within 30 days of the invoice submission.</b></p> <p>(g) The period of training, leave, sick leave etc leading to absence from duty of the assigned person will not be paid by PFMS Division and bill/invoice will be submitted accordingly. <b>However, approved leaves will be included at the time of invoicing.</b></p>	<p>No Change</p> <p>Approved leave will be included at the time of invoicing</p>
35		14	Scope of Work	5. PAYMENT TERMS TO THE SUCCESSFUL BIDDER.	<p>(j) In the event of lowering of government levies subsequent to the finalization of the contract, the bidder shall automatically pass on the benefits to PFMS, and in the event of increasing of government levies or imposition of any new tax/levy subsequent to the finalization of agreement; PFMS shall consider the case on merit and the pro-rata benefits to the Agency may be considered if full reference with documentary evidence is submitted.</p>	<p>(j) In the event of lowering of government levies subsequent to the finalization of the contract, the bidder shall automatically pass on the benefits to PFMS, and in the event of increasing of government levies or imposition of any new tax/levy subsequent to the finalization of agreement; PFMS shall consider the case on merit and the pro-rata benefits to the Agency <del>shall may</del> be considered if full reference with documentary evidence is submitted.</p>	<p>The said clause has been amended through Corrigendum which is reproduced below:</p> <p><i>(j) In the event of lowering of government levies subsequent to the finalization of the contract, the bidder shall automatically pass on the benefits to PFMS, and in the event of increasing of government levies or imposition of any new tax/levy subsequent to the finalization of agreement; PFMS shall consider the case on merit and the pro-rata benefits to the Agency <b>shall be considered</b> if full reference with documentary evidence is submitted.</i></p>



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
36		14	Scope of Work	5. PAYMENT TERMS TO THE SUCCESSFUL BIDDER.	(k) In case, the contract has been terminated during the period of contract for any reasons detailed in this bid document, PFMS shall pay the successful bidder for that part of the Services which have been authorized by PFMS and satisfactorily performed by the successful bidder up to the date of termination. Without prejudice to any other rights, PFMS may retain such amounts from the payment due and payable by PFMS to the successful bidder as may be required to offset any losses caused to PFMS as a result of any act/omissions of the successful bidder	(k) In case, the contract has been terminated during the period of contract for any reasons detailed in this bid document, PFMS shall pay the successful bidder for that part of the Services which have been authorized by PFMS and satisfactorily performed by the successful bidder up to the date of termination. <del>Without prejudice to any other rights, PFMS may retain such amounts from the payment due and payable by PFMS to the successful bidder as may be required to offset any losses caused to PFMS as a result of any act/omissions of the successful bidder</del>	The said clause has been amended through Corrigendum which is reproduced below:  <i>(k) In case, the contract has been terminated during the period of contract for any reasons detailed in this bid document, PFMS shall pay the successful bidder for that part of the Services which have been authorized by PFMS and satisfactorily performed by the successful bidder up to the date of termination. However, PFMS has right to forfeit PBG.</i>
37		17	Scope of Work	6.INDEMNIFICATION and LIMITATIONS OF LIABILITY	h) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations arising out of breach of confidentiality, intellectual property rights as detailed in this contract or wilful misconduct by the contractor's personnel.	h) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the <b>total amount, paid to selected bidder by PFMS in the preceding twelve months under this Agreement that gives rise to such liability (as of the date the liability arose).</b> <del>total contract value payable under this Agreement.</del> The liability cap given under this Clause shall not be applicable to the indemnification obligations arising out of breach of confidentiality, intellectual property rights as detailed in this contract or wilful misconduct by the contractor's personnel.	No Change



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
38		21	Scope of Work	9. GENERAL TERMS & CONDITIONS	n) The contract shall commence on the date as prescribed in the Contract generated in the GeM portal. The period of contract will be for an initial period of three (3) years and may be extended with mutual consent for one year at a time subject to a maximum period of two years and as per the extant rules. The two years extension may be on mutually agreeable terms and conditions, if the contract is extended by PFMS on account of satisfactory services in agreement with the vendor. This extension will be purely on the basis of the administrative reasons and/or performance of the agency during the period of the contract. The price escalation of 7% per year shall be applicable in the extended period of the contract. No negotiations on prices shall be entertained at any time during initial or the extended period of the contract.	n) The contract shall commence on the date as prescribed in the Contract generated in the GeM portal. The period of contract will be for an initial period of three (3) years and may be extended with mutual consent for one year at a time subject to a maximum period of two years and as per the extant rules. The two years extension may be on mutually agreeable terms and conditions, if the contract is extended by PFMS on account of satisfactory services in agreement with the vendor. This extension will be purely on the basis of the administrative reasons and/or performance of the agency during the period of the contract. The price escalation of <del>10%</del> 7% per year shall be applicable in the extended period of the contract. No negotiations on prices shall be entertained at any time during initial or the extended period of the contract.	No Change
39		21	Scope of Work	9. GENERAL TERMS & CONDITIONS	o) The indicated number of manpower against each Contract/Functional Designation in table at Point 19 of this document is indicative and the actual requirements of manpower may increase or decrease depending on the requirement of PFMS. PFMS reserves the right to place ± 50% over the existing work order on the same terms and conditions.	o) The indicated number of manpower against each Contract/Functional Designation in table at Point 19 of this document is indicative and the actual requirements of manpower may increase or decrease depending on the requirement of PFMS. PFMS reserves the right to place ± 50% over the existing work order on the same terms and conditions. <b>PFMS and the agency would mutually agree on the start date for any increase or decrease in the manpower deployment</b>	The start date for any increase or decrease in the manpower deployment may be decided by the PFMS in consultation with the successful bidder

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
40		21	Scope of Work	9. GENERAL TERMS & CONDITIONS	p) The successful bidder is required to deposit Performance Security Deposit (PSD) irrespective of status of Company/Firm/Agency, equal to 3% of the value of the contract in any acceptable form as per GFR 2017 and hypothecated to Pay and Accounts Officer, Public Financial Management System, 3rd floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi - 110001.The successful bidder shall submit the Performance Security Deposit within 15 days from the issue of the contract in GeM portal.The PSD should remain valid for a period of 60 days beyond the stipulated date for completion of the contract. PFMS Division, O/o CGA shall not pay any interest to the submitted PSD.In case, the contract is further extended beyond the initial period, a revised Performance Security Deposit equal to 3% of the extended period contract value will have to be submitted within two weeks of communication of decision in this	p) The successful bidder is required to deposit Performance Security Deposit (PSD) irrespective of status of Company/Firm/Agency, equal to 3% of the value of the contract in any acceptable form as per GFR 2017 and hypothecated to Pay and Accounts Officer, Public Financial Management System, 3rd floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi - 110001.The successful bidder shall submit the Performance Security Deposit within <del>30</del> <b>21</b> days from the issue of the contract in GeM portal.The PSD should remain valid for a period of 60 days beyond the stipulated date for completion of the contract. PFMS Division, O/o CGA shall not pay any interest to the submitted PSD.In case, the contract is further extended beyond the initial period, a revised Performance Security Deposit equal to 3% of the extended period contract value will have to be submitted within <del>four two</del> <b>three</b> weeks of communication of decision in this regard to the successful bidder.	p) The successful bidder is required to deposit Performance Security Deposit (PSD) irrespective of status of Company/Firm/Agency, equal to 3% of the value of the contract in any acceptable form as per GFR 2017 and hypothecated to Pay and Accounts Officer, Public Financial Management System, 3rd floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi - 110001.The successful bidder shall submit the Performance Security Deposit within <b>21</b> days from the issue of the contract in GeM portal.The PSD should remain valid for a period of 60 days beyond the stipulated date for completion of the contract. PFMS Division, O/o CGA shall not pay any interest to the submitted PSD.In case, the contract is further extended beyond the initial period, a revised Performance Security Deposit equal to 3% of the extended period contract value will have to be submitted within <b>three</b> weeks of communication of decision in this regard to the successful bidder.
41		24	Scope of Work	10. TERMINATION OF CONTRACT	c) Termination for Convenience PFMS may by written notice,sent to the selected bidder,terminate the order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for PFMS's convenience, the extent to which performance of work under the order and/or the contract is terminated and the date upon which such termination becomes effective. PFMS reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.	Bidder requests this clause be deleted.	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
42		30	Scope of Work	14. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS	10. The Regular progress reporting and review of the same with the concerned vertical of PFMS will be an integral part of the responsibility of the agency. Performance management of outsourced technical manpower would also include the (b)annual performance review by PFMS. Inputs from respective PFMS verticals may be considered during (b)annual appraisal of the respective outsourced technical manpower	10. The Regular progress reporting and review of the same with the concerned vertical of PFMS will be an integral part of the responsibility of the agency. Performance management of outsourced technical manpower would also include the (b)annual performance review by PFMS. Inputs from respective PFMS verticals may be considered during (b)annual appraisal of the respective outsourced technical manpower	Performance review shall be decided in consultation with the successful bidder
43		31	Scope of Work	14. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS	14. The Agency shall immediately replace any of its personnel who is found unacceptable because of security risks, conflict of interest, improper conduct etc. upon receiving a notice from PFMS. The substitute for such a replacement should be provided by the successful bidder within a maximum period of 21 calendar days to the satisfaction of the concerned PFMS vertical	14. The Agency shall immediately replace any of its personnel who is found unacceptable because of security risks, conflict of interest, improper conduct etc. upon receiving a notice from PFMS. The substitute for such a replacement should be provided by the successful bidder within a maximum period of <del>21</del> 30 calendar days to the satisfaction of the concerned PFMS vertical	No Change
44		38	Scope of Work	18. CLARIFICATION S TO THE BIDDERS:	Price escalation of 7% per year has been factored in to derive the above estimates of the contract for a 3 years period. Thus, no price escalation shall be entertained during the period of the contract. However, the price escalation of 7% per year shall be applicable in the extension period, if the extension of the contract is approved. No increase in the rate of price escalation shall be considered. If in future any question on price escalation arises, then 7% shall be assumed as the price escalation component inbuilt by the bidders during the bid.	Price escalation of 7% per year has been factored in to derive the above estimates of the contract for a 3 years period. Thus, no price escalation shall be entertained during the period of the contract. However, the price escalation of <del>10% .7%</del> 7% per year shall be applicable in the extension period, if the extension of the contract is approved. No increase in the rate of price escalation shall be considered. If in future any question on price escalation arises, then <del>10% 7%</del> shall be assumed as the price escalation component inbuilt by the bidders during the bid.	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
45		38	Scope of Work	18. CLARIFICATIONS TO THE BIDDERS:	Maximum Penalty that can be imposed in this contract shall not be more than 10% of the per year Contract Value. However, Right to forfeit PBG may also be exercised over and above the 10% penalty imposition.	Maximum Penalty that can be imposed in this contract shall not be more than <del>10%</del> 5% of the per year Contract Value. However, Right to forfeit PBG may also be exercised over and above the <del>10%</del> <b>calculated 20%</b> penalty imposition <b>of the per year contract value.</b>	No Change
46		39	Scope of Work	18. CLARIFICATIONS TO THE BIDDERS:	8. In case of cancellation of the work order, the penalty imposed shall be up to 3% of the contract value. However, Right to forfeit PBG may also be exercised over and above the penalty.	8. In case of cancellation of the work order, <del>the penalty imposed shall be up to 3% of the contract value. However,</del> Right to forfeit PBG may <del>also be exercised over and above the penalty.</del>	No Change
47		139	Scope of Work	22. Pre-Contract Integrity Pact Format; Commitments of Bidders	5. Fall Clause a. The Bidder undertakes that he has not supplied/is not supplying the similar services at a price lower than that offered in the present bid in last 2 Years (from the date of bid submission) in respect of any other of any other project of similar size Ministry/Department of the Government of India and if it is found at any stage that the similar system of sub-system was supplied by the Bidder to any other Ministry / Department of the Government of India at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Purchaser, if the contract has already been concluded.	Bidder requests this clause be deleted	No Change
48		NA	Scope of Work	Commercial format	Commercial format	Request commercial format be shared in an excel	The format to be uploaded by the bidder has been enclosed with the corrigendum and incorporated at clause 23 of the Updated Detailed Terms of Reference

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
49		4	STC	6. Penalties and Termination	Non-deployment of total manpower mentioned in the contract as per the date of joining - Up to 15 Days, penalty @1% per day of the value of the monthly cost  Beyond 15 days cancellation of the contract with cancellation charges @ 10% of the order value.	Request this clause ie Non-deployment of total manpower be deleted as the ATC covers the non deployment case.	In the instant bid, the conditions incorporated in the Detailed Terms of Reference (which is uploaded by the PFMS along with the instant bid and amendments thereafter) shall supersede all the conditions in the Service Level Agreement
50		4	STC	6. Penalties and Termination	If the employee is absent for more than 2 days without informing or taking prior approval. Substitute within 2 days with equivalent resource, failing which, penalty @ 1% per day of the total value of the absent resources up to 15 days. Beyond 15 days, penalty @ 2% per day of the total value	If the employee is absent for more than 2 days without informing or taking prior approval. Substitute within 2 days with equivalent resource, failing which, penalty @ <b>0.5% 1%</b> per day of the total value of the absent resources up to 15 days. Beyond 15 days, penalty @ <b>1% 2%</b> per day of the total value	In the instant bid, the conditions incorporated in the Detailed Terms of Reference (which is uploaded by the PFMS along with the instant bid and amendments thereafter) shall supersede all the conditions in the Service Level Agreement
51		4	STC	6. Penalties and Termination	Replacement of a resource by Service Provider without the Buyer's consent Penalty equivalent to one month's fees of the resource	Request this clause be deleted as Buyer would not permit the resource to work or onboard without approval.	In the instant bid, the conditions incorporated in the Detailed Terms of Reference (which is uploaded by the PFMS along with the instant bid and amendments thereafter) shall supersede all the conditions in the Service Level Agreement
52		4	STC	6. Penalties and Termination	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the buyer depending on the gravity of the act.	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace Immediate replacement within 2 days/ <del>cancellation of the contract with cancellation charges @ 10%, as decided by the buyer depending on the gravity of the act.</del>	In the instant bid, the conditions incorporated in the Detailed Terms of Reference (which is uploaded by the PFMS along with the instant bid and amendments thereafter) shall supersede all the conditions in the Service Level Agreement
53		4	STC	6. Penalties and Termination	If any SLA is breached beyond 3 instances in any billing period Breach of contract	If any SLA is breached beyond <del>5 3</del> instances in any billing period Breach of contract	In the instant bid, the conditions incorporated in the Detailed Terms of Reference (which is uploaded by the PFMS along with the instant bid and amendments thereafter) shall supersede all the conditions in the Service Level Agreement

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
54		4	STC	6. Penalties and Termination	If cumulative penalties reach 10% of the contract value Termination of contract	If <b>calculated</b> cumulative penalties reach <b>20%</b> <del>10%</del> of the <b>of the per year contract value</b> Termination of contract	In the instant bid, the conditions incorporated in the Detailed Terms of Reference (which is uploaded by the PFMS along with the instant bid and amendments thereafter) shall supersede all the conditions in the Service Level Agreement
55		4	STC	6. Penalties and Termination	Overall capping of penalties under this clause	The overall capping of various penalties under this special term and condition clause and other penalties as per scope of work would be capped to 5% of the annual contract values	In the instant bid, the conditions incorporated in the Detailed Terms of Reference (which is uploaded by the PFMS along with the instant bid and amendments thereafter) shall supersede all the conditions in the Service Level Agreement
56	URMILA INTERNATIONAL SERVICES PRIVATE LIMITED					This is to certify that the URMILA INTERNATIONAL SERVICES PVT LTD having PAN-AABCU8738R and CIN-U93000BR2015PTC025097 Registered Office 1st floor, New Incubation Building, Software Technology Parks of India (STPI), Rajeev Nagar Road, New Patliputra Colony, Patna- 800013(Bihar) of turnover in financial year ended as on 31.03.2023 Rs.535,04,44,313.00.As per provision of General terms and Conditions on GEM dated 29 November 2023 Point 4 enabling provisions of rule 149 of General Financial rules-2017 clause (xii)(m)(v) sellers/Service Providers having annual turnover of 500 cr or more, in any one of the three past completed financial years shall be exempted Bid security/EMD. In-connection to above mentioned provision of General terms and Conditions on GeM dated 29th November 2023 that the URMILA INTERNATIONAL SERVICES PVT LTD shall be Exempted from BID Security/EMD because that turnover in financial year ended as on 31.03.2023 is Rs.535,04,44,313.00 which is above of threshold limit.	Yes, All the exemptions stipulated in the GeM General Terms and Conditions are applicable subject to the verification of the applicable certificates/documents.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
57	CMS Computers Ltd.		TECHNICAL EVALUATION CRITERIA (QCBS)	PQ turnover criteria	6. The bidder must have an average annual turnover of not less than INR 268 Crores per annum during the 3 consecutive Financial years (either FY 23-24, FY 22-23, FY 21-22 or FY 20-21, FY 21-22, FY 22-23 may be taken). Turnover refers to the turnover related to IT/ITeS/ Consultancy/Managed Services projects/PMU etc and related services of the company and not the composite turnover of its subsidiaries/sister concerns etc.	We request you to make it as the bidder must have an average annual turnover of not less than INR 218 Cr per annum during the 3 consecutive Financial years.	No Change
58				3. Annual Turnover	The bidder Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services in any three consecutive Financial years ( FY 23-24, FY 22-23, FY 21-22, FY 20-21) as under:  <ul style="list-style-type: none"> <li>● Equal to / Above Rs. 268 Crore upto Rs. 318 crores(including) - 5 Marks (minimum)</li> <li>● Above Rs. 318 crores upto Rs. 368 crores(including) - 10 marks</li> <li>● Above Rs. 368 crore – 15 marks</li> </ul>	We request you to kindly change it to as follow.  Equal to/ Above 218 Cr upto 268 Cr (including ) – 5 marks  Above 268 Cr to 300 Cr(Including )- 10 marks  Above 300 Cr- 15 marks.	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/ Modification Sought</u>	<u>PFMS's reply / Clarification</u>
59	GA DIGITAL WEB WORD (P) LTD	32	15. TECHNICAL EVALUATION CRITERIA (QCBS): -	1. Projects / Work Orders	<p><b>Criteria :</b>                      The bidder must have either successfully executed/completed or currently executing IT/ITeS/ Consultancy/Managed Services/PMU etc and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity, in the FY 2019-20, 20-21, 21-22, 22-23, 23-24 with the following value:</p> <ul style="list-style-type: none"> <li>● One work order of value equal to or more than Rs. 31 crores (in any one of the five financial years mentioned above) - 25 marks.</li> <li>● Two work orders of value equal to or more than Rs. 19 crores and less than Rs 31 crores (in any one of the five financial years mentioned above) - 15 marks.</li> <li>● Three work orders of value equal to or more than Rs. 15 crores and less than Rs 19 crores each (in any one of the five financial years mentioned above) - 10</li> </ul>	Kindly clarify that we can also provide the executed orders for providing Technical / Skilled Manpower services	<p>The Work Orders related to the IT/ITeS/Consultancy/Managed Services/PMU etc and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity are accepted against the said criteria.</p> <p>For the purpose of Turnover concerning IT/ITeS/MSP projects, it must include a component of Application development, System Integration, Security related services, Supply of IT Manpower etc.</p> <p>IT/ITeS/MSP projects solely related to sale of Hardware/Cloud service and its maintenance must not be considered in the turnover / work orders.</p> <p>IT/ITeS/MSP projects shall include, without being limited to, managed Application design &amp; development, managed Security Operations, supply of IT manpower etc.</p>



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
60		33		3. Annual Turnover	<p><b>Criteria :</b> The bidder Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services in any three consecutive Financial years ( FY 23-24, FY 22-23, FY 21-22, FY 20-21) as under:</p> <ul style="list-style-type: none"> <li>• Equal to / Above Rs. 268 Crore upto Rs. 318 crores(including) - 5 Marks (minimum)</li> <li>• Above Rs. 318 crores upto Rs. 368 crores(including) - 10 marks</li> <li>• Above Rs. 368 crore – 15 marks</li> </ul> <p><b>Documents Required:</b> Duly signed &amp; stamped CA certificate mentioning turnover in any three consecutive Financial years(FY 23-24, FY 22-23, FY 21-22, FY 20-21) along with Audited Financial statementfor each year.</p>	Kindly clarify that the Turnover for providing Skilled and Technical Manpower shall also be eligible against related services	<p>Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services are accepted against the said criteria.</p> <p>For the purpose of Turnover concerning IT/ITeS/MSP projects, it must include a component of Application development, System Integration, Security related services, Supply of IT Manpower etc.</p> <p>IT/ITeS/MSP projects solely related to sale of Hardware/Cloud service and its maintenance must not be considered in the turnover / work orders.</p> <p>IT/ITeS/MSP projects shall include, without being limited to, managed Application design &amp; development, managed Security Operations, supply of IT manpower etc.</p>
61				4. Certificate	<p><b>Criteria :</b> Bidders must possess CMMI Level 5 certification as on bidsubmission date.</p> <p><b>Documents Required:</b> Self - certified copies ofrelevant certificates.</p>	The CMMI Level 5 certification is applicable for Software solution services only. While for providing Technical resources the ISO certification is also eligible	No Change
62	M/s. Corporate Infotech Pvt. Ltd. (CIPL)		Page 5, Section 3 S.no. 2		The bidder must have a valid PAN, GST Registration, EPF registration, ESIC Registration, State Labour registration, as applicable. Copy of PAN and GST Registration Certificate to be provided	Kindly remove the State Labour registration requirement, as this will be required and obtained post award of the contract.	Clarification: Copy of PAN and GST Registration Certificates are to be provided compulsorily. Other certificates/registrations may be done as applicable to the bidder.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
63			Page 5, Section 3 S.no. 3		<p>The bidder must have the following valid certificates as on date of submission of bid:-</p> <ol style="list-style-type: none"> <li>1. Valid CMMI Level 5</li> <li>2. Valid ISO 9001:2015 or ISO/IEC 20000-1:2018 or ISO/IEC 27000:2018 or ISO/IEC 27001:2013</li> </ol> <p>The certification should be valid on the date of bid submission. In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment/ details for consideration in the Bid process. Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid till the end of the Agreement.</p> <p>A certificate shall have to be in the name of the bidder and not limited to any specific office/vertical/service arm of the firm.</p> <p>Copy of Certificates to be provided.</p>	Request you to add the CMMI Level 5 authentication from the CMMI official website.	No Change
64			Page 19, Section 9 S. No. g		<p>For the manpower deployed, the bidder will keep with them, their resume in the template attached with the bid document, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details (Self-attested copies), character verification certificates, specimen signature and two passport size photographs and furnish these details/information to PFMS at the time of deployment or soon thereafter as the case may be.</p>	The format of the resume is not provided. Please help with the same.	<p>The said clause has been amended through Corrigendum which is reproduced below:</p> <p><i>For the manpower deployed, the bidder will keep with them, their resume, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details (Self-attested copies), character verification certificates, specimen signature and two passport size photographs and furnish these details/information to PFMS at the time of deployment or soon thereafter as the case may be.</i></p>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
65			Page 33, Section 15 (TECHNICAL EVALUATION CRITERIA (QCBS):), S. no. 3	Annual Turnover	<p>The bidder Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services in any three consecutive Financial years ( FY 23-24, FY 22-23, FY 21-22, FY 20-21) as under:</p> <ul style="list-style-type: none"> <li>•Equal to / Above Rs. 268 Crore upto Rs. 318 crores(including) - 5 Marks (minimum)</li> <li>•Above Rs. 318 crores upto Rs. 368 crores(including) - 10 marks</li> <li>•Above Rs. 368 crore – 15 marks</li> </ul>	<p>Sir, as the balance sheets for the FY 2023-24 is under audit and finalization, we request you to kindly consider the provisional certificate duly certified by the statutory auditor, we assure you that we will submit the audited balance sheet as soon as finalized.</p>	<p>No Change.</p> <p>Bidder may opt for the Financial years for which the final audited statements are available. The bidder is required to be submit the audited balance sheet of any three consecutive Financial Years indicated in the Bid Document.</p>
66			Page 33, Section 15 (TECHNICAL EVALUATION CRITERIA (QCBS):), S. no. 4	Certificate	<p>Bidders must possess CMMI Level 5 certification as on bid submission date.</p> <p>In addition, the minimum 1 amongst the following certifications should be in their possession on the bid submission date ISO 9001:2015 OR ISO/IEC 20000-1:2018 OR ISO/IEC 27000:2018 OR ISO/IEC 27001:2013].</p> <ul style="list-style-type: none"> <li>• CMMI Level 5 and 1 certification – 4 marks</li> <li>• CMMI Level 5 and 2 certifications – 8 marks</li> <li>• CMMI Level 5 and 3 certifications – 12 marks</li> <li>• CMMI Level 5 and More than 3 certifications – 15 marks</li> </ul>	<p>Request you to add the CMMI Level 5 authentication from the CMMI official website. Moreover ISO 27000 and ISO27001 are mutually exclusive certificate for any organization hence request to adjust the marking based on less number of certificates.</p>	<p>The Scoring criteria has been amended which may be seen in the published corrigendum</p>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
67			Page 38, Section 18.(CLARIFICATIONS TO THE BIDDERS) S. NO. 10		Maternity Benefits allowances shall have to be borne by the bidder.	<p>We request that maternity benefits for contractor employees should be supported by the buyer organization (Indian government organization) rather than being borne by the bidder for the following reasons:</p> <p>Policy Consistency: Ensures alignment with government policies on employee welfare.                      Legal Compliance: Meets legal obligations for fair treatment of all workers.                      SME Support: Encourages participation from small and medium enterprises by reducing their financial burden.                      Standardization: Provides uniform benefits to all contractor employees, ensuring equitable treatment.                      Providing maternity benefits directly supports a fair, competitive, and socially responsible procurement process.</p>	No Change
68	TEKPLAY SYSTEMS LIMITED.		DETAILED TERMS OF REFERENCE	Page 5: 3. ELIGIBILITY CRITERIA Sl.3. valid certificate		<p>TEKPLAY Systems Limited is CMMI Level 3 certified company along with ISO 9001:2015 and ISO/IEC 27001:2023.</p> <p>We already have experience in rolling out the PFMS 105 project back in 2017-2020 where the project value is nearly 12.00 Crores per year. We delivered the requirement without any flaws had a smooth exit too.</p> <p>Considering the above mentioned certifications and the experience, PFMS may please look into the opportunities for allowing TEKPLAY to participate in the bid.</p>	No Change
69				Page 6: 3. ELIGIBILITY CRITERIA Sl.4. The Bidder must have at least 800 numbers of resources		<p>TEKPLAY along with its group companies has more than 500 employees on multiple technologies.</p> <p>We shall submit a self and CA certificate on the same as per the tender document</p> <p>May please consider and look into the opportunities for allowing TEKPLAY to participate in the bid</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/ Modification Sought</u>	<u>PFMS's reply / Clarification</u>
70				Page 7: 3. ELIGIBILITY CRITERIA average annual turnover of not less than INR 268 Crores		Since our company is financially backed by the holding/parent company Smartsoft International Inc., request your good selves to consider and allow us participating in the tender	Turnover refers to the turnover related to IT/ITeS/ Consultancy/Managed Services projects/PMU etc and related services of the company and not the composite turnover of its subsidiaries/sister concerns etc.  For the purpose of Turnover concerning IT/ITeS/MSP projects, it must include a component of Application development, System Integration, Security related services, Supply of IT Manpower etc.  IT/ITeS/MSP projects solely related to sale of Hardware/Cloud service and its maintenance must not be considered in the turnover / work orders.  IT/ITeS/MSP projects shall include, without being limited to, managed Application design & development, managed Security Operations, supply of IT manpower etc.
71				Page 8: 3. ELIGIBILITY CRITERIA Value of Work Order		Tekplay has been implementing the IT Manpower and implementation projects more than a decade. In that case, the cumulative order value would reach to 20Cr. In other hands, the PFMS project we implemented will have a cumulative value of nearly 10Cr.  Kindly clarify if this can be considered as a qualifying criteria.	No Change
72				9. GENERAL TERMS & CONDITIONS m) The leave of the outsourced personnel...		Every state in India shall have a difference leave pattern and guidelines (labour department). Kindly clarify if the leaves mentioned in the tender document are apart from the state allowed holidays.	The same may be finalised in consultation with the successful bidder.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
73			GEM document GEM/2024/B/496885 7	EMD exemption		<p>The document clearly indicates that the MSME are exempted from paying EMD of 2.3 crore whereas the tender document says it is a must.</p> <p>Kindly clarify as the GeM document is price reference and GeM application would allow us to take the benefit of MSME for EMD.</p>	Yes, All the exemptions stipulated in the GeM General Terms and Conditions are applicable subject to the verification of the applicable certificates/documents.
74	BMG Informatics Pvt. Ltd.				<p>The Bidder must have at least 800 numbers of resources with Minimum qualification - B.E. / B. Tech/BCA/ MCA / M.Sc (CS/IT/Electronics)/MBA continuously on its pay rolls in the FY 2022-23 or in the FY 2023-24</p> <p>Note:-The bidder shall submit an undertaking / self-declaration duly signed (with company seal), by the CA / CS / Authorised Signatory of the bidding organisation, indicating adherence to the above mentioned resource requirements.</p> <p>Please provide the information only in the attached format at Clause 20 (CERTIFICATE FOR MANPOWER ON PAYROLL) of this bid document .</p>	<p>Sir, as the RFP requirement for 162 resources only and the criteria setout is very higher side, request you to kindly revisit and amend this clause as:</p> <p>The Bidder must have at least 200 numbers of resources with Minimum qualification - B.E. / B. Tech/BCA/ MCA / M.Sc (CS/IT/Electronics)/MBA continuously on its pay rolls in the FY 2022-23 or in the FY 2023-24</p> <p>Note:-The bidder shall submit an undertaking / self-declaration duly signed (with company seal), by the CA / CS / Authorised Signatory of the bidding organisation, indicating adherence to the above mentioned resource requirements.</p> <p>Please provide the information only in the attached format at Clause 20 (CERTIFICATE FOR MANPOWER ON PAYROLL) of this bid document .</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/Modification Sought</u>	<u>PFMS's reply / Clarification</u>
75					<p>The bidder must have an average annual turnover of not less than INR 268 Crores per annum during the 3 consecutive Financial years (either FY 23-24, FY 22-23, FY 21-22 or FY 20-21, FY 21-22, FY 22-23 may be taken). Turnover refers to the turnover related to IT/ITeS/Consultancy/Managed Services projects/PMU etc and related services of the company and not the composite turnover of its subsidiaries/sister concerns etc.</p> <p>For the purpose of this clause: Either FY 20-21, 21-22 and 22-23 OR FY 21-22, FY 22-23 and FY 23-24 may be taken as consecutive Financial years</p> <p>The bidder must submit:</p> <p>Extracts from the audited balance sheet and profit &amp; loss OR Certificate from the statutory auditor or a chartered accountant or a Company Secretary MSP projects must include a</p>	Kindly reduce the annual turnover 50 crores per annum during the 3 consecutive Financial years	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
76					<p>The Bidder should be an IT-solutions provider and should have successfully implemented (or currently implementing) an IT/ITeS/Consultancy/Managed Services/PMU etc and related services project(s) of the following values in the any of the financial years (FY 23-24, FY 22-23, FY 21-22, FY 20-21, FY 19-20) as below:</p> <ul style="list-style-type: none"> <li>● One single work order of not less than Rs. 31 Crores, OR</li> <li>● Two work orders of not less than Rs. 19 crores each, OR</li> <li>● Three work orders of not less than Rs. 15 crores each</li> </ul> <p>The work orders issued by Government of India/ State Government / other State entities such as Parliamentary Bodies/Judicial Bodies/PSU/Autonomous bodies/Corporations/ Authorities shall only be considered.</p> <p>Note 1: Value of Work Order will be</p>	<p>Kindly reduce the value asked in work order as: The Bidder should be an IT-solutions provider and should have successfully implemented (or currently implementing) an IT/ITeS/Consultancy/Managed Services/PMU etc and related services project(s) of the following values in the any of the financial years (FY 23-24, FY 22-23, FY 21-22, FY 20-21, FY 19-20) as below:</p> <ul style="list-style-type: none"> <li>● One single work order of not less than Rs. 13 Crores, OR</li> <li>● Two work orders of not less than Rs. 9 crores each, OR</li> <li>● Three work orders of not less than Rs. 5 crores each</li> </ul> <p>The work orders issued by Government of India/ State Government / other State entities such as Parliamentary Bodies/Judicial Bodies/PSU/Autonomous bodies/Corporations/ Authorities shall only be considered.</p> <p>Note 1: Value of Work Order will be considered as inclusive of all taxes. Copy of work orders/client certificates, Completion certificates from the client with details to be provided.</p>	No Change
77					<p>The Bidder must submit an EMD of Rs. 2.3 crores in any of the acceptable formats as per the GFRs 2017.</p>	<p>Kindly make an exemption to submit the EMD from MSME Bidders as per the guidelines set out by the Indian Government.</p>	<p>Yes, All the exemptions stipulated in the GeM General Terms and Conditions are applicable subject to the verification of the applicable certificates/documents.</p>



