CORRIGENDUM to Tender No.C-13015(468)/MFCGA/PFMS/IT Manpower/2017-18/465 dated 21-04-2017 for "Supply of 120 IT Manpower for Public Financial Management System(PFMS).

Last date for submission of tender documents and opening of bids for "Supply of 120 IT Manpower for Public Financial Management System (PFMS)" has been extended. Revised date for submission of tender documents is 01-08-2017 till 1:00 PM and opening of tender is 01-08-2017 at 3:30 PM.

(J.P.Sharma)
Sr. Accounts Officer

GOVERNEMENT OF INDIA
Ministry of Finance
Department of Expenditure
Controller General of Accounts
Public Financial Management System
Shivaji Stadium Annexe Building
Shaheed Bhagat Singh Marg
New Delhi –110001

TENDER DOCUMENT FOR

SUPPLY OF

IT MANPOWER

For

PUBLIC FINANCIAL MANAGEMENT SYSTEM

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GOVERNMENT OF INDIA
Ministry of Finance
Department of Expenditure
Controller General of Accounts
Public Financial Management System
Shivaji Stadium Annexe Building
Shaheed Bhagat Singh Marg
New Delhi – 110001
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Email: project-pfms@gov.in

1. SCHEDULE OF TENDER DOCUMENT

Supply of IT Manpower for Public Financial Management System

S. No.	Particulars	Date & Time
1.	Tender No.	C-13015(468)/MFCGA/PFMS/ IT Manpower/2017-18/465
2	Publication in Newspaper	"Times of India" and "Nav Bharat Times" (National Edition) on 24-04-2017
3.	Date of issue of tender document	24-04-2017
4.	Last date & time of submission of tender documents along with Demand Draft / Bankers' Cheque	16-05-2017 till 1:00 PM
5.	Pre-bid meeting	03-05-2017 at (3:00 PM)
6.	Date & time for opening of tender document	16-05-2017 at (3:30 PM)
i)	Technical Bids	16-05-2017 at (3:30 PM)
ii)	Financial Bids of eligible tenderers	To be intimated later
7.	Estimated Cost	**Rs.26,00,00,000/-**
8	Tender Cost	**Rs. 2000/-**

No. C-13015(468)/MFCGA/PFMS/IT Manpower/2017-18/465
GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CONTROLLER GENERAL OF ACCOUNTS
PUBLIC FINANCIAL MANAGEMENT SYSTEM

3rd Floor, Shivaji Stadium Annexe,
Shaheed Bhagat Singh Marg, New Delhi-110001.
Dated:-21-04-2017

2. NOTICE INVITING TENDER (NIT)

Tender Notice No. C-13015(468)/MF.CGA/PFMS/IT Manpower/2017-18/465

Date: - 24-04-2017

Name of Work: - Providing 120 IT Professionals for PFMS development and implementation.

Approximate Estimated Cost:-**Rs.26,00,00,000/-**

Tender Cost:-Rs.2000/-

Contract period:-Two Years

On behalf of The President of India, Public Financial Management System (PFMS), Controller General of Accounts (CGA), D/o Expenditure, M/o Finance, invites open tender under Two Bid System i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/Firms/Agencies. The bids are for providing qualified, experienced and competent IT manpower to PFMS, Controller General of Accounts initially for a period of two years for the development and implementation of various modules of web enabled software and application portal of PFMS. The contract will be governed by the terms and conditions as mentioned in the tender document and will be subject to quarterly performance review. Contract may also be terminated before contract period, if resources are not made available in time or their level of skills are found to be unsatisfactory. The contract will initially be for a period of two years. However, depending upon the administrative requirement of PFMS and review of performance the contract may be extended subsequently for one year at a time for a maximum duration of two years. In case two or more vendors score the same marks after the final evaluation, the contract will be awarded to vendor who has scored higher in technical bid.

Tender document can be downloaded from website http://eprocure.gov.in or cga.nic.in. and finmin.nic.in. Detailed Terms & Conditions are given in the Tender Document. Bids are invited from eligible agencies along with Earnest Money Deposit of Rs.65,00,000/-(Rupees Sixty Five Lakh Only) which should be submitted in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form drawn in favour of Pay and Accounts Officer, O/o CGA, New Delhi payable at New Delhi. A Demand Draft / Banker Cheque of Rs.2000/- (Rupees Two Thousand Only) towards non-refundable tender cost in favour of "Pay and Accounts Officer, O/o CGA, New Delhi" payable at New Delhi is to be submitted at the time of submitting the tender in a separate envelope duly marked "Tender Cost". The bids along with Demand Draft/ Banker's Cheque should be submitted to Sr. Accounts Officer (Major Procurement Section) , PFMS, O/o CGA, 3rd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi 110001 on or before by 13.00 hours dated 16-05-2017. Tender (Technical bids) will be opened on the same day at 3.30 PM in the presence of authorized representatives in the meeting room of PFMS at Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi 110001. PFMS reserves the right to accept or reject a tender without assigning any reason.

P. ch-Bhatt

(P. C. Bhatt)
Sr. Accounts Officer (MPS)
Ph:- 23343860 Ext.:-273

No. C-13015(468)/MFCGA/PFMS/IT Manpower/2017-18/465
GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CONTROLLER GENERAL OF ACCOUNTS
PUBLIC FINANCIAL MANAGEMENT SYSTEM

3rd Floor, Shivaji Stadium Annexe,
Shaheed Bhagat Singh Marg, New Delhi-110001.

Dated:-21-04-2017

TENDER NOTICE

For providing 120 Information Technology (IT) Professionals for PFMS

Sealed Tenders are invited by PFMS, O/o CGA, Department of Expenditure, Ministry of Finance from reputed, experienced and financially sound Companies/Firms/Agencies for providing IT Professionals under **two bid systems i.e.**

Part-I: Technical Bid and Part-II: Financial Bid for providing 120 IT Professional for Public Financial Management System (PFMS), Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi. The contract will initially be for a period of two years. However, depending upon the administrative requirement of PFMS and review of performance the contract may be extended subsequently for one year at a time for a maximum duration of two years. The quantum of requirement of IT Professionals is as under; but may undergo a change in future as per the requirements of the Department at a particular point of time:

Category -A

Sr. No.	Contract Designation	Functional Designation	No. of Manpower Required
1	Sr. Solution Architect	Big Data Solution Architect	1
		Data Steward	1
2	Sr. Technical Project Manager	Sr. Tech. Project Manager	1
		Sr. Data Base Administrator	2
3	Technical Project Manager	Technical Project Manager	1
		Project Specialist	2
		Sr. System Administrator	2
4	Sr. S/W Developer	Business Analyst	7
		Test Lead	1
		Team Lead	10
		Sr. S/W Developer	16
		Web Designer	2
5	Database Administrator	Database Administrator	3

Sr. No.	Contract Designation	Functional Designation	No. of Manpower Required
6	Quality Assurance Engineers	QA Team Members	4
Total Category – A			53

Category - B

7	Test Engineer	Tester	7
8	S/W Developer	S/W Developer	43
		System Administrator	2
		Sr. Technical Support	9
Total Category - B			61

Category - C
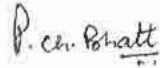
9	Technical Document Writer	Technical Document Writer	4
10	Technical Support Engineer	Technical Support Engineer	2
Total Category - C			6
Grand TOTAL			120

I. The tender documents can be downloaded from the website www.cga.nic.in or eprocure.gov.in and finmin.nic.in from 24-04-2017 to 16-05-2017 (upto 1:00 PM).

II. A Demand Draft / Banker's Cheque Rs.2000/- (Rupees Two Thousand Only) towards non-refundable tender cost drawn in favor of "Pay and Accounts Officer, O/o CGA, New Delhi" payable at New Delhi is to be submitted at the time of submitting the tender in a separate envelope duly marked "Tender Cost". Tender document will not be accepted after the expiry of stipulated date and time or without Tender Cost under any circumstances.

III. The Earnest Money Deposit (EMD) of Rs.65,00,000/-(Rupees Sixty Five Lakh Only) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form drawn in favour of **Pay & Accounts Officer, O/o CGA, New Delhi** also has to be submitted with Tender documents to the Sr. Accounts Officer (Major Procurement Section), PFMS upto last date and time of submission of bids without which tender will be returned in original.

IV. The **Technical Bids** will be opened on 16-05-2017 at 3.30 PM at Meeting Hall, 3rd Floor, PFMS, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi. The tenderers or their authorized representatives may remain present at the time of opening of Technical Bid at PFMS, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg New

Delhi. In the first instance, the Technical Bids will be evaluated by the Tender Evaluation Committee (TEC) constituted for the purpose by PFMS. Financial bids of technically qualified, eligible bidders only shall be opened at PFMS, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi on a date, time which shall be informed to bidders who are found to be technically qualified.

V.   The successful tenderer will have to deposit Performance Security Deposit **(PSD)** irrespective of status of Company/Firm/Agency - equal to 10% of the value of the contract in the form of Bank Guarantee/Fixed Deposit Receipt (FDR)/ Banker's Cheque/Demand Draft made in the name of the Agency and hypothecated to the **PAO, Office of CGA, Ministry of Finance, Maha Lekha Niyantrak Bhawan, E-Block, GPO Complex, INA, New Delhi-110023** covering the entire period of the contract. The Performance Security Deposit should remain valid for a period of **60 Days** beyond the stipulated date for completion of the contract. In case, the contract is further extended beyond the initial period, a revised Performance Security Deposit 10% will have to be submitted for the contract value within two weeks of communication of decision in this regard to the Company/firm/agency..

VI.   The Authority reserves the right to accept / reject the tender at any time or to amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.

VII.   Conditional bids shall not be considered and will be out rightly rejected.

VIII.   **Pre-bid meeting:** To bring all vendors at par, a pre bid meeting will be held at 3rd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001. at 3:00 PM on 03-05-2017. For the purpose of pre-bid meeting, vendors are advised to submit their queries/questions at least two days before the scheduled date & time of pre-bid meeting through e-mail or to Sr. A. O.(Major Procurement Section), PFMS, New Delhi. All vendors should attend this meeting. A maximum of two representatives of a vendor would be permitted to attend the meeting. The Authority will answer all questions raised by vendors during this meeting. If any question cannot be answered immediately, written replies will be sent to all vendors who have attended the pre-bid meeting. All vendors will be deemed to have attended the meeting, even if, a vendor remains absent and does not attend the meeting. After the meeting, the Authority will not entertain any clarifications from the vendors on the technicalities of the tender enquiry. It must be borne in mind that vendors will not be given a chance to revise their bids once submitted, under any circumstances.

P. ch. Bhatt

(P. C. Bhatt)
Sr. Accounts Officer (MPS)
Tel. No. 23343860
Ext.-273

3. BACKGROUND

Public Financial Management System, PFMS (formerly CPSMS-Central Plan Scheme Monitoring System) is a web based application - a Central Sector Scheme of Government of India. The Scheme 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. The application is integrated with COMPACT and e-Lekha; the core accounting application and the e-payment gateway of CGA which has led to significant efficiency gains in movement of funds to recipient agencies and beneficiaries. PFMS is thus, able to provide various reports on geographical distribution of scheme-wise, sector-wise fund flows on a central platform. The system has plans to link financial networks of Central and State governments and give 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 near real time basis for reconciliation and information from 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 minimizing intermediary delays and provide 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 Government. Work relating to integration of various accounting and MIS systems of Government such as e-lekha, COMPACT, RAMS, REVACT, CFMS, COMPDDO-2 PAO, e-DDG, OCEANS, GePG, State Loan Package, Rupee Loan packages is also in progress.

It is envisaged that integration of financial applications and process improvements planned under PFMS will result in better financial administration in Government.

4. REQUIREMENT

JOB PROFILE OF TECHNICAL PROFESSIONALS

Category -A

Sr. No.	Contract Designation	Functional Designation	No. of Manpower Required
1	Sr. Solution Architect	Big Data Solution Architect	1
		Data Steward	1
2	Sr. Technical Project Manager	Sr. Tech. Project Manager	1
		Sr. Data Base Administrator	2
3	Technical Project Manager	Technical Project Manager	1
		Project Specialist	2
		Sr. Sys Administrator	2
4	Sr. S/W Developer	Business Analyst	7
		Test Lead	1
		Team Lead	10
		Sr. S/W Developer	16
		Web Designer	2
5	Database Administrator	Database Administrator	3
6	Quality Assurance Engineers	QA Team Members	4
Total Category – A			**53**

Category - B

7	Test Engineer	Tester	7
8	S/W Developer	S/W Developer	43
		System Administrator	2
		Sr. Technical Support	9
Total Category - B			**61**

Category - C

9	Technical Document Writer	Technical Document Writer	4
10	Technical Support Engineer	Technical Support Engineer	2
Total Category - C			**6**
GRAND TOTAL			**120**

However, the actual requirements of manpower may increase or decrease depending upon the requirement of the PFMS. Additional manpower requirement will have to be provided by the same tenderer on the same terms and conditions. The weightage for technical competence and commercial bid will be 70% and 30% respectively.

The tender documents can also be purchased from Sr. Accounts Officer (Major Procurement Section), Public Financial Management System, 3rd Floor, Shivaji Stadium Annexe building, Shaheed Bhagat Singh Marg, New Delhi-110001on payment of Rs. 2000/- (Non-refundable) through Account Payee Demand Draft / Banker's Cheque drawn in favour of "Pay & Accounts Officer, O/o the CGA, New Delhi. The tender documents can also be seen / downloaded by visiting Website: www.eprocure.gov.in, www.cga.nic.in and finmin.nic.in. In case of downloaded tender documents, the tender fee may be remitted along with tender document at the time of submission, as explained earlier.

5. SCOPE OF WORK AND TECHNICAL REQUIREMENT FOR IT MANPOWER TO BE DEPLOYED BY THE SUCCESSFUL BIDDER

He/ She should possess qualification and experience as mentioned below.

Skill Set, Qualification and Experience

Category – A

I. **Big Data Solution Architect**

Professional Qualification:-
B.Tech/BE/MCA/M.Tech/ME/Phd in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation), PM Tool, Microsoft Certifications – MS-SQL, BizTalk , .Net

Experience:-
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, domain, and application development and possess leadership qualities to lead a team of minimum 40-50 professionals.

Responsibility Areas:-

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 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 & 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

Develop and document enterprise data standards and provides technical oversight on projects to ensure compliance through the adoption and promotion of industry standards / best practice / guiding principles aligned with Gartner, TOGAF, Forrester and the like.

Create architectural technology and business roadmaps that result in stronger business/IT 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.

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.

II. Data Steward

Professional Qualifications:-

B.Tech/BE/MCA/M.Tech/ME/PhD in Computer Science/Information Technology(IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation), PM Tool, Microsoft Certifications – MS-SQL, BizTalk, .Net

Experience:-
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, domain, and application development and possess leadership qualities to lead a team of minimum 40-50 professionals.

Responsibility Areas:-
The Data Stewards manage the process to maintain the data for the owner. Responsibilities include: -Assisting with issue tracking, escalation and resolution. Documenting data definitions (Business Glossary). Proposing changes and/or improvements to the Data Owner to improve efficiency or resolve issues. Maintain visibility of dataflow across application. Acting as proxy for Data Owner on projects, initiatives and operational functions. Ensuring data quality through fit-for-purpose requirements which are developed by the data owners. Identifying and prioritizing for improvement key systems or processes. Supporting the firm's data quality efforts through accountability to, and close interaction with, the Core Data Governance Team. Recommending projects based on their usage of the data within their areas of the organization.