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
78					<p>Projects / Work Orders: The bidder must have either successfully executed/completed or currently executing IT/ITeS/ Consultancy/Managed Services/PMU etc and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity, in the FY 2019-20, 20-21, 21-22, 22-23, 23-24 with the following value:</p> <ul style="list-style-type: none"> <li>●One work order of value equal to or more than Rs. 31 crores (in any one of the five financial years mentioned above) - 25 marks.</li> <li>●Two work orders of value equal to or more than Rs. 19 crores and less than Rs 31 crores (in any one of the five financial years mentioned above) - 15 marks.</li> <li>●Three work orders of value equal to or more than Rs. 15 crores and less than Rs 19 crores each (in any one of the five financial years mentioned above) - 10 marks.</li> </ul> <p>Minimum marks shall be 10</p>	As requested in sr no. 3	No Change
79					<p>Technical Strength of Bidder Company: Present Strength of Manpower on bidder's Payroll as on bidding date with minimum qualification- BE/B.Tech/BCA or MCA/ M.Sc in CS/IT/Electronics/ MBA.</p> <ul style="list-style-type: none"> <li>●800 to 1000 resources– 5 marks (minimum marks)</li> <li>●1001 to 1200 resources– 10 marks</li> <li>●More than 1200 resources– 15 marks</li> </ul> <p>Note1: Bidder will be considered only in one of the above mentioned categories. Note 2: Manpower of subsidiaries companies will not be considered.</p>	<p>Technical Strength of Bidder Company: Present Strength of Manpower on bidder's Payroll as on bidding date with minimum qualification- BE/B.Tech/BCA or MCA/ M.Sc in CS/IT/Electronics/ MBA.</p> <ul style="list-style-type: none"> <li>●200 to 250 resources– 5 marks (minimum marks)</li> <li>●251 to 300 resources– 10 marks</li> <li>●More than 301 resources– 15 marks</li> </ul> <p>Note1: Bidder will be considered only in one of the above mentioned categories. Note 2: Manpower of subsidiaries companies will not be considered.</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
80					<p>Annual Turnover: The bidder Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services in any three consecutive Financial years ( FY 23-24, FY 22-23, FY 21-22, FY 20-21) as under:</p> <ul style="list-style-type: none"> <li>●Equal to / Above Rs. 268 Crore upto Rs. 318 crores(including) - 5 Marks (minimum)</li> <li>●Above Rs. 318 crores upto Rs. 368 crores(including) - 10 marks</li> <li>●Above Rs. 368 crore – 15 marks</li> </ul>	<p>Annual Turnover: The bidder Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services in any three consecutive Financial years ( FY 23-24, FY 22-23, FY 21-22, FY 20-21) as under:</p> <ul style="list-style-type: none"> <li>●Equal to / Above Rs. 50 Crore upto Rs. 100 crores(including) - 5 Marks (minimum)</li> <li>●Above Rs. 100 crores upto Rs. 150 crores(including) - 10 marks</li> <li>●Above Rs. 150 crore – 15 marks</li> </ul>	No Change
81	E Square System & Technologies Pvt. Ltd.	5		3. ELIGIBILITY CRITERIA/4	<p>The Bidder must have at least 800 numbers of resources with Minimum qualification - B.E. / B. Tech/BCA/ MCA / M.Sc (CS/IT/Electronics)/MBA continuously on its pay rolls in the FY 2022-23 or in the FY 2023-24 Note:-The bidder shall submit an undertaking / self-declaration duly signed (with company seal), by the CA / CS / Authorised Signatory of the bidding organisation, indicating adherence to the above mentioned resource requirements. Please provide the information only in the attached format at Clause 20 (CERTIFICATE FOR MANPOWER ON PAYROLL) of this bid document .</p>	<p>The Bidder must have at least 250 numbers of resources with Minimum qualification - B.E. / B. Tech/BCA/ MCA / M.Sc (CS/IT/Electronics)/MBA continuously on its pay rolls in the FY 2022-23 or in the FY 2023-24 Note:-The bidder shall submit an undertaking / self-declaration duly signed (with company seal), by the CA / CS / Authorised Signatory of the bidding organisation, indicating adherence to the above mentioned resource requirements. Please provide the information only in the attached format at Clause 20 (CERTIFICATE FOR MANPOWER ON PAYROLL) of this bid document .</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/Modification Sought</u>	<u>PFMS's reply / Clarification</u>
82		7		3. ELIGIBILITY CRITERIA/6	<p>The bidder must have an average annual turnover of not less than INR 268 Crores per annum during the 3 consecutive Financial years (either FY 23-24, FY 22-23, FY 21-22 or FY 20-21, FY 21-22, FY 22-23 may be taken). Turnover refers to the turnover related to IT/ITeS/Consultancy/Managed Services projects/PMU etc and related services of the company and not the composite turnover of its subsidiaries/sister concerns etc. For the purpose of this clause: Either FY 20-21, 21-22 and 22-23 OR FY 21-22, FY 22-23 and FY 23-24 may be taken as consecutive Financial years</p> <p>The bidder must submit:</p> <p>Extracts from the audited balance sheet and profit &amp; loss OR Certificate from the statutory auditor or a chartered accountant or a Company Secretary MSP projects must include a</p>	<p>The bidder must have an average annual turnover of not less than INR 100 Crores per annum during the 3 consecutive Financial years (either FY 23-24, FY 22-23, FY 21-22 or FY 20-21, FY 21-22, FY 22-23 may be taken). Turnover refers to the turnover related to IT/ITeS/Consultancy/Managed Services projects/PMU etc and related services of the company and not the composite turnover of its subsidiaries/sister concerns etc. For the purpose of this clause: Either FY 20-21, 21-22 and 22-23 OR FY 21-22, FY 22-23 and FY 23-24 may be taken as consecutive Financial years</p> <p>The bidder must submit:</p> <p>Extracts from the audited balance sheet and profit &amp; loss OR Certificate from the statutory auditor or a chartered accountant or a Company Secretary MSP projects must include a component of Application development, System Integration, Security related services etc. MSP projects solely related to sale of Hardware/Cloud service and its maintenance shall not be considered.</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
83		8		3. ELIGIBILITY CRITERIA/9	<p>The Bidder should be an IT-solutions provider and should have successfully implemented (or currently implementing) an IT/ITeS/Consultancy/Managed Services/PMU etc and related services project(s) of the following values in the any of the financial years (FY 23-24, FY 22-23, FY 21-22, FY 20-21, FY 19-20) as below:</p> <ul style="list-style-type: none"> <li>● One single work order of not less than Rs. 31 Crores, OR</li> <li>● Two work orders of not less than Rs. 19 crores each, OR</li> <li>● Three work orders of not less than Rs. 15 crores each</li> </ul> <p>The work orders issued by Government of India/ State Government / other State entities such as Parliamentary Bodies/Judicial Bodies/PSU/Autonomous bodies/Corporations/ Authorities shall only be considered.</p> <p>Note 1: Value of Work Order will be</p>	<p>The Bidder should be an IT-solutions provider and should have successfully implemented (or currently implementing) an IT/ITeS/Consultancy/Managed Services/PMU etc and related services project(s) of the following values in the any of the financial years (FY 23-24, FY 22-23, FY 21-22, FY 20-21, FY 19-20) as below:</p> <ul style="list-style-type: none"> <li>● One single work order of not less than Rs. 10 Crores, OR</li> <li>● Two work orders of not less than Rs. 8 crores each, OR</li> <li>● Three work orders of not less than Rs. 6 crores each</li> </ul> <p>The work orders issued by Government of India/ State Government / other State entities such as Parliamentary Bodies/Judicial Bodies/PSU/Autonomous bodies/Corporations/ Authorities shall only be considered.</p> <p>Note 1: Value of Work Order will be considered as inclusive of all taxes. Copy of work orders/client certificates, Completion certificates from the client with details to be provided.</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No.	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
84		32		TECHNICAL EVALUATION CRITERIA (QCBS) /1	<p>Projects / Work Orders:</p> <p>The bidder must have either successfully executed/completed or currently executing IT/ITeS/ Consultancy/Managed Services/PMU etc and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity, in the FY 2019-20, 20-21, 21-22, 22-23, 23-24 with the following value:</p> <ul style="list-style-type: none"> <li>●One work order of value equal to or more than Rs. 31 crores (in any one of the five financial years mentioned above) - 25 marks.</li> <li>●Two work orders of value equal to or more than Rs. 19 crores and less than Rs 31 crores (in any one of the five financial years mentioned above) - 15 marks.</li> <li>●Three work orders of value equal to or more than Rs. 15 crores and less than Rs 19 crores each (in any one of the five financial years mentioned above) - 10 marks.</li> </ul> <p>Minimum marks shall be 10</p>	<p>Projects / Work Orders:</p> <p>The bidder must have either successfully executed/completed or currently executing IT/ITeS/ Consultancy/Managed Services/PMU etc and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity, in the FY 2019-20, 20-21, 21-22, 22-23, 23-24 with the following value:</p> <ul style="list-style-type: none"> <li>●One work order of value equal to or more than Rs. 10 crores (in any one of the five financial years mentioned above) - 25 marks.</li> <li>●Two work orders of value equal to or more than Rs. 8 crores and less than Rs 10 crores (in any one of the five financial years mentioned above) - 15 marks.</li> <li>●Three work orders of value equal to or more than Rs. 6 crores and less than Rs 8 crores each (in any one of the five financial years mentioned above) - 10 marks.</li> </ul> <p>Minimum marks shall be 10</p> <p>Note 1: Value of Work Order will be considered as inclusive of all taxes.</p>	No Change
85		33		TECHNICAL EVALUATION CRITERIA (QCBS) /2	<p>Technical Strength of Bidder Company:</p> <p>Present Strength of Manpower on bidder's Payroll as on bidding date with minimum qualification- BE/B.Tech/BCA or MCA/ M.Sc in CS/IT/Electronics/ MBA.</p> <ul style="list-style-type: none"> <li>●800 to 1000 resources– 5 marks (minimum marks)</li> <li>●1001 to 1200 resources– 10 marks</li> <li>●More than 1200 resources– 15 marks</li> </ul> <p>Note1: Bidder will be considered only in one of the above mentioned categories.</p> <p>Note 2: Manpower of subsidiaries companies will not be considered.</p>	<p>Technical Strength of Bidder Company:</p> <p>Present Strength of Manpower on bidder's Payroll as on bidding date with minimum qualification- BE/B.Tech/BCA or MCA/ M.Sc in CS/IT/Electronics/ MBA.</p> <ul style="list-style-type: none"> <li>-250 to 300 resources– 5 marks (minimum marks)</li> <li>-301 to 350 resources– 10 marks</li> <li>-More than 351 resources– 15 marks</li> </ul> <p>Note1: Bidder will be considered only in one of the above mentioned categories.</p> <p>Note 2: Manpower of subsidiaries companies will not be considered.</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
86		33		TECHNICAL EVALUATION CRITERIA (QCBS) /3	<p>Annual Turnover:</p> <p>The bidder Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services in any three consecutive Financial years ( FY 23-24, FY 22-23, FY 21-22, FY 20-21) as under:</p> <ul style="list-style-type: none"> <li>●Equal to / Above Rs. 268 Crore upto Rs. 318 crores(including) - 5 Marks (minimum)</li> <li>●Above Rs. 318 crores upto Rs. 368 crores(including) - 10 marks</li> <li>●Above Rs. 368 crore – 15 marks</li> </ul>	<p>Annual Turnover:</p> <p>The bidder Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services in any three consecutive Financial years ( FY 23-24, FY 22-23, FY 21-22, FY 20-21) as under:</p> <ul style="list-style-type: none"> <li>-Equal to / Above Rs. 100 Crore upto Rs. 150 crores(including) - 8 Marks (minimum)</li> <li>-Above Rs. 100 crores upto Rs. 150 crores(including) - 10 marks</li> </ul>	No Change
87		39		Section 18.(CLARIFICATIONS TO THE BIDDERS) / 10	<p>Maternity Benefits allowances shall have to be borne by the bidder.</p>	<p>Maternity benefit is a statutory right for every married woman for her first two children. As an employer, we are obligated to provide this benefit to our female employees. However, the current tender provision would mean that our company would have to bear the cost of these benefits without reimbursement from the government, which imposes a significant financial burden on us.</p> <p>We respectfully request that the tender provisions be revised to include maternity benefits for female employees. This inclusion will help us comply with government rules and regulations and support the broader initiative to promote women's participation in the workforce. By ensuring maternity benefits in the tender, the government will be setting a positive example, encouraging vendors to offer these essential benefits and aligning with its own objectives of supporting women's welfare.</p> <p>We believe that including maternity benefits will not only help us comply with statutory requirements but also ensure that women feel supported and encouraged to work, which aligns with the government's broader goals.</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
88	Grant Thornton Bharat LLP (formerly Grant Thornton India LLP)			4.3 Non-Deployment of Resources, 4.3.1, A, Pg No. 10 of 141	<p>4.3.1 The service after award of the work shall start as under:</p> <p>A) Initial Period of Deployment after award of work</p> <p>- 50% of the strength of Team Leads, Sr. Software developers, Sr. System Admins, Software developers, System Admins shall have to be deployed within 30 days of award of work.</p> <p>- Remaining manpower shall have to be deployed within 90 days of award of work</p> <p>- The delay in the initial deployment shall result in levying of Penalty as given above.</p>	<p>As out of 162 resources, 50% of the strength of Team Leads, Sr. Software developers, Sr. System Admins, Software developers, System Admins (10+24+7+31+4)76 resources needs to be deployed within 30 days of award of work.</p> <p>We request you to budget adequate time for the deployment, and please amend the no. of days as per staggered phase of deployment detailed below:</p> <ul style="list-style-type: none"> <li>• 33% Deployment in 30 Days</li> <li>• 80% Deployment in 90 Days</li> <li>• 100% Deployment in 150 Days</li> </ul>	No Change
89				4.3 Non-Deployment of Resources, 4.3.1, B, Pg No. 10 of 141	<p>B) After 90 days of award of Contract</p> <p>- The Penalty shall be applicable throughout the contract period.</p> <p>- If any resource resigns abruptly (due to any stated or unstated reason) /or is absent (except in case of approved leave) or is removed (with or without reason) at the instance of PFMS. The resource shall have to be provided within 21 calendar days of resignation/ Absence/ Removal etc. The penalty shall be imposed thereafter.</p> <p>- In case the resource resigns, after giving a notice period as applicable in the bidder firm, then the substitute may be provided at least 21 days before the date of end of notice period. In this case, the penalty shall be applicable from the day after the end of the notice period.</p>	<p>We request for consideration of penalty after 150 days of award of contract and amend the clause as below:</p> <p>B) After 150 days of award of Contract</p> <p>- The Penalty shall be applicable throughout the contract period.</p> <p>- If any resource resigns abruptly (due to any stated or unstated reason) /or is absent (except in case of approved leave) or is removed (with or without reason) at the instance of PFMS. The resource shall have to be provided within 21 calendar days of resignation/ Absence/ Removal etc. The penalty shall be imposed thereafter.</p> <p>- In case the resource resigns, after giving a notice period as applicable in the bidder firm, then the substitute may be provided at least 21 days before the date of end of notice period. In this case, the penalty shall be applicable from the day after the end of the notice period.</p> <p>- Bidder and Resources shall be required to intimate about the notice</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
90				18. CLARIFICATION S TO THE BIDDERS, Sr. No. 14, Pg No. 39 of 141	The manpower is required for PFMS Development Centre at Delhi NCR and data centres at NDC Shastri Park, Delhi and NDC-Hyderabad/Secunderabad only. All resources are required to work in the above said locations.	We request you to please provide bifurcation of resources along with Profile name/Designation, which needs to be deployed at PFMS Development Centre in Delhi NCR, data centres in NDC Shastri Park, Delhi and NDC-Hyderabad/Secunderabad. As understood, resources will be deployed both onsite and offsite, please provide details on o Indicative number for onsite and offsite resources o Please also suggest mandatory onsite roles	All resources have to work mandatarily onsite, unless an exception is provided by PFMS on case-to-case basis based on the requirements of PFMS.  6 resources with profile of Sr.Sys Admin (3) and Sys. Admin (3) can be placed at NDC-Hyderabad. This is an indicative number only.
91				15. TECHNICAL EVALUATION CRITERIA (QCBS): -, Sr. No. 1, Pg No. 32 and 33 of 141	Parameter – Projects / Work Orders Criteria – The bidder must have either successfully executed/completed or currently executing IT/ITeS/ Consultancy/Managed Services/PMU etc and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity, in the FY 2019-20, 20-21, 21-22, 22-23, 23-24 with the following value: ● One work order of value equal to or more than Rs. 31 crores (in any one of the five financial years mentioned above) – 25 marks. ● Two work orders of value equal to or more than Rs. 19 crores and less than Rs 31 crores (in any one of the five financial years mentioned above) - 15 marks.	For better participation, we request you to also allow self-certification by the authorized signatory of bidder in case of ongoing assignment and amend the clause.	No Change



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
92				19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualifications:, Pg No. 40 to 131 of 141		<p>We request your clarifications on the following related to role to performed by the resources.</p> <ul style="list-style-type: none"> <li>• Please suggest about the estimated duration for transition and complete handover sign off.</li> <li>• We request PFMS to provide and extend necessary equipment's like laptop/desktop, VPN, Access controls etc., this will enable consistency in S/W and H/W components for the engagement team, also it will help in ensuring PFMS security controls across team.</li> <li>• As per our understating, all the tools and platforms will be provided by PFMS (tools like ITSM, Ops Monitoring, Security controls, Dev tools etc.), please confirm.</li> <li>• PFMS will continue to own and extend all the Licenses, AMCs and platform hosting environment to the engagement team, please confirm.</li> <li>• PFMS will continue to acquire new components as required for the project.</li> </ul>	<p>Clarifications: Desktops and other required Software and hardware, tools, platforms, Licenses, AMCs, Environments etc will be provided by PFMS.</p>
93				Additional clause – Indemnity	RETENTION RIGHTS	<p>We request you for inclusion of Retention Rights clause as below:                      The Firm/Consultant/Bidder/Service Provider/Contractor/Agency shall be permitted to retain copies of such Confidential Information as it is required to retain for legal or professional regulatory purposes.                      The Firm/Consultant/Bidder/Service Provider/Contractor/Agency confidentiality obligations shall continue throughout the time, such Confidential Information is retained notwithstanding the termination of the Agreement.</p>	<p>No Change.</p> <p>Clarification: Legal and regulatory compliances may be followed by the bidders</p>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
94				6.INDEMNIFICATION and LIMITATIONS OF LIABILITY, Pg No. 14 o 17 of 141		We request you to make the clause mutual with inclusion of below: Indemnification: The Client shall indemnify and hold harmless the Consultant/Bidder for any losses incurred or damages suffered due to: Third party claims Any fraud, misrepresentation or omission of facts by the Client or its personnel	No Change
95				10. TERMINATION OF CONTRACT, Sr. No. ii), Pg No. 25 of 141	ii) Termination by Successful Bidder: The service provider may, terminate this Contract, or any particular Services with this contract, by giving a written notice of not less than 45 days to the PFMS subject to the approval by the Competent Authority in PFMS for termination if successful bidder reasonably determine that the service provider can no longer provide the Services in accordance with applicable law. Note: The 45 days period will be counted after the approval of the Competent Authority in PFMS	We request you to amend the clause as below: The Agreement may be terminated by the Consultant/Bidder any time, by giving written notice to the Client of not less than thirty (30) days before the effective date of termination; provided that, in the event of a termination, the Client shall have the right to cure the breach within the notice period. Upon termination of the Agreement, the Client will compensate the Consultant/Bidder under the terms of the Agreement for the services performed and expenses incurred for the period to the effective date of termination.	No Change
96				Bid Document, Pg No. 1	Bid End Date/Time/बिड बंद होने का तारिख/समय 11-06-2024 19:00:00	We request you to provide at least 3 weeks after the responses to our queries for quality proposal submission	No Change
97				14. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS, clause 1, Pg No. 27 of 141		Kindly provide the turnaround time for interview process.	This will be decided mutually with the successful bidder.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/ Modification Sought</u>	<u>PFMS's reply / Clarification</u>
98				14. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS, clause 4, Pg No. 28 of 141		Please provide the different verticals of the applications and a detailed scope of work so that we can select the most suitable resources	This will be shared with the successful bidder
99	Deloitte Touche Tohmatsu India LLP	5		3. ELIGIBILITY CRITERIA	2. The bidder must have a valid PAN, GST Registration, EPF registration, ESIC Registration, State Labour registration, as applicable. Copy of PAN and GST Registration Certificate to be provided	Some of the required documents are confidential and would be a challenge to share in the proposal. We request you to modify the requirement as below: 2. The bidder must have a valid PAN, GST Registration, <del>EPF registration, ESIC Registration, State Labour registration, as applicable.</del> Copy of PAN and GST Registration Certificate to be provided	Clarification: Copy of PAN and GST Registration Certificates are to be provided compulsorily. Other certificates/registrations may be done as applicable to the bidder.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
100		8		3. ELIGIBILITY CRITERIA	<p>9. The Bidder should be an IT-solutions provider and should have successfully implemented (or currently implementing) an IT/ITeS/Consultancy/Managed Services/PMU etc and related services project(s) of the following values in the any of the financial years (FY 23-24, FY 22-23, FY 21-22, FY 20-21, FY 19-20) as below:</p> <ul style="list-style-type: none"> <li>● One single work order of not less than Rs. 31 Crores, OR</li> <li>● Two work orders of not less than Rs. 19 crores each, OR</li> <li>● Three work orders of not less than Rs. 15 crores each</li> </ul> <p>The work orders issued by Government of India/ State Government / other State entities such as Parliamentary Bodies/Judicial</p>	<p>Looking at the value of the experience required, we request you to modify the criteria as below:</p> <p>9. The Bidder should be an IT-solutions provider and should have successfully implemented (or currently implementing) an IT/ ITeS/ Consultancy/ Managed Services/ PMU etc and related services project(s) of the following values in the any of the financial years <b>(FY 23-24, FY 22-23, FY 21-22, FY 20-21, FY 19-20, FY 18-19 &amp; FY 17-18) as below:</b></p> <ul style="list-style-type: none"> <li>● One single work order of not less than Rs. 31 Crores, OR</li> <li>● Two work orders of not less than Rs. 19 crores each, OR</li> <li>● Three work orders of not less than Rs. 15 crores each</li> </ul> <p>The work orders issued by Government of India/ State Government / other State entities such as Parliamentary Bodies/ Judicial Bodies/ PSU/ Autonomous bodies/ Corporations/ Authorities shall only be considered.</p> <p>Note 1: Value of Work Order will be considered as inclusive of all taxes.</p> <p><b>Copy of work orders and client certificates/ extension Letters/ completion certificates from the client with details to be provided</b></p>	No Change
101		10		4.3 Non Deployment of Resources	<p>4.3.1 The service after award of the work shall start as under:</p> <p>A) Initial Period of Deployment after award of work - 50% of the strength of Team Leads, Sr. Software developers, Sr. System Admins, Software developers, System Admins shall have to be deployed within 30 days of award of work.</p>	<p>CGA expects 50% of team to be onboarded within 30 days of award of work failing which penalties @ Rs. 400 per resource per day will be applied.</p> <p>Since it is a sizeable team, we request you to increase this period to 45 days.</p>	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/ Modification Sought</u>	<u>PFMS's reply / Clarification</u>
102		10		4.3 Non Deployment of Resources	4.3.2 The other terms and conditions related to the resources are detailed below: a) The agency staff would strive to render the services to the satisfaction of PFMS within the timeline agreed in consultation with PFMS. For consistent defaults on the timelines, PFMS shall have the option to cancel the contract/agreement/order and forfeit the EMD/Security Deposit and get the work done through alternate sources at the cost and risk of the agency. In case of cancellation of the work order, the penalty up to 3% of the contract value shall be imposed	We will try our best to avoid these scenarios and try to resolve these issues amicably. So, as per practice of other government departments, we request you to modify the clause as below: a) The agency staff would strive to render the services to the satisfaction of PFMS within the timeline agreed in consultation with PFMS. For consistent defaults on the timelines, PFMS shall have the option to cancel the contract/ agreement/ order and forfeit the EMD/Security Deposit and get the work done through alternate sources at the cost and risk of the agency. In case of cancellation of the work order, the penalty up to 3% of the contract value shall be imposed the agency will be paid for the work done till date.	No Change
103		18		7. CONFIDENTIALITY	As per RFP	We request you to add below clause: "The confidentiality obligations shall survive the termination of this Contract / completion of services for a period of one (1) year".	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/ Modification Sought</u>	<u>PFMS's reply / Clarification</u>
104		25		10. TERMINATION OF CONTRACT	<p>b) Termination for Default: PFMS may without prejudice to any other remedy for breach of contract, (including forfeiture of security deposit) by written notice of default issued to the agency, terminate the contract in whole or in part after sending a notice to the agency in this regard.</p> <p>a) If the Agency Fails To Deliver any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by PFMS, or</p> <p>b) If the agency fails to perform any other obligation under the contract.</p> <p>c) Termination for Convenience</p> <p>PFMS may by written notice sent to the selected bidder, terminate the order and/or the Contract, in whole or in</p>	<p>We will try our best to avoid these scenarios and try to resolve these issues amicably.</p> <p>So, as per practice of other government departments, in either case, we request you to add the below clause: Department will pay to the selected bidder an amount for partially completed services till the date of the termination.</p>	<p>Please refer para 5(k) of the detailed terms of reference at the bid document</p>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

<u>S. No</u>	<u>Firm Name</u>	<u>Page No.</u>	<u>Section/Vol No.</u>	<u>Clause No.</u>	<u>Actual Clause in RFP</u>	<u>Clarification/Modification Sought</u>	<u>PFMS's reply / Clarification</u>
105		27		14. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS	<p>5. The technical resources may be required to carry out the development work either onsite (PFMS Project site) or offsite (home/ agency registered premises) as per the requirements, demands and timelines of the project deliverables.</p> <p>a. In case, the technical resources are working on-site (i.e., at the respective deployment locations, PFMS shall provide the following inputs:</p> <p>v. No official vehicle to attend office will be provided by the PFMS. However, free parking space for private vehicles may be made available by the PFMS in the parking area embarked for such purposes in the office building, subject to the availability. In case, the deployed resources have to attend any official meeting, the</p>	<p>Bid document specifies that any "expense for local travel shall have to be borne by the agency."</p> <p>We request to provide an estimate of the frequency /distance/destinations expected for local travel by respective resource profiles so that these can be incorporated into the costs accordingly.</p>	<p>To the maximum extent, the vehicle for local travel may be provided.</p>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
106		32		15. TECHNICAL EVALUATION CRITERIA (QCBS)	<p>1. Projects / Work Orders</p> <p>The bidder must have either successfully executed/ completed or currently executing IT/ITeS/ Consultancy/ Managed Services/ PMU etc and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity, in the FY 2019-20, 20-21, 21-22, 22-23, 23-24 with the following value:</p> <ul style="list-style-type: none"> <li>● One work order of value equal to or more than Rs. 31 crores (in any one of the five financial years mentioned above) – 25 marks.</li> <li>● Two work orders of value equal to or more than Rs. 19 crores and less than Rs 31 crores (in any one of the five financial years mentioned above) - 15 marks.</li> </ul>	<p>Looking at the value of the experience required, we request you to modify the criteria as below:</p> <p>The bidder must have either successfully executed/ completed or currently executing IT/ITeS/ Consultancy/ Managed Services/ PMU etc. and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity, in <b>the FY 2017-18, 2018-19, 2019-20</b>, 20-21, 21-22, 22-23, 23-24 with the following value:</p> <ul style="list-style-type: none"> <li>● One work order of value equal to or more than Rs. 31 crores (in any one of the seven financial years mentioned above) – 25 marks.</li> <li>● Two work orders of value equal to or more than Rs. 19 crores and less than Rs 31 crores (in any one of the seven financial years mentioned above) - 15 marks.</li> <li>● Three work orders of value equal to or more than Rs. 15 crores and less than Rs 19 crores each (in any one of the seven financial years mentioned above) - 10 marks.</li> </ul> <p>Minimum marks shall be 10</p> <p>Note 1: Value of Work Order will be considered as inclusive of all taxes.</p> <p><b>Documents required:</b></p> <p>Copies of work orders along with certificates from the CS/CA of the company certifying. And name &amp; address of clients who may be contacted for further information on</p>	No change



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
107		38		18. CLARIFICATION S TO THE BIDDERS	<p>2 Price escalation of 7% per year has been factored in to derive the above estimates of the contract for a 3 years period. Thus, no price escalation shall be entertained during the period of the contract.</p> <p>However, the price escalation of 7% per year shall be applicable in the extension period, if the extension of the contract is approved.</p> <p>No increase in the rate of price escalation shall be considered.</p> <p>If in future any question on price escalation arises, then 7% shall be assumed as the price escalation component inbuilt by the bidders during the bid.</p>	<p>Request you to give more clarification on the price escalation.</p> <p>Kindly clarify, Will the Price escalation of 7% per year to be applied in Year 3 be on Compounded basis, i.e. 7% over the incremented cost derived for Year 2?</p>	<p>No.</p> <p>The price escalation of 7% in the first year of extension shall be on the quoted price of the successful bidder during the bidding process.</p>
108		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualifications:	<p>As per RFPs S.No. 4, 9, 15, 33, 44</p>	<p>CGA is requested to clarify following points related to TLs:</p> <p>a) There 5 line-items for TLs with same requirements. Can these be merged to form a single line-item of 10 TLs or is there any specific reason to keep multiple line-items with same requirements?</p> <p>b) CGA to clarify if the TLs need to mandatorily have PFMS implementation experience.</p> <p>c) CGA to separately provide counts of TLs that are intended to work on NTRP module, PRAKALP module, BizTalk server operations, DevOps, Webservices/API Development, Pension processing module, Reports module so that Bidder can provide appropriate count of resources against each specific skill requirement.</p>	<p>(a) Yes. These persons shall be deployed in each team of PFMS.</p> <p>(b) Not Needed. Experience in the relevant field as specified is mandatorily required.</p> <p>(c) Breakup shall be shared with the successful bidder.</p>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
109		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/ Qualifications:	As per RFPs S.No. 5,10,45	<p>CGA is requested to clarify following points related to Sr. S/W Developers:</p> <p>a) There are 3 line-items for Sr. S/W Developers with same requirements. Can these be merged to form a single line-item of 18 Sr. S/W Developers or is there any specific reason to keep multiple line-items with same requirements?</p> <p>b) CGA to clarify if the Sr. S/W Developers need to mandatorily have Docker/Container based development platforms experience.</p> <p>c) Is PFMS project intended to be hosted on Cloud infrastructure? If NO, then CGA to clarify why Docker/ Container based experience is required for Sr. S/W Developers while it is not specified for any other profiles. If YES, then CGA to add relevant Cloud experience and skills in other technical profiles (TL, Solution Architects, Developers, SysAdmin, etc.) also.</p> <p>c) CGA to separately provide counts of Sr. S/W Developers that are intended to work on Application development using Microsoft technologies, BizTalk, Orchestrations &amp; Maps/jQueries/XSLT etc., SharePoint development, Web Development and Site Administration, BI Development, ETL &amp; Data transformation. Testing. COMPACT application</p>	<p>(a) Yes. These persons shall be deployed in each team of PFMS.</p> <p>(b) Not mandatory.</p> <p>(c) Breakup shall be provided to the successful bidder.</p> <p>(d) The list is indicative in Nature.</p>

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
110		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/ Qualifications:	As per RFPs S.No. 6,11	CGA is requested to clarify following points related to S/W Developers: a) There are 2 line-items for S/W Developers with same requirements. Can these be merged to form a single line-item of 18 S/W Developers or is there any specific reason to keep multiple line-items with same requirements? c) CGA to separately provide counts of S/W Developers that are intended to work on Application development using Microsoft technologies, NTRP module, PRAKALP module, Sanction Module, etc. so that Bidder can provide appropriate count of resources against each specific skill requirement. d) It is being understood that these 18 S/W Developers will not be required to possess skills related to BizTalk, Orchestrations & Maps/jQueries/XSLT etc., SharePoint development, BI Development, ETL & Data transformation, Testing, COMPACT application development, etc. as these have not been specified in the Bid document against these resources.	(a) Yes. These persons shall be deployed in each team of PFMS. (c) Breakup shall be provided to the successful bidder. (d) The list is indicative in Nature
111		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/ Qualifications:	As per RFPs S.No. 7, 12, 18, 38, 42, 47	CGA is requested to clarify following points related to BA: a) There are 6 line-items for BA with same requirements. Can these be merged to form a single line-item of 11 BA or is there any specific reason to keep multiple line-items with same requirements ?	(a) Yes. These persons shall be deployed in each team of PFMS.
112		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/ Qualifications:	As per RFPs S.No. 19	Requirement of Data Steward is mentioned in the profile of Data Analytics expert. CGA to clarify.	Data Steward may also be read as Data Analytics Expert in the said clause.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
113		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/ Qualifications:	As per RFPs S.No. 24, 25, 26	The experience requirements of SysAdmin described in the Bid document need to be specified. CGA to clarify and / or confirm, as SysAdmin usually have less experience than Sr. SysAdmin.	For Sr. Sys Admin - 10 + years For Sys Admin - 7 + years
114		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/ Qualifications:	As per RFPs S.No. 39, 44, 53	CGA is requested to clarify following points related to Project Specialists: a) There are 3 line-items for Project Specialists with same requirements. Can these be merged to form a single line-item of 4 Project Specialists or is there any specific reason to keep multiple line-items with same requirements ?	(a) Yes. These persons shall be deployed in each team of PFMS.
115		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/ Qualifications:	As per RFPs S.No. 45, 46	The skill and experience requirements of Sr. S/W Developers and S/W Developers described in the Bid document are same. CGA to clarify and / or confirm, as S/W Developers usually have less experience than Sr. S/W Developers.	For Sr. S/W Developer - 7 + years Software Developer - 3 + years
116		40		19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/ Qualifications:	As per RFPs S.No. 49	Bid document has specified separate requirements Senior tester for Selenium as well as Senior Tester for JMeter, whereas the No. of resources provided in this clause is 1. CGA to clarify the count of Senior testers required for EACH of these skills.	The Software/Tool list is indicative. Details will be worked out in consultation with successful bidder.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
117	Coforge Limited					<p>As per the RFP, we are required to submit the following certificates to secure maximum marks in QCBS evaluation parameters-</p> <p>ISO 9001:2015</p> <p>ISO/IEC 20000-1:2018</p> <p>ISO/IEC 27000:2018</p> <p>ISO/IEC 27001:2013</p> <p>We request you to kindly remove ISO/IEC 27000:2018 from the list of required certificates since both ISO/IEC 27000:2018 and ISO/IEC 27001:2013 are related standards.</p>	The scoring criteria in the evaluation criteria has been amended which may be seen in the published corrigendum.
118	PwC	4		2.2 SCOPE OF WORK	During the course of the contract, as a part of the contract management PFMS may ask for a related skill-set or resource person as a substitute against the resource(s) in the RFP. Any such resource shall be provided by the bidder. No price escalation on this account shall be entertained	We request to ad the advance notice of minimum 90 days for replacing any resource upon such request from PFMS	The reasonable time shall be provided in consultation with the successful bidder.
119		9		4.2 PENALTY FOR NON-PERFORMANCE	b) Frequent occurrence of grievances of the IT resources related to salary delays etc may result in imposition penalty of 0.5% of the total monthly bill.	Request clear definitions of "frequent occurrence" and the process for measuring and addressing grievances.	The details will be worked in consultation with the successful bidder. The reasonable measures etc will be discussed and worked together.

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
120		6		3. ELIGIBILITY CRITERIA	<p>The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/PSU any other Central Government institutions in India (in all the FY 19-20, 20-21,21-22, 22-23, 23-24) for any reason as on the last date of submission of the Bid or convicted of economic offence in India for any reason as on the last date of submission of the Bid.</p> <p>The Bidder should not have been convicted/ debarred:</p> <ul style="list-style-type: none"> <li>● Under the Prevention of Corruption Act, 1988; OR</li> <li>● The Indian Penal Code OR</li> <li>● Any other law for the time being in force, for causing any loss of life or property or causing a threat</li> </ul>	<p>We request to change clause as -</p> <p>The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/PSU any other Central Government institutions in India for any reason as on the last date of submission of the Bid or convicted of economic offence in India for any reason as on the last date of submission of the Bid.</p> <p>The Bidder should not have been convicted/ debarred:</p> <ul style="list-style-type: none"> <li>● Under the Prevention of Corruption Act, 1988; OR</li> <li>● The Indian Penal Code OR</li> <li>● Any other law for the time being in force, for causing any loss of life or property or causing a threat</li> </ul>	No change
121		10		4.3 Non Deployment of Resources	<p>A) Initial Period of Deployment after award of work - 50% of the strength of Team Leads, Sr. Software developers, Sr. System Admins, Software developers, System Admins shall have to be deployed within 30 days of award of work. - Remaining manpower shall have to be deployed within 90 days of award of work.</p>	<p>We request to increase the deployment time for first 50% of employees to 45 days.</p>	No change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
122		11		4.3 Non Deployment of Resources	4.3.2 The other terms and conditions related to the resources are detailed below: a) The agency staff would strive to render the services to the satisfaction of PFMS within the timeline agreed in consultation with PFMS. For consistent defaults on the timelines, PFMS shall have the option to cancel the contract/agreement/order and forfeit the EMD/Security Deposit and get the work done through alternate sources at the cost and risk of the agency. In case of cancellation of the work order, the penalty up to 3% of the contract value shall be imposed.	We request to clarify the parameters for evaluating the performance of the deployed staff and method to define the timeline for rendering any service	Depending on the work etc., the reasonable parameters and timelines will be set in consultation with the successful bidder.
123		30		14. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS	All technical resources may be required to work beyond office hours / holidays, as and when required. All resources hired against the Designations as indicated at S. No. 22 to S.No. 33 in Clause 19 (Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualifications) of this document may be required to work in 8 hour shifts 24 x 7	We request to clarify what all profiles are required to be worked in 24*7 in 8 hours shift	Sr.DBA, DBA, Sr. Sys Admin, Sys Admin may be required to work in morning, evening and night shifts (8 hours)
124		30		14. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS	All technical resources may be required to work beyond office hours / holidays, as and when required. All resources hired against the Designations as indicated at S. No. 22 to S.No. 33 in Clause 19 (Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualifications) of this document may be required to work in 8 hour shifts 24 x 7	We suggest to provision some allowance different shift specially for the shift beyond regular working hours	No Change

**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/ Modification Sought	PFMS's reply / Clarification
125		38		18. CLARIFICATIONS TO THE BIDDERS:	Price escalation of 7% per year has been factored in to derive the above estimates of the contract for a 3 years period	We request to change the price escalation to 8%	No change
126	KPMG		Eligibility Criteria		Valid CMMI Level 5	Request you to remove CMMI certificate and include the below: ISO/IEC 27701:2019 ISO 9001:2015 ISO/IEC 27001:2013 ISO 14001:2015 ISO/IEC 20000-1: 2018	No change
127			Eligibility Criteria		The Bidder must have at least 800 numbers of resources with Minimum qualification - B.E. / B. Tech/ BCA/ MCA / M.Sc (CS/IT/Electronics)/MBA continuously on its pay rolls in the FY 2022-23 or in the FY 2023-24	Request to amend as below: The Bidder must have at least 500 numbers of resources with Minimum qualification - B.E. / B. Tech/ BCA/ MCA / M.Sc (CS/IT/Electronics)/MBA continuously on its pay rolls in the FY 2022-23 or in the FY 2023-24	No change
128			TECHNICAL EVALUATION CRITERIA		Present Strength of Manpower on bidder's Payroll as on bidding date with minimum qualification- BE/B.Tech/BCA or MCA/ M.Sc in CS/IT/Electronics/ MBA. ●800 to 1000 resources – 5 marks (minimum marks) ●1001 to 1200 resources – 10 marks ● More than 1200 resources – 15 marks	Request to amend as below: Present Strength of Manpower on bidder's Payroll as on bidding date with minimum qualification- BE/B.Tech/BCA or MCA/ M.Sc in CS/IT/Electronics/ MBA. ●500 to 650 resources – 5 marks (minimum marks) ●650 to 800 resources – 10 marks ● More than 800 resources – 15 marks	No change



**Replies to the Pre-Bid Queries for the bid for hiring 162 resources for PFMS**

S. No	Firm Name	Page No.	Section/Vol No.	Clause No.	Actual Clause in RFP	Clarification/Modification Sought	PFMS's reply / Clarification
129			TECHNICAL EVALUATION CRITERIA		<p>Bidders must possess CMMI Level 5 certification as on bid submission date. In addition, the minimum 1 amongst the following certifications should be in their possession on the bid submission date ISO 9001:2015 OR ISO/IEC 20000-1:2018 OR ISO/IEC 27000:2018 OR ISO/IEC 27001:2013].</p> <ul style="list-style-type: none"> <li>• CMMI Level 5 and 1 certification – 4 marks</li> <li>• CMMI Level 5 and 2 certifications – 8 marks</li> <li>• CMMI Level 5 and 3 certifications – 12 marks</li> <li>• CMMI Level 5 and More than 3 certifications – 15 marks</li> </ul>	<p>Request to amend as below: The minimum 1 amongst the following certifications should be in their possession on the bid submission date ISO 9001:2015 OR ISO/IEC 20000-1:2018 OR ISO/IEC 27701:2019 OR ISO/IEC 27001:2013].</p> <ul style="list-style-type: none"> <li>• 1 certification – 4 marks</li> <li>• 2 certifications – 8 marks</li> <li>• 3 certifications – 12 marks</li> <li>• More than 3 certifications – 15 marks</li> </ul>	The scoring criteria in the evaluation criteria has been amended which may be seen in the published corrigendum.
130	Bharat IT Services Ltd.		Eligibility Criteria			<p>As per BID Eligibility Criteria</p> <p>Minimum Turnover as per BID 268 Cr</p> <p>Our request for relaxation in turnover 230 Cr</p> <p>As per BID Evaluation Criteria</p> <p>268 to 318 Cr 5 Marks</p> <p>Above 318 Cr to 368 Cr 10 Marks</p> <p>Above 368 Cr 15 Marks</p> <p>Our Request for consideration</p> <p>230 TO 250 Cr 5 Marks</p> <p>251 to 270 Cr 10 Marks</p> <p>Above 270 Cr 15 Marks</p>	No change

**DETAILED TERMS OF REFERENCE FOR  
HIRING OF IT PROFESSIONALS FOR APPLICATION DEVELOPMENT AND MAINTENANCE FOR PFMS  
(TOTAL 162 IT PROFESSIONALS)**

**CONTENTS**

S.No.	CONTENT	PAGE NUMBER
1	BACKGROUND	3
2	SCOPE OF WORK	4
3	ELIGIBILITY CRITERIA (PQ)	5
4	SERVICE LEVEL AGREEMENT 4.1 DELIVERY OF SERVICE 4.2 PENALTY - FORMULA AND RATE 4.3 NON-DEPLOYMENT OF RESOURCES INITIAL PERIOD AND DURING THE CONTRACT	10 10 11
5	PAYMENT TERMS TO THE SUCCESSFUL BIDDER	13
6	INDEMNIFICATION AND LIMITATION OF LIABILITY	15

7	CONFIDENTIALITY	18
8	SECURITY	19
9	GENERAL TERMS AND CONDITIONS	20
10	TERMINATION OF CONTRACT	23
11	FORCE MAJEURE	26
12	ARBITRATION	27
13	APPLICABLE LAW	27
14	GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS	28
15	TECHNICAL EVALUATION CRITERIA (QCBS)	33
16	FINANCIAL BID EVALUATION	37
17	FINAL BID EVALUATION	38
18	CLARIFICATIONS TO THE BIDDERS	39
19	DETAILED BREAK UP OF PROFILES, SCOPE, YEARS OF EXPERIENCE, SKILLSET/QUALIFICATIONS	41

20	CERTIFICATE FOR MANPOWER ON PAYROLL	132
21	FORMAT FOR DATA SECURITY CERTIFICATE	133
22	PRE-CONTRACT INTEGRITY PACT FORMAT	135
23	FINANCIAL BID FORMAT TO BE UPLOADED BY THE PARTICIPANT BIDDER	143

## 1. BACKGROUND

Public Financial Management System, PFMS (formerly CPSMS-Central Plan Scheme Monitoring System) is a web-based application of Government of India. It has established an online financial management information and decision support system for tracking of funds released and real time reporting of expenditure at all levels of program implementation through Treasury and Bank interface. PFMS provides various reports on geographical distribution of scheme-wise, sector-wise fund flows on a central platform. The system also has several links to financial networks of Central and State governments and gives real time reporting of expenditure at all levels of program implementation. PFMS has also developed an interface with the Core Banking Solution of Banks, whereby bank balances and transaction details of implementing agencies receiving grants from Government is available on a near real time basis for reconciliation and information from a single source. The purpose/objective is to provide greater transparency to the Govt. functioning at various levels and track funds up-to the last level thus

minimising intermediary delays and providing direct benefit to the beneficiaries. PFMS has also been entrusted with the enlarged scope of implementation of Direct Benefit Transfer (DBT) in many schemes of the Government. It is envisaged that integration of financial applications and process improvements planned under PFMS will result in better financial administration in Government.

PFMS has revolutionised the Financial Management systems to be accountable, responsive and transparent. Several technologies driven innovations have been carried out in PFMS, which has silently empowered the financial management in Government to be accountable, responsive and transparent. The Public Financial Management System (PFMS) has now come to be recognized as a distinct brand in the field of public finance management at various multilateral and global fora. These achievements are not merely symbolic but have had a real and lasting impact on the public service delivery system. PFMS through its constant endeavour has been able to bring efficiencies of scale through innovative technology adoption. The manpower hired through this bid shall be involved in development and maintenance of PFMS under the overall supervision of PFMS Division and NIC team.

## **2. SCOPE OF WORK**

PFMS requires the services of a firm that can provide IT Professional for assistance in its assigned duties and functions. The role wise scope of work required for IT manpower is as follows:

**2.1 The Detailed Requirement of the Manpower along with the experiences, scope, year of experience, Skillset/Qualifications is placed at Clause No. 19 of this document.**

**2.2** During the course of the contract, as a part of the contract management PFMS may ask for a related skill-set or resource person as a substitute against the resource(s) in the RFP. Any such resource shall be

provided by the bidder. **No price escalation on this account shall be entertained. The decision of the PFMS shall be final.**

### 3. ELIGIBILITY CRITERIA

S. No.	Eligibility Criteria
1	<p>The agency should be a company registered in India under the relevant act such as Companies Act 1956, Act 2013 or a partnership registered under the India Partnership Act 1932 or Partnership firm registered under Limited Liability Partnership Act 2008 with their registered office in India.</p> <p><b>Certificate of Incorporation / Registration Certificates to be provided.</b></p>
2	<p>The bidder must have a valid PAN, GST Registration, EPF registration, ESIC Registration, State Labour registration, as applicable.</p> <p><b>Copy of PAN and GST Registration Certificate to be provided</b></p>
3	<p>The bidder must have the following valid certificates as on date of submission of bid:-</p> <ol style="list-style-type: none"> <li>1. Valid CMMI Level 5</li> <li>2. Valid ISO 9001:2015 or ISO/IEC 20000-1:2018 or ISO/IEC 27000:2018 or ISO/IEC 27001:2013</li> </ol> <p>The certification should be valid on the date of bid submission. In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment/ details for consideration in the Bid process. Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid till the end of the</p>

	<p>Agreement.</p> <p>A certificate shall have to be in the name of the bidder and not limited to any specific office/vertical/service arm of the firm.</p> <p><b>Copy of Certificates to be provided.</b></p>
4	<p>The Bidder must have at least 800 numbers of resources with Minimum qualification - B.E. / B. Tech/ BCA/ MCA / M.Sc (CS/IT/Electronics)/MBA continuously on its pay rolls in the FY 2022-23 or in the FY 2023-24</p> <p><b>Note:-The bidder shall submit an undertaking / self-declaration duly signed (with company seal), by the CA / CS / Authorised Signatory of the bidding organisation, indicating adherence to the above mentioned resource requirements.</b></p> <p><b>Please provide the information only in the attached format at Clause 20 (CERTIFICATE FOR MANPOWER ON PAYROLL) of this bid document .</b></p>
5	<p>The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/PSU any other Central Government institutions in India (in all the FY 19-20, 20-21,21-22, 22-23, 23-24) for any reason as on the last date of submission of the Bid or convicted of economic offence in India for any reason as on the last date of submission of the Bid.</p> <p>The Bidder should not have been convicted/ debarred:</p> <ul style="list-style-type: none"> <li>● Under the Prevention of Corruption Act, 1988; OR</li> <li>● The Indian Penal Code OR</li> </ul>

	<ul style="list-style-type: none"> <li>● Any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.</li> <li>● The Bidder should not have been under the debarred list as per GFR 2017, Rule 151"</li> </ul> <p><b>Note:-The bidder shall submit an undertaking / self-declaration duly signed (with company seal), by the CA / CS / Authorized Signatory of the bidding organization, indicating adherence to the above mentioned resource requirements.</b></p>
6	<p>The bidder must have <b>an average annual turnover of not less than INR 268 Crores per annum during the 3 consecutive Financial years (either FY 23-24, FY 22-23, FY 21-22 or FY 20-21, FY 21-22, FY 22-23 may be taken)</b>. Turnover refers to the turnover related to IT/ITeS/ Consultancy/Managed Services projects/PMU etc and related services of the company and not the composite turnover of its subsidiaries/sister concerns etc.</p> <p><i>For the purpose of this clause: Either FY 20-21, 21-22 and 22-23 OR FY 21-22, FY 22-23 and FY 23-24 may be taken as consecutive Financial years</i></p> <p><b>The bidder must submit:</b></p> <p><b>Extracts from the audited balance sheet and profit &amp; loss</b></p> <p><b>OR</b></p> <p><b>Certificate from the statutory auditor or a chartered accountant or a Company Secretary</b></p> <p><i>MSP projects must include a component of Application development, System Integration, Security related services etc.</i></p>



	<p><i>MSP projects solely related to sale of Hardware/Cloud service and its maintenance shall not be considered.</i></p> <p><i>[For the purpose of Turnover concerning IT/ITeS/MSP projects, it must include a component of Application development, System Integration, Security related services, Supply of IT Manpower etc.</i></p> <p><i>IT/ITeS/MSP projects solely related to sale of Hardware/Cloud service and its maintenance must not be considered in the turnover / work orders.</i></p> <p><i>IT/ITeS/MSP projects shall include, without being limited to, managed Application design &amp; development, managed Security Operations, supply of IT manpower etc.]<sup>1</sup></i></p>
7	<p>The bidder must have a positive net worth in the FY 22-23 or FY 23-24.</p> <p><b>The bidder must submit Company Secretaries or a Chartered Accountant's Certificate mentioning Net Worth.</b></p>
8	<p>Board resolution or power of attorney in the name of an Authorised Signatory of the Bidder stating that he is authorised to execute documents and to undertake any activity associated with the Bidder's proposal.</p> <p><b>The bidder must submit Board resolution or Power of Attorney in the name of the Authorised signatory.</b></p>

---

<sup>1</sup> Inserted through Corrigendum

9	<p>The Bidder should be an IT-solutions provider and should have successfully implemented (or currently implementing) an IT/ITeS/Consultancy/Managed Services/PMU etc and related services project(s) of the following values in the any of the financial years (FY 23-24, FY 22-23, FY 21-22, FY 20-21, FY 19-20) as below:</p> <ul style="list-style-type: none"> <li>● One single work order of not less than Rs. 31 Crores, OR</li> <li>● Two work orders of not less than Rs. 19 crores each, OR</li> <li>● Three work orders of not less than Rs. 15 crores each</li> </ul> <p>The work orders issued by Government of India/ State Government / other State entities such as Parliamentary Bodies/Judicial Bodies/PSU/Autonomous bodies/Corporations/ Authorities shall only be considered.</p> <p><i>Note 1: Value of Work Order will be considered as inclusive of all taxes.</i></p> <p><b>Copy of work orders/client certificates, Completion certificates from the client with details to be provided.</b></p> <p><i>[For the purpose of Turnover concerning IT/ITeS/MSP projects, it must include a component of Application development, System Integration, Security related services, Supply of IT Manpower etc.</i></p> <p><i>IT/ITeS/MSP projects solely related to sale of Hardware/Cloud service and its maintenance must not be considered in the turnover / work orders.</i></p> <p><i>IT/ITeS/MSP projects shall include, without being limited to, managed Application design &amp;</i></p>
---	---

	<i>development, managed Security Operations, supply of IT manpower etc.]<sup>2</sup></i>
10	The Bidder must submit an EMD of Rs. 2.3 crores in any of the acceptable formats as per the GFRs 2017.

#### 4. Service-Level Agreement (SLA)

##### 4.1 DELIVERY OF SERVICES

- a) The agency will undertake all the indicative activities defined in the detailed Scope and any other associated activities. Adequate resources will be deployed by the agency so that no activities are lost sight of and all of them are handled with reasonable efficiency.
- b) To discharge its responsibility, the agency will deploy experienced resources with proven competence and rich working experience.

##### 4.2 PENALTY FOR NON-PERFORMANCE

###### **Rate and Formula for Penalty Calculation in this contract:**

- a) A flat penalty of Rs. 400 per day shall be imposed against each non-deployed resource as detailed in clause 4.3.1.
- b) Frequent occurrence of grievances of the IT resources related to salary delays etc may result in imposition penalty of 0.5% of the total monthly bill.
- c) The maximum penalty per year shall be capped to 10% of the per year value of the contract.

---

<sup>2</sup> Inserted through Corrigendum

- d) No payment shall be made for the undeployed resources and penalty shall be imposed on the total monthly bill pertaining to the deployed resources.
- e) In case of any evidence of misconduct or gross violation by any employee of the selected firm, a flat penalty of Rs. 1 lakh per instance shall be imposed on the vendor and deducted from the monthly bill.

#### **4.3 Non Deployment of Resources**

4.3.1 The service after award of the work shall start as under:

##### **A) Initial Period of Deployment after award of work**

- 50% of the strength of Team Leads, Sr. Software developers, Sr. System Admins, Software developers, System Admins shall have to be deployed within 30 days of award of work.
- Remaining manpower shall have to be deployed within 90 days of award of work.
- The delay in the initial deployment shall result in levying of Penalty as given above.

##### **B) After 90 days of award of Contract**

- The Penalty shall be applicable throughout the contract period.
- *[If any resource resigns abruptly (due to any stated or unstated reason) /or is absent (except in case of approved leave) or is removed (with or without reason) at the instance of PFMS. The resource shall have to be provided within 30 calendar days of resignation/ Absence/ Removal etc. The penalty shall be imposed thereafter.]*<sup>3</sup>
- In case the resource resigns, after giving a notice period as applicable in the bidder firm, then the substitute may be provided at least 21 days before the date of end of notice period. In this case, the penalty shall be applicable from the day after the end of the notice period.
- Bidder and Resources shall be required to intimate about the notice period to the PFMS.