III. Senior Technical Project Manager

Professional Qualifications:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation), PM Tool

Experience: -
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.

Responsibility Areas: -

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 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 (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.

IV. Sr. Database Administrator

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Microsoft MS-SQL Server 2008 / 2012/2014 Configuration and Administration, ITIL

Experience:-
12+ years of experience in carrying out performance, integrity and security of a database. Must be able to do planning, development and troubleshooting, maintaining data standards, including adherence to the Data Protection Act; writing database documentation, controlling access permissions and privileges; developing, managing and testing back-up and recovery plans; ensuring that storage, archiving, back-up and recovery procedures are functioning correctly; capacity planning etc. Must be capable of managing multiple projects.

Responsibility Areas:-
Should have very good knowledge of Database concepts and Database developments in MS MS-SQL server from MS-SQL Version 2008 to MS-SQL Server Version 2014. Data in PFMS is growing exponentially and its continuous monitoring, performance tuning has become a critical & crucial activity. He/ she will be responsible for installing, configure, upgrade, monitor and manage multiple MS-SQL Server instances in standalone and cluster environment and perform MS-SQL server

patching, replication, log shipping, database migrations. He/she will coordinate and administer MS-SQL, including base definition, structure documentation, operational guidelines, and security. He/She will do High-Availability (clustering), BCP/Disaster Recovery database solutions and will be providing operations support for mission-critical, high availability systems in addition to monitoring systems for performance, stability and capacity using MS Performance Monitor and other tools. He/she will design and develop physical layers of various MS-SQL making use of advanced features such as partitioning. He/ She will be providing technical assistance and mentoring to project team member in all aspects of MS-SQL management and undertake consulting and advising application development teams on MS-SQL design, security, query optimization and performance and conduct performance tuning by analyzing MS-SQL and OS performance and implementing tuning and optimization recommendations. He will also be responsible for review of MS-SQL procedures developed by the developers. He will be responsible for all deployment related to MS-SQL objects and will keep backup of all required MS-SQL objects before deployment. He will also be responsible for management of access rights for different users.

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

V.   Technical Project Manager

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation) , PM Tool , Microsoft Certifications - .Net , BizTalk , MS-SQL.

Experience:-
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.

Responsibility Areas:-
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 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.

VI. Project Specialist

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation) , PM Tool , Microsoft Certifications - .Net , BizTalk , MS-SQL.

Experience:-
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.

Responsibility Areas:-
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 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.

VII. Sr. System Administrator

Professional Qualification:-

B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology(IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

MCSA Microsoft Server 2008/2012, PMP, ITIL certifications preferred.

Experience:-

Total 12 + years of experience in Windows Server Systems Administration skills, Virtualization (specifically Hyper-V/VM Ware) and Microsoft products knowledge including IIS, MS-SQL Server etc. Experience with ITIL procedures will also be beneficial. Experience in Microsoft System Centre Suite (SCOM, SCVMM, ORCH.). Must have strong experience in handling DC – DR Environment.

Responsibility Areas:-

As the scope of PFMS is getting expanded, proportionately H/W-S/W infrastructure needs to be enhanced and to manage the same a team of technical administrators should be in place.

He/She must have deep knowledge of MS-System Center Suite.

He/She will install, configure, upgrade, monitor, maintain and manage multiple windows and Linux Servers in standalone and cluster environment. He/She will perform server patching & releases/upgrades, backup, recover/restore OS. He/She will be implementing and maintaining security, high availability, (clustering), BCP/Disaster Recovery configuration solutions. The assignment carries responsibility of monitoring systems for performance, stability and capacity using performance monitoring and other tools and also install, configure and maintain server firewall and other security software if required. Identify and provide technical resolution for potential security breaches.

Establish and monitor security and apply appropriate fixes.

He/she will be responsible for providing operations support for mission-critical, high availability systems. Monitor and maintain system integrity assuring maximum availability using System Center. This includes monitoring backups, managing appropriate access rights, and securing enterprise systems in accordance with IT Services standards. Monitor and forecast future capacity needs. He/she will perform migration of Web sites and applications and databases and undertake root cause analysis of production-related OS issues. The person will support Change Management System and the promotion of database and application source code changes to QA and Production and monitors project deliverables, as directed, to ensure project success and functional leaders receive accurate, timely updates as required.

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.

He/she will interface with application developers, storage system, support personnel, network team and database administrators and will open, track, and manage resolution of all OS incidents and problems. He will also create, in coordination with network and database administrators, base definition of resources, structure documentation, operational guidelines and security including OS hardening and antivirus installation and patch management. He/she will conduct server health checks, implement and maintain technical solutions for disaster recovery and business continuity of project systems. (ex. Windows 2008/2012 Failover Cluster). He will play important role in data backup and archival policy implementation.

He/she will produce essential reports on a daily, weekly, monthly or ad hoc as necessary on Server availability and performance monitoring and reporting. He/she will analyze OS performance and implement tuning and optimization recommendations. He/she will provide support for File and database Servers management and integration of external server for SFTP/Web service and contribute to system automation via scripting and other tools to reduce time spent on operational tasks.

He is also responsible for Administration of Active Directory including group policy management, administration and maintaining user/computer account permissions and access rights.

VIII. Business Analyst

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-Diploma/Certification in Business Analysis and System Design, Certificate in COBIT 5, Certification in TOGAF 9 and above/Zach man Framework, SAS Certification, ITIL Foundation Or Above, Business Analysis/System Design Subject at Degree Level, Certificate in Business Accounting, Certified Business Analysis Professional, Certification of Competency in Business Analysis, Certification in Systems/Solution Architect/Functional Business Analyst , Project Management Professional (PMP), Certificate Web Site Quality Assurance.

Experience:-
Total 10+ years of experience in Data Warehouse and data mart, database architecture, ETL and development activities and document preparation (SRS, FRD,RTM) , MS Visio, MS Office , UML Modelling

Responsibility Areas:-

Responsible for developing and Implementing He she will also use share point for reports/dashboard management including CMS requirements. 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, transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Data mart. He will also contribute in designing data backup and archival policy and implement such policy. He/she will provide input for data structures and incremental data needs for real-time DWH to OLTP team.

The person will develop user interface for OLTP/OLAP application for multilingual environment. Prepare ETL/ELT plan for import and export under data integration plan using SSIS from/to different sources and reports using SSRS, .NET framework, MS Power pivot and silver light. Develop and implement data integration testing policy. Develop/manage share point portal.

His/her important tasks include develop and deploy SSAS based Cubes, partitioning, writing KPIs, implement Drill-through for designing and development of reporting/dashboard and DSS modelling solutions using share point/ SSRS on android and windows mobile/iPad and ensure reports classification and their delivery and monitoring of use for improving performance of system. The person will perform analysis, development, and evaluation of data mining needs in a data warehouse environment that includes database design, database architecture, metadata, and repository creation.

He/she will monitor use of data warehouse system resources and plan enhancement of response time for frequently and most used reports. He/she will test, troubleshoot, optimize, and tune MS-SQL processes and complex MS-SQL queries and use X-queries/J-queries for optimization. He/she will continuously work for enhancing performance of existing database objects used in ETL Processes and work with BI Lead, Solution Architects and Business Analysts to define scope and estimations of project / service delivery and effectively use MS-SQL Server Business Intelligence Development Studio (MS-SQL Server Data Tools) and share point server to empower users with support to report builder. Effectively control data integration jobs and manage records in error and removing errors in controlled manner.

He/she will use data profiling and lineage tools for determining quality and impact on reports and confidence level of reports and will participate and contribute to requirements analysis, ad-hoc reporting, and user support Plans and authors the user documentation set, acceptance criteria, and helps construct representative test data sets.

Provide first level support to users regarding application related issues by studying solution and mapping with problem diagnostic, provide guidance to users and feedback to software development team for Change Management after testing. The person is responsible for development of a strong solution framework for some of the data intensive projects and troubleshooting failed batch jobs, correcting outstanding issues and resubmitting scheduled jobs to ensure completion.

Develop user friendly web/mobile application reports/dashboards using MS-SQL Server under Microsoft SharePoint and customize Dynamics (CRM), performance point and power pivot resources and Microsoft Visual Studio and deploy application

reports/dashboards. The person will develop dashboards/reports compatible for mobile phones and iPADs.

He/she may be required to design/develop, test and implement DR and BCP Policy for data warehouse and build risk management scenarios for the purpose. He/she will ensure first-time-right delivery and migrate users to self-service their requirements on Report Builder facility to reduce developmental and maintenance work. He will develop proper data quality parameters and managing information from data in error and follow optimization criterion for the reports and dashboard by proper de-normalised database design and assess performance of reports and dashboard for further optimisation.

He/she will design, create, maintain, and update technical documentation—including online help, user guides, white papers, design specifications, and other documents. He/she will produce technical software document deliverables, including technical guides, plans, specifications, policy document, procedures document, audit and other reports, brochures, user and system manuals. Support Business Analysts and Tech Leads in the organization, development, and documenting of technical documentation, edit and maintain documentation prepared by other team members; recommend revisions or changes in scope, format or content. Publish fact sheets and case studies, writing SOP on various subject areas related to project. The job involves collecting and organizing information for preparing eNews Letter and other manuals.

IX. Test Lead

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Certification in Software Quality & Testing, PCI DSS/OWASP Security Standards

Experience:-
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, UAT, Integration, functional Testing, Ad-Hoc Testing & System Testing. PL / MS-SQL knowledge is added advantage.

Responsibility Areas:-
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 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 & test scripts and will constantly follow CMMI and OWASP, PCI-DSS security guidelines in testing and review of codes. He/she is responsible for Test data 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 are minimized by formulation and implementation of complete software testing strategies for Unit Testing, Integration Testing, System Testing and Acceptance Testing.

X. Team Lead

Professional Qualification:-
B.Tech/BE/MBA/MCA/M.Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation)

Experience:-
Total 10+ years' experience in large IT Project Monitoring & Implementation based on .Net framework

Responsibility Areas:-

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 fulfilment 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 and developing action plan to troubleshoot delays and remain on time.

XI. Sr. Software Developer

Professional Qualification:-

B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

Mobile Application Developer Certificate, Associate certificate in Web technologies, jQuery Developer Certificate, Mobile Web and App Development certificate, Certified Big Data & Hadoop Developer, Microsoft Certified Technology Specialist (MCTS)/ Microsoft Certified Solutions Developer (MCSD), Microsoft Certified Professional Developer (MCPD), Microsoft Technology Associate (MTA) certification, Certified Scrum Developer, Advanced Java Development Associate Certificate (AJD), Java Enterprise Developer Certificate program

Certification in Dot Net Developer, Certificate Course in Java Technologies , Certified Business Intelligence Professional (CBIP), Certificate/Diploma programming in R, XML Developer Certificate, JavaScript Developer Certificate, Certified Data Steward (CDS), Certificate in e-Commerce Programming.

Experience:-

Total 7+ years in software development Experience in application lifecycle management environment & familiarity with best practices in software development and testing in Microsoft platform.

Responsibility Areas:-

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, optimising system performance and time window management, Availability of audit trails/logs of system alerts, managing deployment documentation and developing controls for interface.
He/she will handle requirement of development/configuration management for Orchestrations, Maps, Pipelines, Port Configuration, XSD, XSLT, XML, as w ell as performance and scalability tuning and effectively usage xQueries/jQueries for optimization.

The SharePoint Developer is responsible for developing SharePoint applications around the core concepts of automation, workflow, web parts & process improvement, system/application integration, enterprise content management, and collaboration using .NET & SharePoint 2010/2013 development strategies.

The person will serve as Web Developer and Site Administrator and will assimilate business information & 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 BI team and other developers.

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). He she will also use share point for reports/dashboard management including CMS requirements. 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, transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Data mart. He will also contribute in designing data backup and archival policy and implement such policy. He/she will provide input for data structures and incremental data needs for real time DWH to OLTP team.

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. 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.

XII. Web Designer

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Adobe Photoshop, Web Designing

Experience:- Total 7+ Year experience in DIV, HTML, Photoshop, Dreamweaver, Magneto, PSD, html5, word press, woo commerce, my MS-SQL, php, web designer, web design, html 5, responsive, UI designer, bootstrap.

Responsibility Areas:-

As a Web Designer, He/She should have 7+ years' experience in Photoshop, Dreamweaver. The candidate should have expertise in HTML, CSS, JavaScript/JQuery. The candidate must be passionate and enthusiastic for design, with a creative flair. The candidate should be flexible approach when working in a team.

The ideal candidate must possess accuracy and attention to detail when finalizing designs. The candidate should be open to feedback and willing to make changes to his/her designs. Also, the candidate should possess excellent communication skills in order to interpret and negotiate briefs with clients.

XIII. Database Administrator

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Microsoft MS-SQL Server 2008 / 2012/2014 Configuration and Administration, ITIL

Experience:-
7+ years of experience in carrying out performance, integrity and security of a database. Must be able to do planning, development and troubleshooting, maintaining data standards, including adherence to the Data Protection Act; writing database documentation, controlling access permissions and privileges; developing, managing and testing back-up and recovery plans; ensuring that storage, archiving, back-up and recovery procedures are functioning correctly; capacity planning etc. Must be capable of managing multiple projects.

Responsibility Areas:-
Should have very good knowledge of Database concepts and Database developments in MS MS-SQL server from MS-SQL Version 2008 to MS-SQL Server Version 2014. Data in PFMS is growing exponentially and its continuous monitoring, performance tuning has become a critical & crucial activity. He/ she will be responsible for installing, configure, upgrade, monitor and manage multiple MS-SQL Server instances in standalone and cluster environment and perform MS-SQL server patching, replication, log shipping, data base migrations. He/she will coordinate and administer MS-SQL, including base definition, structure documentation, operational guidelines, and security. He/She will do High-Availability (clustering), BCP/Disaster Recovery database solutions and will be providing operations support for mission-critical, high availability systems in addition to monitoring systems for performance, stability and capacity using MS Performance Monitor and other tools. He/she will design and develop physical layers of various MS-SQL making use of advanced features such as partitioning. He/she will be providing technical assistance and mentoring to project team member in all aspects of MS-SQL management and undertake consulting and advising application development teams on MS-SQL design, security, query optimization and performance and conduct performance tuning by analyzing MS-SQL and OS performance and implementing tuning and optimization recommendations. He will also be responsible for review of MS-SQL procedures developed by the developers. He will be responsible for all deployment related to MS-

SQL objects and will keep backup of all required MS-SQL objects before deployment. He will also be responsible for management of access rights for different users.

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.

XIV. Quality Assurance Team Members

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Certification in Microsoft Software Products/Deep experience in implementing quality system/standard, Certifications in quality system as Assessment Team Member (ATM)

Experience:-
Total 7+ years in software development with minimum 5 years' Experience in Software Quality Management Principles, Configuration Management, Software Life-Cycles & Processes, Peer Reviews

Responsibility Areas:-
He/she as team and individually will be responsible for managing quality assurance program, software process management, and regulatory compliance. The person will evaluate SOA practices and IT systems to integrate the platforms for implementation of Software Quality Management Principles, Configuration Management, Software Life-Cycles & Processes, Peer Reviews, Cross Platform Automated Software Testing. He/she will handle Data Profiling, Data quality Controls, Master data Management Process, and data dictionary and metadata management and ensure their documentation control. As a part of assessment of current practices for quality control, the team/person will ensure availability of broad parameters of quality control in development and best practices to developers and review the practices based on documentation, analysis of previously administered feedback and validation for individual developer and determine security audit weaknesses and present level compliances. He/she will prepare template of best practice and testing/checking with developer and prepare interim Reports of gap analysis and action plan to fill the gap and effectiveness of SOA architecture, availability of information and parameters and control process on deviations. He/she initiate quality control management tools in work environment by using Quality control tools like Rational, Microsoft tools available in Visual Studio, TFS and MS-SQL server database management studio. He will evaluate linkages of requirement analysis documentation for adequacy and quality including availability of standard for File naming convention, data naming conventions, business rule metrics. The team/member will prepare/update detailed blue print of testing environment, tools and processes for measurement of quality compliance by developers and team leads. He/she will plan improvement and migration to standard practices for implementation of Software Quality Assurance plan through standard templates in SDLC at different stages taking into account result of impact analysis of changes in practices. He/she will ensure software quality in SDLC and Testing by managing detailed checklist and process in

each stage of SDLC and progressive implementation Plan of quality related templates for assessment of maturity level. The process of data quality in data capturing and error rectification processes will be focus in quality management. The person will encourage use of tools by team leads in improvement and measurement process through frequency of changes and reasons and turnover time at each stage. He shall prepare for Self-Assessment for certification of CMMI 3 Processes in PFMS. He/she will establish advantages of software testing stages and maintenance practices to improve individual and process efficiency and managing the change by collaboration among teams and integration process. An important area is review of practice areas of testing which include test environment checklist and setup and control for reporting for software quality testing practices and standard documentation and he/she will standardise UAT practices, usability testing, input and output management and templates for use and related cycle. The basic processes review of test case development, existing artefacts used and creation, modify, verification and rework of test cases & test scripts for conformity and non-conformity of business rules and assumptions (bridge gap) The team persons will examine practices of data quality management, master data management, use of intelligent master codes and will be responsible for data profiling to assess the data consistency and quality, data lineage to assess the linkages, maintenance/update of master data and process of update from external sources and practices in history Data management, effectiveness of archiving, backup, purging processes, data migration/transformation/integration processes within and external systems.

Category – B

I. Tester

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Certification in Software Quality & Testing, PCI DSS/OWASP Security Standards.

Experience:-
Total 5+ 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, UAT, Integration, functional Testing, Ad-Hoc Testing & System Testing. PL / MS-SQL knowledge is added advantage.

Responsibility Areas:-
Testing of application software is a vital activity. Tester is required to fully test a product/application or system to ensure, it functions according to specifications and business requirements and meets the business needs. Testing activities cover all aspects of the product/system including function/component, usability, performance, system, regression, and service. Thus, as a software test engineer, a person must demonstrate knowledge of the domain you are responsible for testing of solution developed in

Microsoft software product development environment including TFS 2013. The person will design test plans, develop test cases/scenarios/use cases, and execute these cases using Microsoft product tools, Mercury & Rational etc. and carry out software load testing, performance testing, and scalability testing for a wide array of applications, including Web, Microsoft, Web Services, Web site security and compliance testing to identify vulnerabilities and assess compliance requirements to improve the accuracy and reliability of online systems and undertake defect Classification, Defect Severity, Defect Probability, Defect Priority, Defect Life Cycle, Defect Report as part of job. The person will appropriately plan levels of testing for Unit Testing, Integration Testing, System Testing, Acceptance Testing to achieve "first time" and "No Defect" policy approach and perform all aspect of testing including Usability Testing, Interface Testing, Database Testing, Compatibility Testing, Performance Testing, Security testing and apply best practices and OWASP and PCI-DSS principles in order to reduce risks in area of financial transactions and implementation of Digital Signatures and encryption in XML financial messages as per ISO requirement. The person will also provide feedback to developers and propagate standards in development and also aim for reducing rework/maintenance of application.

II. Software Developer

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Windows Applications Development with Microsoft .NET Framework 4.

Experience:-
Total 5+ years in software development in Visual Studio 2010/2013, implementation of .Net v4 framework or using PHP ver 5.x or skill set in Eclipse, Android SDK, Web service (SOAP, REST ,JSON, XML) J Query App Integration, App debugging , WCF , MVC.

Responsibility Areas:-
There is a requirement of new functionalities like Accounting module for Implementing Agencies, Bank reconciliation module, Entitlement engine, Project wise expenditure monitoring, DBT for some state schemes etc. S/W developer will build new applications and functionalities with .NET 4.0 /.NET 4.5/ ASP.NET / MS-SQL Server 2008R2/2012 / WCF Web Services / WCF / MVC, MS Visual Studio 2013, TFS 2013for financial and non-financial transactions maintaining appropriate security and confidentiality for web application. The person will be responsible for application tuning and performance management and use appropriate event trigger and alert system for improving response time. The person may be required to develop user interface for OLTP application for multilingual environment. The person will follow best practices of ITIL3.0, Web 2.0/3.0 standards and maintain SOA architecture and communicate

with other teams for effective application developments and performance to commit to time schedule and code quality related compliance.

III. System Administrator

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
MCSA Microsoft Server 2008/2012, ITIL certifications preferred.

Experience:-
Total 5+ years of experience in Windows Server Systems Administration skills, Virtualization (specifically Hyper-V/VM Ware) and Microsoft products knowledge including IIS, MS-SQL Server etc. Experience with ITIL procedures will also be beneficial. Experience in Microsoft System Centre Suite (SCOM, SCVMM, ORCH.). Must have strong experience in handling DC – DR Environment.

Responsibility Areas:-
As the scope of PFMS is getting expanded, proportionately H/W-S/W infrastructure needs to be enhanced and to manage the same a team of technical administrators should be in place.

He/ She must have deep knowledge of MS-System Center Suite.

He/ She will install, configure, upgrade, monitor, maintain and manage multiple windows and Linux Servers in standalone and cluster environment. He/She will perform server patching & releases/upgrades, backup, recover/restore OS. He/She will be implementing and maintaining security, high availability, (clustering), BCP/Disaster Recovery configuration solutions. The assignment carries responsibility of monitoring systems for performance, stability and capacity using performance monitoring and other tools and also install, configure and maintain server firewall and other security software if required. Identify and provide technical resolution for potential security breaches.

Establish and monitor security and apply appropriate fixes.

He/she will be responsible for providing operations support for mission-critical, high availability systems. Monitor and maintain system integrity assuring maximum availability using System Center. This includes monitoring backups, managing appropriate access rights, and securing enterprise systems in accordance with IT Services standards. Monitor and forecast future capacity needs. He/she will perform migration of Web sites and applications and databases and undertake root cause analysis of production-related OS issues. The person will support Change Management System and the promotion of database and application source code

changes to QA and Production and monitors project deliverables, as directed, to ensure project success and functional leaders receive accurate, timely updates as required.

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.

He/she will interface with application developers, storage system, support personnel, network team and database administrators and will open, track, and manage resolution of all OS incidents and problems. He will also create, in coordination with network and database administrators, base definition of resources, structure documentation, operational guidelines and security including OS hardening and antivirus installation and patch management. He/she will conduct server health checks, implement and maintain technical solutions for disaster recovery and business continuity of project systems. (ex. Windows 2008/2012 Failover Cluster). He will play important role in data backup and archival policy implementation.

He/she will produce essential reports on a daily, weekly, monthly or ad hoc as necessary on Server availability and performance monitoring and reporting. He/she will analyze OS performance and implement tuning and optimization recommendations. He/she will provide support for File and database Servers management and integration of external server for SFTP/Web service and contribute to system automation via scripting and other tools to reduce time spent on operational tasks.

He is also responsible for Administration of Active Directory including group policy management, administration and maintaining user/computer account permissions and access rights.

IV. Senior Technical Support

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Microsoft Certification, Programming Foundations with JavaScript, HTML and CSS, Certified Software Quality Professional, ITIL Foundation and above, XML Developer Certificate, Certification in IT support systems, Microsoft Certification, JavaScript Developer Certificate, Certificate in Web Technologies, Certificate in IT Service Management ISO 20001, Certification in BI and using SSAS other tools.

Experience:-
3+ Year experience in IT support in an on-site project; handling the communication with banks linked to events, monitoring Performance and resolving issues.

Responsibility Areas:-

This will be basically required for giving technical support to the end users as well as for interacting with banks regarding the issues being occurred in making e-payments, bank integration process etc. The assignment involves monitoring daily "Critical Reports" and resolve issues in close coordination with banks teams to maintain assurance by timely actions and escalation in proactive manner to realize the goals of effectiveness and efficiency of PFMS and bank interface. The assignment requires monitoring exceptions and alerts and closing them as part of daily routine actionable. For performance management, Scrutinize "Delay Reports" for message/data stuck at any Stage (Various Entities) in Payment Cycle and take corrective measures with agency/banks as necessary; Monitor and study transactions rejected & and pending for re-cycling in banks where so warranted as per rules; Reconciliation and tracing the transactions rejected/recalled but response not available. The person will also monitor BizTalk Operational effectiveness by monitoring regularly SFTP queues and events on 24x7x365 basis; Particularly monitor India Post interface; Prepare data for update on missing IFSC/MICR and inconsistencies; Monitor BizTalk dashboard and connections to SFTP and follow up with related entity; Help team in defining problems based on input and maintain high availability; Identify file level errors reports and coordinate correction; Monitor queues and rejections for corrective action; Settle business rules and mapping compatibility with banks. He/she will provide first level support for troubleshoot and resolve end-user application software related problems, basic network, application and report access problems for end-users. The person will use effective computer skills for Microsoft Office Software, for specific software applications module changes/enhancements related to knowledge sharing with users. He/she will have good spoken knowledge of English, Hindi and additional Indian language (if known).

Category – C

I. Technical Document Writer

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Competency Certificate in Microsoft Office; Diploma/Certificate in Technical Writing; Certification in Microsoft Project, Certification in UML (2.0 and above) Business Analyst Including OOAD (Object Oriented Analysis and Design): Certificate/Diploma in Business analysis and System Design; Certificate in IEEE/ISO Standards for SRS, Functional and Technical Solution Design Documentation, ITIL Foundation; Certificate In Data Analytics; Certified Professional Technical Communicator – Foundation.

Experience:-
Total 3+ years of experience in document preparation (SRS,FRD, RTM), Ms. Visio, Ms. Office, UML Modelling.

Responsibility Areas:-
Adding of new functionalities, enhancements in the existing modules is the continuous process in PFMS and hence requirement of technical document writers will always be there. He/she will design, create, maintain, and update technical documentation—including online help, user guides, white papers, design specifications, and other documents. He/she will produce technical software document deliverables, including technical guides, plans, specifications, policy document, procedures document, audit and other reports, brochures, user and system manuals. Support Business Analysts and Tech Leads in the organization, development, and documenting of technical documentation, edit and maintain documentation prepared by other team members; recommend revisions or changes in scope, format or content. Publish fact sheets and case studies, writing SOP on various subject areas related to project. The job involves collecting and organizing information for preparing e-Newsletter and other manuals.

II. Technical Support Engineer

Professional Qualification:-
BCA/B.Sc./B. Tech/BE/ /M. Tech/Information Technology(IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-Certificate in Dot Net/jQuery Programming, Certified Software Quality Professional, ITIL Foundation and above, Certificate in JavaScript, HTML and CSS, Certificate in IT Service Management ISO::20001.

Experience:-
Total 3+ years' experience in Windows Desktop Support and Microsoft products knowledge including Windows 7, Windows 8, MS-Office etc. Experience with handling LAN related issues, Printer etc.

Responsibility Areas:-
These Technical Support Engineers provide maintenance service to all the Computers of the office and other Electronic equipment's installed in Conference Hall/Video Conferencing Hall and other meeting rooms.
He will handle daily technical support activities on Windows Operating system, Installation of applications in Desktop and Laptop, Software Upgrade, Configuration of Printer, Wi-Fi, Emails, LAN Problems etc. He should be able to use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software. He can escalate issues and involve experts wherever required in order to resolve issues as quickly as possible.

6. GENERAL TERMS AND CONDITIONS OF CONTRACT

I. These shall apply to the extent that they are not superseded by specific provisions in any other part of the Contract.

II. The manpower supplied under this Contract shall possess the professional qualification as mentioned in the tender.

III. The successful tenderer shall have to deposit the Performance Security irrespective of status of Company/Firm/Agency equal to 10% of contract value in the form of Demand Draft/Bank Guarantee favoring Pay and Accounts Officer, O/o CGA, Ministry of Finance, Maha Lekha Niyantrak Bhawan, E-Block, GPO Complex, INA, New Delhi-110023 to the Sr. Accounts officer (Major Procurement Section), Public Financial Management System, 3rd Floor, Shivaji Stadium Annexe Building, Shaheed Bhagat Singh Marg, New Delhi. Performance Security must remain valid for a period of 60 days beyond the date of completion of all contractual / obligations by the supplier including warranty obligations. In case, the contract is further extended beyond the initial period, a revised Performance Security Deposit 10% will have to be submitted for the contract value within two weeks of communication of decision in this regard to the Company/firm/agency. Original EMD will be returned to the tenderer after deposit of performance security. No interest will be payable on this accounts. Further, if agency fails to deploy the required manpower against the initial requirement within 10 days from the date of receipt of the work order or within 15 days from the date of issue of work order whichever is earlier, the EMD shall stand forfeited without giving any further notice.

IV. The proceeds of the performance security/Guarantee shall be payable to the Pay and Accounts Officer, O/o the Controller General of Accounts, Ministry of Finance, Maha Lekha Niyantrak Bhawan, E-Block, GPO Complex, INA, New Delhi-110023 as compensation for any loss resulting from the Supplier's and or the assigned persons failure to complete its obligations under the Contract.

V. The PFMS shall have the right to inspect original documents of resources being deployed and/or to test the qualification and skills/competence of deployed resources to judge their conformity to the contract specification at no extra cost.

VI. No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

VII. Conditional bids shall not be considered and will be rejected in the first instance.

VIII. The contract shall commence within 10 days of date of receipt of acceptance of the work order or within 15 days from the date of issue of work order whichever is earlier, by the Company/Firm/Agency. This shall continue for two years from there unless it is curtailed or terminated by the competent authority in the PFMS, O/o the Controller General of Accounts or a person authorized by him owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements, or for any other administrative reasons etc.

IX. The contract will initially be for a period of two years. However, depending upon the administrative requirement of PFMS and review of performance the contract may be extended subsequently for one year at a time for a maximum duration of two years.

X. In case, the Company/Firm/ Agency is asked to provide a substitute and it fails do so within 3 (three) days, then a penalty equal to 10% of the daily remuneration of the worker will be imposed on the agency, besides deduction of daily remuneration of the said IT professional.

XI. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other agency without the prior written consent of PFMS. The circumstances for change will be submitted in writing to PFMS for approval in the first.