---

<sup>3</sup> Amended through Corrigendum

4.3.2 The other terms and conditions related to the resources are detailed below:

- a) The agency staff would strive to render the services to the satisfaction of PFMS within the timeline agreed in consultation with PFMS. For consistent defaults on the timelines, PFMS shall have the option to cancel the contract/agreement/order and forfeit the EMD/Security Deposit and get the work done through alternate sources at the cost and risk of the agency. In case of cancellation of the work order, the penalty up to 3% of the contract value shall be imposed.
- b) Provision of leave for the deployed personnel rendering the services as per the extant laws/bidder policy subject to the maximum of 12 casual leaves per year; 10 sick leaves per year. As a part of the contract management, PFMS may re-define the allowed limit or any other term and condition as may be required. In case a deployed person leaves the job in between (because of unsatisfactory performance or any other reason) or is absent for more than one week without any information to the concerned officer of PFMS, then an alternate equivalent resource is to be deployed by the agency. PFMS will not make any payment for the duration when the required services are not rendered by the appointed agency and in case no substitute has been deployed. The penalty shall be imposed as stated above.
- c) It is the bounden duty of the agency to regularly pay (before 7th of every month) the deployed manpower their entitlements like monthly salaries/wages. PFMS does not expect any employee related complaints to be escalated to PFMS. Frequent occurrence of grievances related to salary delays etc may result in imposition penalty of 0.5% of monthly bill.
- d) The penalty will also be applicable in case of misuse/damage of PFMS equipment. The decision of PFMS on the

quantum of penalty will be final and binding in such cases. The maximum penalty that can be levied shall not be more than 10% of the per year contract value. Further, the penalty will be applicable for established negligence of a resource and not for the delay/damage otherwise. In case of further extension of the contract beyond 3 years, the contract value of each extended period shall only be considered, after excluding the value of the initial contract.

- e) The right to claim any liquidated damages/penalties shall be without prejudice to other rights and remedies available to PFMS under the terms and conditions of this bid document, contract and as per applicable law including the right of forfeiture of PBG. Once the maximum percentage of liquidated damages/penalties as stated in the above clauses reaches/cross the cap so stated, the PFMS Division, O/o CGA shall have the right and may at its discretion terminate the Contract for default as stated in Clause No. 10 (Termination of Contract) hereinafter shall become applicable. Each of the Parties shall ensure that the range of the Services under the Service Levels shall not be varied, reduced or increased except with the prior written agreement between the PFMS and the Service Provider in accordance with the provisions of Change Control set out in this Agreement.

## **5. PAYMENT TERMS TO THE SUCCESSFUL BIDDER.**

- (a) All payments shall be made in Indian Rupees (INR).
- (b) The successful bidder shall either raise the bill through the GeM portal (as per the procedure of GeM portal) or submit the invoice for payment on a monthly basis. In either case, the successful bidder ensures that the requisite supporting documents are enclosed. In case, the successful bidder submitted the invoice for payment, the same shall be submitted to Sr. Accounts Officer (Administration), Public Financial Management System Division, 3<sup>rd</sup> floor, Shivaji Stadium Annexe Building, Shaheed Bhagat Singh Marg, New Delhi - 110001.
- (c) The bills for payment shall be raised after making payment of salaries to the manpower employed for the preceding

month. The payment of salary to the deployed resources shall be made before the end of 7<sup>th</sup> working day of the succeeding month and the bill raised by the agency shall be supported by an undertaking in regard to the successful transfer of salaries to the persons deployed in PFMS. The vendor has to submit a self-certified letter confirming deposit of EPF/ESI with concerned authorities every month as an evidence of payment in account of persons deployed. In case of any grievance received in PFMS, the successful bidder shall provide the proof for disbursement of salaries to the deployed persons for verification.

- (d) The successful bidder will submit a performance report (or satisfactory performance report) to the concerned vertical. Concerned vertical may refer to nic or TRBR vertical, if required. The signed performance report either by the concerned vertical or nic or technology vertical will be submitted to Admin vertical for payment processing.
- (e) PFMS has the right to report the assessment and the successful bidder will take corrective measures wherever required.
- (f) Release of payment will be made on monthly on the basis of the man-month rates quoted by the successful bidder against each designation in the financial bid after the issuance of certificate of satisfactory services by satisfactory performance report as indicated at point (d) above as a part of the contract management, for the services rendered by the deployed resources of the successful bidder during the previous month.
- (g) The period of training, leave, sick leave etc leading to absence from duty of the assigned person will not be paid by PFMS Division and bill/invoice will be submitted accordingly.
- (h) Pro-rata deduction may be made for the payments subject to the terms and conditions specified in this document.
- (i) Further, TDS (Tax deduction at Source) as per the income Tax Act, 1961, and other taxes, if any, as per extant rules of Government of India will be mandatorily deducted from the bills raised by the agency and a certificate to this effect (as per the applicable laws) shall be provided to the agency by the PFMS.

- (j) In the event of lowering of government levies subsequent to the finalization of the contract, the bidder shall automatically pass on the benefits to PFMS, and in the event of increasing of government levies or imposition of any new tax/levy subsequent to the finalization of agreement; PFMS shall consider the case on merit and the pro-rata benefits to the Agency [*shall*]<sup>4</sup> be considered if full reference with documentary evidence is submitted.
- (k) In case, the contract has been terminated during the period of contract for any reasons detailed in this bid document, PFMS shall pay the successful bidder for that part of the Services which have been authorized by PFMS and satisfactorily performed by the successful bidder up to the date of termination. [*However, PFMS has right to forfeit PBG*]<sup>5</sup>.

## **6. INDEMNIFICATION and LIMITATIONS OF LIABILITY**

- a) PFMS stands indemnified of all legal obligations, past/present/future, of the agency with its professionals/resources deployed in PFMS.
- b) PFMS stands absolved of any liability on account of death or injury sustained by the staff deployed by the agency during the performance of the contract and also for any damages or compensation due to any dispute between the agency and its staff deployed.
- c) The agency will indemnify PFMS of any infringement of third party rights under the Patents Act or the IPR.
- d) Subject to point g below, the Successful bidder/contractor (the "Indemnifying Party") undertakes to indemnify, hold harmless the PFMS/Employer (the "Indemnified Party") from and against all claims, liabilities, losses, expenses

---

<sup>4</sup> Amended through Corrigendum

<sup>5</sup> Amended through Corrigendum



(including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's [*gross negligence*]<sup>6</sup> or wilful default in performance or non-performance under this Agreement.

- e) If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages, that may be finally awarded against Indemnified Party.
- f) Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by
  - i. Indemnified Party's misuse or modification of the Service;
  - ii. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;
  - iii. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;

However, if any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either

- i. Procure the right for the Indemnified Party to continue using it
- ii. Replace it with a non-infringing equivalent
- iii. Modify it to make it non-infringing

The foregoing remedies constitute the Indemnified Party's sole and exclusive remedies and Indemnifying Party's

---

<sup>6</sup> Amended through Corrigendum

entire liability with respect to infringement.

g) The indemnities set out in this contract shall be subject to the following conditions:

- i. the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
- ii. the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense;
- iii. if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Article, the Indemnifying Party may participate in such Defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;
- iv. the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
- v. all settlements of claims subject to indemnification under this Clause will:
- vi. the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
- vii. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
- viii. in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the

Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and

- ix. if a Party makes a claim under the indemnity set out under this contract in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).
  
- h) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations arising out of breach of confidentiality, intellectual property rights as detailed in this contract or wilful misconduct by the contractor's personnel.
  
- i) In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in this contract) even if it has been advised of their possible existence.
  
- j) The allocations of liability in this Section represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.

## **7. CONFIDENTIALITY**

- (a) The agency and their deployed personnel will not, either during the term or after expiration of this contract, use, sell, disclose any proprietary or confidential information relating to the software, services, contract or business or operations of PFMS or its clients without the prior written consent of PFMS. The successful bidder will have to sign the Non-Disclosure Agreement with PFMS.
- (b) Additionally, the agency and deployed personnel shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities.
- (c) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:
  - i) Information already available in the public domain
  - ii) Information which has been developed independently by the Agency
  - iii) Information which has been received from a third party who had the right to disclose the aforesaid information
  - iv) Information which has been disclosed to the public pursuant to a court order.
- (d) Any handover of the confidential information needs to be maintained in a list, containing at the very minimum the name of provider, recipient, date of generation of the data, date of handing over of data, mode of information, purpose and signatures of both parties.
- (e) Notwithstanding anything to the contrary mentioned hereinabove, the agency shall have the right to share the work order provided to it by PFMS in relation to this Agreement, with its prospective purchasers solely for the purpose of and with the intent to evidence and support its work experience under this Agreement.

## **8. SECURITY**

- a) The bidder will ensure that no information about the software, hardware, database and the policies of the client organization is taken out in any form including electronic form or otherwise, by the manpower posted by them.

- b) The bidder or its deployed personnel, by virtue of working PFMS/Client's projects, can't claim any rights on the work performed by them. PFMS/Client will have absolute rights on the work assigned and performed by them. Neither claims of the bidder or its deployed professionals will be entertained on the deliverables.

## 9. GENERAL TERMS & CONDITIONS

- a) Consortiums are not allowed for the scope of this tender.
- b) All the deployed requisite manpower as per the terms and conditions of the Bid must be an employee of the agency and no subcontracting is allowed.
- c) In the event of the bidding company's or the concerned division of the company being taken over/bought over by another company, it shall be ensured in the negotiation for their transfer that all the obligations under the agreement with PFMS, are passed on for compliance by the new company/new division.
- d) The bidder will get the police verification done of the deployed manpower.
- e) The bidder shall ensure that the manpower deployed in the PFMS possesses the education, skill, qualification and experience as prescribed in the section 18 [Detailed Break up of Profiles, Scope, Years of Experience, Skillset/Qualifications] of this document.
- f) *[No resource change shall be made without written consent of PFMS. (Except in case of Resignation by the resource)]<sup>7</sup>*
- g) *[For the manpower deployed, the bidder will keep with them, their resume, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details (Self-attested copies), character verification certificates, specimen signature and two passport size photographs and furnish these details/information to PFMS at the*

---

<sup>7</sup> Amended through Corrigendum

*time of deployment or soon thereafter as the case may be*<sup>8</sup>.

- h) The bidder shall be solely responsible for discharge of all the legal obligations/statutory requirements under various labour legislations as may be in force from time to time in so far as the workmen engaged by him for this work are concerned. Such deployed manpower or the bidder will have no right or claim of any kind from PFMS.
- i) Staff of the agency must carry an Identity card issued by the agency while on duty at PFMS. Be it private or public areas, the employees are to be frisked/checked by the security personnel, both while entering and leaving the premises.
- j) PFMS will not reimburse any amount, other than the value/amount approved in the Tender finalised, towards any statutory contributions which Government may make it mandatory or introduce in future. These issues must be settled between the successful bidder and the manpower supplied by them from time to time as per the extant government rules and regulations.
- k) The responsibility of fulfilling the requirements of EPF, ESIC and other allowances of the deployed manpower shall be of the agency. PFMS shall remain indemnified of any conflict of such nature arising between the agency and its employees. However, PFMS may ask the agency to submit documentary proofs of such nature along with the monthly bills raised by the Agency.
- l) The selected bidder will provide an escalation matrix for problem resolution.
- m) The leave of the outsourced personnel shall be governed as per the extant laws/bidder policy subject to the maximum of 12 casual leaves per year; 10 sick leaves per year. As a part of the contract management, PFMS may re-define the allowed limit or any other term and condition as may be required. Request, if any, for grant of leave to IT Professionals shall be made to the Nodal Officer in the PFMS. It shall be governed as a part of contract management by PFMS.

---

<sup>8</sup> Amended through Corrigendum

- n) The contract shall commence on the date as prescribed in the Contract generated in the GeM portal. The period of contract will be for an initial period of three (3) years and may be extended with mutual consent for one year at a time subject to a maximum period of two years and as per the extant rules. The two years extension may be on mutually agreeable terms and conditions, if the contract is extended by PFMS on account of satisfactory services in agreement with the vendor. This extension will be purely on the basis of the administrative reasons and/or performance of the agency during the period of the contract. The price escalation of 7% per year shall be applicable in the extended period of the contract. No negotiations on prices shall be entertained at any time during initial or the extended period of the contract.
- o) The indicated number of manpower against each Contract/Functional Designation in table at Point 19 of this document is indicative and the actual requirements of manpower may increase or decrease depending on the requirement of PFMS. PFMS reserves the right to place  $\pm 50\%$  over the existing work order on the same terms and conditions.
- p) The successful bidder is required to deposit Performance Security Deposit (PSD) irrespective of status of Company/Firm/Agency, equal to 3% of the value of the contract in any acceptable form as per GFR 2017 and hypothecated to Pay and Accounts Officer, Public Financial Management System, 3rd floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi - 110001. The successful bidder shall submit the Performance Security Deposit within [21 days]<sup>9</sup> from the issue of the contract in GeM portal. The PSD should remain valid for a period of 60 days beyond the stipulated date for completion of the contract. PFMS Division, O/o CGA shall not pay any interest to the submitted PSD. In case, the contract is further extended beyond the initial period, a revised Performance Security Deposit equal to 3% of the extended period contract value will have to be submitted within [three weeks]<sup>10</sup> of

---

<sup>9</sup> Amended through Corrigendum

<sup>10</sup> Amended through Corrigendum

communication of decision in this regard to the successful bidder.

- q) All the incidental expenses related to deployment of the resource shall be borne by the successful bidder. However, after the deployment at the respective location, if any travel is required for the resource to attend the official work at a station outside the deployed location, the tour shall be approved by HOD PFMS. The travel expenses for such official work shall be directly reimbursed to the deployed resource. Such travel expenses shall be restricted to those of Level 10 of 7<sup>th</sup> CPC for the employees of Government of India. This clause shall not be applicable to the on-site/on-call basis bidder nominated co-ordinator for the instant bid. The procedure for claim settlement shall be given by Admin vertical of PFMS.
- r) As a part of contract management, the day to day decisions not related to any increased financial implication shall be taken by HoD (PFMS).
- s) Any day to day decisions not related to any increased financial implications, involving vendors shall be taken by HoD(PFMS) in consultation or mutual agreement with the successful bidder as a part of the contract management. The decision of HoD (PFMS) in this regard is final.
- t) The successful bidder shall sign the Data Security Certificate as per Format stipulated at Clause No. 21 after placement of the contract and before deployment of the resources in PFMS
- u) All the bidders shall submit the Integrity Pact agreement. Bidder shall upload scanned copies of the signed Integrity Pact agreement (Indicated at Clause No. 22 of this bid document) in GeM portal along with the bid document, without which the bid shall be rejected.

## **10. TERMINATION OF CONTRACT**

### **i) Termination by PFMS**

PFMS reserves the right to suspend any of the services and/or terminate this agreement in one or more of the following



circumstances by giving 30 days' notice in writing:

- In case PFMS finds the illegal use of connections, hardware and software tools that are dedicated to PFMS or its clients only.
- In case the agency is not paying salary continuously for 2 months or three defaults in payment of salary in a year to the manpower against the order as per the terms and condition of the tender. PFMS may ask the agency to provide proof of salary transactions to the manpower deployed by them.
- If there are frequent and repeated violations of the required Qualification, experience criteria of the manpower as per the terms and conditions of the tender, PFMS may take an action as deemed fit.
- In case the agency is not providing benefits of PF/EPF, ESIC or Medical Insurance etc. or other facilities as per tender document to the eligible manpower.
- In case the agency is not depositing TDS deducted from the salary of the manpower to the Income Tax Department.

PFMS reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 90 days' notice in writing:

**a) Termination for Insolvency, Dissolution etc.**

PFMS may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the qualified bidder, if the qualified bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or affect any right of action or remedy which has accrued thereafter to PFMS.

**b) Termination for Default:**

PFMS may without prejudice to any other remedy for breach of contract, (including forfeiture of security deposit) by written notice of default issued to the agency, terminate the contract in whole or in part after sending a notice to the agency in this regard.

a) If the Agency Fails To Deliver any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by PFMS, or b) If the agency fails to perform any other obligation under the contract.

**c) Termination for Convenience**

PFMS may by written notice, sent to the selected bidder, terminate the order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for PFMS's convenience, the extent to which performance of work under the order and/or the contract is terminated and the date upon which such termination becomes effective. PFMS reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.

**d) Conditions for Termination**

a) Upon occurrence of an event of default as set out in above clauses, PFMS will deliver a default notice in writing to the Agency which shall specify the event of default, and give the Agency an opportunity to correct the default.

b) At the expiry of the notice period, unless the party receiving the default notice remedied the default, the PFMS may terminate the agreement.

**e) No Claim Certificate**

The qualified bidder shall not be entitled to make any claim, whatsoever, against PFMS /PFMS or its clients under or by

virtue of or arising out of this contract nor shall PFMS or its clients entertain or consider any such claim after Bidder shall have signed a "no claim" certificate in favour of PFMS or its client in such forms as shall be required by PFMS after the works are finally accepted.

**f) Suspension**

PFMS may by a written notice of suspension, suspend all payments to the qualified bidder under the contract, if the qualified bidder failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that the such notice of suspension: Shall specify the nature of the failure and Shall request the qualified bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

**ii) Termination by Successful Bidder:**

The service provider may, terminate this Contract, or any particular Services with this contract, by giving a written notice of not less than 45 days to the PFMS subject to the approval by the Competent Authority in PFMS for termination if successful bidder reasonably determine that the service provider can no longer provide the Services in accordance with applicable law.

Note: The 45 days period will be counted after the approval of the Competent Authority in PFMS.

**11. FORCE MAJEURE**

a) Force majeure clause will mean and be limited to the following in the execution of the contract/orders placed by PFMS: -

- War/hostilities.
- Riot or Civil Commotion.
- Earthquake, flood, tempest, lightning or other natural physical disaster.
- Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which

prevent or delay the execution of the order by the agency.

b) The agency will advise PFMS in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, PFMS reserves the right to cancel the order without any obligation to compensate the agency.

## **12. ARBITRATION**

PFMS and the agency will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the agreement/order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for the general or the special conditions, such dispute will be referred to two arbitrators, one to be appointed by each party and the third arbitrator shall be chosen by the two arbitrators so appointed by the parties who shall act as Presiding Arbitrator and the award of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration will be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings will be held in New Delhi, India.

## **13. APPLICABLE LAW**

The Agreement/Contract/order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. The bidder and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary

or confidential information relating to the services, contract or business or operations of PFMS without the prior written consent of PFMS.

The Employer may also sanction against the bidder, including debarring the bidder ineligible, either indefinitely or for a period of 3 years to be awarded a contract, if at any time determines that the bidder has directly or through an agent engaged in corrupt, fraudulent, collusive or coercive practices in competing for or in executing an Employer-financed contract.

In order to get better participation of agencies for availing the professional services for software development and implementation, the bid will be processed as per QCBS mode. The ratio for considering the technical and financial qualification will be 70:30. Following are the QCBS parameters for evaluating the technical bids.

#### **14. GENERAL GUIDELINES FOR THE AGENCY AND ITS TECHNICAL RESOURCES TO BE DEPLOYED IN PFMS**

1. It is the prerogative of PFMS to conduct interviews of the proposed personnel to ensure that resources are well equipped to meet up to the expectations of the project. In case the interview is conducted, then it shall be restricted for Sr.TPM/TPM/Sr.Solution Architect / Other positions with similar quoted remuneration. The requirement to conduct an interview shall be decided by PFMS. In case of no such intimation to the agency, the deployment shall be done by the bidder at its own instance. In case the bidder is not intimated about the interview, the non-conduct of interview shall not be considered as a reason to avoid levying of LD.
2. In case of categories of resources not being interviewed, it is expected out of the successful bidder to provide best quality resources already on its payroll and the performance of such manpower will be closely monitored by PFMS and in case of any unsatisfactory performance, the clauses for replacement as stipulated in the tender shall be invoked.
3. PFMS at its discretion may provide the phase wise deployment requirement and plan. However, in case of no such intimation by PFMS, the firm may deploy the resources at the earliest without waiting for any such deployment plan from

PFMS.

4. The concerned Officials of PFMS in different verticals shall share the scope and details of the project development requirements with the outsourced technical manpower working under them and they would be expected to carry out the development related activities, the plan and timelines that will be shared from time to time. The successful bidder shall bear full responsibility for the desired outcome of the deliverables.
5. The technical resources may be required to carry out the development work either onsite (PFMS Project site) or offsite (home/agency registered premises) as per the requirements, demands and timelines of the project deliverables.
  - a. In case, the technical resources are working on-site (i.e., at the respective deployment locations, PFMS shall provide the following inputs:
    - i. Office Space and infrastructural facilities such as Office, Tel., Fax, Computer with Internet (NIC Line), Stationary etc.
    - ii. All relevant information & documents which are essential for deliberating the duties by the deployed personnel such as System Requirement Specifications, data, Progress Reports, rollout plan, detail of progress achieved in development of different modules of the projects of PFMS
    - iii. Support & Coordination of other members of the IT team involved in Software Development being developed in PFMS.
    - iv. Other administrative support for carrying out the functions under the contract, as required.
    - v. No official vehicle to attend office will be provided by the PFMS. However, free parking space for private vehicles may be made available by the PFMS in the parking area embarked for such purposes in the office building, subject to the availability. In case, the deployed resources have to attend any official meeting, the office vehicle may be provided by PFMS for commutation between the place of working and place of official meeting. However, it shall

depend upon the availability of the vehicle. Any such expense for local travel shall have to be borne by the agency. However, in case of outstation tours approved by PFMS, the travel claim shall be treated at par with level 10 of 7th CPC.

- b. In case, the deployed resources are directed to carry out the development work offsite (home/agency registered premises).The successful bidder must ensure that necessary hardware (Laptop/desktop) and internet broadband connectivity to all technical resources are available to enable them to carry out all IT related work.
6. An indicative list of activities which depending on the project requirement, Agency's technical resources will be required to undertake are as follows:
- a) Prepare the technical solution architecture of an e-Governance/mGovernance application/solution including the technology.
  - b) Proper documentation of the solution proposed SRS/FRD.
  - c) High level, low level and database design of the application proposed.
  - d) Deployment architecture.
  - e) Development and milestone plan.
  - f) Management of various phases of the application development including design, development, implementation, quality assurance and conformance to security requirements for application hosting at the data center.
  - g) Test case preparation and testing of the application developed for quality assurance and code review, both automated and manual.
  - h) Data analytics, dashboard support.
  - i) Carry out maintenance, change requirements, feature up-gradation and support of application software post completion of development related activities.

- j) Notwithstanding the above, any other PFMS related tasks/activities as assigned by the concerned officers of PFMS.
7. The performance and discipline of the technical resources provided by the successful bidder would be ensured. Punctuality and attendance would be maintained as per government norms and /or as per guidelines issued by PFMS from time to time.
  8. Timely production of quality output as per the milestones vs. deliverables will be an overarching responsibility of the technical resource. The successful bidder would be responsible to enforce it.
  9. If due to any unavoidable circumstances the deployed manpower does not meet the desired expectations and needs to be replaced/changed then the successful bidder will ensure complete knowledge transfer during the replacement ensuring continuity of the project.
  10. The Regular progress reporting and review of the same with the concerned vertical of PFMS will be an integral part of the responsibility of the agency. Performance management of outsourced technical manpower would also include the (bi)annual performance review by PFMS. Inputs from respective PFMS verticals may be considered during (bi)annual appraisal of the respective outsourced technical manpower.
  11. All technical resources may be required to work beyond office hours / holidays, as and when required. All resources hired against the Designations as indicated at S. No. 22 to S.No. 33 in Clause 19 (Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualifications) of this document may be required to work in 8 hour shifts 24 x 7.
  12. Agency shall provide an undertaking for the implementation of Data Confidentiality and privacy of the projects undertaken and shall sign a specific NDA (Non-Disclosure Agreement) with PFMS. Each technical resource shall have to sign a specific NDA individually as well.
  13. All the manpower deployed by the agency may be subjected to proper background verification check for Date of Birth, Educational Qualifications, Experience and police verification of antecedents. The agency shall submit the background



verification report as mentioned above for each manpower within 30 days of deployment of manpower.

14. The Agency shall immediately replace any of its personnel who is found unacceptable because of security risks, conflict of interest, improper conduct etc. upon receiving a notice from PFMS. The substitute for such a replacement should be provided by the successful bidder within a maximum period of 21 calendar days to the satisfaction of the concerned PFMS vertical.
15. For all intents and purposes the service providing agency/vendor shall be the "Employer" within the meaning of different legislations in respect of manpower so employed and deployed in the IT Projects of PFMS. The period of training, long leave, sick leave etc. leading to absence from duty of the assigned person will not be paid by PFMS and bill payment will be submitted accordingly. Vendors shall be required to maintain daily attendance/ leave reports in the format as prescribed by PFMS. If a deployed resource is on leave for a long period (more than 3 weeks), then the vendor shall provide a suitable substitute of equivalent qualification. Any breach of trust by the person engaged by contractor will lead to immediate cessation of service of person and any loss caused to project will be recovered from vendor.

**15. TECHNICAL EVALUATION CRITERIA (QCBS): -**

Sl. No	Parameter	Criteria	Documents Required	Maximum Marks
1	Projects / Work Orders	<p>The bidder must have either successfully executed/completed or currently executing IT/ITeS/ Consultancy/Managed Services/PMU etc and related services as per the Scope of Work or related services, for any Govt./PSU/Corp/State Entity, in the FY 2019-20, 20-21, 21-22, 22-23, 23-24 with the following value:</p> <ul style="list-style-type: none"> <li>● One work order of value equal to or more than Rs. 31 crores (in any one of the five financial years mentioned above) - 25 marks.</li> <li>● Two work orders of value equal to or more than Rs. 19 crores and less than Rs 31 crores (in any one of the five financial years mentioned above) - 15 marks.</li> <li>● Three work orders of value equal to or more than Rs. 15 crores and less than Rs 19 crores each (in any one of the five financial years mentioned above) - 10 marks.</li> </ul> <p>Minimum marks shall be 10</p> <p><i>Note 1: Value of Work Order will be considered as inclusive of</i></p>	<p>Copies of work orders along with certificates from the CS/CA of the company certifying. And name &amp; address of clients who may be contacted for further information on those contracts.</p> <p>In case of completed works, the satisfactory completion certificate from the client shall have to be submitted by the bidder.</p> <p>In case of ongoing works, the satisfaction certificate from the client shall have to be submitted by the bidder.</p>	25

		<i>all taxes.</i>		
2	Technical Strength of Bidder Company	<p>Present Strength of Manpower on bidder's Payroll as on bidding date with minimum qualification- BE/B.Tech/BCA or MCA/ M.Sc in CS/IT/Electronics/ MBA.</p> <ul style="list-style-type: none"> <li>● 800 to 1000 resources – 5 marks (minimum marks)</li> <li>● 1001 to 1200 resources – 10 marks</li> <li>● More than 1200 resources – 15 marks</li> </ul> <p><b>Note1:</b> Bidder will be considered only in one of the above mentioned categories.</p> <p><b>Note 2:</b> Manpower of subsidiaries companies will not be considered.</p>	Certificate from company's CA/CS/Authorised signatory in the format attached at Clause No. <b>20 Certificate For Manpower on Payroll of this bid document.</b>	15
3	Annual Turnover	<p>The bidder Average Annual Turnover from IT/ITeS/ Consultancy/Managed Services/PMU etc and related services in any three consecutive Financial years ( FY 23-24, FY 22-23, FY 21-22, FY 20-21) as under:</p> <ul style="list-style-type: none"> <li>● Equal to / Above Rs. 268 Crore upto Rs. 318 crores(including) - 5 Marks (minimum)</li> <li>● Above Rs. 318 crores upto Rs. 368 crores(including) - 10 marks</li> <li>● Above Rs. 368 crore – 15 marks</li> </ul>	Duly signed & stamped CA certificate mentioning turnover in any three consecutive Financial years (FY 23-24, FY 22-23, FY 21-22, FY 20-21) along with Audited Financial statement for each year.	15
4	Certificate	<i>[Bidders must possess CMMI Level 5 certification which is valid as on bid submission date.</i>	Self - certified copies of relevant certificates.	15

		<p><i>In addition, the minimum 1 amongst the following certifications should be in their possession on the bid submission date ISO 9001:2015 OR ISO/IEC 20000-1:2018 OR ISO/IEC 27000:2018 OR ISO/IEC 27001:2013].</i></p> <ul style="list-style-type: none"> <li>• <i>CMMI Level 5 and 1 certification – 5 marks</i></li> <li>• <i>CMMI Level 5 and 2 certifications – 10 marks</i></li> <li>• <i>CMMI Level 5 and 3 or more certifications – 15 marks]</i><sup>11</sup></li> </ul>		
5.	Technical Presentation on Support Methodology	Bidders who qualify the Preliminary Qualification shall be called for a technical presentation.	Technical Presentation to be precise and should cover:	
			• Experiences related to scope of Work.	5
			• Plan for monitoring the resources and their performance	5
			• Policy of the company to ensure the quality of manpower to be deployed, their technical support and capacity building.	5

<sup>11</sup> Amended through Corrigendum

			<ul style="list-style-type: none"> <li>• Strategic understanding and approach to implementation</li> </ul>	5
			<ul style="list-style-type: none"> <li>• Details of proposed deployment plan, manpower retention strategies and handling of staff resignation including provision of a backup pool.</li> </ul>	5
			<ul style="list-style-type: none"> <li>• Know how to manage identity management, access control and approach to IT security.</li> </ul>	5
<b>TOTAL MARKS</b>				<b>100</b>

### a) TECHNICAL BID EVALUATION

Each Technical Bid will be assigned a technical score (Tb) out of a maximum of 100 points by adding the marks against each of the evaluation criteria as defined in section VI of this document.

The Technical score would be normalised on a scale of 100, with the highest score being normalised to 100 and the rest being awarded on a pro-rata basis. Such normalised scores would be considered for the purpose of QCBS based valuation as

explained

The individual bidder's technical scores will be normalised as per the formula below:

$T_n = T_b/T_{max} * 100$ , where,

#  $T_n$  = normalized technical score for the bidder under consideration

#  $T_b$  = absolute technical score of the bidder under consideration

#  $T_{max}$  = maximum absolute technical score obtained by any bidder

**Minimum normalised technical score ( $T_n$ ) to qualify in technical evaluation is 65. The Financial bids of only those bidders shall be opened whose normalised score is 65**

## **16. FINANCIAL BID EVALUATION**

- (a) The Commercial bids of only those bidders who qualify in the technical evaluation will be opened. All other Commercial bids will not be opened.
- (b) The commercials should be quoted by the prospective bidders in the GeM portal at appropriate places while submitting their bid and shall include all the incidental costs as per the terms and conditions of this bid document.
- (c) The price quoted in the bid must be firm and final and shall not be subject to any upward modifications.
- (d) The price quoted in the financial bid should be **inclusive of all applicable taxes**.
- (e) The Commercial bids of the technically qualified bidders will be evaluated as per the standard evaluation criteria in the GeM portal. Indicative method of calculation followed by the GeM portal is as follows:

- (f) The lowest evaluated Financial Proposal (Fmin) will be given the maximum financial score (Fn) of 100 points. The financial scores (Fn) of the other Financial Proposals will be computed as per formula for determining the financial scores given below:

$F_n = 100 \times F_{min} / F_b$ , where,

#Fn= normalized finance score for the bidder under consideration

#Fb= the total cost quoted by the bidder under consideration

#Fmin= the total cost quoted by the L1 (bidder with lowest total cost)

## **17. FINAL BID EVALUATION BASED ON QCBS**

- (a) The Final Composite Score shall be computed by the GeM portal for each firm by assigning 70% weightage to the Technical Score (Tn) and 30% weightage to Financial Score (Fn).
- (b) The GeM portal displays the position wise list indicating the final position of the bidder and the work will be awarded to the bidder who attains the maximum composite score in the evaluation.
- (c) The selected bidder has to deploy the resources from the start date as specified in the GeM contract

**18. CLARIFICATIONS TO THE BIDDERS:**

<b>S. No.</b>	<b>Clarification</b>
1	Estimated Value of the Contract for three years period is Rs. 114.87 crores (including GST) Per year estimated Value of the contract : Rs 38.29 crores (including GST)
2	<p>Price escalation of 7% per year has been factored in to derive the above estimates of the contract for a 3 years period. Thus, no price escalation shall be entertained during the period of the contract. However, the price escalation of 7% per year shall be applicable in the extension period, if the extension of the contract is approved.</p> <p>No increase in the rate of price escalation shall be considered.</p> <p>If in future any question on price escalation arises, then 7% shall be assumed as the price escalation component inbuilt by the bidders during the bid.</p>
3.	<p>A set of certification requirements for each designation have been indicated in the bid. It is not necessary that each resource should have all the certifications. Each candidate should have at least one of the certifications indicated.</p> <p>Some of the certifications may be dated. However, even if any such certifications has been acquired in the past by the technical resource, such certificate would qualify for acceptance.</p>
4.	<p>Any reference to the number of days in this RFP shall mean Calendar days.</p> <p>21 calendar days shall be a standard time duration in day to day contract management. LD/Penalty shall be considered/calculated only after lapse of 21 days unless specifically specified in the tender. However, repeated or frequent lapses may result in imposition of immediate LD.</p>
5.	Maximum Penalty that can be imposed in this contract shall not be more than 10% of the per year Contract Value. However, Right to forfeit PBG may also be exercised over and above the 10% penalty imposition.



6.	In case of the intimation of resignation by a resource, the vendor shall inform PFMS, preferably, two months in advance of the date of planned exit of resource.
7.	In case of applicability of the Non disclosure agreements in the work orders required to be submitted along with the bid, the Relevant portions/Sections of the concerned documents have to be shared. Any Sensitive information may be masked while submission.
8.	In case of cancellation of the work order, the penalty imposed shall be up to 3% of the contract value. However, Right to forfeit PBG may also be exercised over and above the penalty.
9.	The exemptions for EMD as stipulated in GeM General Terms and Conditions are applicable.
10.	Maternity Benefits allowances shall have to be borne by the bidder.
11.	Increase/Decrease in GST shall be paid/deducted by PFMS
12.	The billing shall be on the actual resources deployed against each designation during the billing period.
13.	As per the extant rules of GOI, the vendor is bound to upload the certificate as per the PPP-MII Order. The certificate should be in compliance with clause 9 of the PPP- MII Order dated 16.09.2020. (subject to the any amendments on the last date of bid submission)
14.	The manpower is required for PFMS Development Centre at Delhi NCR and data centres at NDC-Shastri Park, Delhi and NDC-Hyderabad/Secunderabad only. All resources are required to work in the above said locations.
15.	No exemption to MSMEs for Years of Experience and Turnover Criteria related conditions in the eligibility criteria of this bid document.

**19. Detailed Break up of profiles, Scope, Years of Experience, Skillset/Qualifications:**

S. No.	Profile Name	Scope	Years of Experience	No	Skillset/Qualifications
1.	Sr. Solution Architect	<ul style="list-style-type: none"> <li>● The candidate should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams.</li> <li>● Defining project scope, goals and deliverables that support goals set for the project. Developing success criterion of each phase/stage of the project.</li> <li>● Develop full-scale project plans using agile methodology and associated communications documents.</li> <li>● Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfillment of requirements in time.</li> <li>● Implement project quality and security policies and manage project library and security program, Developing and review of tasks and responsibilities to appropriate</li> </ul>	<p>15+ years' experience in handling projects ab-initio. He/ She must have strong technical experience with Microsoft technologies .Net, MS SQL Server, SQL Server Analysis Services/Power BI/Tableau. Experience on ETL Tools like SSIS / Talend / Pentaho etc. and on Data Quality Tools like Informatica / Collibra / Alation etc. The candidates should have strength in technology, domain and application development and possess leadership qualities to lead a team of minimum 15-20 professionals.</p>	1	<ul style="list-style-type: none"> <li>● <u>Qualification:</u></li> <li>● M.B.A/ B. Tech/ BE/ M. Tech/ ME/ Ph.D. in Computer Science/Information technology (IT)/ Electronics &amp; Tele-Communication Engineering and related fields or equivalent with consistently good academic record.</li> <li>● <u>Certification:</u></li> <li>● AWS Certified Solution Architect.</li> <li>● Axelos ITIL Master certification.</li> <li>● CISSP Information Systems Security Architecture Professional (CISSIP-ISSAP)</li> <li>● Dell EMC Proven Professional Cloud architect training and certification.</li> <li>● EC Council Certified Network Defense Architect (CNDA)</li> <li>● MCSE: Data Management and Analytics,</li> <li>● MCSA: SQL 2016 BI Development,</li> <li>● MCSE: Data Management and Analytics,</li> </ul>

2	Solution Architect	<p>personnel in project.</p> <ul style="list-style-type: none"> <li>● Plan and schedule project timelines and milestones and Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time.</li> <li>● The candidate should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams.</li> <li>● The candidate should be aware of software, mobile and telecom technology tools and deployment issues.</li> <li>● Should be able to build data ware housing solution ab initio using ETL, Data Cleansing and Quality Management, Exception Handling, Designing of Data Ware house, development of Models, cubes as well as performance optimization of cubes.</li> </ul> <p>Achievement of critical performance metrics including all required Service Level Requirements (SLRs) on a 24x7 basis are a key focus of this position and is required to</p>	<p>10+ years' experience in handling projects ab-initio. He/ She must have strong technical experience with Microsoft technologies .Net, MS SQL Server, SQL Server Analysis Services/Power BI/Tableau. Experience on ETL Tools like SSIS / Talend / Pentaho etc. and on Data Quality Tools like Informatica / Collibra / Alation etc. The candidates should have strength in technology, domain and application development and possess leadership qualities to lead a team of minimum 15-20 professionals.</p>	1	<p>Microsoft Certified: Azure Data Engineer Associate</p>
---	--------------------	---	---	---	---

		collaborate with other associates and functional business teams to build, deliver, and support effective, creative solutions aligned to specified business initiatives.			
3	TPM	Defining project scope, goals and deliverables that support goals set for project. Developing success criterion of each phase/stage of the project. Develop full-scale project plans using agile methodology and associated communications documents. Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfillment of requirements in time. Implement project quality and security policies and manage project library and. security program, Developing and review of tasks and responsibilities to appropriate personnel in project. Plan and. schedule project timelines and milestones and Track project milestones and deliverables	15+ years' experience of managing large software development projects. The candidate must have independently handled at least two large projects on all aspects from concept stage to implementation. He / She must have Strong Technical experience with Microsoft technologies - .Net, MS-SQL Server, TES, Windows Server, BizTalk etc.	1	<p><u>Professional Qualification:</u> - B. Tech/ BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.</p> <p><u>Preferred Professional Qualification/Certification:</u> - PMP and Equivalent, CGEFT, ML (Foundation) , PM Tool , Microsoft Certifications .Net, Bizlalk , MS-SQL.</p>

		and 'developing action plan to troubleshoot delays and remain on time. Achievement of critical performance metrics including all required Service Level Requirements (SLRs) on a 24x7 basis are a key focus of this position and is required to collaborate with other associates and functional business teams to build, deliver, and support effective, creative solutions aligned to specified business initiatives.			
4	TLs	<ul style="list-style-type: none"> <li>• 10+ years of related experience</li> <li>• PFMS Implementation based on .Net framework 4.5 and above, MS-SQL 2016 and above, DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Web Services and other Microsoft technology.</li> <li>• Team handling and client gathering, translate client requirement to technical way, Design, development and maintenance of ASP .net/MVC applications, Deployment on Production/UAT, troubleshooting, documenting</li> </ul>	More than 10 years of experience in handling large IT Projects in terms of Monitoring & Implementation based on .Net framework 4.5 and above, MS-SQL 2012 and above, DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Web Services and other Microsoft technology.	3	<p><u>Qualification:</u> B. Tech/BE/MBA/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• Microsoft Certified Professional Developer (MCPD),</li> <li>• Microsoft Technology Associate (MTA): Database Fundamentals SQL Certification,</li> </ul>

		<p>process flows, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned task within timeline etc.</p> <ul style="list-style-type: none"> <li>● Team leads working in NTRP module have to work for S2S service for PGA Integration, POS integration, Currency Updation API, Handle all database Jobs for NTRP, End user support via email /mobile</li> <li>● Team leads working for PRAKALP module have to manage APIs related to back end integration with Tin 2.0, RBI and Banks, maintain PRAKALP Website, handling all database jobs for PRAKALP, user support via email/mobile</li> <li>● Team leads recruited for BizTalk 2016/2020 server operations and management have to develop and deploy BizTalk applications and also configure and monitor BizTalk servers used as middleware in PFMS for Business Process Automation. They have to work on BAM portal, WCF, WebAPI, Restful API, webservice and</li> </ul>			<ul style="list-style-type: none"> <li>● Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Development Certification,</li> <li>● Microsoft Certified Solutions Associate (MCSA): SQL Server 2012/2014 Certification</li> </ul>
--	--	--	--	--	--

		<p>Message Exchange using XML, JSONetc. in heterogeneous environment systems with extensive knowledge on database querying and Query optimization. They must have Knowledge of Digital signature, Message Encryption/Decryption Using Pipeline, BizTalk Security using SSO objects, ISO 20022 Message Standards, BizTalk performance tuning, Auto deployment using any Project Management tool preferably DevOps,</p> <ul style="list-style-type: none"><li>● overseeing performance metrics of deployed BizTalk applications and host instances, documenting process flow, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline, Present process flow to end users etc.</li><li>● Team lead for DevOps Team have to work on DevOps, setup auto deployment through DevOps</li><li>● Team lead for web services and API development team have to</li></ul>			
--	--	---	--	--	--

		<p>develop and deploy Webservices/APIs and monitor their load distribution. He has ensured best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline. He should have sound knowledge on MS-SQL 2016 and above, .NET Framework 4.5 and above, DevOps/TFS, C#, SQL, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices,etc.</p> <ul style="list-style-type: none"><li>● Team leads recruited for Pension processing module, e-Bill Module and budget control module have to work on application development using .Net 4.5 and above framework / .NET Core, MS-SQL 2016&amp;above,TFS/DevOps, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices&amp; Rest API and other Microsoft technology and API integration with external source. He has to get the CR document prepared for the pages/modules developed by his team and coordinate with</li></ul>			
--	--	--	--	--	--



		<p>testing team for getting them tested on staging and finally deployment teams for making it live.</p> <p>Team leads recruited for Reports Module of PFMS have to develop SSRS based reports/Power BI. They should have good knowledge of SQL and writing tuned queries for highly concurrent reports development and Adhoc Data Extraction. Their role also includes management of Report Server deployment in native /scale out modes. They have to Develop, deploy and maintain SSRS reports, adhoc queries, tuning of SQL queries, hosting and maintenance of SSRS servers.</p>			
5	Sr. S/W Developer	<ul style="list-style-type: none"> <li>• 7+ years of related experience</li> <li>• Software code development for web or mobile apps/Automated software deployment in cloud infrastructure and version control with systems like GIT/SVN/CVS/TFS.</li> <li>• Docker/Container based development platforms.</li> </ul>	<p>Minimum 7+ years in experience in web applications development out of which more than 4 years of experience in development of .NET web Application in ASP .NET Framework 4.5 and above with backend as MS SQL 2012 and above, Experience on</p>	10	<p><u>Qualification:</u> B. Tech/ BE/ MCA/ M. Tech/ ME/ Ph.D. in Computer Science/ Information technology (IT)/ Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p>

		<ul style="list-style-type: none"> <li>• Programming languages like .Net, Python, R, Shell Script, .Net, .Net Core, etc.</li> <li>• Development of Component programming using .NET4.5, web services, webAPI, WCF, SSIS packages with extensive knowledge of SQL query and optimization with best practices in software development and testing in Microsoft platform.</li> <li>• Must have Knowledge of DLL deployment, TFS, Message exchange using XML, JSON etc. Knowledge of Digital Signature, Message Encryption is desirable.</li> <li>• Native mobile application development, NoSQLsolutions.</li> <li>• Defining project scope, goals and deliverables that support goals set for project.</li> <li>• Developing success criterion of each phase/stage of the project.</li> <li>• Develop full-scale project plans using agile methodology and associated communications documents.</li> </ul>	<p>working with DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery. Should have extensive knowledge of writing SQL query/Stored procedures and Optimization with best practices in software development and testing in Microsoft platform.</p>		<ul style="list-style-type: none"> <li>• Microsoft Certified Professional Developer (MCPD),</li> <li>• Microsoft Technology Associate (MTA): Database Fundamentals SQL Certification,</li> <li>• Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Development Certification,</li> </ul> <p>Microsoft Certified Solutions Associate (MCSA): SQL Server 2012/2014 Certification</p>
--	--	--	--	--	--

		<ul style="list-style-type: none"><li>• Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfillment of requirements in time.</li><li>• Implement project quality and security policies and manage project library and security program.</li><li>• Developing and review of tasks and responsibilities to appropriate personnel in project.</li><li>• Plan and schedule project timelines and milestones and Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time.</li><li>• Some specialized areas like BizTalk (Middleware) development, Business Intelligence (BI), SharePoint, Team Lead, Test Lead etc. The person will submit details of progress at time intervals with performance metrics. BizTalk Developer is responsible for building and deploying interface between</li></ul>			
--	--	---	--	--	--

		<p>numerous platforms and creating effective interactive automated processes including alerts for exceptions, build business rule using BRE, optimizing system performance and time window management. Availability of audit trails/logs of system alerts, managing deployment documentation and developing controls for interface.</p> <ul style="list-style-type: none"><li>● He/she will handle requirement of development/configuration management for Orchestrations, Maps, Pipelines, Port Configuration, XSD, XSLT, XML, as well as performance and scalability tuning and effectively usage xQueries/jQueries for optimization.</li><li>● The SharePoint Developer is responsible for developing SharePoint applications around the core concepts of automation, workflow, web parts &amp; process improvement, system/application integration, enterprise content</li></ul>			
--	--	--	--	--	--

		<p>management, and collaboration using .NET &amp; SharePoint 2010/2013 development strategies.</p> <ul style="list-style-type: none"><li>• The person will serve as Web Developer and Site Administrator and will assimilate business information &amp; apply leading practices to make recommendations for an impactful SharePoint solution and provide production support for assigned systems and troubleshoot technical issues and shall function in Integrated environment with team and other developers.</li><li>• BI developer is responsible for developing and Implementing Data Warehouse and data mart database architecture, ETL and development activities by creating sophisticated logical and physical MS-SQL Server databases design to quickly handle complex queries (response time).</li><li>• He/she will also use share point for reports/dashboard</li></ul>			
--	--	--	--	--	--

		<p>management including CMS requirements.</p> <ul style="list-style-type: none"><li>● He/she will be responsible for designing, constructing, and testing of ETL processes and software coding that may be necessary to extract data from the transactional and/or operational databases.</li><li>● Transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Datamart.</li><li>● He will also contribute in designing data backup and archival policy and implement such policy.</li><li>● He/she will provide input for data structures and incremental data needs for real time OWH to OLTP team.</li><li>● Team Lead /Test lead will investigate problems uncovered during analysis and design and execute test cases as appropriate and advise corrective actions to reduce rework.</li><li>● As part of other responsibilities, the person will also provide feedback on</li></ul>			
--	--	--	--	--	--

		<p>usability, serviceability, documentation, and report status to the appropriate audience.</p> <ul style="list-style-type: none"> <li>• Software testing is an important role at O/o CGA that ensures the quality of application for wider group of users.</li> <li>• Sr. Application Developer taken for COMPACT application should have sound knowledge on Visual Basic 6.0, Crystal Reports and SQL.</li> </ul> <p>The person will understand and determine Project Deliverables, Project plan, Scheduling, Project time frame, identification of risks, contingency plans, resource availability, quality process for accomplishing the project goals.</p>			
6	S/W Developer	<ul style="list-style-type: none"> <li>• 3+ years of related experience</li> <li>• Windows Applications Development with Microsoft. NET Framework 4.</li> <li>• Software development in Visual Studio 2010/2013&amp; above, implementation of .net v4 framework or using PHP ver 5.x or skill set in Eclipse, Android SDK, Web service (SOAP, REST, JSON, XML)</li> </ul>	Total 3+ years' development experience in ASP .NET 4.5 or above framework using C# language with Visual Studio 2010/2013 or more as a development tool. Experience on working with DevOps/TFS, C#, JavaScript/DHTML,	17	<p><u>Qualification:</u> B. Tech/ BE/ MCA/ M. Tech/ ME in Computer Science/ Information technology (IT). Bachelor/ Electronics &amp; Tele-Communication Engineering and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p>

		<p>Jquery App integration, App debugging, WCF, MVC. Should possess extensive knowledge of SQL query and Optimization</p> <ul style="list-style-type: none"> <li>• Design, development, deployment and maintenance of ASP .net application, documenting process flow, ensuring best practices in development, Identify, prioritize, and execute tasks in the software development life cycle, develop tools and applications by producing clean, efficient code, Review and debug code etc.</li> <li>• Candidates selected for NTRP and PRAKALP modules have to do development activities related to PGA Integration, CBEC Payment, Quick Payment, POS Payment, Additional Charges and Bi-Furcation, Publication cart, User Management for NTRP, Shopping Cart, Email Utility for sending email</li> <li>• Candidates selected for Sanction module have to do development activities related ebill, budget control, API,</li> </ul>	<p>HTML-CSS, AJAX, jQuery. Should have extensive knowledge of writing SQL query/Stored procedures and Optimization with best practices in software development and testing in Microsoft platform.</p>		<ul style="list-style-type: none"> <li>• Microsoft Certified Professional Developer (MCPD),</li> <li>• Microsoft Technology Associate (MTA): Database Fundamentals SQL Certification,</li> <li>• Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Development Certification,</li> </ul> <p>Microsoft Certified Solutions Associate (MCSA): SQL Server 2012/2014 Certification</p>
--	--	--	---	--	--



		<p>Monthly account processing, Extra ordinary pension, COMPACT functionality and Pension arrears.</p> <p>Candidates selected for New Technology explorations have to do development work related to new technology implementation and PoCs.</p>			
7	BA	<ul style="list-style-type: none"> <li>8+ years of related experience</li> </ul> <p>The Business Analysts should have sound knowledge on Business Analysis and System Design concepts, Data Warehouse and data mart, database architecture, ETL, development activities and document preparation (SRS, FRD, RTM, Change request etc.). They have to attend the meetings with domain to understand the requirements, prepare the scope document, Business Requirement document and Functional Requirement document. They will act as an interface between Domain and Technical team to understand and convey the requirements to technical team. They have to work on MS Visio, MS Office, UML Modeling. They have to prepare all types of</p>	<p>At least 8 years of experience in document preparation (SRS, FRD, RTM, FRS, BRD), DFD, Data modeling diagram. Hands-on experience in working on MS Visio tool, Wireframe tool, MS Office.</p> <p>BAs hired for Data analytics should have good Knowledge of Tableau /Power BI in addition to technical documents preparation</p>	2	<p><u>Qualification:</u> MBA/B.Tech/BE/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>IIBA Entry Certificate in Business Analysis (ECBA),</li> <li>IIBA Certified Business Analysis Professional (CBAP),</li> <li>IIBA Certification of Competency in Business Analysis (CCBA),</li> <li>IQBBA Certified Foundation Level Business Analyst (CFLBA),</li> </ul>

		documents viz. SRS, Design Document, Requirement Traceability Matrix (RTM) document.			Business Analysis/System Design Subject at Degree Level.
8	Sr.TPM	They should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams. They should be aware of software, mobile, and telecom technology tools and deployment issues. Defining project scope, goals and deliverables that support goals set for project. Developing success criterion of each phase/stage of the project. Develop full-scale project plans using agile methodology and associated communications documents. Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfillment of requirements in time. Implement project quality and security policies and manage project library and security	15+ years' experience of managing large software development projects. The candidate must have independently handled at least two large projects on all aspects. from concept stage to implementation. He   She must have Strong Technical experience with Microsoft technologies .Net, MS-SQL Server, TFS, Windows Server, BizTalk etc,	1	<u>Qualification:</u> B.Tech/ BE/ MCA/ M.Tech/ ME/ PhD in Computer Science/Inform-afion Technology (IT) and related fields or equivalent with consistently good academic record. -Preferred Professional Qualification/Certification:- - PMP and Equivalent, CGET,IITIL (Foundation), PM Tool.

		<p>program, Developing and review of tasks and responsibilities to appropriate personnel in project. Plan and schedule project timelines and milestones and Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time. They should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams. They should be aware of software, mobile and telecom technology tools and - deployment • issues. Achievement of critical performance metrics including all required Service Level Requirements (S.LRs) on a 24,0 basis are a key focus of this position and is required to collaborate with other associates and functional business teams to build, deliver, and support effective, creative solutions aligned to - specified business initiatives.</p>			
--	--	--	--	--	--

9	TLs	<ul style="list-style-type: none"> <li>• 10+ years of related experience</li> <li>• PFMS Implementation based on .Net framework 4.5 and above, MS-SQL 2016 and above, DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Web Services and other Microsoft technology.</li> <li>• Team handling and client gathering, translate client requirement to technical way, Design, development and maintenance of ASP .net/MVC applications, Deployment on Production/UAT, troubleshooting, documenting process flows, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned task within timeline etc.</li> <li>• Team leads working in NTRP module have to work for S2S service for PGA Integration, POS integration, Currency Updation API, Handle all database Jobs for NTRP, End user support via email /mobile</li> <li>• Team leads working for PRAKALP module have to</li> </ul>	<p>More than 10 years of experience in handling large IT Projects in terms of Monitoring &amp; Implementation based on .Net framework 4.5 and above, MS-SQL 2012 and above, DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Web Services and other Microsoft technology.</p>	1	<p><u>Qualification:</u> B.Tech/BE/MBA/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• Microsoft Certified Professional Developer (MCPD),</li> <li>• Microsoft Technology Associate (MTA): Database Fundamentals SQL Certification,</li> <li>• Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Development Certification,</li> <li>• Microsoft Certified Solutions Associate (MCSA): SQL Server 2012/2014 Certification</li> </ul>
---	-----	--	--	---	--

		<p>manage APIs related to back end integration with Tin 2.0, RBI and Banks, maintain PRAKALP Website, handling all database jobs for PRAKALP, user support via email/mobile</p> <ul style="list-style-type: none"><li>● Team leads recruited for BizTalk 2016/2020 server operations and management have to develop and deploy BizTalk applications and also configure and monitor BizTalk servers used as middleware in PFMS for Business Process Automation. They have to work on BAM portal, WCF, WebAPI, Restful API, webservices and Message Exchange using XML, JSONetc. in heterogeneous environment systems with extensive knowledge on database querying and Query optimization. They must have Knowledge of Digital signature, Message Encryption/Decryption Using Pipeline, BizTalk Security using SSO objects, ISO 20022 Message Standards, BizTalk performance tuning, Auto deployment using any Project Management tool preferably DevOps,</li></ul>			
--	--	--	--	--	--

		<ul style="list-style-type: none"><li>● overseeing performance metrics of deployed BizTalk applications and host instances, documenting process flow, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline, Present process flow to end users etc.</li><li>● Team lead for DevOps Team have to work on DevOps, setup auto deployment through DevOps</li><li>● Team lead for web services and API development team have to develop and deploy Webservices/APIs and monitor their load distribution. He has ensured best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline. He should have sound knowledge on MS-SQL 2016 and above, .NET Framework 4.5 and above, DevOps/TFS, C#, SQL, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices,etc.</li></ul>			
--	--	---	--	--	--

	<ul style="list-style-type: none"><li>• Team leads recruited for Pension processing module, e-Bill Module and budget control module have to work on application development using .Net 4.5 and above framework / .NET Core, MS-SQL 2016&amp;above, TFS/DevOps, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices&amp; Rest API and other Microsoft technology and API integration with external source. He has to get the CR document prepared for the pages/modules developed by his team and coordinate with testing team for getting them tested on staging and finally deployment teams for making it live.</li></ul> <p>Team leads recruited for Reports Module of PFMS have to develop SSRS based reports/Power BI. They should have good knowledge of SQL and writing tuned queries for highly concurrent reports development and Adhoc Data Extraction. Their role also includes management of Report Server deployment in native /scale out modes. They</p>			
--	--	--	--	--

		have to Develop, deploy and maintain SSRS reports, adhoc queries, tuning of SQL queries, hosting and maintenance of SSRS servers.			
10	Sr S/W Developer	<ul style="list-style-type: none"> <li>• 7+ years of related experience</li> <li>• Software code development for web or mobile apps/Automated software deployment in cloud infrastructure and version control with systems like GIT/SVN/CVS/TFS.</li> <li>• Docker/Container based development platforms.</li> <li>• Programming languages like .Net, Python, R, Shell Script, .Net, .Net Core, etc.</li> <li>• Development of Component programing using .NET4.5, web services, webAPI, WCF, SSIS packages with extensive knowledge of SQL query and optimization with best practices in software development and testing in Microsoft platform.</li> <li>• Must have Knowledge of DLL deployment, TFS, Message exchange using XML, JSON etc. Knowledge of Digital</li> </ul>	Minimum 7+ years in experience in web applications development out of which more than 4 years of experience in development of .NET web Application in ASP .NET Framework 4.5 and above with backend as MS SQL 2012 and above, Experience on working with DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery. Should have extensive knowledge of writing SQL query/Stored procedures and Optimization with best practices in software development and testing in Microsoft platform.	1	<p><u>Qualification:</u> B. Tech/ BE/ MCA/ M. Tech/ ME/ Ph.D. in Computer Science/ Information technology (IT)/ Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• Microsoft Certified Professional Developer (MCPD),</li> <li>• Microsoft Technology Associate (MTA): Database Fundamentals SQL Certification,</li> <li>• Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Development Certification,</li> </ul> <p>Microsoft Certified Solutions Associate (MCSA): SQL Server 2012/2014 Certification</p>



		<p>Signature, Message Encryption is desirable.</p> <ul style="list-style-type: none"><li>• Native mobile application development, NoSQL solutions.</li><li>• Defining project scope, goals and deliverables that support goals set for project.</li><li>• Developing success criterion of each phase/stage of the project.</li><li>• Develop full-scale project plans using agile methodology and associated communications documents.</li><li>• Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfillment of requirements in time.</li><li>• Implement project quality and security policies and manage project library and security program.</li><li>• Developing and review of tasks and responsibilities to appropriate personnel in project.</li><li>• Plan and schedule project timelines and milestones and</li></ul>			
--	--	---	--	--	--