XII. The requirement of manpower may increase or decrease during the period of contract. In case of changes in the requirement, the same shall be informed to the vendor. The tenderer shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the tenderer.

XIII. All assigned manpower will wear Identity card provided by PFMS while performing the duties at the arranged place of work.

XIV. The quality of work and performance will be monitored by PFMS for all persons assigned to PFMS by the vendor. The contractor will submit performance report along with monthly bill. PFMS has right to report its assessment and the agency will take corrective measures wherever required.

XV. Resources assigned to PFMS will ordinarily work during the office hours notified by the Government. However, to attend to exigencies of work, assigned resources may be required to attend office beyond notified hours without any additional charges.

XVI. The contracting Company/Firm/Agency shall not indulge in malpractices like charging of registration or consultation fee from the manpower deployed in PFMS under the contract. Any such malpractice shall render the contracting Company/Firm/Agency liable for termination of contract.

XVII. The tenderer will be bound by the details furnished to the PFMS while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of Contract, making it liable for legal action besides termination of contract and forfeiture of Performance Security.

XVIII. Authority reserves right to terminate the contract during the period of contract after giving a month notice to the agency.

XIX. The competency chart of persons engaged by contractor assigned to PFMS will be maintained by them and updated from time to time and shared with PFMS with performance report.

XX. Agency will not use any product design, information of nature of copy right and Intellectual Property of products developed by PFMS and shall not claim rights to any work done by assigned persons in PFMS.

XXI. Agency shall sign the Contract agreement as per ANNEXURE-"C" and Data Security Certificate as per ANNEXURE-"D" after finalization of the tender process but before the issue of work order/Letter of Intent.

XXII. 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.

XXIII. 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.

XXIV. The PFMS assets will be protected against copy rights & IP rights will be protected by the bidders at all time.

XXV. All bids complete in every respect must reach this office on or before the last date and time as indicated in Tender document. No extension shall be allowed for any reason what so ever. Late tenders, Tenders received without Bid security/Earnest Money will be rejected summarily.

XXVI. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second Stage) shall be returned in original to them without any interest.

XXVII. The agency shall raise the bill, in triplicate, along with attendance sheet performance report and submit the same to the Sr. Accounts Officer (Major Procurement Section), Public Financial Management System, 3rd Floor, Shivaji Stadium Annexe Building, Shaheed Bhagat Singh Marg, New Delhi-110001 in the first week of the succeeding month. The bills for payment shall be raised after making payment of salaries to the manpower employed for the preceding month. The payment of salary shall be made on the 1st working day of the succeeding month and the bill raised by the agency shall be supported by evidence of bank account transfer of salaries of persons assigned to project.

7. LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED

I. The contracting agency shall ensure that the manpower deployed in PFMS possesses educational and skill qualification prescribed in the tender documents.

II. PFMS, O/o Controller General of Accounts is a Central Government Office and has five days working (i.e. Monday to Friday) in a week from 9.00 AM to 5.30 PM with a lunch break of ½ hr from 1.00 PM to 1.30 PM. However, PFMS has staggering/shift system to cater to the requirements of service and works on all holidays to provide operational support. No additional payment shall be made if the person deployed to work additional hours on account of office exigency. Besides this, PFMS observes the holidays notified by the Government of India from time to time. The manpower is required to work from Monday to Friday and may have to attend to exigency of work - when instructed to.

III. The contracting Company/Firm/Agency shall furnish the following documents in respect of the manpower that will be deployed in the PFMS, before the deployment.
    i. List of manpower deployed for PFMS containing full details i.e. Date of birth, marital status, address etc.
    ii. Bio-Data of the persons duly signed by himself/ herself.
    iii. Self-attested copy of matriculation certificate containing date of birth.
    iv. Self-attested copy of Qualifications as specified in the tender document.
    v. Attested character certificate for verifying antecedents of the deployed resource. Vendor will also carry out background check of all persons assigned to PFMS.
    vi. Contract agreement duly signed as per Annexure "C"
    vii. Data Security Certificate as per Annexure "D"

IV. In case, the person employed by the successful Company/Firm/Agency commits any act / omission/commission that amounts to misconduct/indiscipline/incompetence, the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work required by the PFMS.

V. The tendering Company/Firm/Agency shall replace immediately any of its personnel who are found unacceptable to the PFMS because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from the PFMS.

VI. Vendor shall be required to maintain daily attendance/ leave report in the format as prescribed by PFMS. If a deployed resource is on leave then the vendor shall provide a suitable substitute of equivalent qualification.

VII. The agency shall depute a coordinator who would be responsible for immediate interaction with the competent authority so that optimal services of the persons deployed by the agency are availed without any disruption.

VIII. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case, the Agency is asked to provide a substitute and it fails in doing so within 3 (three) days, then a penalty equal to 10% of the daily remuneration of the worker will be imposed on the agency, besides deduction of daily remuneration.

IX. It will be the responsibility of the vendor to meet transportation, medical and any other requirements in respect of the persons deployed by it in the PFMS. The PFMS, O/o CGA will have no liability in this regard.

X. 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 PFMS.

XI. The Service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The PFMS shall, in no way be responsible for settlement of such issues whatsoever.

XII. The PFMS shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment of any compensation towards this.

XIII. The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of the PFMS.

XIV. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise in any capacity in the PFMS.

8. LEGAL

I. Vendor will be responsible for timely payment to the supplied manpower and statutory authorities and compliance of all statutory provisions relating to minimum wages/specified contract amount etc. in respect of the persons deployed by it in the PFMS. The Agency has to submit copy of deposit of EPF / ESI with concerned authorities every month as an evidence of payment in the accounts of persons deployed.

II. The tendering agency shall also liable for depositing all taxes, levies, cess etc. on account of service rendered by it to the PFMS to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

III. The tendering agency shall maintain all statutory registers under the applicable law. The agency shall produce the same, on demand, to the concerned authority of the PFMS or any other authority under law.

IV. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of the relevant law, as amended from time to time and a certificate to this effect shall be provided to the agency by the PFMS.

V. In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the PFMS is put to any loss/obligation, the PFMS will be entitled to get itself reimbursed out of the outstanding bills or the *Performance Security Deposit of the agency, to the extent of the loss or obligation in* monetary terms.

VI. The provisions of The Information Technology Act (IT Act) as amended from time to time will be applicable to the vendor and the assigned employees to PFMS.

9. FORCE MAJEURE

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

"If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to 'events') provided, notice of the happening of any such event is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Joint Controller General of Accounts (PFMS) as to whether the deliveries have been so resumed or not, shall be final and conclusive, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 30 days, either party may at its option terminate the contract".

10. ARBITRATION

PFMS and the selected vendor shall make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the right, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to the arbitrator as appointed by Jt. CGA, PFMS and the award of the arbitration, as the case may be, shall be final and binding on both the parties. The arbitrator with the consent of parties may modify the time frame for making and publishing the awards. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules thereunder and any statutory modification or re-enactment, thereof. The arbitration proceeding shall be held in New Delhi, India.

11. APPLICABLE LAW

The work order will be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

12. BIDDING PROCESS

I. Bid Submission:

The tenders shall be submitted in two separate sealed envelopes/covers enclosed in a bigger envelope.

> **ENVELOPE-1: TECHNICAL BID FOR PROVIDING 120 IT PROFESSIONALs FOR PUBLIC FINANCIAL MANAGEMENT SYSTEM (PFMS)**

i. ENVELOPE-1:

The Envelope-1 shall contain the followings:

- D.D/Banker's Cheque of Rs.2000/- favouring **"Pay and Account Officer, O/o The Controller General of Accounts", New Delhi** as tender fee, if the tender documents are downloaded from website in a separate envelope.

- Earnest Money Deposit (EMD) as per NITin a separate envelope.

- Acceptance letter for un-conditional acceptance of tender conditions as per the Performa given in the Instructions to Tenderers. (Signed and Stamped) **Annexure 'A'**

- An undertaking affidavit on Stamp Paper of Rs. 10/- as per **Annexure 'B'**

- Tendering Companies/Firms/Agencies are required to enclose photocopies of the following documents (duly self-attested) along with the Technical Bid, failing which their bids shall be summarily rejected and will not be considered any further:-

  1. Registration certificate:
  2. Copy of PAN/GIR card.
  3. Copy of the IT returns filed for the last three financial years i.e. from 2013-14 to 2015-16.
  4. Copy of the Service tax registration certificate.

- Credentials/documents in support of meeting the **eligibility criteria** as prescribed.
  This envelope shall be marked as: Envelope-1: TECHNICAL BID, "EMD", Acceptance letter (Annexure A), Annexure 'B', Signed tender documents including NIT.

  NIT No.
  DUE ON:
  FROM: (NAME OF THE BIDDER)

> **ENVELOPE-2: FINANCIAL BID FOR PROVIDING 120 IT PROFESSIONAL FOR PUBLIC FINANCIAL MANAGEMENT SYSTEM (PFMS)**

ii. ENVELOPE -2:

The Envelope 2 shall contain the following:

- Price Bid duly filled in, signed and stamped on each page by the tenderer/ authorized representative of the tenderer.

- No cutting or overwriting shall be allowed. In such cases the correction shall be made by drawing a line across the cutting under signature with stamp/ seal of the authorized signatory.

   This envelope shall be marked as: **ENVELOPE-2**: FINANCIAL BID FOR TENDER FOR PROVIDING 120 IT PROFESSIONAL FOR PUBLIC FINANCIAL MANAGEMENT SYSTEM

NIT No. :

DUE ON:

FROM: (NAME OF THE BIDDER)

ENVELOPE 3:TENDER FOR PROVIDING 120 IT PROFESSIONAL FOR PUBLIC FINANCIAL MANAGEMENT SYSTEM

> Sr. Accounts Officer (Admn.), Public Financial Management System,
> 3rd Floor, Shivaji Stadium Annexe Building, ShaheedBhagat Singh Marg,
> New Delhi-110001

STATEMENT

II. Last Date for Submission of bids

Both envelopes (1 and 2) shall be placed in a bigger envelope which shall mention Name of work, date and time of submission of bids along with tenderer name and address and to be submitted in the office of **Senior Accounts Officer (Major Procurement Section), Public Financial Management System (PFMS), Ministry of Finance, Department of Expenditure, 3rdFloor, Shivaji Stadium Annexe Building, Shaheed Bhagat Singh Marg, New Delhi – 110001 on or before last date 16-05-2017 and time i.e. up to 1:00 P.M.**

Tenders received after the last date and scheduled time for closing shall be summarily rejected and will be returned to the intending tenderers as received without consideration.

- The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the bid.

Order for arrangement of documents with the Technical Bid:

- Application- Technical Bid.
- Self attested copy of the registration of agency.
- Self attested copy of PAN/GIR Card.
- Self attested copy of the Service tax registration letter/certificate.
- Self attested copy of E.P.F. registration letter/certificate.
- Self attested copy of E.S.I.C. registration letter/certificate.
- Self attested copy of IT returns filed for the last three financial years i.e. from 2013-14 to 2015-16.
- Document in support of Annual financial turnover of the agency duly certified by Chartered Accountant.
- Certified documents in support of entries in column 11 of Technical Bid Performa.
- Copy of the terms and conditions in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.

III. OPENING OF BIDS

The "Technical Bid" will be opened on 16-05-2017 at 3:30 P.M. in the presence of the tenderers or/and their representatives at the Office of the **Senior Accounts Officer (Major Procurement Section), Public Financial Management System (PFMS), Ministry of Finance, Department of Expenditure, 3rdFloor, Shivaji Stadium Annexe Building, Shaheed Bhagat Singh Marg, New Delhi – 110001. The representatives should bring authority letters from their Principal firm/ agency/ company.**

"Financial Bid" of those bidders who are declared eligible in the technical bid will be opened at the Office of the **Senior Accounts Officer (Major Procurement Section), Public Financial Management System (PFMS), Ministry of Finance, Department of Expenditure, 3rdFloor, Shivaji Stadium Annexe Building, Shaheed Bhagat Singh Marg,New Delhi – 110001.** The date and time of opening of financial bid will be intimated in due course to the qualified bidders.

IV. VALIDITY OF BIDS

The Bids should be valid for 120 days from the date of opening of tenders. PFMS reserves the right to accept/reject any or all the tenders in part or full or divide the work among two or more parties and in such case bidders/intending bidders, shall not have any claim on PFMS.

13. Pre-bid meeting:

To bring all vendors at par, a pre bid meeting will be will be held at 3rd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001, at 3:00 PM on 03-05- 2017. For the purpose of pre-bid meeting, vendors are advised to submit their queries/questions at least two days before the scheduled date & time of pre-bid meeting through e-mail or to Sr. A. O.(Major Procurement Section), PFMS, New Delhi. The Authority will answer all questions submitted by vendors during this meeting. All vendors should attend this meeting. A maximum of two representatives of a vendor would be permitted to attend the meeting. If any question cannot be answered immediately, written replies will be sent to all vendors. A summary of all questions asked and answers provided will be subsequently forwarded to all vendors irrespective whether the vendor had attended the meeting or not. All vendors will be deemed to have attended the meeting even if a vendor remains absent and does not attend the meeting. After the meeting, the Authority will not entertain any clarifications from the vendors, on the technicalities of the tender enquiry. It must be borne in mind that vendors will not be given a chance to revise their bids once submitted, under any circumstances.

14. ELIGIBILITY CRITERIA / TECHNICAL REQUIREMENT FOR THE BIDDER FOR "TECHNICAL BID".

The contract for supply of above mentioned manpower initially will be given for two year from the date of order issued by this office for supply of IT manpower after selecting the personnel on the basis of test/ interview. The period of the contract may be further extended provided the requirement of the PFMS for the above manpower persists at that time, or may be curtailed/ terminated at any time before the normal tenure owing to deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency or otherwise for administrative reasons. The PFMS, O/o the Controller General of Accounts or the person Authorized by PFMS, however reserves the right to terminate this initial contract at any time after giving one-month notice to the selected Company/Firm/Agency.

The PFMS has initial requirement for IT manpower that are well conversant with technologies as specified in the technical qualifications of each manpower as mentioned in the table below Notice Inviting Tender of this Tender Document. The requirement of the PFMS may increase or decrease during the initial period of contract also.

Tenders are invited from experienced and reputed Companies/Firms/Agencies fulfilling the following technical specifications for Technical Bid for providing IT manpower to Public Financial Management System (PFMS) with the eligibility as below:-

I. The bidders must be the agencies offering IT professionals of the kind require for at least three prior years with an average annual turnover of at least **Rs.8 Crore** (Rupees Eight Crore Only) during the last 3 years (2013-14 to 2015-16). Copies of turnover certificate of last three financial years, duly certified by Chartered Accountant shall be submitted with technical bid document. The bidder should be profit making company.

II. The Agency/firm which are in the business of software development and/or providing IT manpower are eligible and should have executed similar work in last three years. **Agencies providing other type of manpower like Data Entry Operators, HR Staffing companies, providers of placement and security personnel service and non-IT firms are not eligible for this tender.**

III. The bidder must have three similar works of value not less than 40% of Estimated Cost or Two similar works each of value not less than 60% of Estimated Cost or One similar work of value not less than 80% of Estimated Cost. The bidders must have themselves supported the services of IT professionals to at-least three software projects of value of **Rs.8 Crore (Rupees Eight Crore Only)** and above per year. Copies of orders/contracts and completion certificate from the clients should be submitted as supporting documents.