		<p>Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time.</p> <ul style="list-style-type: none"><li>• Some specialized areas like BizTalk (Middleware) development, Business Intelligence (BI), SharePoint, Team Lead, Test Lead etc. The person will submit details of progress at time intervals with performance metrics. BizTalk Developer is responsible for building and deploying interface between numerous platforms and creating effective interactive automated processes including alerts for exceptions, build business rule using BRE, optimizing system performance and time window management. Availability of audit trails/logs of system alerts, managing deployment documentation and developing controls for interface.</li><li>• He/she will handle requirement of development/configuration management for</li></ul>			
--	--	---	--	--	--

		<p>Orchestrations, Maps, Pipelines, Port Configuration, XSD, XSLT, XML, as well as performance and scalability tuning and effectively usage xQueries/jQueries for optimization.</p> <ul style="list-style-type: none"><li>• The SharePoint Developer is responsible for developing SharePoint applications around the core concepts of automation, workflow, web parts &amp; process improvement, system/application integration, enterprise content management, and collaboration using .NET &amp; SharePoint 2010/2013 development strategies.</li><li>• The person will serve as Web Developer and Site Administrator and will assimilate business information &amp; apply leading practices to make recommendations for an impactful SharePoint solution and provide production support for assigned systems and troubleshoot technical issues and shall function in</li></ul>			
--	--	--	--	--	--

		<p>Integrated environment with team and other developers.</p> <ul style="list-style-type: none"><li>● BI developer is responsible for developing and Implementing Data Warehouse and data mart database architecture, ETL and development activities by creating sophisticated logical and physical MS-SQL Server databases design to quickly handle complex queries (response time).</li><li>● He/she will also use share point for reports/dashboard management including CMSrequirements.</li><li>● He/she will be responsible for designing, constructing, and testing of ETL processes and software coding that may be necessary to extract data from the transactional and/or operational databases.</li><li>● Transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Datamart.</li><li>● He will also contribute in designing data backup and</li></ul>			
--	--	---	--	--	--

		<p>archival policy and implement such policy.</p> <ul style="list-style-type: none"><li>● He/she will provide input for data structures and incremental data needs for real time OWH to OLTPteam.</li><li>● Team Lead /Test lead will investigate problems uncovered during analysis and design and execute test cases as appropriate and advise corrective actions to reduce rework.</li><li>● As part of other responsibilities, the person will also provide feedback on usability, serviceability, documentation, and report status to the appropriate audience.</li><li>● Software testing is an important role at O/o CGA that ensures the quality of application for wider group of users.</li><li>● Sr. Application Developer taken for COMPACT application should have sound knowledge on Visual Basic 6.0, Crystal Reports and SQL.</li></ul> <p>The person will understand and determine Project Deliverables,</p>			
--	--	---	--	--	--

		Project plan, Scheduling, Project time frame, identification of risks, contingency plans, resource availability, quality process for accomplishing the project goals.			
11	S/W Developer	<ul style="list-style-type: none"> <li>• 3+ years of related experience</li> <li>• Windows Applications Development with Microsoft .NET Framework 4.</li> <li>• Software development in Visual Studio 2010/2013&amp; above, implementation of .net v4 framework or using PHP ver 5.x or skill set in Eclipse, Android SDK, Web service (SOAP, REST, JSON, XML) Jquery App integration, App debugging, WCF, MVC. Should possess extensive knowledge of SQL query and Optimization</li> <li>• Design, development, deployment and maintenance of ASP .net application, documenting process flow, ensuring best practices in development, Identify, prioritize, and execute tasks in the software development life cycle, develop tools and applications by producing</li> </ul>	Total 3+ years' development experience in ASP .NET 4.5 or above framework using C# language with Visual Studio 2010/2013 or more as a development tool. Experience on working with DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery. Should have extensive knowledge of writing SQL query/Stored procedures and Optimization with best practices in software development and testing in Microsoft platform.	1	<p><u>Qualification:</u> B. Tech/ BE/ MCA/ M. Tech/ ME in Computer Science/ Information technology (IT). Bachelor/ Electronics &amp; Tele-Communication Engineering and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• Microsoft Certified Professional Developer (MCPD),</li> <li>• Microsoft Technology Associate (MTA): Database Fundamentals SQL Certification,</li> <li>• Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Development Certification,</li> </ul> <p>Microsoft Certified Solutions Associate (MCSA): SQL Server 2012/2014 Certification</p>

		<p>clean, efficient code, Review and debug code etc.</p> <ul style="list-style-type: none"> <li>• Candidates selected for NTRP and PRAKALP modules have to do development activities related to PGA Integration, CBEC Payment, Quick Payment, POS Payment, Additional Charges and Bi-Furcation, Publication cart, User Management for NTRP, Shopping Cart, Email Utility for sending email</li> <li>• Candidates selected for Sanction module have to do development activities related ebill, budget control, API, Monthly account processing, Extra ordinary pension, COMPACT functionality and Pension arrears.</li> </ul> <p>Candidates selected for New Technology explorations have to do development work related to new technology implementation and PoCs.</p>			
12	BA	<ul style="list-style-type: none"> <li>• 8+ years of related experience</li> </ul> <p>The Business Analysts should have sound knowledge on Business Analysis and System Design concepts, Data Warehouse and data mart,</p>	At least 8 years of experience in document preparation (SRS, FRD, RTM, FRS, BRD), DFD, Data modeling diagram. Hands-on experience in	2	<p><u>Qualification:</u> MBA/B.Tech/BE/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication</p>

		<p>database architecture, ETL, development activities and document preparation (SRS, FRD, RTM, Change request etc.). They have to attend the meetings with domain to understand the requirements, prepare the scope document, Business Requirement document and Functional Requirement document. They will act as an interface between Domain and Technical team to understand and convey the requirements to technical team. They have to work on MS Visio, MS Office, UML Modelling. They have to prepare all types of documents viz. SRS, Design Document, Requirement Traceability Matrix (RTM) document.</p>	<p>working on MS Visio tool, Wireframe tool, MS Office.</p> <p>BAs hired for Data analytics should have good Knowledge of Tableau /Power BI in addition to technical documents preparation</p>		<p>Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>● IIBA Entry Certificate in Business Analysis (ECBA),</li> <li>● IIBA Certified Business Analysis Professional (CBAP),</li> <li>● IIBA Certification of Competency in Business Analysis (CCBA),</li> <li>● IQBBA Certified Foundation Level Business Analyst (CFLBA),</li> </ul> <p>Business Analysis/System Design Subject at Degree Level.</p>
13	Big Data Solution Architect	<p>Responsibility Areas:-</p> <p>Provide leadership role in the areas of advanced data techniques, including data quality, data governance, data modeling, data access, data integration, data visualization, data discovery,, database design and. implementation; Lead the overall strategy and..</p>	<p>15+ years' experience in handling projects ab-initio. He / She must have Strong Technical experience with Microsoft technologies .Net, MS-SQL Server, TFS, Windows Server, BizTalk etc. The candidates should. have strength in technology,</p>	1	<ul style="list-style-type: none"> <li>● <b>Professional Qualification:-</b></li> <li>● <b>B.Tech/ BE/ MCA/ M.Tech/ ME/ Phd in Computer Science/Information. Technology (IT) and related fields or equivalent with consistently good academic record.</b></li> <li>● <b>Preferred Professional Qualification/Certification:-</b></li> </ul>



		<p>Roadmap for data architecture. Partner with the project organization, solution architecture, and engineering to ensure best use of standards for the key data use cases   patterns tech standards. Analyze Information Technology landscape to identify gaps and recommend improvements. Create and maintain the Enterprise Data Model at the 'Conceptual, Logical and Physical Level: Steward of Enterprise Metadata Architecture &amp; Standards, Data Lifecycle Management including data quality, data conversion, and data security technologies. Define and achieve the strategy roadmap - for the enterprise data; including data modeling, implementation and data Management for our enterprise data, warehouse and advanced data analytics systems.</p> <p>Develop and document enterprise data standards and provides technical oversight on projects to ensure compliance through the adoption and</p>	<p>domain, and application development and possess leadership qualities to lead a team of minimum 40-50 professionals.</p>		<ul style="list-style-type: none"> <li>• PMP and Equivalent, CGEFT, Mt (Foundation), PM Tool, Microsoft certifications — MS-SQL, BizTalk, Net</li> </ul>
--	--	---	--	--	--

		<p>promotion of industry standards / best practice guiding principles aligned with Gartner, TOGA:F, :Forrester and the like. Create architectural technology and business roadmaps that result in stronger business/VI alignment and drive adoption and usage of technology across the . enterprise. Align portfolio of projects: to the roadmaps and reference architecture. Define and enforce architecture principles, standards, metrics and policies. Provide leadership in architecture, design and build of complex applications and perform architectural design reviews. Manage the development of transition plans for moving from • the current to the future state environment across application portfolio: Collaborate with both IT and business to influence decisions in technology investments. Evaluate data models and physical databases for variances and discrepancies. Validate business data objects for accuracy and completeness.</p>			
--	--	---	--	--	--

		Analyze data-related system integration challenges and propose appropriate solutions. Support SYstem.* Analysts, Engineers, Programmers and others on project limitations and capabilities, performance requirements and interfaces. Support modifications to existing software to improve efficiency and performance.			
14	Data Steward	<ul style="list-style-type: none"> <li>• 10+ years of related experience</li> <li>• Data Engineers have to manage ETL Design Requirements, their implementation and maintenance. They should be able to develop/Deploy/Test and manage ETL Package solutions. They have to design/develop ETL jobs and design data models as per the analytics requirements.</li> <li>• Data modeling Engineer have to Develop, deploy and maintain Data Models. They have to do dimensional modeling for data marts. They are expected to integrate and</li> </ul>	Minimum 10 years of Experience in Data Warehousing Projects. Must have experience of handling Data Quality interventions for Large enterprise projects. Should understand data quality issues and should have capability of using a tool (Python, SQL, Dataflux etc.) for developing data quality related solutions. Should be familiar with data cataloguing tools, Talend, Informatica etc.	2	<p><u>Qualification:</u> BE / B. Tech / M. Tech/MCA in Computer(IT)/ Electronics &amp; Tele-Communication Engineering</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• MCSE: Data Management and Analytics,</li> <li>• Microsoft Certified: Azure Data Engineer Associate</li> <li>• CompTIA Data+</li> <li>• Microsoft Certified: Data Analyst Associate</li> </ul> <p>SAS Certified Big Data Professional</p>

		<p>map data from multiple and complex data sources. Their role includes development of models/Cubes for depicting online and in performance tuning the same so that user queries are addressed.</p> <p>Data Steward should be capable of handling Data Quality interventions for Large enterprise projects. They have to understand the data quality issues and have to develop data quality related solutions using the tools (Python, SQL, Dataflux etc.). They Should be familiar with data cataloguing tools, Talend, Informatica etc. They have to manage PFMS Data Dictionary and have to do Data Cleaning and Implementation of Exception handling for ETL Packages.</p>			
<b>15</b>	TLs	<ul style="list-style-type: none"> <li>● 10+ years of related experience</li> <li>● PFMS Implementation based on .Net framework 4.5 and above, MS-SQL 2016 and above, DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Web Services and other Microsoft technology.</li> <li>● Team handling and client</li> </ul>	<p>Minimum 10 years of Experience in development SSRS based reports/Power BI. Good knowledge of SQL and writing tuned queries for highly concurrent reports development and Adhoc Data Extraction.</p>	2	<p>Qualification: B.Tech/BE/MBA/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT) / Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred. Certification:</p>

		<p>gathering, translate client requirement to technical way, Design, development and maintenance of ASP .net/MVC applications, Deployment on Production/UAT, troubleshooting, documenting process flows, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned task within timeline etc.</p> <ul style="list-style-type: none"> <li>● Team leads working in NTRP module have to work for S2S service for PGA Integration, POS integration, Currency Updation API, Handle all database Jobs for NTRP, End user support via email /mobile</li> <li>● Team leads working for PRAKALP module have to manage APIs related to back end integration with Tin 2.0, RBI and Banks, maintain PRAKALP Website, handling all database jobs for PRAKALP, user support via email/mobile</li> <li>● Team leads recruited for BizTalk 2016/2020 server operations and management have to develop and deploy BizTalk</li> </ul>	<p>Management of Report Server deployment in native /scale out modes</p>		<ul style="list-style-type: none"> <li>● Microsoft Certified Technology Specialist (MCTS),</li> <li>● MCSA : SQL BI Development</li> </ul> <p>Microsoft SSRS training certification</p>
--	--	---	--	--	---

		<p>applications and also configure and monitor BizTalk servers used as middleware in PFMS for Business Process Automation. They have to work on BAM portal, WCF, WebAPI, Restful API, webservices and Message Exchange using XML, JSONetc. in heterogeneous environment systems with extensive knowledge on database querying and Query optimization. They must have Knowledge of Digital signature, Message Encryption/Decryption Using Pipeline, BizTalk Security using SSO objects, ISO 20022 Message Standards, BizTalk performance tuning, Auto deployment using any Project Management tool preferably DevOps,</p> <ul style="list-style-type: none"><li>● overseeing performance metrics of deployed BizTalk applications and host instances, documenting process flow, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline, Present process flow to end</li></ul>			
--	--	--	--	--	--

		<p>users etc.</p> <ul style="list-style-type: none"><li>● Team lead for DevOps Team have to work on DevOps, setup auto deployment through DevOps</li><li>● Team lead for web services and API development team have to develop and deploy Webservices/APIs and monitor their load distribution. He has ensured best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline. He should have sound knowledge on MS-SQL 2016 and above, .NET Framework 4.5 and above, DevOps/TFS, C#, SQL, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices,etc.</li><li>● Team leads recruited for Pension processing module, e-Bill Module and budget control module have to work on application development using .Net 4.5 and above framework / .NET Core, MS-SQL 2016&amp;above,TFS/DevOps, JavaScript/DHTML, HTML-CSS, AJAX, jQuery,</li></ul>			
--	--	--	--	--	--

		<p>Webservices&amp; Rest API and other Microsoft technology and API integration with external source. He has to get the CR document prepared for the pages/modules developed by his team and coordinate with testing team for getting them tested on staging and finally deployment teams for making it live.</p> <p>Team leads recruited for Reports Module of PFMS have to develop SSRS based reports/Power BI. They should have good knowledge of SQL and writing tuned queries for highly concurrent reports development and Adhoc Data Extraction. Their role also includes management of Report Server deployment in native /scale out modes. They have to Develop, deploy and maintain SSRS reports, adhoc queries, tuning of SQL queries, hosting and maintenance of SSRS servers.</p>			
<b>16</b>	Sr S/W Developer	<ul style="list-style-type: none"> <li>● 7+ years of related experience</li> <li>● Design, Implementation of Analytics Algorithms and related Data analytics</li> <li>● development of statistical</li> </ul>	Minimum 7+ years in experience in design/development of ETL jobs and design data models as per	6	<p><u>Qualification:</u></p> <p>B. Tech/ BE/ MCA/ M. Tech/ ME/ Ph.D. in Computer Science/ Information technology (IT)/</p>



		<p>models using technologies like R, Python, Tensor Flow, SAS etc.</p> <p>Should be able to work on development of models in house and hosted in on Premises environment.</p>	<p>analytics requirement. Proficient in working with SSIS, SSAS, SQL queries, Power BI and similar front end solutions.</p>		<p>Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>● Certificate/ Diploma programming in R,</li> <li>● PCAP/PCEP/PCPP</li> <li>● SQL - MySQL for Data Analytics and Business Intelligence,</li> <li>● Certified Data Warehouse Professional</li> <li>● Certified Business Intelligence Professional</li> </ul> <p>MCSE : Data management and Analytics</p>
17	S/W Developer	<ul style="list-style-type: none"> <li>● 3+ years of related experience</li> <li>● Selected candidate has to play the role of SSRS report developer.</li> <li>● Development of SSRS based reports/Power BI</li> <li>● Good knowledge of SQL and writing tuned queries for highly concurrent reports development and adhoc Data Extractions</li> </ul>	<p>Minimum 3 years of Experience in development SSRS based reports/Power BI. Good knowledge of SQL and writing tuned queries for highly concurrent reports development and adhoc Data Extraction</p>	6	<p><u>Qualification:</u> B. Tech/ BE/ MCA/ M. Tech/ ME/ Ph.D. in Computer Science/ Information technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p>

		Development of adhoc queries and stored procedures	They will be involved in development of adhoc queries , stored procedures and SSRS reports		<ul style="list-style-type: none"> <li>MCSE: Data Management and Analytics, MCSA Certifications (SSIS, SSAS, SSRS)</li> </ul>
18	BA	<ul style="list-style-type: none"> <li>8+ years of related experience</li> </ul> <p>The Business Analysts should have sound knowledge on Business Analysis and System Design concepts, Data Warehouse and data mart, database architecture, ETL, development activities and document preparation (SRS, FRD, RTM, Change request etc.). They have to attend the meetings with domain to understand the requirements, prepare the scope document, Business Requirement document and Functional Requirement document. They will act as an interface between Domain and Technical team to understand and convey the requirements to technical team. They have to work on MS Visio, MS Office, UML Modelling. They have to prepare all types of documents viz. SRS, Design Document, Requirement Traceability Matrix (RTM) document.</p>	<p>At least 8 years of experience in document preparation (SRS, FRD, RTM, FRS, BRD), DFD, Data modeling diagram. Hands-on experience in working on MS Visio tool, Wireframe tool, MS Office.</p> <p>BAs hired for Data analytics should have good Knowledge of Tableau /Power BI in addition to technical documents preparation</p>	2	<p><u>Qualification:</u> MBA/B.Tech/BE/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>IIBA Entry Certificate in Business Analysis (ECBA),</li> <li>IIBA Certified Business Analysis Professional (CBAP),</li> <li>IIBA Certification of Competency in Business Analysis (CCBA),</li> <li>IQBBA Certified Foundation Level Business Analyst (CFLBA),</li> </ul> <p>Business Analysis/System Design Subject at Degree Level.</p>

19	Data analytics expert	<ul style="list-style-type: none"> <li>• 8+ years of related experience</li> <li>• Data Engineers have to manage ETL Design Requirements, their implementation and maintenance. They should be able to develop/Deploy/Test and manage ETL Package solutions. They have to design/develop ETL jobs and design data models as per the analytics requirements.</li> <li>• Data modeling Engineer have to Develop, deploy and maintain Data Models. They have to do dimensional modeling for data marts. They are expected to integrate and map data from multiple and complex data sources. Their role includes development of models/Cubes for depicting online and in performance tuning the same so that user queries are addressed.</li> </ul> <p>Data Steward should be capable of handling Data Quality interventions for Large enterprise projects. They have to understand the data quality issues and have to develop data quality related solutions using the tools (Python,</p>	<p><u>Data Engineer</u></p> <p>Minimum Experience - 8 years Must have experience in design/development of ETL jobs and design data models as per the analytics requirements. Should have been part of a similar project with experience of handling and integrating data for multiple departments</p>	1	<p><u>Qualification:</u></p> <p>BE / B. Tech / M. Tech/MCA in Computer(IT)/ Electronics &amp; Tele-Communication Engineering</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• MCSE: Data Management and Analytics,</li> <li>• MCSA: SQL 2016 BI Development</li> <li>• CompTIA Data+</li> <li>• Microsoft Certified: Data Analyst Associate</li> </ul> <p>SAS Certified Big Data Professional</p>
----	-----------------------	---	---	---	--

		SQL, Dataflux etc.). They Should be familiar with data cataloguing tools, Talend, Informatica etc. They have to manage PFMS Data Dictionary and have to do Data Cleaning and Implementation of Exception handling for ETL Packages.			
20	Data Analyst	<ul style="list-style-type: none"> <li>• 5+ years of related experience</li> <li>• Design/development of ETL jobs and design data models as per the analytics requirements, integrating data for multiple departments.</li> <li>• Proficient in development and unit testing of ETL packages Development, deployment, Maintenance of ETL Jobs ,SSIS Packages</li> </ul>	Minimum 5 years' experience in design/development and unit testing of ETL jobs and design data models as per the analytics requirements. Should have been part of a similar project with experience of handling and integrating data for multiple departments. Should have experience of delivering large IT transformation projects	3	<p><u>Qualification:</u></p> <p>B. Tech/ BE/ MCA/ M. Tech/ ME/ Ph.D. in Computer Science/ Information technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• MCSE: Data Management and Analytics,</li> <li>MCSA: SQL 2016 BI Development</li> </ul>
21	Infrastructure Specialist	<p>1. Infrastructure Design and Planning:</p> <ul style="list-style-type: none"> <li>• Lead the design and architecture of robust and scalable IT infrastructure solutions.</li> <li>• Collaborate with cross-functional teams to analyze</li> </ul>	We are seeking a highly skilled and seasoned professional to join our dynamic IT team as a Senior Infrastructure Specialist. The successful candidate will bring a wealth of	1	<p><u>Qualifications:</u></p> <ul style="list-style-type: none"> <li>• B.Tech, M.Tech, MCA, MSc IT or equivalent.</li> <li>• Minimum of 15 years of experience in IT infrastructure management.</li> </ul>

		<p>business requirements and align infrastructure strategies accordingly.</p> <ul style="list-style-type: none"> <li>• Develop comprehensive infrastructure plans and roadmaps for the organization's evolving needs.</li> </ul> <p>2. Implementation and Maintenance:</p> <ul style="list-style-type: none"> <li>• Oversee the implementation and deployment of advanced infrastructure solutions.</li> <li>• Manage and maintain server environments, storage systems, networking components, and related technologies.</li> <li>• Conduct regular system audits to ensure compliance with security and performance standards.</li> </ul> <p>3. Troubleshooting and Issue Resolution:</p> <ul style="list-style-type: none"> <li>• Provide expert-level support for complex infrastructure issues and incidents.</li> <li>• Lead root cause analysis investigations and implement preventive measures.</li> <li>• Collaborate with support teams to develop and implement effective solutions.</li> </ul>	<p>experience, having spent a minimum of 15 years in the field of IT infrastructure management. This role is pivotal in ensuring the stability, scalability, and security of our organization's IT systems.</p>	<ul style="list-style-type: none"> <li>• In-depth knowledge of server, storage, and networking technologies.</li> <li>• Proven experience in designing and implementing scalable and secure infrastructure solutions.</li> <li>• Strong troubleshooting and problem-solving skills.</li> <li>• Expertise in security best practices and compliance standards.</li> <li>• Excellent communication and leadership skills.</li> <li>• Relevant certifications (e.g., CISSP, CCNP, MCSE) are highly desirable.</li> </ul>
--	--	---	---	---

	<p>4. Security and Compliance:</p> <ul style="list-style-type: none"><li>• Implement and enforce security best practices across all infrastructure components.</li><li>• Ensure compliance with industry standards and regulations, proactively addressing potential vulnerabilities.</li><li>• Conduct regular security assessments and implement necessary measures to mitigate risks.</li></ul> <p>5. Capacity Planning and Performance Optimization:</p> <ul style="list-style-type: none"><li>• Conduct capacity planning to ensure adequate resources for current and future needs.</li><li>• Optimize system performance through continuous monitoring and fine-tuning of infrastructure components.</li><li>• Propose and implement enhancements to improve overall system efficiency.</li></ul> <p>6. Vendor Management:</p> <ul style="list-style-type: none"><li>• Manage relationships with technology vendors and service providers.</li><li>• Evaluate and recommend new technologies, products, and</li></ul>			
--	--	--	--	--

		<p>services to enhance the IT infrastructure.</p> <ul style="list-style-type: none"> <li>Negotiate and oversee contracts to ensure cost-effectiveness and alignment with organizational goals.</li> </ul>			
22	Sr. Sys Admin	<ul style="list-style-type: none"> <li>Minimum 10 year working experience as Virtualization administrator and out of which 2 years in a datacenter.</li> <li>Sound knowledge of Power shell, Virtualization, MS-System Center Whole Suite i.e. SCVMM, SCCM, SCOM, SCDPM, SC Orchestrator, SCSM.</li> <li>Installation, configuration, upgradation, monitoring and managing multiple windows and Linux Servers in standalone and cluster environment.</li> <li>Manage Virtualization, Patch Upgrade, SCOM, VMM</li> <li>Perform server patching &amp; releases/upgrades, backup, recover/restore OS.</li> <li>Identify and provide technical resolution for potential security breaches.</li> </ul> <p>Flexible for 24x7 work environment in 8 hour shifts</p>	<p>Minimum 10 year of experience as a Virtualization administrator and out of which 2 years in a datacenter. Sound knowledge of Power Shell, Virtualization, MS-System Center Whole Suite i.e. SCVMM, SCCM, SCOM, SCDPM, SC Orchestrator, SCSM. Knowledge to install, configure, upgrade, monitor, and manage multiple windows and Linux Servers in standalone and cluster environment. Perform server patching &amp; releases/upgrades, backup, recover/restore OS. Identify and provide technical resolution for</p>	1	<p><u>Qualification:</u></p> <p>B.E/B. Tech/M. Tech/ME/MCA/MSc in Computer Science/Information Technology/ Electronics &amp;Tele-Communication Engineering</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>Microsoft Certified Solutions Expert (MCSE),</li> <li>Red Hat: RHCSA and RHCE,</li> <li>Linux Professional Institute (LPI): LPIC System Administrator, CompTIA Server+,</li> <li>VMware Certified Professional – Data Center Virtualization (VCP-DCV), Service Now Certified System Administrator.</li> </ul>

			potential security breaches.		
23	Sr. Sys Admin	<ul style="list-style-type: none"> <li>• 10+ years of related experience.</li> </ul> <p><b><u>Candidates selected for Managing Docker, Container and Kubernetes for PFMS Project have to perform following role:</u></b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of Docker, Container and Kubernetes.</li> <li>• Knowledge to install, configure, upgrade, monitor, and manage multiple Kubernetes / container / Docker environment. Perform patching &amp; releases/upgrades, backup, recover/ restore.</li> <li>• Identify and provide technical resolution for potential security breaches.</li> <li>• Flexible for 24x7 work environment in 8 hour shifts</li> </ul> <p><b><u>Candidates selected for Managing Linux Servers have to perform following role:</u></b></p> <ul style="list-style-type: none"> <li>• Sound Knowledge to install, configure, upgrade, monitor,</li> </ul>	<p><b><u>Candidates selected for Managing Linux Servers have to perform following role:</u></b></p> <p>Should have experience to install, configure, upgrade, monitor, and manage multiple Linux Servers in standalone and cluster environment, perform server patching, releases / upgrades, backup, recover / restore OS. Identify and provide technical resolution for potential security breaches.</p>	2	<p><b><u>Qualification:</u></b></p> <p>B.E./B. Tech/M. Tech/ME/MCA/MSc in Computer Science/Information Technology/ Electronics &amp;Tele-Communication Engineering</p> <p><b><u>Certification:</u></b></p> <ul style="list-style-type: none"> <li>• Red Hat® Certified System Administrator (RHCSA®) and Red Hat Certified Engineer (RHCE®),</li> <li>• Linux Professional Institute (LPI): LPIC System Administrator, CompTIA Server+,</li> </ul>



		<p>and manage multiple Linux Servers in standalone and cluster environment.</p> <ul style="list-style-type: none"><li>• Perform server patching &amp; releases/upgrades, backup, recover/restore OS.</li><li>• Identify and provide technical resolution for potential security breaches.</li><li>• Flexible for 24x7 work environment in 8 hour shifts</li></ul> <p><b><u>Candidates selected for Managing Windows Server have to perform following role:</u></b></p> <ul style="list-style-type: none"><li>• Sound Knowledge to install, configure, upgrade, monitor, and manage multiple Windows Servers in standalone and cluster environment.</li><li>• Perform server patching &amp; releases/upgrades, backup, recover/restore OS.</li><li>• Identify and provide technical resolution for potential security breaches.</li></ul> <p>Flexible for 24x7 work environment in 8 hour shifts</p>			
--	--	---	--	--	--

24	Sys Admin	<p><b>Candidates selected for Managing Linux Servers have to perform following role:</b></p> <ul style="list-style-type: none"> <li>• Sound Knowledge to install, configure, upgrade, monitor, and manage multiple Linux Servers in standalone and cluster environment.</li> <li>• Perform server patching &amp; releases/upgrades, backup, recover/restore OS.</li> <li>• Identify and provide technical resolution for potential security breaches.</li> <li>• Flexible for 24x7 work environment in 8 hour shifts</li> </ul>	<p><b>Candidates selected for Managing Linux Servers have to perform following role:</b></p> <p><i>[Should have <b>minimum experience of 7 years</b> to install, configure, upgrade, monitor, and manage multiple Linux Servers in standalone and cluster environment, perform server patching, releases / upgrades, backup, recover / restore OS. Identify and provide technical resolution for potential security breaches.]<sup>12</sup></i></p>	2	<p><b>Qualification:</b> B.E./B. Tech/M. Tech/ME/MCA/MSc in Computer Science/Information Technology/ Electronics &amp;Tele-Communication Engineering</p> <p><b>Certification:</b></p> <ul style="list-style-type: none"> <li>• Red Hat® Certified System Administrator (RHCSA®) and Red Hat Certified Engineer (RHCE®),</li> <li>• Linux Professional Institute (LPI): LPIC System Administrator, CompTIA Server+</li> </ul>
25	Sr. Sys Admin	<p><b>Candidates selected for Managing Windows Server have to perform following role:</b></p> <ul style="list-style-type: none"> <li>• Sound Knowledge to install, configure, upgrade, monitor, and manage multiple Windows Servers in standalone and cluster environment.</li> </ul>	<p><b>Candidates selected for Managing Windows Server have to perform following role:</b></p> <p>Should have [10+ years experience (for Sr. Sys Admin)/7 + Years of experience (for Sys</p>	4	<p><b>Qualification:</b> B.E./B. Tech/M. Tech/MCA/ME/MSc in Computer Science/Information Technology/ Electronics &amp;Tele-Communication Engineering</p> <p><b>Certification:</b></p> <ul style="list-style-type: none"> <li>• IT Infrastructure Library (ITIL) Certification,</li> </ul>
26	Sys Admin	<p><b>Candidates selected for Managing Windows Server have to perform following role:</b></p> <ul style="list-style-type: none"> <li>• Sound Knowledge to install, configure, upgrade, monitor, and manage multiple Windows Servers in standalone and cluster environment.</li> </ul>	<p><b>Candidates selected for Managing Windows Server have to perform following role:</b></p> <p>Should have [10+ years experience (for Sr. Sys Admin)/7 + Years of experience (for Sys</p>	2	<p><b>Qualification:</b> B.E./B. Tech/M. Tech/MCA/ME/MSc in Computer Science/Information Technology/ Electronics &amp;Tele-Communication Engineering</p> <p><b>Certification:</b></p> <ul style="list-style-type: none"> <li>• IT Infrastructure Library (ITIL) Certification,</li> </ul>