IV. The bidder should preferably be ISO 9001:2008, ISO 27001 Certified Company or CMMI Level-3 and above.

V. The bidder should be registered with the Service Tax department and have a valid PAN/TIN from the Income Tax department

VI. The bidder should be registered with the Employees Provident Fund Organization (EPFO) and Employees State Insurance Corporation (ESIC) on the date of bid submission.

VII. An undertaking (self-certificate) that the bidder hasn't been blacklisted by a Central / State Government/ institution and there has been no litigation with any government department on account of similar services shall be submitted. Any dispute/Incomplete Projects (failed) details be submitted with reasons thereof.

VIII. The bidders shall submit copies of relevant documents to support their eligibility in the Envelope-1 of the tender. The copies of these documents shall be duly attested by the bidder(s) by himself/themselves with signature and stamp.

15. Evaluation Criteria for Technical Bid

I. From the time the Bids are opened to the time the Contract is awarded, the Firms should not contact any PFMS personal on any matter related to its Technical and / or Financial Proposal. Any effort by a firm to influence the examination, evaluation, ranking of Bids, and recommendation for award of Contract may result in the rejection of the firm's Bid.

II. PFMS will constitute a Tender Evaluation Committee (TEC) which will carry out the entire evaluation process.

III.   TEC while evaluating the Technical Bids shall have no access to the Financial Bids until the technical evaluation is concluded and the competent authority accepts the recommendations of TEC.

IV.   The TEC shall evaluate the Technical Bids on the basis of their responsiveness to the Terms and Conditions of Tender and by applying the evaluation criteria, sub-criteria specified in the Data Sheet. In the first stage of evaluation, a Bid shall be rejected if it is found deficient as per the requirement indicated in the Data Sheet for responsiveness of the Bid. Only responsive bids shall be further taken up for evaluation. Evaluation of the technical Bids will start first and at this stage the financial bids will remain unopened. The qualification of the IT Professionals and the evaluation criteria for the technical bid shall be as defined in the Data Sheet.

V.   Financial bid of only those firms who are technically qualified shall be opened in the presence of the Firm's representatives who choose to attend. The name of the Firms, their technical score and their financial bids shall be read aloud.

VI.   The TEC will conduct evaluation of Financial Bids and assign score in accordance with evaluation methodology indicated in Data Sheet. The TEC will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail. In addition to the above corrections the items described in the Technical Bid but not priced, shall be assumed to be included in the prices of other activities or items. In case an activity or line item is quantified in the Financial Bid differently from the Technical Bid, (i) if the Time-Based form of contract has been included in the Tender, the Evaluation Committee shall correct the quantification indicated in the Financial Bid so as to make it consistent with that indicated in the Technical Bid, apply the relevant unit price included in the Financial Bid to the corrected quantity and correct the total Bid cost, (ii) if the Lump-Sum form of contract has been included in the Tender, no corrections are applied to the Financial Bid in this respect. After opening and evaluation of financial proposals, appropriate selection method shall be applied for combined (technical and financial) evaluation to determine the firm who will be declared winner and be eligible for award of the contract. The methods of selections are described in the Data Sheet.

INSTRUCTIONS TO CONSULTANT/FIRM/AGENCY

DATA SHEET

Clause # of Data Sheet	Particulars		
1	Name of the Authority is:	Controller General of Accounts Public Financial Management System 4th Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001 Tel: #91-11-23343860; Email project-pfms@gov.in ;	
2	The method of selection is:	Quality cum Cost Based Selection (QCBS)	
3	Name of the Assignment /job is:	Hiring of services of one hundred and twenty (120) IT Professionals for a web enabled application/portal developed by the CGA for implementation of the Public Financial Management System (PFMS).	
4	Date & time and address for submission of bid:		
	Date	24-04-2017 to 16-05-2017	
	Time	From 9:00 A.M. dated 24-04-2017 to till 1:00 P.M. dated 16-05-2017	
	Address	Sr. Accounts Officer, Public Financial Management System, 3rd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001	
5	The Authority's representative is:		
	Address	Sr. Accounts Officer (Major Procurement Section) Public Financial Management System, 3rd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001	
	Telephone	Tel/Fax: +91-11-23343860, Ext-273	
6	A Pre-Bid meeting will be held: Yes/ No. (If yes, indicate date, time, and venue)	Yes. Date: 03.05.2017 Time: 03:00 pm to 04:00 pm Venue: PFMS Meeting Room, 3rd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001.	
7	The Authority will provide the following inputs and facilities: Infrastructural facilities such as Office, Tel., Fax, Computer with Internet Connection (NIC Line), Stationary, etc. and all relevant information & documents		

Clause # of Data Sheet	Particulars			
	such as System Requirement Specifications, data, Progress Reports, roll out plan, detail of progress achieved in development of different modules of the PFMS system and administrative support shall be provided/ arranged by the Employer/Authority. The IT Professional will get the full support & coordination of other members of the IT Team involved in Software Development for the PFMS portal. No official vehicle to attend office will be provided by the Authority. However, the free parking space for private vehicle shall be provided by the Authority in the basement of office building.			
8	The address for pre-bid meeting is: Sr. Accounts Officer (MPS), Public Financial Management System 3rd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001 Tel/Fax: +91-11-23343860; Ext. 273 Email: pfms-mof@gov.in			
9	Bid must remain valid for 120 days after the submission or from the date of opening of Technical Bid of tender.			
10	The number of IT Professionals required for the Assignment/job is:			
	Category-A	Contract Designation	Functional Designation	No. of Manpower Required
		Sr. Solution Architect	Big Data Solution Architect	1
			Data Steward	1
		Sr. Technical Project Manager	Sr. Tech. Project Manager	1
			Sr. Data Base Administrator	2
		Technical Project Manager	Technical Project Manager	1
			Project Specialist	2
			Sr. Sys Administrator	2
		Sr. S/W Developer	Business Analyst	7
			Test Lead	1
			Team Lead	10
			Sr. S/W Developer	16
			Web Designer	2
		Database Administrator	Database Administrator	3

Clause # of Data Sheet	Particulars			
	Quality Assurance Engineers	QA Team Members		4
	Total Category – A			53
	Category-B	Test Engineer	Tester	7
		S/W Developer	S/W Developer	43
			System Administrator	2
			Sr. Technical Support	9
	Total Category – B			61
	Category-C	Technical Document Writer	Technical Document Writer	4
		Technical Support Engineer	Technical Support Engineer	2
	Total Category – C			6
	Grand Total			120
	The 120 IT Professionals are required initially for a period of **two years**. PFMS may however order variation to the duration of the assignment of an individual IT Professional and may require different start date for the assignment of different IT Professionals. The initial contract duration shall be two years which shall be extendable based on the requirements of PFMS.			
11	The formats of the Technical Proposal to be submitted are:			
	Form Tech 1	Letter of Bid submission		
	Form Tech 2	Firm's organization & experience		
	Form Tech 3	Comments & suggestion on Objective, Scope of Work, eligibility criteria and deliverables.		
	Form Tech 4	Curriculum vitae of IT Professional(s) to be placed on hire with the Project Cell (PFMS)		
	Form Tech 5	Comments/modification suggested on draft contract		
	Form Tech 6	Information regarding any conflicting activities and declaration thereof.		
12	Firm to state the monthly consolidated charges for providing the services of IT Professionals in Indian Rupees. The charges shall include all cost and taxes and may be stated in respect of each of the IT Professionals separately. Office working hours and holidays as applicable to the staff of O/o the CGA shall also be applicable to the selected IT Professionals. Normal working days for O/o the CGA is 5 days (Monday to Friday). Exigencies of work however require staff to come to office – as instructed.			

Clause # of Data Sheet	Particulars		Points
13	Firm must submit ONE (1) original and TWO (2) copies of the Technical and Financial Bid whether one or two.		
14	Date & time and address for opening of Technical Bid:		
	Date	16-05-2017	
	Time	At 3:30 P.M.	
	Place	Meeting Room Public Financial Management System 3rd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001	
15	Technical Bid of only those firms will be evaluated who submit responsive Technical Bid that is complete in all respect in accordance with the requirements of tender documents.		
16	**Evaluation Criteria**		**Points**
16.1	**Expertise of Firm/Organization**		30
16.1.1	**Reputation of Organization/Credibility/Reliability/Industry Standing (General Organizational Capability which is likely to affect implementation – Financial stability, age/size of the firm, strength of project management support, etc.**	20	
16.1.2	**Experience on similar assignment**	10	
16.2	**Adequacy of the proposed methodology and work plan in responding to the Tender Documents/Terms and Conditions of Tender**		10
16.3	**Professional staff qualifications and competence for the assignment**		60

Clause # of Data Sheet	Particulars				
	Category – A				
	Contract Designation	Functional Designation	No. of Manpower Required		
16.3.1	Sr. Solution Architect	Big Data Solution Architect	1	2	2
		Data Steward	1	2	2
16.3.2	Sr. Technical Project Manager	Sr. Tech. Project Manager	1	1	1
		Sr. Data Base Administrator	2	1	2
16.3.3	Technical Project Manager	Technical Project Manager	1	2	2
		Project Specialist	2	2	4
		Sr. Sys Administrator	2	2	4
16.3.4	Sr. S/W Developer	Business Analyst	7	1	7
		Test Lead	1	1	1
		Team Lead	10	1	10
		Sr. S/W Developer	16	1	16
		Web Designer	2	1	2
16.3.5	Database Administrator	Database Administrator	3	1	3
16.3.6	Quality Assurance Engineers	QA Team Members	4	1	4
	Total Category - A		53		60

Clause # of Data Sheet	Particulars				
	Category – B				
16.3.7	Test Engineer	Tester	7	1.5	10.5
16.3.8	S/W Developer	S/W Developer	43	.5	21.5
		System Administrator	2	.5	1
		Sr. Technical Support	9	3	27
	Total Category - B		61		60
	Category – C				
16.3.9	Technical Document Writer	Technical Document Writer	4	10	40
16.3.10	Technical Support Engineer	Technical Support Engineer	2	10	20
	Total Category - C		6		60
	Grand Total		120		100

	The minimum technical score T(s) required to pass is: 70 Points.
	Evaluation criteria for the IT Professional will be as follows: i) Minimum General qualifications possessed 100% ii) Minimum General qualifications not possessed 0% Total: 100%
17	The agencies/firms whose technical bid will qualify in technical evaluation shall be notified in writing about the date & time for public opening of their Financial Bid.
18	Evaluation Criteria for Financial Bid: The financial evaluation shall be conducted for each Category separately. The bid with the lowest cost / quoted price shall be given a financial score of 100 and the other bid given financial score that are inversely proportionate to their prices. $F(s) = LEC / EC$ F (s) stands for financial score EC stands for Evaluated Cost of the financial bid LEC stands for Lowest Evaluated Cost of the financial bid.

| 19 | The Authority shall adopt a two stage selection process in evaluating the Bid as per **Quality-cum-Cost Based Selection (QCBS)** process under which 70% weight age will be given to the Technical Evaluation and 30% weight age to the Financial Evaluation.

For working out the combined score, the employer will use the following formula:

Total points = T (w) x T (s) + F (w) x F (s), where

T (w) stands for weight of the technical score (70%).
T (s) stands for technical score
F (w) stands for weight of the financial bid (30%)
F (s) stands for financial score

The combined evaluation shall be conducted for each Category separately and contracts shall be awarded for each Category separately.

The bids will be ranked for each Category separately in terms of total points scored. The bid with the highest total points (H-1) for each Category will be considered for award of contract. | |
|---|---|---|
| 20 | Expected date for commencement of work on assignment/job | The work may be commenced within 15 days of the issue of letter of Acceptance. |
| 21 | Location for performance assignment/job | Public Financial Management System, 3rd&4th Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi , Palika Bhawan,R.K Puram New Delhi and Bhikaji Cama Place, New Delhi or any other place within Delhi/NCR. |

16. TECHNICAL BID PROFORMA

For providing IT Manpower to PFMS, Office of Controller General of Accounts.

1. Name of Tendering Company/Firm/Agency
   (Attach certificate of registration)

2. Name of Proprietor /Director of Company/Firm/Agency

3. Full address of Registered Office

   _____

   _____

   _____

   Telephone Number: _____

   FAX No. _____

   E-Mail Address _____

4. Full address of Branch offices if any:-

   _____

   _____

   _____

   Telephone Number: _____

   FAX No.   _____

   E-Mail Address _____

5. Banker's name of Company/Firm/Agency:- _____

   Full Address of Bank/ Branch:- _____

   Telephone Number of Banker _____

6. PAN/GIR No.   _____

   (Attach Self attested copy)

7. Service Tax Registration No. _____

   (Attach Self attested copy)

8. E.P.F. registration Number _____

   (Attach Self attested copy)

9. E.S.I.C Registration Number _____

   (Attach Self attested copy)

10. Financial Turnover Certificate duly certified by Chartered Accountant of the tendering Company/Firm/Agency for the last 3 financial years. (Attach separate sheet, if space provided is insufficient) please attach a copy of Balance Sheet and Profit & Loss Account of last 3 financial years duly certified by a Chartered Accountant.

Annual Turnover

Financial Year	Amount (Rs. Crores)	Remarks if any
2013-14		
2014-15		
2015-16		

11. Give details of the major similar contracts handled by the tendering Company/Firm/Agency during the last three years in the following format:

Sl. No.	Details of client along with address, telephone numbers	Type of manpower supplied	Amount of Contract (Rs.)	Duration of Contract	
				From	To
1.					
2.					
3.					

(If the space provided is insufficient, a separate sheet may be attached)
(Please also attach self-attested copies of work orders, completion certificates etc.)

12. Tender Fee Details:-

(i) Bank Draft / Banker's Cheque No.& Date

(ii) Name of the bank

(iii) Amount of Draft/ Banker's Cheque

13.   EMD Details:-

(i) Bank Draft/ Banker Cheque No. & Date

(ii) Name of the Bank

(iii) Amount of Draft

14.   Additional information, if any
      (Attach separate sheet, if required)

Signature of authorized person

Name:

Seal:

Date:

Place:

17. DECLARATION

I, _____ Son/Daughter/Wife of Shri...
signatory of the agency/firm viz. .... are competent to sign this declaration
and execute this tender document:

I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them:

The information/documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I am well aware of the fact that furnishing
of any false information/fabricated document would result in rejection of my tender at any
stage besides of becoming liable prosecution under appropriate law and also forfeiture of
EMD/PSD as the case may be:

Full Signature of authorized person

Name:

Seal:

Date:

Place:

18. FINANCIAL BID REQUIREMENTS

I. The Financial Bid shall contain the Consolidated Monthly Charges for providing the services of IT Professional(s) on hire to the Project Cell (PFMS) in respect of each of the domains in a category for which IT Professional are required/proposed for selection. The cost/charges mentioned here shall be firm and include the total cost of providing the services, including all applicable duties & taxes. TDS as applicable shall be deducted from the payment to be made to the firm. The financial bid shall not include any conditions attached to it and any such conditional financial bid shall be rejected summarily.

II. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. Incomplete documents will not be considered.

19. FINANCIAL BID PROFORMA

The Financial Bid for Providing IT manpower to the office of PFMS, O/o Controller General of Accounts should be submitted as under:

1. Name of tendering Company/Firm/Agency:
2. Rates with the following break up:

Sl. No.	Contract Designation	Functional Designation	No. of Manpower	Rate Per Month in year one	Total Amount for year one	Annual Increment in % if any	Rate Per Month in year two	Total amount for year two	Total amount for years one and year two
	Category – A								
1	Sr. Solution Architect								
		a) Big Data Solution Architect	1						
		b) Data Steward	1						
2	Sr. Technical Project Manager								
		a) Sr. Tech Project Manager	1						
		b) Sr. Data Base Administrator	2						
3	Technical Project Manager								
		a) Technical Project Manager	1						
		b) Project Specialist	2						
		c) Sr. Sys Administrator	2						
4	Sr. S/W Developer								
		a) Business Analyst	7						

		b) Test Lead	1						
		c) Team Lead	10						
		d) Sr. S/W Developer	16						
		e) Web Designer	2						
5	Data Administrator								
		a) Database Administrator	3						
6	Quality Assurance Engineers								
		a) QA Team Members	4						
	Total Category - A		53						
	Category – B								
7	Test Engineer	a) Tester	7						
8	S/W Developer								
		a) S/W Developer	43						
		b) Sys Administrator	2						
		c) Sr. Technical Support	9						
	Total Category - B		61						
	Category - C								
9	Technical Document Writer	a) Technical Document Writer	4						
10	Technical Support Engineer	a) Technical Support Engineer	2						
	Total Category - C		6						
11	**Grand Total- A+B+C**		120						
12	**Administrative Service Charges/Agency Charges (in %) only**								
13	**EPF Charges (in %) only**								
14	**ESIC Charges (in %) only**								

15	Service Tax as applicable						
	Grand Total						

Rates per month for professional IT manpower support services:

Note:-No charges of any kind/ element of the tax /duty will be considered after opening of price bid in the event the same is left to be mentioned due to omission or otherwise by the bidding Agency.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

20. **Acceptance letter by the Tenderer on the letter head of the company**

To

The Senior Accounts Officer (MPS),
Public Financial Management System (PFMS),
Ministry of Finance, Department of Expenditure,
3rdFloor, Shivaji Stadium Annexe Building,
New Delhi –110001.

Sir/Madam,

I/We hereby accept unconditionally by signing all the pages of the Tender document and other documents attached therewith all the terms and conditions as contained in tender documents as well as notice inviting tender (NIT) and in default thereof, to forfeit and pay to PFMS, or its successors such sums of money as are stipulated in the notice inviting tenders and tender documents.

Dated the day of _____

SIGNATURE OF TENDERER

NAME (CAPITAL LETTERS)

ADDRESS

SEAL OF TENDERER

SIGNATURE OF WITNESS

NAME (CAPITAL LETTERS)

ADDRESS

21. Undertaking by the Bidder

I. I/We agree to abide by and fulfil all terms and conditions referred to and as contained in tender documents elsewhere and in default thereof, to forfeit and pay to **PFMS, O/o the Controller General of Accounts** or its successors such sums of money as are stipulated in the notice inviting tenders and tender documents.

II. I/We hereby pay the earnest money of amount as mentioned in the Tender documents in favour of PAO, o/o CGA, New Delhi payable at New Delhi.

III. If I/We fail to provide the desired manpower as per the order/ Letter of Intent within 15 days of the date of issue of Letter of Intent and/or I/we fail to sign the agreement as per contract and/or I/we fail to submit performance guarantee as per contract, I/we agree that PFMS , O/o the Controller General of Accounts shall, without prejudice to any other right or remedy, be at liberty to cancel the Letter of Intent and the said earnest money as specified above shall stand forfeited.

IV. I/we are also enclosing herewith the Acceptance letter on the prescribed Performa referred to in condition of NIT.

Dated the day of _____

SIGNATURE OF TENDERER:

NAME (CAPITAL LETTERS):

ADDRESS:

SEAL OF TENDERER:

SIGNATURE OF WITNESS:

NAME (CAPITAL LETTERS):

ADDRESS:

Contract Agreement
Consultants' Services
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CONTRACT

FOR HIRING OF SERVICES OF IT PROFESSIONAL

between

[The President of India acting through the Joint Controller General of Accounts (Department of Expenditure), Ministry of Finance, Government of India]

and

[Name of the Consultant/Firm/Agency providing services of IT Professional(s)]

Dated:

I. Form of Contract

This CONTRACT (hereinafter called the "Contract") is made the [day] day of the month of [month],[year], between the President of India acting through the Joint Controller General of Accounts, Ministry of Finance, Department of Expenditure, Government of India, Maha Lekha Niyantrak Bhawan, E-Block, GPO Complex, INA, New Delhi-110023, hereinafter called the "Authority/Employer", of the First Part and, [name of Firm/Agency/Consultant] (hereinafter called the "Firm/Agency/Consultant") of the Second Part.

WHEREAS

(a)   The firm/agency/consultant, having represented to the "Authority/Employer" that he has the required professional skills, personnel and technical resources, has offered to provide in response to the Tender Notice dated 21-04-2017 issued by the Authority/Employer ;

(b)   The "Authority/Employer" has accepted the offer of the Consultant to provide the services on the terms and conditions set forth in this Contract.

NOW, THEREFORE, IT IS HEREBY AGREED between the parties as follows:

1.   The following documents attached hereto shall be deemed to form an integral part of this Contract:

(a) The General Conditions of Contract;

(b) The Special Conditions of Contract;

(c) The following Appendices:

Appendix A: Description of Services

Appendix B: Cost Estimates

Appendix C: Duties of the "Authority/Employer"

Appendix D: Duties of the Firm/Agencies/Consultant

2.   The mutual rights and obligations of the "Employer" and the Consultant shall be as set forth in the Contract, in particular:

(a)   The Consultants shall carry out, provide and complete the Services in accordance with the provisions of the Contract; and

(b)   The "Employer" shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

In presence of (Witnesses)	1	Signed by _____ For and on behalf of the President of India
(i)		
(ii)		
		[Authorized Representative]

In presence of (Witnesses) (i) (ii)	2	For and on behalf of [name of Consultant] [Note: If the Consultant consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]
	3	For and on behalf of each of the Members of the Consultant. [name of member] [Authorized Representative]
	4	[name of member] [Authorized Representative]

II. General Conditions of Contract

1. GENERAL PROVISIONS

1.1 **Definitions** unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

(a) "Applicable Law" means the laws and any other instruments having the force of law in India for the time being.

(b) "Consultant" means any private or public entity/firm/agency that will provide the Services to the "Employer" under the Contract.

(c) "Contract" means the Contract signed by the Parties and all the attached documents listed in its Clause 1 that is this General Conditions (GC), the Special Conditions (SC), and the Appendices.

(d) "Day" means calendar day.

(e) "Effective Date" means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.

(f) "Foreign Currency" means any currency other than the currency of the "Employer's" country.

(g) "GC" means these General Conditions of Contract.

(h) "Government" means the Government of India

(i) "Local Currency" means Indian Rupees.

(j) "Member" means any of the entities that make up the joint venture/consortium/association; and "Members" means all these entities.

(k) "Party" means the "Employer" or the Consultant, as the case may be, and "Parties" means both of them.

(l) "Personnel" means professionals and support staff provided by the Consultants or by any Sub-Consultants and assigned to perform the Services or any part thereof; "Foreign Personnel "means such professionals and support staff who at the time of being so provided had their domicile outside the Government's country; "Local Personnel" means such professionals and support staff who at the time of being so provided had their domicile inside the Government's country; and "Key Personnel" means the Personnel referred to in Clause GC 4.2(a).

(m) "Reimbursable expenses" means all assignment-related costs [such as travel, translation, report printing, secretarial expenses, subject to specified maximum limits in the Contract].

(n) "SC" means the Special Conditions of Contract by which the GC may be amended or supplemented.

(o) "Services" means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A hereto.

(p) "Sub-Consultants" means any person or entity to whom/which the Consultant subcontracts any part of the Services.

(q) "Third Party" means any person or entity other than the "Employer", or the Consultant.

(r) "In writing" means communicated in written form with proof of receipt.

1.2   Relationship between the Parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the "Employer" and the Consultant. The Consultant, subject to this Contract, has complete charge of Personnel and Sub-Consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

1.3   Law Governing Contract:

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India.

1.4   Headings:

The headings shall not limit, alter or affect the meaning of this Contract.

1.5   Notices

1.5.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered post to such Party at the address specified in the SC.

1.5.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

1.6   Location

The Services shall be performed at such locations as are specified in **Appendix-A hereto** and, where the location of a particular task is not so specified, at such locations, as the "Employer" may approve.

1.7   Authority of Lead Partner

In case the Consultant consists of a joint venture/consortium/association of more than one entity, the Members hereby authorize the entity specified (Lead Consultant) in the SC to act on their behalf in exercising all the Consultant's rights and obligations towards the "Employer" under this Contract, including without limitation the receiving of instructions and payments from the "Employer". However, each member or constituent of Consortium of Consultant shall be jointly and severally liable for all obligations of the Consultant under the Contract.

1.8   Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the "Employer" or the Consultant may be taken or executed by the officials specified in the SC.

1.9   **Taxes and Duties**: The Consultant, Sub-Consultants and Personnel shall be liable to pay such direct and indirect taxes, duties, fees and other impositions levied under the applicable laws of India.

1.10   Fraud and Corruption

1.10.1 Definitions

It is the Employer's policy to require that Employers as well as Consultants observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, the Employer defines, for the purpose of this provision, the terms set forth below as follows:

(i) "Corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;

(ii) "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;

(iii) "Collusive practices" means a scheme or arrangement between two or more consultants, with or without the knowledge of the Employer, designed to establish prices at artificial, non-competitive levels;

(iv) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;

1.10.2 Measures to be taken by the Employer

(a) The Employer may terminate the contract if it determines at any time that representatives of the consultant were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the consultant having taken timely and appropriate action satisfactory to the Employer to remedy the situation;

(b) The Employer may also sanction against the Consultant, including declaring the Consultant ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it 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;

1.10.3 Commissions and Fees

At the time of execution of this Contract, the Consultants shall disclose any commissions or fees that may have been paid or are agreed to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract

This Contract shall come into force and effect on the date (the "Effective Date") of the "Employer's" notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the conditions precedent and effectiveness conditions, if any, listed in the SC have been met.

2.2 Termination of Contract for Failure to Become Effective

If this Contract has not become effective within such time period after the date of the Contract signed by the Parties as specified in the SC, either Party may, by not less than twenty one (21) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

2.3 Commencement of Services

The Consultant shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC.

2.4 Expiration of Contract

Unless terminated earlier pursuant to Clause GC 2.9 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.

2.5 Entire Agreement

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.

2.6 Modifications or Variations:

(a) Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. Pursuant to Clause GC 7.2 hereof, however, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

(b) In cases of substantial modifications or variations, the prior written consent of the Employer is required.

2.7 Force Majeure

2.7.1 Definition

(a) For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except

where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

(b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's Sub-Consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

(c) Subject to clause 2.7.2, Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

2.7.2 **No Breach of Contract:** The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

2.7.3 **Measures to be taken:**

(a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

(c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

(d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the "Employer", shall either:

(i) Demobilize; or

(ii) Continue with the Services to the extent possible, in which case the Consultant *shall continue to be paid proportionately and on pro rata basis, under the terms of this* Contract.

(e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8.

2.8 Suspension

The "Employer" may, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Consultant to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Consultant of such notice of suspension.

2.9 Termination

2.9.1.1 **By the "Employer"**: The "Employer" may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (h) of this Clause GC 2.9.1.1.

(a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GC 2.8 hereinabove, within thirty (30) days of receipt of such notice of suspension or within such further period as the "Employer" may have subsequently approved in writing.

(b) If the Consultant becomes (or, if the Consultant consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract)insolvent or go into liquidation or receivership whether compulsory or voluntary.

(c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.

(d) If the Consultant, in the judgment of the "Employer", has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.

(e) If the Consultant submits to the "Employer" a false statement which has a material effect on the rights, obligations or interests of the "Employer".

(f) If the Consultant places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Employer.

(g) If the consultant fails to provide the quality services as envisaged under this Contract. The Consultancy Monitoring Committee (CMC) formulated to monitor the progress of the assignment may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The CMC may decide to give one chance to the consultant to improve the quality of the services.

(h) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

(i) If the "Employer", in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

2.9.1.2 In such an occurrence the "Employer" shall give a not less than thirty (30) days' written notice of termination to the Consultants, and sixty (60) days' in case of the event referred to in (f).

2.9.2 **By the Consultant**: The Consultant may terminate this Contract, by not less than thirty(30) days' written notice to the "Employer", in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause GC 2.9.2.

(a) If the "Employer" fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clause GC 8 hereof within forty-five (45) days after receiving written notice from the Consultant that such payment is overdue.

(b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

(c) If the "Employer" fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.

(d) If the "Employer" is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the

Consultant may have subsequently approved in writing) following the receipt by the "Employer" of the Consultant's notice specifying such breach.

2.9.3 Cessation of Rights and Obligations:

Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof, (iii) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof, and(iv) any right which a Party may have under the Law.

2.9.4 Cessation of Services:

Upon termination of this Contract by notice of either Party tothe other pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the "Employer", the Consultant shall proceed as provided, respectively, by Clauses GC3.9 or GC 3.10 hereof.

2.9.5 Payment upon Termination:

Upon termination of this Contract pursuant to Clauses GC2.9.1 or GC 2.9.2 hereof, the "Employer" shall make the following payments to the Consultant:

(a) If the Contract is terminated pursuant to Clause 2.9.1 (g), (h) or 2.9.2, remuneration pursuant to Clause GC 6.3hereof for Services satisfactorily performed prior to the effective date of termination.

(b) If the agreement is terminated pursuant of Clause 2.9.1 (a) to (f), the consultant shall not been titled to receive any agreed payments upon termination of the contract. However, the "Employer" may consider to make payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Employer. Applicable Under such circumstances, upon termination, the Employer may also impose liquidated damages as per the provisions of Clause 9 of this agreement. The consultant will be required to pay any such liquidated damages to Employer within 30 days of termination date.

2.9.6 Disputes about Events of Termination:

If either Party disputes whether an event specified in paragraphs (a) through (g) of Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

3. OBLIGATIONS OF THE CONSULTANT/FIRM/AGENCY PROVIDING SERVICES

3.1 General

3.1.1 Standard of Performance:

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

3.2 Conflict of Interests:

The Consultant shall hold the "Employer's interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the period of this contract, a conflict of interest arises for any reasons, the Consultant shall promptly disclose the same to the Employer and seek its instructions.

3.2.1 Consultant not to benefit from Commissions, Discounts, etc.:

(a) The payment of the Consultant pursuant to Clause GC 6 hereof shall constitute the Consultant's only payment in connection with this Contract and, subject to Clause GC 3.2.2 hereof, the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-Consultants, as well as the Personnel and agents of either of them, similarly shall not receive any such additional payment.

(b) Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the "Employer" on the procurement of goods, works or services, the Consultant shall comply with the Employer's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of the "Employer". Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the "Employer".