<sup>12</sup> Amended through Corrigendum

		<ul style="list-style-type: none"> <li>• Perform server patching &amp; releases/upgrades, backup, recover/restore OS.</li> <li>• Identify and provide technical resolution for potential security breaches.</li> </ul> <p>Flexible for 24x7 work environment in 8 hour shifts</p>	<p>Admin)]<sup>13</sup> to install, configure, upgrade, monitor, and manage multiple Windows Servers in standalone and cluster environment, perform server patching, releases / upgrades, backup, recover / restore OS.</p> <p>Identify and provide technical resolution for potential security breaches.</p>		<ul style="list-style-type: none"> <li>• Microsoft Certified Solutions Associate (MCSA), Microsoft Certified Solutions Expert (MCSE)</li> </ul>
27	Technical Support	<ul style="list-style-type: none"> <li>• These Technical Support Engineers provide maintenance service to all the Computers of the office and other Electronic Equipment installed in Conference Hall/Video Conferencing Hall and other meeting rooms.</li> </ul> <p>For Technical support to PFMS Development Team.</p>	<p>Minimum 5 years of experience as Technical Support Engineers provide maintenance service to all the Computers of the office and other Electronic Equipment installed in Conference Hall/Video Conferencing Hall and other meeting rooms, Good Communication Skills</p>	4	<p><u>Qualification:</u> BE/B.Tech/BCA/MCA/M.Tech/MSC (I.T./CS)</p> <p><u>Certification:</u> Not required</p>

<sup>13</sup> Amended through Corrigendum

28	Monitoring support		Minimum 7 years of experience as Technical Support Engineers provide maintenance service to all the Computers of the office and other Electronic Equipment installed in Conference Hall/Video Conferencing Hall and other meeting rooms, Good Communication Skills	4	
29	Biztalk administrator	<p><b><u>Candidate selected as BizTalk Administrator have to perform following role:</u></b></p> <ul style="list-style-type: none"> <li>• Minimum 5-year experience in Administration of BizTalk server, Windows Server, SSO Configuration, Activity Monitoring through BAM Portal, Power Shell Script, File Server, SFTP, Firewall, Troubleshooting through Windows/Application Log.</li> <li>• Management of BizTalk Servers.</li> <li>• Knowledge of Installation of BizTalk Server, leaf &amp; Spine architecture, Switching, routing, BGP, OSPF, Cisco Nexus Platform, Application</li> </ul>	<p><b><u>For Management of BizTalk Servers</u></b></p> <p>Minimum 7-year experience as Administrator of BizTalk server, Windows Server, SSO Configuration, Activity Monitoring through BAM Portal, Power Shell Script, File Server, SFTP, Firewall, Troubleshooting through</p>	1	<p><b><u>Qualification:</u></b> BE / B. Tech / ME/MCA/ M. Tech in Computer Science/IT/ Electronics &amp;Tele-Communication Engineering</p> <p><b><u>Certification:</u></b></p> <ul style="list-style-type: none"> <li>• BizTalk Server 2016/2020Administration Training &amp; Certification</li> </ul>

		<p>Load Balancing, SSL Offloading etc. Flexible for 24x7 work environment in 8 hour shifts</p>	<p>Windows/Application Log. Must have experience of Installation of BizTalk Server, Sound Knowledge of leaf &amp; Spine architecture, Switching, routing, BGP, OSPF, CISCO Nexus Platform, Application Load Balancing, SSL Offloading etc.</p> <p>The candidate is desired to perform following tasks –</p> <ol style="list-style-type: none"> <li>1. Install BizTalk Server</li> <li>2. Deploy BizTalk applications to a BizTalk Server installation</li> <li>3. Describe the services and tools provided in BizTalk Server</li> </ol>		
--	--	--	---	--	--

- |  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  |  | <ol style="list-style-type: none"><li>4. Manage and monitor BizTalk applications on a BizTalk Server installation</li><li>5. Monitor a BizTalk Server environment with System Center Operations Manager</li><li>6. Manage BizTalk Server groups and backup a BizTalk Server installation<br/>Install BizTalk Server</li><li>7. Deploy BizTalk applications to a BizTalk Server installation</li><li>8. Describe the services and tools provided in BizTalk Server</li><li>9. Manage and monitor BizTalk applications on a BizTalk Server installation</li><li>10. Monitor a BizTalk Server</li></ol> |  |  |
|--|--|--|--|--|--|

			environment with System Center Operations Manager Manage BizTalk Server groups and backup a BizTalk Server installation		
30	Network engineer	<ul style="list-style-type: none"> <li>• Minimum 5 year of experience as a network administrator and out of which 2 years in a datacenter.</li> <li>• To manage switch, VLANs, NLB of PFMS Project.</li> <li>• Sound Knowledge of leaf &amp; Spine architecture, Switching, routing, BGP, OSPF, Cisco Nexus Platform, Application Load Balancing, SSL Offloading etc.</li> </ul> <p>Flexible for 24x7 work environment in 8 hour shifts</p>	Minimum 5 years as a network administrator and out of which 2 years in a datacenter. Sound Knowledge of leaf & Spine architecture, Switching, routing, BGP, OSPF. Working knowledge on Cisco Nexus Platform, Application Load Balancing, SSL Offloading, manage switches, VLANs, NLB etc. is required.	1	<p><u>Qualification:</u> BE / B. Tech / ME/ MCA/M. Tech in Computer Science/IT/ Electronics &amp;Tele-Communication Engineering</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• CompTIA Network+,</li> <li>• Network 5 Certification,</li> <li>• Cisco Certified Network Professional,</li> <li>• Cisco Certified Network Associate Security,</li> <li>• Certified Network Computer Technician,</li> <li>• Microsoft Certified Solutions Associate,</li> <li>• CCNA Routing and Switching Certification,</li> </ul> <p>Cisco Certified Entry Networking Technician</p>
31	Sr. Database	<ul style="list-style-type: none"> <li>• 15+/10+ years of related experience.</li> </ul>	Minimum 15+/ 10-year experience on working with MS SQL and its	1	<p><u>Qualification:</u> BE/B.Tech/M. Tech/MCA/ME in Computer/IT/Electronics</p>

	administrator	<ul style="list-style-type: none"> <li>• Knowledge to work on latest feature of MS SQL and latest features such as always on, In-memory, Distributed Availability Group, Read Routing, row level encryption, security audit.</li> <li>• Microsoft MS-SQL Server 2016&amp; above Configuration and Administration, ITIL.</li> <li>• Manage database servers of all database environments of PFMS</li> <li>• Developing, managing and testing back-up and recovery plans</li> <li>• Ensuring that storage, archiving, back-up and recovery procedures are functioning correctly</li> <li>• Writing database documentation, controlling access permissions and privileges</li> <li>• Maintaining data standards, including adherence to the Data Protection Act</li> </ul>	latest features. Knowledge on Always ON, IN memory, Distributed Availability Group, Read Routing, row level encryption is required. Experience required in carrying out performance, integrity and security of a database. Must have working experience of		&Tele-Communication Engineering
32	Database administrator	<ul style="list-style-type: none"> <li>• Flexible for 24x7 work environment in 8 hour shifts</li> </ul>	<ol style="list-style-type: none"> <li>1) Installing and upgrading the database server and/or application tools.</li> <li>2) Planning for and allocating the database system's physical requirements, such as memory, disk space, network requirements, etc.</li> <li>3) Modifying the database structure using information provided by application developers.</li> <li>4) Creating users profiles, and ensuring system security by</li> </ol>	7	<u>Certification:</u> <ul style="list-style-type: none"> <li>• Microsoft MS-SQL Server 2012 and above Configuration and Administration,</li> <li>• Microsoft SQL Server: MCSE (Data platform and Business Intelligence) and the older MCDBA,</li> <li>• Oracle: MySQL Database Developer, MySQL Database Administrator, MongoDB: Certified DBA, Certified Developer</li> </ul>



			<p>careful allocation of user permissions.</p> <p>5) Ensuring compliance with database vendor license agreement, including number of installations, and taking care of licensing renewals.</p> <p>6) Creating a backup and recovery strategy for the database, and regularly testing the backups to ensure usability.</p> <p>7) Monitoring technical support for both database systems and related applications.</p> <p>8) Creating reports by querying from database (as per need). These reports can be in the form of pre-formatted reports using the application frontend, or custom-made ad hoc reports by the database administrator.</p> <p>9) Monitoring and optimizing the database's performance</p>		
--	--	--	--	--	--

			<p>using either manual or automated tools. This may be a DBA's most important tasks.</p> <p>10) Migrating database instances to new hardware and new versions of software from on premise to cloud based databases and vice versa.</p>		
33	TLs	<ul style="list-style-type: none"> <li>• 10+ years of related experience</li> <li>• PFMS Implementation based on .Net framework 4.5 and above, MS-SQL 2016 and above, DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Web Services and other Microsoft technology.</li> <li>• Team handling and client gathering, translate client requirement to technical way, Design, development and maintenance of ASP .net/MVC applications, Deployment on Production/UAT, troubleshooting, documenting process flows, ensuring best practices in development, determining the goals that</li> </ul>	<p>More than 10 years of experience in handling large IT Projects in terms of Monitoring &amp; Implementation based on .Net framework 4.5 and above, MS-SQL 2012 and above, DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Web Services and other Microsoft technology.</p> <p>Having experience of integrating with different external systems on different platforms through Web API.</p>	2	<p><u>Qualification:</u> B.Tech/BE/MBA/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• Microsoft Certified Professional Developer (MCPD),</li> <li>• Microsoft Technology Associate (MTA): Database Fundamentals SQL Certification,</li> <li>• Microsoft Certified Solutions Associate (MCSA): SQL 2016</li> </ul>

		<p>team members will work toward in accomplishing assigned task within timeline etc.</p> <ul style="list-style-type: none"> <li>● Team leads working in NTRP module have to work for S2S service for PGA Integration, POS integration, Currency Updation API, Handle all database Jobs for NTRP, End user support via email /mobile</li> <li>● Team leads working for PRAKALP module have to manage APIs related to back end integration with Tin 2.0, RBI and Banks, maintain PRAKALP Website, handling all database jobs for PRAKALP, user support via email/mobile</li> <li>● Team leads recruited for BizTalk 2016/2020 server operations and management have to develop and deploy BizTalk applications and also configure and monitor BizTalk servers used as middleware in PFMS for Business Process Automation. They have to work on BAM portal, WCF, WebAPI, Restful API, webservice and Message</li> </ul>			<p>Database Development Certification, Microsoft Certified Solutions Associate (MCSA): SQL Server 2012/2014 Certification</p>
--	--	--	--	--	---

		<p>Exchange using XML, JSONetc. in heterogeneous environment systems with extensive knowledge on database querying and Query optimization. They must have Knowledge of Digital signature, Message Encryption/Decryption Using Pipeline, BizTalk Security using SSO objects, ISO 20022 Message Standards, BizTalk performance tuning, Auto deployment using any Project Management tool preferably DevOps,</p> <ul style="list-style-type: none"><li>● overseeing performance metrics of deployed BizTalk applications and host instances, documenting process flow, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline, Present process flow to end users etc.</li><li>● Team lead for DevOps Team have to work on DevOps, setup auto deployment through DevOps</li></ul>			
--	--	---	--	--	--

		<ul style="list-style-type: none"><li>● Team lead for web services and API development team have to develop and deploy Webservices/APIs and monitor their load distribution. He has ensured best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline. He should have sound knowledge on MS-SQL 2016 and above, .NET Framework 4.5 and above, DevOps/TFS, C#, SQL, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices,etc.</li><li>● Team leads recruited for Pension processing module, e-Bill Module and budget control module have to work on application development using .Net 4.5 and above framework / .NET Core, MS-SQL 2016&amp;above,TFS/DevOps, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices&amp; Rest API and other Microsoft technology and API integration with</li></ul>			
--	--	---	--	--	--

		<p>external source. He has to get the CR document prepared for the pages/modules developed by his team and coordinate with testing team for getting them tested on staging and finally deployment teams for making it live.</p> <p>Team leads recruited for Reports Module of PFMS have to develop SSRS based reports/Power BI. They should have good knowledge of SQL and writing tuned queries for highly concurrent reports development and Adhoc Data Extraction. Their role also includes management of Report Server deployment in native /scale out modes. They have to Develop, deploy and maintain SSRS reports, adhoc queries, tuning of SQL queries, hosting and maintenance of SSRS servers.</p>			
34	DevOps Admin	<ul style="list-style-type: none"> <li>10+ years of related experience</li> </ul> <p>Manage Azure DevOps code merging and its monitoring</p>	Minimum 10 years of experience in managing Azure Devops code merging and IIS monitoring	4	<p><u>Qualification:</u>  B. Tech/ BE/ MCA/ M. Tech/ ME/ Ph.D. in Computer Science/ Information technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and</p>

					Master degree in Computer Science will be preferred. <u>Certification:</u> Microsoft Certified: DevOps Engineer Expert
35	Web API developer	<ul style="list-style-type: none"> <li>• 7+ years of related experience</li> <li>• Develop and Manage Web services and API development for entire PFMS project</li> <li>• Should have more than 7 years of experience in software development in application lifecycle management environment and familiarity with best practices in software development and testing in Microsoft platform.</li> </ul> <p>Knowledge to work on MVC API developer</p>	More than 7 years of experience in software development in application lifecycle management environment and familiarity with best practices in software development and testing in Microsoft platform. Should have working knowledge on MVC API development, Web services	6	<u>Qualification:</u> B. Tech/ BE/ MCA/ M. Tech/ ME in Computer Science/ Information technology (IT)/ Electronics & Tele-Communication Engineering/ MSC (IT). <u>Certification:</u> <ul style="list-style-type: none"> <li>• i-Net+ Certification,</li> <li>• Microsoft Certified Solutions Developer,</li> <li>• Java Server Pages,</li> <li>• IT Information Library Foundations Certification,</li> <li>• Programming in HTML5 with JavaScript and CSS3,</li> <li>• Certified Software Development Professional,</li> <li>• MTA -HTML5 Application Developer,</li> </ul> <p>MCS D</p>
36	QA Lead	<ul style="list-style-type: none"> <li>• 10+ years of related experience</li> </ul> <p>Lead the Quality Assurance team for code review of PFMS project based on .Net framework with</p>	Minimum 10+ years of experience in large IT Project Monitoring & Implementation based on .Net framework.	1	<u>Qualification:</u> B. Tech/MCA /B.E <u>Certification:</u> <ul style="list-style-type: none"> <li>• PMP and Equivalent,</li> </ul> <p>CGEIT, Microsoft Certified:</p>

		SQL Server 2016/17/19 as backend	Should have Knowledge to review code on latest technology such as angular MVC. Should also have at least 3 years' experience for leading QA team working for code review.		DevOps Engineer Expert ITIL (Foundation), <ul style="list-style-type: none"> <li>• Certified Test Engineer (CSTE),</li> <li>• Certified Software Quality Analyst (CSQA),</li> <li>• Certified Associate in Software Testing (CAST),</li> <li>• CMSQ (Certified Manager of Software Quality) ,</li> <li>• ISTQB (International Software Testing Qualifications Board)</li> </ul>
37	QA team members	<ul style="list-style-type: none"> <li>• 7+ years of related experience</li> <li>• Selected candidate has to do PFMS code review on latest technology such as angular MVC, .NET 4.5, SQL stored procedures</li> </ul> <p>Should possess sound knowledge on software quality Management Principles, Configuration Management, Software Lifecycles &amp; Processes, Peer Reviews</p>	Total 7+ years' experience in software development with minimum 5 years' experience in software quality Management Principles, Configuration Management, Software Lifecycles & Processes, Peer Reviews. Knowledge to review code written on latest technology such as angular MVC, ASP .NET 4.5. .NET Core etc.	4	<p><u>Qualification:</u> B. Tech/ BE/ MCA/ M. Tech/ ME/ Ph.D. in Computer Science/ Information technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• Certification in Microsoft Software Products</li> <li>• Deep experience in implementing quality system/Standard,</li> </ul> <p>Certifications in quality system as Assessment Team Member (ATM)</p>



38	BA	<ul style="list-style-type: none"> <li>8+ years of related experience</li> </ul> <p>The Business Analysts should have sound knowledge on Business Analysis and System Design concepts, Data Warehouse and data mart, database architecture, ETL, development activities and document preparation (SRS, FRD, RTM, Change request etc.). They have to attend the meetings with domain to understand the requirements, prepare the scope document, Business Requirement document and Functional Requirement document. They will act as an interface between Domain and Technical team to understand and convey the requirements to technical team. They have to work on MS Visio, MS Office, UML Modeling. They have to prepare all types of documents viz. SRS, Design Document, Requirement Traceability Matrix (RTM) document.</p>	<p>At least 8 years of experience in document preparation (SRS, FRD, RTM, FRS, BRD), DFD, Data modeling diagram. Hands-on experience in working on MS Visio tool, Wireframe tool, MS Office.</p> <p>BAs hired for Data analytics should have good Knowledge of Tableau /Power BI in addition to technical documents preparation</p>	2	<p><u>Qualification:</u> MBA/B.Tech/BE/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>IIBA Entry Certificate in Business Analysis (ECBA),</li> <li>IIBA Certified Business Analysis Professional (CBAP),</li> <li>IIBA Certification of Competency in Business Analysis (CCBA),</li> <li>IQBBA Certified Foundation Level Business Analyst (CFLBA),</li> </ul> <p>Business Analysis/System Design Subject at Degree Level.</p>
39	Project Specialist	<p>Project Specialist- creates and maintain project plan. at granular levels for project director. Use appropriate matrix of measuring project</p>	<p>15+ years' experience of managing large software development projects. The candidate must have</p>	1	<p><u>Qualification:</u></p> <p><u>Professional Qualification: -</u></p>

		<p>level maturity and areas for improvement. Develop areas of best practices in project and related. Implement Project Knowledge and skill management. Reporting of project progress against plan with details of activities and Milestones. Communication with stakeholders on project progress and highlights. Training and development of internal resources. Reporting of project -incidences and events. Review of effectiveness and efficiency of processes. Innovator Development. Enforces all policies relating to performance evaluations. Reviews management evaluations for consistency. Impresses upon management the importance of the career planning and performance evaluation programs. Creates an environment where innovators can successfully achieve professional career path goals. Manages the development of project managers/leads. Assigns</p>	<p>independently handled at least two large projects on all aspects from concept stage to implementation. He / She must have Strong Technical experience with Microsoft technologies - .Net, MS-SQL Server, 'ITS, Windows Server, BizTalk etc.</p>	<p>B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.</p> <p><u>Preferred Professional Qualification/Certification.:-</u>  PMP and Equivalent, CGEIT, ML (Foundation) , PM Tool , Microsoft Certifications - .Net BizTalk , MS-SQL.</p>
--	--	---	--	---

		tasks to. practice. management that give managers an opportunity to grow. Internal Operations. Reviews status reports of Project Managers and Senior Managers and addresses issues as appropriate. Lends expertise to internal teams and task forces. Enforces standard policies and procedures. Arrange to develop policy, best practices and protocols in identified Area. Review of policies and practices.			
40	Sr. TSE	<ul style="list-style-type: none"> <li>• Querying database using SQL as query language, Knowledge of XML, SFTP, WinSCP.</li> <li>• Good Communication skills required to interact with Banks and Other external entities.</li> <li>• Knowledge of XML/JSON message formats, basic knowledge of Networking, SFTP etc. required.</li> </ul>	Minimum 5 Year experience of database querying using SQL as query language, Knowledge of XML/JSON, SFTP, WinSCP with good Communication skill.	2	<u>Qualification:</u> BE/B.Tech/BCA/MCA/MSC (I.T./CS) <u>Certification:</u> Not required
41	TSE	Monitoring Account validation and Payment pendency status, interaction with Bank team in reconciliation of files exchanges, providing payment status through SQL query, Searching for files	Minimum 3 Year experience of database querying using SQL as query language, Knowledge of XML/JSON, SFTP, WinSCP with good Communication skill.	12	

		using Power Shell scripts, pushing payment files on Bank SFTP using WinSCP tool.			
42	BA	<ul style="list-style-type: none"> <li>8+ years of related experience</li> </ul> <p>The Business Analysts should have sound knowledge on Business Analysis and System Design concepts, Data Warehouse and data mart, database architecture, ETL, development activities and document preparation (SRS, FRD, RTM, Change request etc.). They have to attend the meetings with domain to understand the requirements, prepare the scope document, Business Requirement document and Functional Requirement document. They will act as an interface between Domain and Technical team to understand and convey the requirements to technical team. They have to work on MS Visio, MS Office, UML Modeling. They have to prepare all types of documents viz. SRS, Design Document, Requirement Traceability Matrix (RTM) document.</p>	<p>At least 8 years of experience in document preparation (SRS, FRD, RTM, FRS, BRD), DFD, Data modeling diagram. Hands-on experience in working on MS Visio tool, Wireframe tool, MS Office.</p> <p>BAs hired for Data analytics should have good Knowledge of Tableau /Power BI in addition to technical documents preparation</p>	2	<p><u>Qualification:</u> MBA/B.Tech/BE/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>IIBA Entry Certificate in Business Analysis (ECBA),</li> <li>IIBA Certified Business Analysis Professional (CBAP),</li> <li>IIBA Certification of Competency in Business Analysis (CCBA),</li> <li>IQBBA Certified Foundation Level Business Analyst (CFLBA),</li> </ul> <p>Business Analysis/System Design Subject at Degree Level.</p>

43	Project Specialist	<p>Project Specialist- creates and maintain project plan. at granular levels for project director. Use appropriate matrix of measuring project level maturity and areas for improvement. Develop areas of best practices in project and related. Implement Project Knowledge and skill management. Reporting of project progress against plan with details of activities and Milestones. Communication with stakeholders on project progress and highlights. Training and development of internal resources. Reporting of project -incidences and events. Review of effectiveness and efficiency of processes. Innovator Development. Enforces all policies relating to performance evaluations. Reviews management evaluations for consistency. Impresses upon management the importance of the career planning and performance evaluation programs. Creates an environment where</p>	<p>15+ years' experience of managing large software development projects. The candidate must have independently handled at least two large projects on all aspects from concept stage to implementation. He / She must have Strong Technical experience with Microsoft technologies - .Net, MS-SQL Server, 'ITS, Windows Server, BizTalk etc.</p>	1	<p><u>Qualification:</u></p> <p><u>Professional Qualification: -</u></p> <p>B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.</p> <p><u>Preferred Professional Qualification/Certification.:-</u>  PMP and Equivalent, CGEIT, ML (Foundation) , PM Tool , Microsoft Certifications - .Net BizTalk , MS-SQL.</p>
----	--------------------	--	---	---	--

		<p>innovators can successfully achieve professional career path goals. Manages the development of project managers/leads. Assigns tasks to. practice. management that give managers an opportunity to grow. Internal Operations. Reviews status reports of Project Managers and Senior Managers and addresses issues as appropriate. Lends expertise to internal teams and task forces. Enforces standard policies and procedures. Arrange to develop policy, best practices and protocols in identified Area. Review of policies and practices.</p>			
44	TLs	<ul style="list-style-type: none"> <li>• 10+ years of related experience</li> <li>• PFMS Implementation based on .Net framework 4.5 and above, MS-SQL 2016 and above, DevOps/TFS, C#, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Web Services and other Microsoft technology.</li> </ul>	<p>Minimum 10-year experience in Development, Deployment, Configuration, Administration of large projects using Microsoft BizTalk as Middleware Tools for Business Process Automation, must have worked on</p>	2	<p><u>Qualification:</u> B.Tech/BE/MBA/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• XML Developer certificate,</li> </ul>

		<ul style="list-style-type: none"> <li>• Team handling and client gathering, translate client requirement to technical way, Design, development and maintenance of ASP .net/MVC applications, Deployment on Production/UAT, troubleshooting, documenting process flows, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned task within timeline etc.</li> <li>• Team leads working in NTRP module have to work for S2S service for PGA Integration, POS integration, Currency Updation API, Handle all database Jobs for NTRP, End user support via email /mobile</li> <li>• Team leads working for PRAKALP module have to manage APIs related to back end integration with Tin 2.0, RBI and Banks, maintain PRAKALP Website, handling all database jobs for PRAKALP, user support via email/mobile</li> </ul>	<p>BAM portal. Out of 10 Year min 5+Year exposure on WCF, Web API, web services and Message Exchange using XML, JSON etc. in heterogeneous environment systems with extensive knowledge on database querying and Query optimization. Knowledge of Digital signature, BizTalk Security using SSO objects, BizTalk performance tuning also desirable. Auto deployment using any Project Management tool preferably DevOps</p>		(MCTS) Microsoft BizTalk Server Certification
--	--	--	---	--	---

		<ul style="list-style-type: none"><li>● Team leads recruited for BizTalk 2016/2020 server operations and management have to develop and deploy BizTalk applications and also configure and monitor BizTalk servers used as middleware in PFMS for Business Process Automation. They have to work on BAM portal, WCF, WebAPI, Restful API, webservices and Message Exchange using XML, JSONetc. in heterogeneous environment systems with extensive knowledge on database querying and Query optimization. They must have Knowledge of Digital signature, Message Encryption/Decryption Using Pipeline, BizTalk Security using SSO objects, ISO 20022 Message Standards, BizTalk performance tuning, Auto deployment using any Project Management tool preferably DevOps,</li><li>● overseeing performance metrics of deployed BizTalk applications and host instances, documenting</li></ul>			
--	--	--	--	--	--



		<p>process flow, ensuring best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline, Present process flow to end users etc.</p> <ul style="list-style-type: none"><li>● Team lead for DevOps Team have to work on DevOps, setup auto deployment through DevOps</li><li>● Team lead for web services and API development team have to develop and deploy Webservices/APIs and monitor their load distribution. He has ensured best practices in development, determining the goals that team members will work toward in accomplishing assigned tasks within timeline. He should have sound knowledge on MS-SQL 2016 and above, .NET Framework 4.5 and above, DevOps/TFS, C#, SQL, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices,etc.</li><li>● Team leads recruited for Pension processing module,</li></ul>			
--	--	--	--	--	--

		<p>e-Bill Module and budget control module have to work on application development using .Net 4.5 and above framework / .NET Core, MS-SQL</p> <p>2016&amp;above,TFS/DevOps, JavaScript/DHTML, HTML-CSS, AJAX, jQuery, Webservices&amp; Rest API and other Microsoft technology and API integration with external source. He has to get the CR document prepared for the pages/modules developed by his team and coordinate with testing team for getting them tested on staging and finally deployment teams for making it live.</p> <p>Team leads recruited for Reports Module of PFMS have to develop SSRS based reports/Power BI. They should have good knowledge of SQL and writing tuned queries for highly concurrent reports development and Adhoc Data Extraction. Their role also includes management of Report Server deployment in native /scale out modes. They have to Develop, deploy and</p>			
--	--	---	--	--	--

		maintain SSRS reports, adhoc queries, tuning of SQL queries, hosting and maintenance of SSRS servers.			
45	Sr S/W Developer	<ul style="list-style-type: none"> <li>7+ years of related experience [(For Sr. S/W Developer); 3+ years of related experience (For S/W Developer)]<sup>14</sup></li> </ul>	<p><b><u>[For Sr. S/W Developer: Minimum 7+ year experience in software development out of which more than 3 years of experience in development of BizTalk applications. Sound knowledge of database querying using SQL. Must have Knowledge of Component programming using C#, Restful API, Message exchange using XML, JSON, ISO 20022 standards for XML etc. Knowledge of Digital Signatures, Message Encryption is desirable.</u></b></p> <p><b><u>For S/W Developer: Minimum 3+ year experience in software development of BizTalk applications. Sound knowledge of database querying using SQL. Must have Knowledge of Component programming</u></b></p>	7	<p><b><u>Qualification:</u></b> B. Tech/ BE/ MCA/ M. Tech/ ME/ Ph.D. in Computer Science/ Information technology (IT)/ Electronics &amp; Tele-Communication Engineering or equivalent. Bachelor and Master degree in Computer Science will be preferred.</p> <p><b><u>Certification:</u></b></p> <ul style="list-style-type: none"> <li>XML Developer certificate, (MCTS) Microsoft BizTalk Server Certification</li> </ul>
46	S/W Developer	<ul style="list-style-type: none"> <li>Software code development for web or mobile apps/Automated software deployment in cloud infrastructure and version control with systems like GIT/SVN/CVS/TFS.</li> <li>Docker/Container based development platforms.</li> <li>Programming languages like .Net, Python, R, Shell Script, .Net, .Net Core, etc.</li> <li>Development of Component programming using .NET4.5, web services, webAPI, WCF, SSIS packages with extensive knowledge of SQL query and optimization with best practices in software development and testing in Microsoft platform.</li> </ul>		7	