3.2.2 Consultant and Affiliates Not to Engage in Certain Activities:

The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-Consultants and any entity affiliated with such Sub-Consultants, shall be disqualified from providing goods, works or services (other than consulting services)resulting from or directly related to the Consultant's Services for the preparation or implementation of the project.

3.2.3 Prohibition of Conflicting Activities:

The Consultant shall not engage, and shall cause their Personnel as well as their Sub-Consultants and their Personnel not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.

3.3 Confidentiality:

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

3.4 Consultant's Actions Requiring "Employer's Prior Approval:

The Consultant shall obtain the "Employer's prior approval in writing before taking any of the following actions:

(a) Any change or replacement of the IT Professional deployed for the assigned work.

(b) Subcontracts: the Consultant may subcontract work relating to the Services to an extent and with such experts and entities as may be approved in advance by the "Employer". Notwithstanding such approval, the Consultant shall always retain full responsibility for the Services. In the event that any Sub-Consultants are found by the "Employer" to be incompetent or incapable or undesirable in discharging assigned duties, the "Employer" may request the Consultant to provide a replacement, with qualifications and experience acceptable to the "Employer", or to resume the performance of the Services itself.

3.5 Documents Prepared by the Consultant to be the Property of the "Employer":

All plans, drawings, specifications, designs, reports, other documents and software prepared by the Consultant for the "Employer" under this Contract shall become and remain the property of the "Employer", and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the "Employer", together with a detailed inventory thereof. The Consultant may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from the Employer and the Employer reserves right to grant or deny any such request. If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of any such computer programs/modules, the Consultant shall obtain the "Employer's prior written approval to such agreements, and the "Employer" shall be entitled at its discretion to require recovering the expenses related to the development of the program(s)concerned.

3.6 Equipment and Materials Furnished by the "Employer":

Equipment and materials made available to the Consultant by the "Employer", or purchased by the Consultant wholly or partly with funds provided by the "Employer", shall be the property of the "Employer" and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the "Employer" an inventory of such equipment and materials and shall dispose of such equipment and materials in accordance with the "Employer's instructions.

4. CONSULTANTS' PERSONNEL AND SUB-CONSULTANTS

4.1 General

The Consultant shall deploy qualified and experienced personnel to carry out the services. Any replacement of the deployed manpower, shall be by a person/persons with equivalent qualifications.

4.2 Description of Personnel

(a) The title, agreed job description, minimum qualification and estimated period of engagement in the carrying out of the Services of each of the Consultant's Personnel are as per the consultant's proposal. If the Personnel has already been approved by the "Employer", his/her name is listed as well.

(b) If required to comply with the provisions of Clause GC 3.1.1 hereof, adjustments with respect to the estimated periods of engagement of the Personnel may be made by the Consultant by written notice to the "Employer".

(c) If additional work is required beyond the scope of the Services specified in Appendix A, the estimated periods of engagement of Personnel may be increased by agreement in writing between the "Employer" and the Consultant. In case where payments under this Contract exceed the ceilings set forth in Clause GC 6.1(b) of this Contract, this will be explicitly mentioned in the agreement.

4.3 Removal and/or Replacement of Personnel

(a) Except as the "Employer" may otherwise agree, no changes shall be made in the Personnel. If, for any reason beyond the reasonable control of the Consultant, such as retirement, death, medical incapacity, resignation among others, it becomes necessary to replace any of the Personnel, the Consultant shall forthwith provide as a replacement a person of equivalent or better qualifications.

(b) If the "Employer" (i) finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultant shall, at the "Employer's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the "Employer".

(c) Any of the Personnel provided as a replacement under Clauses (a) and (b) above, as well as any reimbursable expenditures (including expenditures due to the number of eligible dependents) the Consultants may wish to claim as a result of such replacement, shall be subject to the prior written approval by the "Employer". The rate of remuneration applicable to a replacement person will be the rate of remuneration paid to the replacement person. Also (i) the Consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and(ii) the remuneration to be paid for any of the Personnel provided as a replacement shall not exceed the remuneration which would have been payable to the Personnel replaced.

5.   OBLIGATIONS OF THE "EMPLOYER"

5.1 Assistance and Exemptions:

Unless otherwise specified in the SC, the "Employer" shall use its best efforts to ensure that the Government shall:

(a) Provide the Consultant/IT Professionals with work permits and such other documents as shall be necessary to enable the Consultant to perform the Services.

(b) Arrange for the Foreign Personnel to be provided promptly with all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in India.

(c) Issue to officials, agents and representatives of the Government all such instructions as maybe necessary or appropriate for the prompt and effective implementation of the Services.

(d) Provide to the Consultant any such other assistance as maybe specified in the SC.

5.2 Change in the Applicable Law Related to Taxes and Duties

If, after the date of this Contract, there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the consultant for providing the services i.e. service tax or any such applicable tax from time to time, which increases or decreases the cost incurred by the Consultant in performing the Services, the same shall be borne by the employer. **The firm/agency/consultant shall pass on any decrease in the service tax to the Employer.**

5.3 Services, Facilities and Property of the "Employer"

The "Employer" shall make available to the Consultant, for the purposes of the Contract, the Services and Facilities free of any charge as provided in Appendix-C.

5.4 Payment

In consideration of the Services performed by the Consultant under this Contract, the "Employer" shall make to the Consultant such payments and in such manner as is provided by Clause GC 6 of this Contract.

6. PAYMENTS TO THE CONSULTANT

6.1 Total Cost of the Services

(a) The total cost of the Services payable is set forth in Appendix -B as per the consultant's proposal to the Employer and as negotiated thereafter.

(b) Except as may be otherwise agreed under Clause GC 2.6,payments under this Contract shall not exceed the amount specified in Appendix-B.

6.2 Currency of Payment:

All payments shall be made in Indian Rupees.[In case the payment is to be made in the currency other than Indian Rupees, the same shall be mentioned instead of Indian Rupees]

6.3 Terms of Payment:

The payments in respect of the Services shall be made as follows:
- (a)   The consultant shall submit the invoice for payment when the payment is due as per the agreed terms (copy of challan of ESIC/EPF etc. and attendance sheet etc.).

- (b)   The consolidated Monthly Charges shall be payable to the Firm/Service provider on closure of the month, after submission of a bill/invoice by the firm for the services provided and a certificate of Satisfactory Services issued by the Project Cell (PFMS).

7. FAIRNESS AND GOOD FAITH

7.1 Good Faith:

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

7.2 Operation of the Contract:

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause GC 8 hereof.

8. SETTLEMENT OF DISPUTES

8.1 Amicable Settlement

Performance of the contract is governed by the terms & conditions of the contract, in case of dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GC 8.2 shall become applicable.

8.2 Arbitration

In the case of dispute arising upon or in relation to or in connection with the contract between the Employer and the Consultant, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of 3 (three) arbitrators, one each to be appointed by the Employer and the Consultant, the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the Secretary of the Ministry/Department. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.

8.3. Arbitration proceedings shall be held in India at the place indicated in SC and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

8.4 The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Employer and the Consultant. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

9. Miscellaneous provisions:

(i) "Nothing contained in this Contract shall be construed as establishing or creating between the Parties, a relationship of master and servant or principal and agent.

(ii) Any failure or delay on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.

(iii) The Contractor/Consultant shall notify the Employer/ the Government of India of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.

(iv) Each member/constituent of the Contractor/Consultant, in case of a consortium, shall be jointly and severally liable to and responsible for all obligations towards the Employer/Government for performance of works/services including that of its Associates/Sub Contractors under the Contract.

(v) It is acknowledged and agreed by all Parties that there is no representation of any type, implied or otherwise, of any absorption, regularization, continued engagement or concession or preference for employment of persons engaged by the (Contractor/Consultant) for any engagement, service or employment in any capacity in any office or establishment of the Government of India or the Employer.

(vi) Liquidated Damages –The Employer shall levy Liquidated Damages if the Contractor delays the deployment of any professional from the agreed deployment plan. The LD shall be levied at the rate of 0.02 % per day of the contract value for the position of the professional. The maximum limit for the Liquidated Damages shall be 10% of the contract value for the position of the professional in respect of which the deployment is delayed and Liquidated Damage is to be levied.

III. Special Conditions of Contract:

SC Clause	Ref. of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1	1.5	The addresses are: 1. "Employer" : Attention : Facsimile : 2. Consultant : Attention : Facsimile :
2	1.8	The Authorized Representatives are: For the "Employer": For the Consultant:
3	2.1	The effectiveness conditions are the following: 1. Signature of the contract by both parties 2. Submission of applicable Performance Security as per agreed deployment plan. The Contract shall come into force and effect on the date (the "Effective Date") notified by the Employer in the "Employer's" notice to the Consultant instructing the Consultant to begin carrying out the Services. The "Effective Date" shall be the date on which the Consultant shall begin carrying out the services.
4	2.2	The time period shall be two months.

SC Clause	Ref. of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
5	2.3	The time period shall be NIL. The Consultant shall begin carrying out the services on the "Effective Date".
6	2.4	The time period shall be twenty-four (24) months.
7	3.5	The risks and the insurance coverage shall be as follows: (a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in the Government's country by the Consultant or its Personnel or any Sub-Consultants or their Personnel. (b) Third Party liability insurance. (c) Professional liability insurance to cover the employer against any loss suffered by the employer due to the professional service provided by the Consultant, with a minimum coverage of an amount twice the value of this Contract. (d) Workers' compensation insurance in respect of the Personnel of the Consultant and of any Sub-Consultants, in accordance with the relevant provisions of the Applicable Laws of India, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and (e) Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Consultant's property used in the performance of the Services, and (iii) any documents prepared by the Consultant in the performance of the Services, by theft, fire or any natural calamity.
8	6.1 (b)	The ceiling in local currency is : INR_____ (Rupees_____ only)
9	6.3	For time based contracts remuneration will be paid on monthly basis.
10	8.3	The Arbitration proceedings shall take place in New Delhi in India.

Binding signature of Employer Signed by:

_____

Binding signature of Contractor Signed by:

_____

IV. Appendices

APPENDIX A – DESCRIPTION OF SERVICES
TERMS OF REFERENCE
Objective, Scope of Work, eligibility criteria & deliverables

1.   BACKGROUND

Public Financial Management System, PFMS (formerly CPSMS-Central Plan Scheme Monitoring System) is a web based application - a Central Sector Scheme of Government of India. The Scheme 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. The application is integrated with COMPACT and e-Lekha; the core accounting application and the e-payment gateway of CGA which has led to significant efficiency gains in movement of funds to recipient agencies and beneficiaries. PFMS is thus, able to provide various reports on geographical distribution of scheme-wise, sector-wise fund flows on a central platform. The system has plans to link financial networks of Central and State governments and give 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 near real time basis for reconciliation and information from 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 minimizing intermediary delays and provide 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 Government. Work relating to integration of various accounting and MIS systems of Government such as e-lekha, COMPACT, RAMS, REVACT, CFMS, COMPDDO-2 PAO, e-DDG, OCEANS, GePG, State Loan Package, Rupee Loan packages is also in progress.

It is envisaged that integration of financial applications and process improvements planned under PFMS will result in better financial administration in Government.

2. Detailed scope of work/assignment/eligibility criteria & skill set and deliverables expected

He/ She should possess qualification and experience as mentioned below.

Skill Set, Qualification and Experience

Category – A

I. **Big Data Solution Architect**

Professional Qualification:-
B.Tech/BE/MCA/M.Tech/ME/PhdinComputer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation), PM Tool, Microsoft Certifications – MS-SQL,BizTalk , .Net

Experience:-
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, domain, and application development and possess leadership qualities to lead a team of minimum 40-50 professionals

Responsibility Areas:-
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 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 & 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 modelling, implementation and data management for our enterprise data, warehouse and advanced data analytics systems

Develop and document enterprise data standards and provides technical oversight on projects to ensure compliance through the adoption and promotion of industry standards / best practice / guiding principles aligned with Gartner, TOGAF, Forrester and the like.

Create architectural technology and business roadmaps that result in stronger business/IT 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.

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.

II. Data Steward

Professional Qualifications:-
B.Tech/BE/MCA/M.Tech/ME/PhD in Computer Science/Information Technology(IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation), PM Tool, Microsoft Certifications – MS-SQL, BizTalk , .Net

Experience:-

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, domain, and application development and possess leadership qualities to lead a team of minimum 40-50 professionals.

Responsibility Areas:-

The Data Stewards manage the process to maintain the data for the owner. Responsibilities include: -Assisting with issue tracking, escalation and resolution. Documenting data definitions (Business Glossary). Proposing changes and/or improvements to the Data Owner to improve efficiency or resolve issues. Maintain visibility of dataflow across application. Acting as proxy for Data Owner on projects, initiatives and operational functions. Ensuring data quality through fit-for-purpose requirements which are developed by the data owners. Identifying and prioritizing for improvement key systems or processes. Supporting the firm's data quality efforts through accountability to, and close interaction with, the Core Data Governance Team. Recommending projects based on their usage of the data within their areas of the organization.

III.   Senior Technical Project Manager

Professional Qualifications:-

B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

PMP and Equivalent, CGEIT, ITIL (Foundation), PM Tool

Experience:-

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-SQLServer,TFS, Windows Server,BizTalk etc.

Responsibility Areas: -

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 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 (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.

IV. Sr. Database Administrator

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology(IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Microsoft MS-SQL Server 2008 / 2012/2014 Configuration and Administration, ITIL

Experience:-
12+ years of experience in carrying out performance, integrity and security of a database. Must be able to do planning, development and troubleshooting, maintaining data standards, including adherence to the Data Protection Act; writing database documentation, controlling access permissions and privileges; developing, managing and testing back-up and recovery plans; ensuring that storage, archiving, back-up and recovery procedures are functioning correctly; capacity planning etc. Must be capable of managing multiple projects.

Responsibility Areas:-
Should have very good knowledge of Database concepts and Database developments in MS MS-SQL server from MS-SQL Version 2008 to MS-SQL Server Version 2014. Data in PFMS is growing exponentially and its continuous monitoring, performance tuning has become a critical & crucial activity. He/ she will be responsible for installing, configure, upgrade, monitor and manage multiple MS-SQL Server instances in standalone and cluster environment andperformMS-SQL server patching, replication, log shipping,databasemigrations. He/she will coordinate and administer MS-SQL,including base definition, structure documentation, operational guidelines,

and security.He/She will do High-Availability (clustering), BCP/Disaster Recovery database solutions and will be providing operations support for mission-critical, high availability systems in addition to monitoring systems for performance, stability and capacity using MS Performance Monitor and other tools. He/she will design and develop physical layers of various MS-SQL making use of advanced features such as partitioning. He/ She will be providing technical assistance and mentoring to project team member in all aspects ofMS-SQL management and undertake consulting and advising application development teams on MS-SQLdesign, security, query optimization and performance and conduct performance tuning by analyzing MS-SQL and OS performance and implementing tuning and optimization recommendations. He will also be responsible for review of MS-SQL procedures developed by the developers. He will be responsible for all deployment related to MS-SQL objects and will keep backup of all required MS-SQL objects before deployment. He will also be responsible for management of access rights for different users.

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

V. Technical Project Manager

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation), PM Tool, Microsoft Certifications - .Net, BizTalk, MS-SQL.

Experience:-
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.

Responsibility Areas:-
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 fulfilment 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 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.