<sup>14</sup> Amended through Corrigendum

		<ul style="list-style-type: none"> <li>● Must have Knowledge of DLL deployment, TFS, Message exchange using XML, JSON etc. Knowledge of Digital Signature, Message Encryption is desirable.</li> <li>● Native mobile application development, NoSQL solutions.</li> <li>● Defining project scope, goals and deliverables that support goals set for project.</li> <li>● Developing success criterion of each phase/stage of the project.</li> <li>● Develop full-scale project plans using agile methodology and associated communications documents.</li> <li>● Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfillment of requirements in time.</li> <li>● Implement project quality and security policies and manage project library and security program.</li> </ul>	<p><i>using C#, Restful API, Message exchange using XML, JSON, ISO 20022 standards for XML etc. Knowledge of Digital Signatures, Message Encryption is desirable.]<sup>15</sup></i></p>		
--	--	---	---	--	--

---

<sup>15</sup> Amended through Corrigendum

		<ul style="list-style-type: none"><li>• Developing and review of tasks and responsibilities to appropriate personnel in project.</li><li>• Plan and schedule project timelines and milestones and Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time.</li><li>• Some specialized areas like BizTalk (Middleware) development, Business Intelligence (BI), SharePoint, Team Lead, Test Lead etc. The person will submit details of progress at time intervals with performance metrics. BizTalk Developer is responsible for building and deploying interface between numerous platforms and creating effective interactive automated processes including alerts for exceptions, build business rule using BRE, optimizing system performance and time window management. Availability of audit trails/logs of system alerts, managing deployment documentation and</li></ul>			
--	--	--	--	--	--

		<p>developing controls for interface.</p> <ul style="list-style-type: none"><li>● He/she will handle requirement of development/configuration management for Orchestrations, Maps, Pipelines, Port Configuration, XSD, XSLT, XML, as well as performance and scalability tuning and effectively usage xQueries/jQueries for optimization.</li><li>● The SharePoint Developer is responsible for developing SharePoint applications around the core concepts of automation, workflow, web parts &amp; process improvement, system/application integration, enterprise content management, and collaboration using .NET &amp; SharePoint 2010/2013 development strategies.</li><li>● The person will serve as Web Developer and Site Administrator and will assimilate business information &amp; apply leading practices to make recommendations for an</li></ul>			
--	--	--	--	--	--

		<p>impactful SharePoint solution and provide production support for assigned systems and troubleshoot technical issues and shall function in Integrated environment with team and other developers.</p> <ul style="list-style-type: none"><li>● BI developer is responsible for developing and Implementing Data Warehouse and data mart database architecture, ETL and development activities by creating sophisticated logical and physical MS-SQL Server databases design to quickly handle complex queries (response time).</li><li>● He/she will also use share point for reports/dashboard management including CMSrequirements.</li><li>● He/she will be responsible for designing, constructing, and testing of ETL processes and software coding that may be necessary to extract data from the transactional and/or operational databases.</li><li>● Transforming the data according to analytical / reporting business needs, and</li></ul>			
--	--	--	--	--	--

		<p>loading the data into a Data Warehouse or Datamart.</p> <ul style="list-style-type: none"><li>● He will also contribute in designing data backup and archival policy and implement such policy.</li><li>● He/she will provide input for data structures and incremental data needs for real time OWH to OLTPteam.</li><li>● Team Lead /Test lead will investigate problems uncovered during analysis and design and execute test cases as appropriate and advise corrective actions to reduce rework.</li><li>● As part of other responsibilities, the person will also provide feedback on usability, serviceability, documentation, and report status to the appropriate audience.</li><li>● Software testing is an important role at O/o CGA that ensures the quality of application for wider group of users.</li><li>● Sr. Application Developer taken for COMPACT application should have sound</li></ul>			
--	--	--	--	--	--



		<p>knowledge on Visual Basic 6.0, Crystal Reports and SQL.</p> <p>The person will understand and determine Project Deliverables, Project plan, Scheduling, Project time frame, identification of risks, contingency plans, resource availability, quality process for accomplishing the project goals.</p>			
47	BA	<ul style="list-style-type: none"> <li>8+ years of related experience</li> </ul> <p>The Business Analysts should have sound knowledge on Business Analysis and System Design concepts, Data Warehouse and data mart, database architecture, ETL, development activities and document preparation (SRS, FRD, RTM, Change request etc.). They have to attend the meetings with domain to understand the requirements, prepare the scope document, Business Requirement document and Functional Requirement document. They will act as an interface between Domain and Technical team to understand and convey the requirements to technical team. They have to work on MS Visio, MS Office, UML Modeling. They have to prepare all types of</p>	<p>At least 8 years of experience in document preparation (SRS, FRD, RTM, FRS, BRD), DFD, Data modeling diagram. Hands-on experience in working on MS Visio tool, Wireframe tool, MS Office.</p> <p>BAs hired for Data analytics should have good Knowledge of Tableau /Power BI in addition to technical documents preparation</p>	1	<p><u>Qualification:</u> MBA/B.Tech/BE/MCA/M.Tech/ME /PhD in Computer Science/Information Technology (IT)/ Electronics &amp; Tele-Communication Engineering. Bachelor and Master degree in Computer Science will be preferred.</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>IIBA Entry Certificate in Business Analysis (ECBA),</li> <li>IIBA Certified Business Analysis Professional (CBAP),</li> <li>IIBA Certification of Competency in Business Analysis (CCBA),</li> <li>IQBBA Certified Foundation Level Business Analyst (CFLBA),</li> </ul>

		documents viz. SRS, Design Document, Requirement Traceability Matrix (RTM) document.			Business Analysis/System Design Subject at Degree Level.
48	Test lead	Will investigate problems uncovered during analysis and design and execute test cases as appropriate and advise corrective actions to reduce rework. As part of other responsibilities, the person will also provide feedback on usability, serviceability, documentation, and report status to the appropriate audience. Software testing is an important role at PFMS that ensures the quality of application for wider group of users. The person will understand and Determine Project Deliverables, Project plan, Scheduling, Project time frame, identification of risks, contingency plans, resource availability, quality process for accomplishing the project goals. He/she will be responsible for Assessment, Analysis and Reporting on Detailed Blue Print of Testing Environment, Tools and.	Total 10+ years of working Experience on Software testing in application lifecycle management environment & familiarity with best practices in software development and testing in Microsoft platform. Hands on experience must be on Defect Reporting, Sanity, Regression, VAT, Integration, functional Testing, Ad-Hoc Testing & System Testing, PL / MS-SQL knowledge is added advantage.	1	<u>Professional Qualification: -</u> B. Tech/BEIMCA/M. 'Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.  <u>Preferred Professional Qualification/Certification: -</u> Certification in Software Quality & Testing, PCI DSS/OWASP Security Standards

		<p>Processes for PFMS, acquiring and usage of Standard Templates in SDLC at different stages, report on Gap Assessment to project management, prepare interim reports of gap analysis and action plan to fill the gap for improvement and migration to standard practices of implementation of Software Quality Assurance Plan, Software Quality Testing Practices and Standard Documentation, UAT practices and Templates for Use and related cycle. He/she will update management on qualitative areas in, Test Environment Setup, Requirement Analysis, Test Planning and Test Case Development. He/she will review existing artifacts used and creation, modification, verification and rework. of test cases &amp; test scripts and will constantly follow CMMI. and °WASP, PCI-DSS security guidelines in testing and review of codes. He/she is responsible for Test data</p>			
--	--	--	--	--	--

		<p>preparation, it's: review and then reworked as well as warranted for Test Execution, Test Cycle Closure and will ensure full scale testing including Test Links, Test Forms, Test Cookies, Test HTML and CSS, Test Business Workflow, Test business boundaries, Usability testing, Interface Testing, Database Testing, Compatibility testing. The person will also provide guidance to team members in area of Performance Testing, Security testing as per standards specified for the purpose. He will also ensure that appropriate input documents are available during test cycle and errors and defects are minimized and efforts on maintenance are reduced considerably through team efforts. The person will ensure that tests are specified and rigorously carried out by use of appropriate tools, techniques and methods; problems are recorded and tracked; risks to the project</p>			
--	--	--	--	--	--

		are minimized by formulation and implementation of complete software testing strategies for Unit Testing, Integration Testing, System Testing and Acceptance Testing.			
49	Sr. tester	<p><b><u>SENIOR TESTER FOR SELENIUM</u></b></p> <ul style="list-style-type: none"> <li>• Sr. Automation Tester selected for Selenium should mandatorily have 2-3 years of working experience on Selenium with Java.</li> <li>• 2-3 years of experience in manual testing like functional testing, regression testing, smoke and sanity testing. Understanding of all phases of STLC and SDLC and Preparation and Execution of Test Cases/Scenarios</li> <li>• Understanding of logging defects on Priority and Severity basis using any bug tracking tool like ALM/JIRA/TFS</li> <li>• To create the Functional and Regression testing scripts for all the PFMS Modules like Sanction, EAT, DBT, Pre-Sanction, Pension,</li> </ul>	<p><b><u>Automation Tester for Selenium</u></b></p> <p>Minimum 7 years of testing experience including 3-4 years' experience in Selenium with JAVA is mandatory (should know to write the scripts independently in existing framework) and exposure of any other automation tool is additional advantage. Should have 2-3 years of experience in manual testing like functional testing, regression testing, performance testing, smoke and sanity testing, Preparation and Execution of Test Cases/Scenarios, understanding of</p>	1	<p><u>Qualification:</u> BE / B. Tech / MCA</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• ISTQB Foundation Level (CTFL) certification</li> <li>• ISTQB Agile Tester Certification</li> <li>• Advanced Level Test Automation Engineer by ISTQB</li> <li>• Certified Software Test Automation Architect</li> <li>• Certified Mobile Software Test Professional</li> </ul>

		<p>Reports, NTRP using Selenium tool</p> <ul style="list-style-type: none"> <li>● To involve in Selenium Script writing and modifying the changes in an existing framework developed for PFMS</li> <li>● To maintain the complete Automation test suite</li> <li>● To review the Selenium scripts prepared as per the Test Scenarios/Cases by team members for CR on automation testing</li> <li>● To gain the complete understanding of functionality and guide team members to write the scripts accordingly</li> <li>● Complete understanding of the tool and help the team on how to use those tools</li> <li>● Modify the existing Scripts and also create reusable component library</li> <li>● Run Scripts and intimate the defects to the development team and coordinate with them to get it fix</li> <li>● Creating Test Reports using tool and share the same with others.</li> </ul>	<p>logging defects on Priority and Severity basis using any bug tracking tool like ALM/JIRA/TFS. Prior experience of working with TestNG/JUnit testing frameworks. Should have good understanding of DOM and working experience with different types of locators like XPath, ID, CSS, and By-ID selectors, exposure of continuous integration tools like Jenkin.</p> <p><b><u>Automation Tester for JMeter</u></b></p> <p>Minimum 7 years of testing experience including 3-4 years' experience in JMeter is mandatory (should able to create scripts independently) and exposure of any other automation tool is additional advantage. Should have 2-3 years of experience in manual testing like functional</p>		
--	--	--	---	--	--

		<p><b><u>SENIOR TESTER FOR JMeter</u></b></p> <ul style="list-style-type: none"> <li>● Sr. Automation Tester selected for JMeter should mandatorily have 2-3 years of working experience on JMeter.</li> <li>● 2-3 years of experience in manual testing like functional testing, regression testing, smoke and sanity testing. Understanding of all phases of STLC and SDLC and Preparation and Execution of Test Cases/Scenarios</li> <li>● To create the Performance testing scripts for all the PFMS Modules like Sanction, EAT, DBT, Pre-Sanction, Pension, Reports, NTRP using JMeter tool</li> <li>● To involve in Jmeter Script writing and modifying the changes in an existing framework developed for PFMS</li> <li>● To maintain the complete Automation test suite</li> <li>● To review the JMeter scripts prepared as per the Test Scenarios/Cases by team members for CR on automation testing</li> </ul>	<p>testing, regression testing, performance testing, smoke and sanity testing, Preparation and Execution of Test Cases/Scenarios, understanding of logging defects on Priority and Severity basis using any bug tracking tool like ALM/JIRA/TFS. Understanding of Test Plan, Samplers, Thread Groups and types of Processors, Moderate knowledge of SQL is required to perform web application testing, Execution order of Test Elements in JMeter, Knowledge of using Time and Assertion in scripts, Understanding of Real time Creation and Execution of Scripts in Jmeter, Data Parameterization and Re-usability of Jmeter Scripts using Config elements, Writing</p>		
--	--	--	---	--	--

		<ul style="list-style-type: none"> <li>• To gain the complete understanding of functionality and guide team members to write the scripts accordingly</li> <li>• Complete understanding of the tool and help the team on how to use those tools</li> <li>• Modify the existing Scripts and also create reusable component library</li> <li>• Run Scripts and intimate the defects to the development team and coordinate with them to get it fix</li> </ul> <p>Creating Test Reports using tool and share the same with others</p>	Beanshell functions and using the in existing script and Regular Expression using extractor, Usage of Plugins available in Jmeter as per the Script requirement		
50	Tester	<ul style="list-style-type: none"> <li>• 3+ years of related experience</li> <li>• Candidate selected for this post will have to play the role of Automation tester.</li> <li>• Must Possess skills in an automation tool like Selenium/JMeter/POSTMAN.</li> <li>• Understanding of complete Manual testing methodologies and process as well as understanding of SDLC, STLC and reporting tools</li> <li>• Creation and Execution of Test Scenarios/Test Cases</li> <li>• Creation of Test Scripts in Selenium</li> </ul>	<p><b><u>For Automation Testing</u></b></p> <p>Minimum 3 years of testing experience and having skills in an automation tool like Selenium/Jmeter/POSTMAN, Understanding of complete Manual testing methodologies and process, Having a complete understanding of SDLC, STLC and reporting tools, Creation and Execution of Test Scenarios/Test</p>	6	<p><u>Qualification:</u> BE / B. Tech / MCA</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>• ISTQB Foundation Level (CTFL) certification</li> <li>• ISTQB Agile Tester Certification</li> <li>• Advanced Level Test Automation Engineer by ISTQB</li> <li>• Certified Software Test Automation Architect</li> <li>• Certified Mobile Software Test Professional</li> </ul>



		<ul style="list-style-type: none"> <li>● Jmeter or API tool knowledge is an additional advantage</li> <li>● Moderate knowledge of SQL is required to perform web application/API testing</li> <li>● To create the Functional and Performance testing scripts for all the PFMS Modules like Sanction, EAT, DBT, Pre-Sanction, Pension, Reports, NTRP using Selenium, Jmeter, API, ETL tool(s)</li> <li>● To involve in writing Selenium/Jmeter Scripts in an existing framework developed for PFMS</li> <li>● To prepare the Scripts for the Test Scenarios/Cases for an automation testing</li> <li>● Good knowledge of Tool in reading, writing and executing scripts using tool(s)</li> <li>● Modify the existing Scripts and also update the reusable component library</li> <li>● Run Scripts and intimate the defects to the development team</li> <li>● To create and execute Test Scenarios for API Testing using POSTMAN</li> </ul>	<p>Cases, At least 2 years of experience in Selenium with JAVA, Creation of Test Scripts in Selenium, Jmeter or API tool knowledge is an additional advantage, Moderate knowledge of SQL is required to perform web application/API testing.</p>		
--	--	---	--	--	--

		<ul style="list-style-type: none"> <li>To create and execute Test Scenarios ETL testing tool using SSIS tester</li> <li>Understanding of Project Management tool TFS and writing and executing test cases in the same</li> </ul> <p>Reporting defect using TFS to Development Team and also maintaining the test scripts</p>			
<b>51</b>	UX lead	<ul style="list-style-type: none"> <li>10+ / 5+ years of related experience</li> </ul>	More than 10 / 5 years' experience in following skills	1	<p><u>Qualification:</u> Bachelor's degree in any field</p> <p><u>Certification:</u></p> <ul style="list-style-type: none"> <li>User Experience Research &amp; Design Certification</li> <li>User Experience Design Essentials – Adobe XD UI UX Course</li> <li>Google UX Design Professional Certificate</li> <li>Web UI UX Design using Adobe XD – Adobe Experience Design</li> </ul> <p>UX &amp; Web Design Master Course: Strategy, Design, Development</p>
<b>52</b>	UI developer	<ul style="list-style-type: none"> <li>Experience in DIV, HTML, Adobe Photoshop, Dreamweaver, Magneto, PSD, html5, wordpress, woocommerce, my SQL, PHP, web designer, web design, html5, responsive, UI designer, bootstrap.</li> </ul> <p>Design, UX &amp; UI for PFMS, Mobile App, Bharatkosh, PFMS Lite and other related applications.</p>	<ol style="list-style-type: none"> <li>HTML 5 / CSS 3</li> <li>JavaScript</li> <li>jQuery</li> <li>Front End Frameworks (bootstrap etc.)</li> <li>CSS Preprocessors (scss, less)</li> <li>Responsive/Mobile Design</li> <li>Cross-Browser Development</li> <li>Wireframing</li> <li>Prototyping</li> <li>Visual Communication - Layout, Color,</li> </ol>	3	

			<p>Typography, Icons, Images, Design theory</p> <p>11. Interaction design</p> <p>12. adobe suite (Photoshop, illustrator, adobe XD, Dreamweaver etc.)</p> <p>13. Graphic Design (Infographics, banner, icon, emailer, brochure etc.)</p>		
53	Project Specialist	<p>Project Specialist- creates and maintain project plan. at granular levels for project director. Use appropriate matrix of measuring project level maturity and areas for improvement. Develop areas of best practices in project and related. Implement Project Knowledge and skill management. Reporting of project progress against plan with details of activities and Milestones. Communication with stakeholders on project progress and highlights. Training and development of internal resources. Reporting of project -incidences and events. Review of effectiveness and efficiency of processes. Innovator Development. Enforces all policies relating to performance</p>	<p>15+ years' experience of managing large software development projects. The candidate must have independently handled at least two large projects on all aspects from concept stage to implementation. He / She must have Strong Technical experience with Microsoft technologies - .Net, MS-SQL Server, 'ITS, Windows Server, BizTalk etc.</p>	2	<p><u>Qualification:</u></p> <p><u>Professional Qualification:</u> -</p> <p>B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.</p> <p><u>Preferred Professional Qualification/Certification.:-</u>  PMP and Equivalent, CGEIT, ML (Foundation) , PM Tool , Microsoft Certifications - .Net BizTalk , MS-SQL.</p>

		<p>evaluations. Reviews management evaluations for consistency. Impresses upon management the importance of the career planning and performance evaluation programs. Creates an environment where innovators can successfully achieve professional career path goals. Manages the development of project managers/leads. Assigns tasks to. practice. management that give managers an opportunity to grow. Internal Operations. Reviews status reports of Project Managers and Senior Managers and addresses issues as appropriate. Lends expertise to internal teams and task forces. Enforces standard policies and procedures. Arrange to develop policy, best practices and protocols in identified Area. Review of policies and practices.</p>			
				<p>162</p>	

**20. CERTIFICATE FOR MANPOWER ON PAYROLL**

**CERTIFICATE**

I hereby declare that the firm (*Input the name of the participating bidder here*) has \_\_\_\_\_ numbers of resources with Minimum qualification B.E. / B. Tech/ BCA/ MCA / M.Sc (CS/IT/Electronics)/MBA continuously on its pay rolls in the Financial Year \_\_\_\_\_.

Sign of Company Secretary of the company/Statutory Auditor/Chartered Accountant/Authorised Signatory.

Company Seal (in case of Undertaking by the authorised signatory) or Seal mentioning the registration number (in case of signature by CS/Statutory Auditor/Chartered Accountant)

Place:

Date:

**21. Format for Data Security Certificate:**

**(To be executed on Rs. 100/- Non-judicial Court Stamp by the successful bidder after placement of the contract and before deployment of the resources in PFMS)**

I/We hereby certify that the PFMS shall have absolute right on the digital data and output products processed/produced by me/us. I/We shall be responsible for security/safe custody of data during processing. I/We also certify that the digital topographical data will not be taken out of the building premises on any media by any means by me/us or any other person deployed by me/us except for company provided hardware under usage for routine work. The original input data supplied to me/us by the PFMS or digital data and output products processed/produced from input data will not be passed on to any other agency or individual other than the authorized person of PFMS. I/We shall abide by all security and general instructions issued by PFMS or a person authorized by PFMS from time to time.

I/We also agree that any data pertaining to PFMS will be handed over/removed (as the case may be) from my/our possession in the presence of person (s) authorized by PFMS after completion of the task or outbound movement of any resource concerned.

Signature of the authorized representative of the successful bidder

Name:

Date:

Address:

Signature & Address of the witness:

(1)

(2)

## 22. Pre-Contract Integrity Pact Format

### General

1. Whereas the President of India, acting through the Joint Controller General of Accounts, Office of the Controller General of Accounts, Department of Expenditure, Ministry of Finance, Government of India, hereinafter referred to as Purchaser and the first party, proposes to provide technical and managerial resources for Hiring of Professionals for Application Development and Maintenance in Public Financial Management System (Total 162 in Number)", herein after referred to as Purchaser, and M/s\_\_\_\_\_, represented by, \_\_\_\_\_ <<Designation>> (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignees), herein after referred to as the Bidder/Seller and the second party, is willing to offer/has offered the Purchaser
2. Whereas the Bidder is a private company/public company/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the Purchaser is PFMS, Office of Controller General of Accounts performing its duty on behalf of Gol.

### Objectives

1. Now, therefore, the Purchaser and the Bidder agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence / unprejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:
  - a. Enabling the Purchaser to implement the desired Project at a competitive price in conformity with the defined specifications of the Services by avoiding the high cost and the distortionary impact of corruption on public procurement, and
  - b. Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to



them that their competitors will also refrain from bribing and other corrupt practices and the Purchaser will commit to prevent corruption, in any form, by their officials by following transparent procedures

### **Commitments of the Purchaser**

1. The Purchaser commits itself to the following:

The Purchaser undertakes that no official of the Purchaser, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the Contract.

The Purchaser will, during the pre-contract stage, treat all Bidders alike, and will provide to all Bidders the same information and will not provide any such information to any particular Bidder which could afford an advantage to that particular Bidder in comparison to other Bidders.

All the officials of the Purchaser will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case of any such preceding misconduct on the part of such official(s) is reported by the Bidder to the Purchaser with full and verifiable facts and the same is prima facie found to be correct by the Purchaser, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the Purchaser and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the Purchaser the proceedings under the contract would not be stalled.

## **Commitments of Bidders**

1. The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of his bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commits himself to the following:
  - a. The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Purchaser, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.
  - b. The Bidder further undertakes that he has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Purchaser or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the Contract or forbearing to show favour or dis-favour to any person in relation to the Contract or any other Contract with the Government.
  - c. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
  - d. The Bidder will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
  - e. The Bidder shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
  - f. The Bidders shall establish a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

## 2. Previous Transgression

- a. The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process.
- b. If the Bidder makes an incorrect statement on this subject, Bidder can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

## 3. Sanctions for Violation

- a. Any breach of the aforesaid provisions by the Bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the Bidder) or the commission of any offence by the Bidder or any one employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act 1988 or any other act enacted for the prevention of corruption shall entitle the Purchaser to take all or any one of the following actions, wherever required:
  - i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the Bidder. However, the proceedings with the other Bidder(s) would continue.
  - ii) To immediately cancel the contract, if already signed/awarded, without giving any compensation to the Bidder.
  - iii) The Performance Bank Guarantee/Earnest Money shall stand forfeited either fully or partially, as decided by the Purchaser and the Purchaser shall not be required to assign any reason therefore.
  - iv) To recover all sums already paid by the Purchaser, in case of an Indian Bidder with interest thereon at 2% higher than

the prevailing RBI Bank Rate.

- v) To encash the Earnest Money and Performance Bank Guarantee if furnished by the Bidder, in order to recover the payments, already made by the Purchaser, along with interest.
- vi) To cancel all or any other Contracts with the Bidder.
- vii) To debar the Bidder from entering into any bid from the Government for India for a minimum period of three years, which may be further extended at the discretion of the Purchaser.
- viii) To recover all sums paid in violation of this Pact by Bidder to any middleman or agent or broker with a view to securing the contract.
- ix) If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly, is closely related to any of the officers of the Purchaser, or alternatively, if any close relative of an officer of the Purchaser has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filling the tender. Any failure to disclose the interest involved shall entitle the Purchaser to rescind the contract without payment of any compensation to the Bidder.
- x) The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or stepson or stepdaughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.

xi) The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the Purchaser, and if he does so, the Purchaser shall be entitled forthwith to rescind the contract and all other contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damage to the Purchaser resulting from such rescission and the Purchaser shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.

xii) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the Purchaser with the Bidder, the same shall not be opened.

4. The decision of the Purchaser to the effect that a breach of the provisions of this Integrity Pact has been committed by the Bidder shall be final and binding on the Bidder, however, the Bidder can approach the monitor(s) appointed for the purposes of this Pact.

#### 5. Fall Clause

a. The Bidder undertakes that he has not supplied/is not supplying the similar services at a price lower than that offered in the present bid in last 2 Years (from the date of bid submission) in respect of any other of any other project of similar size Ministry/Department of the Government of India and if it is found at any stage that the similar system of sub-system was supplied by the Bidder to any other Ministry / Department of the Government of India at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Purchaser, if the contract has already been concluded.

b. The Bidder shall accord the most favoured customer treatment to the Purchaser in respect of all matters pertaining to the present case

#### 6. Examination of Book of Records

In case of any allegation of violation of any provisions of this Integrity Pact or payment of commission, the Purchaser or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

7. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the Purchaser i.e. New Delhi.

8. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

9. Validity

The validity of this Integrity Pact shall be from date of its signing and extend up to the complete execution of the contract to the satisfaction of both the Purchaser and the Bidder/Seller, whichever is later.

Should one or several provisions of this pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

The Parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_ .

PURCHASER

BIDDER

Witness

1.

1.

2.

2.

\*\*\*\*\*END OF DOCUMENT\*\*\*\*\*

[23. Financial Bid format to be uploaded by the participant bidder]<sup>16</sup>

S. No	Profile Name	Qty	Unit Price per month (excluding taxes) in INR	GST (in INR)	Total Price per month for all the resources (in INR)	Remarks
(1)	(2)	(3)	(4)	(5)=18% of (4)	(6)=(3)*[(4)+(5)]	S. No. indicated below are as per the table at para 19 of the Detailed Terms of Reference attached with the bid document
1	Sr. Solution Architect	1				S. No. 1;
2	Solution Architect	1				S. No. 2;
3	TPM	1				S. No. 3;
4	TLs	6				S. No. 4; S. No. 9; S. No. 33;
5	TLs	2				S. No. 15
6	TLs	2				S. No. 44
7	Sr. S/W Developer	11				S. No. 5; S. No. 10;
8	Sr. S/W Developer	6				S. No. 16
9	Sr. S/W Developer	7				S. No. 45
10	S/W Developer	18				S. No. 6; S. No. 11;
11	S/W Developer	6				S. No. 17
12	S/W Developer	7				S. No. 46
13	BA	11				S. No. 7; S. No. 12; S. No. 18; S. No. 38; S. No. 42; S. No. 47
14	Sr. TPM	1				S. No. 8

<sup>16</sup> Inserted through Corrigendum



15	<i>Big Data Solution Architect</i>	1				S. No. 13
16	<i>Data Steward</i>	2				S. No. 14
17	<i>Data Analytics Expert</i>	1				S. No. 19
18	<i>Data Analyst</i>	3				S/ No. 20
19	<i>Infrastructure Specialist</i>	1				S. No. 21
20	<i>Sr. Sys Admin</i>	1				S. No. 22;
21	<i>Sr. Sys Admin</i>	2				S. No. 23
22	<i>Sys Admin</i>	2				S. No. 24;
23	<i>Sr. Sys Admin</i>	4				S. No. 25
24	<i>Sys Admin</i>	2				S. No. 26
25	<i>Technical Support</i>	4				S. No. 27
26	<i>Monitoring Support</i>	4				S. No. 28
27	<i>Biztalk Adminsitrator</i>	1				S. No. 29
28	<i>Network Engineer</i>	1				S. No. 30
29	<i>Sr. Database Adminsitrator</i>	1				S. No. 31
30	<i>Database Adminsitrator</i>	7				S. No. 32
31	<i>DevOps Admin</i>	4				S. No. 34
32	<i>Web API Developer</i>	6				S. No. 35
33	<i>QA Lead</i>	1				S. No. 36
34	<i>QA Team Members</i>	4				S. No. 37
35	<i>Project Specialist</i>	4				S. No. 39; S. No. 43; S. No. 53
36	<i>Sr. TSE</i>	2				S. No. 40

37	<i>TSE</i>	12				<i>S. No. 41</i>
38	<i>Test Lead</i>	1				<i>S. No. 48</i>
39	<i>Sr. Tester</i>	1				<i>S. No. 49</i>
40	<i>Tester</i>	6				<i>S. No. 50</i>
41	<i>UX Lead</i>	1				<i>S. No. 51</i>
42	<i>UI Developer</i>	3				<i>S. No. 52</i>
43	<i>TOTAL</i>	162				
44	<i>Total Number of Months</i>			36		
45	<i>GRAND TOTAL in INR (S. No. 43 * S. No. 44)</i>					