VI. Project Specialist

Professional Qualification:-
B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation) , PM Tool , Microsoft Certifications - .Net , BizTalk , MS-SQL.

Experience:-
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.

Responsibility Areas:-
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 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.

VII.   Sr. System Administrator

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
MCSA Microsoft Server 2008/2012, PMP, ITIL certifications preferred.

Experience:-
Total 12 + years of experience in Windows Server Systems Administration skills, Virtualization (specifically Hyper-V/VM Ware) and Microsoft products knowledge including IIS, MS-SQL Server etc. Experience with ITIL procedures will also be beneficial. Experience in Microsoft System Centre Suite(SCOM, SCVMM, ORCH.). Must have strong experience in handling DC – DR Environment.

Responsibility Areas:-
As the scope of PFMS is getting expanded, proportionately H/W-S/W infrastructure needs to be enhanced and to manage the same a team of technical administrators should be in place.

He/She must have deep knowledge of MS-System Center Suite.

He/She will install, configure, upgrade, monitor, maintain and manage multiple windows and LinuxServers in standalone and cluster environment. He/She will perform server patching & releases/upgrades, backup, recover/restore OS.He/Shewillbeimplementing and maintaining security, high availability, (clustering), BCP/Disaster Recovery configuration solutions. The assignment carries responsibility of monitoring systems for performance, stability and capacity using performance monitoring and other tools and also install, configure and maintain server firewall and other security software if required. Identify and provide technical resolution for potential security breaches.

Establish and monitor security and apply appropriate fixes.

He/she will be responsible for providing operations support for mission-critical, high availability systems. Monitor and maintain system integrity assuring maximum availability using System Center. This includes monitoring backups, managing appropriate access rights, and securing enterprise systems in accordance with IT Services standards. Monitor and forecast future capacity needs. He/she will perform migration of Web sites and applications and databases and undertake root cause analysis of production-related OS issues. The person will support Change Management System and the promotion of database and application source code changes to QA and Production and monitors project deliverables, as directed, to ensure project success and functional leaders receive accurate, timely updates as required.

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.

He/she will interface with application developers, storage system, support personnel, network team and database administrators and will open, track, and manage resolution of all OS incidents and problems. He will also create, in coordination with network and database administrators, base definition of resources, structure documentation, operational guidelines and security including OS hardening and antivirus installation and patch management. He/she will conduct server health checks, implement and maintain technical solutions for disaster recovery and business continuity of project systems. (ex. Windows 2008/2012 Failover Cluster). He will play important role in data backup and archival policy implementation.

He/she will produce essential reports on a daily, weekly, monthly or ad hoc as necessary on Server availability and performance monitoring and reporting. He/she will analyze OS performance and implement tuning and optimization recommendations. He/she will provide support for File and database Servers management and integration of external server for SFTP/Web service and contribute to system automation via scripting and other tools to reduce time spent on operational tasks.

He is also responsible for Administration of Active Directory including group policy management, administration and maintaining user/computer account permissions and access rights.

VIII. Business Analyst

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology(IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-Diploma/Certification in Business Analysis and System Design, Certificate in COBIT 5, Certification in TOGAF 9 and above/Zach man Framework, SAS Certification, ITIL Foundation Or Above, *Business Analysis/System Design Subject* at Degree Level, Certificate in Business Accounting, Certified Business Analysis Professional, Certification of Competency in Business Analysis, Certification in Systems/Solution Architect/Functional Business Analyst , Project Management Professional (PMP), Certificate Web Site Quality Assurance

Experience:-
Total 10+ years of experience in Data Warehouse and data mart, database architecture, ETL and development activities and document preparation (SRS, FRD,RTM) , MS Visio, MS Office , UML Modelling

Responsibility Areas:-

Responsible for developing and Implementing He she will also use share point for reports/dashboard management including CMS requirements. 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, transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Data mart. He will also contribute in designing data backup and archival policy and implement such policy. He/she will provide input for data structures and incremental data needs for real-time DWH to OLTP team.

The person will develop user interface for OLTP/OLAP application for multilingual environment. Prepare ETL/ELT plan for import and export under data integration plan using SSIS from/to different sources and reports using SSRS, .NET framework, MS Power pivot and silver light. Develop and implement data integration testing policy. Develop/manage share point portal

His/her important tasks include develop and deploy SSAS based Cubes, partitioning, writing KPIs, implement Drill-through for designing and development of reporting/dashboard and DSS modelling solutions using share point/ SSRS on android and windows mobile/iPad and ensure reports classification and their delivery and monitoring of use for improving performance of system. The person will perform analysis, development, and evaluation of data mining needs in a data warehouse environment that includes database design, database architecture, metadata, and repository creation.

He/she will monitor use of data warehouse system resources and plan enhancement of response time for frequently and most used reports. He/she will test, troubleshoot, optimize, and tune MS-SQL processes and complex MS-SQL queries and use X-queries/J-queries for optimization. He/she will continuously work for enhancing performance of existing database objects used in ETL Processes and work with BI Lead, Solution Architects and Business Analysts to define scope and estimations of project / service delivery and effectively use MS-SQL Server Business Intelligence Development Studio (MS-SQL Server Data Tools) and share point server to empower users with support to report builder. Effectively control data integration jobs and manage records in error and removing errors in controlled manner.

He/she will use data profiling and lineage tools for determining quality and impact on reports and confidence level of reports and will participate and contribute to requirements analysis, ad-hoc reporting, and user support Plans and authors the user documentation set, acceptance criteria, and helps construct representative test data sets.

Provide first level support to users regarding application related issues by studying solution and mapping with problem diagnostic, provide guidance to users and feedback to software development team for Change Management after testing. The person is responsible for development of a strong solution framework for some of the data intensive projects and troubleshooting failed batch jobs, correcting outstanding issues and resubmitting scheduled jobs to ensure completion.

Develop user friendly web/mobile application reports/dashboards using MS-SQL Server under Microsoft SharePoint and customize Dynamics (CRM), performance point and power pivot resources and Microsoft Visual Studio and deploy application reports/dashboards. The person will develop dashboards/reports compatible for mobile phones and iPADs.

He/she may be required to design/develop, test and implement DR and BCP Policy for data warehouse and build risk management scenarios for the purpose. He/she will ensure first-time-right delivery and migrate users to self-service their requirements on Report Builder facility to reduce developmental and maintenance work. He will develop proper data quality parameters and managing information from data in error and follow optimization criterion for the reports and dashboard by proper de-normalised database design and assess performance of reports and dashboard for further optimisation.

He/she will design, create, maintain, and update technical documentation—including online help, user guides, white papers, design specifications, and other documents. He/she will produce technical software document deliverables, including technical guides, plans, specifications, policy document, procedures document, audit and other reports, brochures, user and system manuals. Support Business Analysts and Tech Leads in the organization, development, and documenting of technical documentation, edit and maintain documentation prepared by other team members; recommend revisions or changes in scope, format or content. Publish fact sheets and case studies, writing SOP on various subject areas related to project. The job involves collecting and organizing information for preparing e-News Letter and other manuals.

IX. Test Lead

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Certification in Software Quality & Testing, PCI DSS/OWASP Security Standards.

Experience:-
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, UAT, Integration, functional Testing, Ad-Hoc Testing & System Testing. PL / MS-SQL knowledge is added advantage.

Responsibility Areas:-
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 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 artefacts used and creation, modification, verification and rework of test cases & test scripts and will constantly follow CMMI and OWASP, PCI-DSS security guidelines in testing and review of codes. He/she is responsible for Test data 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 minimised 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 are minimised by formulation and implementation of complete software testing strategies for Unit Testing, Integration Testing, System Testing and Acceptance Testing.

X.   Team Lead

Professional Qualification:-
B. Tech/BE/MBA/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
PMP and Equivalent, CGEIT, ITIL (Foundation)

Experience:-
Total 10+ years' experience in large IT Project Monitoring & Implementation based on .Net framework.

Responsibility Areas:-

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 fulfilment 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 and developing action plan to troubleshoot delays and remain on time.

XI.   Sr. Software Developer

Professional Qualification:-

B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

Mobile Application Developer Certificate, Associate certificate in Web technologies, jQuery Developer Certificate, Mobile Web and App Development certificate, Certified Big Data & Hadoop Developer, Microsoft Certified Technology Specialist (MCTS)/ Microsoft Certified Solutions Developer (MCSD), Microsoft Certified Professional Developer (MCPD), Microsoft Technology Associate (MTA) certification, Certified Scrum Developer, Advanced Java Development Associate Certificate (AJD), Java Enterprise Developer Certificate program

Certification in Dot Net Developer, Certificate Course in Java Technologies , Certified Business Intelligence Professional (CBIP), Certificate/Diploma programming in R, XML Developer Certificate, JavaScript Developer Certificate, Certified Data Steward (CDS), Certificate in e-Commerce Programming

Experience:-

Total 7+ years in software development Experience in application lifecycle management environment & familiarity with best practices in software development and testing in Microsoft platform.

Responsibility Areas:-

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.

He/she will handle requirement of development/configuration management for Orchestrations, Maps, Pipelines, Port Configuration, XSD, XSLT, XML, as w ell as performance and scalability tuning and effectively usage xQueries/jQueriesfor optimization.

The SharePoint Developer is responsible for developing SharePoint applications around the core concepts of automation, workflow, web parts & process improvement, system/application integration, enterprise content management, and collaboration using .NET & SharePoint 2010/2013 development strategies.

The person will serve as Web Developer and Site Administrator and will assimilate business information & 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 BI team and other developers.

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). He she will also use share point for reports/dashboard management including CMS requirements. 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, transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Data mart. He will also contribute in designing data backup and archival policy and implement such policy. He/she will provide input for data structures and incremental data needs for real time DWH to OLTP team.

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. 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.

XII. Web Designer

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Adobe Photoshop,Web Designing

Experience:-
Total 7+ Yearexperience in DIV , HTML , Photoshop , Dreamweaver , Magneto , PSD , html5 , word press , woo commerce , myMS-SQL , php , web designer , web design , html 5 , responsive , UI designer , bootstrap

Responsibility Areas:-

As a Web Designer, He/She should have 7+ years' experience in Photoshop, Dreamweaver. The candidate should have expertise in HTML, CSS, JavaScript/JQuery. The candidate must be passionate and enthusiastic for design, with a creative flair. The candidate should be flexible approach when working in a team.

The ideal candidate must possess accuracy and attention to detail when finalizing designs. The candidate should be open to feedback and willing to make changes to his/her designs. Also, the candidate should possess excellent communication skills in order to interpret and negotiate briefs with clients.

XIII. Database Administrator

Professional Qualification:-

B. Tech/BE/MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

Microsoft MS-SQL Server 2008 / 2012/2014 Configuration and Administration, ITIL

Experience:-

7+ years of experience in carrying out performance, integrity and security of a database. Must be able to do planning, development and troubleshooting, maintaining data standards, including adherence to the Data Protection Act; writing database documentation, controlling access permissions and privileges; developing, managing and testing back-up and recovery plans; ensuring that storage, archiving, back-up and recovery procedures are functioning correctly; capacity planning etc. Must be capable of managing multiple projects.

Responsibility Areas:-

Should have very good knowledge of Database concepts and Database developments in MS MS-SQL server from MS-SQL Version 2008 to MS-SQL Server Version 2014.
Data in PFMS is growing exponentially and its continuous monitoring, performance tuning has become a critical & crucial activity. He/ she will be responsible for installing, configure, upgrade, monitor and manage multiple MS-SQL Server instances in standalone and cluster environment and perform MS-SQL server patching, replication, log shipping, database migrations. He/she will coordinate and administer MS-SQL, including base definition, structure documentation, operational guidelines, and security. He/She will do High-Availability (clustering), BCP/Disaster Recovery database solutions and will be providing operations support for mission-critical, high availability systems in addition to monitoring systems for performance, stability and capacity using MS Performance Monitor and other tools. He/she will design and develop physical layers of various MS-SQL making use of advanced features such as partitioning. He/she will be providing technical assistance and mentoring to project team member in all aspects ofMS-SQL management and undertake consulting and advising application development teams on MS-SQL design, security, query optimization and performance and conduct performance tuning by analysing MS-SQL and OS performance and implementing tuning and optimization recommendations. He will also be responsible for review of MS-SQL procedures developed by the developers. He will be responsible for all deployment

related to MS-SQL objects and will keep backup of all required MS-SQL objects before deployment. He will also be responsible for management of access rights for different users.

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.

XIV. Quality Assurance Team Members

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Certification in Microsoft Software Products/Deep experience in implementing quality system/standard, Certifications in quality system as Assessment Team Member (ATM)

Experience:-
Total 7+ years in software development with minimum 5 years' Experience in Software Quality Management Principles, Configuration Management, Software Life-Cycles & Processes, Peer Reviews.

Responsibility Areas:-
He/she as team and individually will be responsible for managing quality assurance program, software process management, and regulatory compliance. The person will evaluate SOA practices and IT systems to integrate the platforms for implementation of Software Quality Management Principles, Configuration Management, Software Life-Cycles & Processes, Peer Reviews, Cross Platform Automated Software Testing. He/she will handle Data Profiling, Data quality Controls, Master data Management Process, and data dictionary and metadata management and ensure their documentation control. As a part of assessment of current practices for quality control, the team/person will ensure availability of broad parameters of quality control in development and best practices to developers and review the practices based on documentation, analysis of previously administered feedback and validation for individual developer and determine security audit weaknesses and present level compliances. He/she will prepare template of best practice and testing/checking with developer and prepare interim Reports of gap analysis and action plan to fill the gap and effectiveness of SOA architecture, availability of information and parameters and control process on deviations. He/she initiate quality control management tools in work environment by using Quality control tools like Rational, Microsoft tools available in Visual Studio, TFS and MS-SQL server database management studio. He will evaluate linkages of requirement analysis documentation for adequacy and quality including availability of standard for File naming convention, data naming conventions, business rule metrics. The team/member will prepare/update detailed blue print of testing environment, tools and processes for measurement of quality compliance by developers and team leads. He/she will plan improvement and migration to standard practices for implementation of Software Quality Assurance plan through standard templates in SDLC at different stages taking into account result of impact analysis of changes in practices. He/she will ensure software quality in SDLC and Testing by managing detailed checklist and process in each stage of SDLC and

progressive implementation Plan of quality related templates for assessment of maturity level. The process of data quality in data capturing and error rectification processes will be focus in quality management. The person will encourage use of tools by team leads in improvement and measurement process through frequency of changes and reasons and turnover time at each stage. He shall prepare for Self-Assessment for certification of CMMI 3 Processes in PFMS. He/she will establish advantages of software testing stages and maintenance practices to improve individual and process efficiency and managing the change by collaboration among teams and integration process. An important area is review of practice areas of testing which include test environment checklist and setup and control for reporting for software quality testing practices and standard documentation and he/she will standardise UAT practices, usability testing, input and output management and templates for use and related cycle. The basic processes review of test case development, existing artefacts used and creation, modify, verification and rework of test cases & test scripts for conformity and non-conformity of business rules and assumptions (bridge gap) The team persons will examine practices of data quality management, master data management, use of intelligent master codes and will be responsible for data profiling to assess the data consistency and quality, data lineage to assess the linkages, maintenance/update of master data and process of update from external sources and practices in history Data management, effectiveness of archiving, backup, purging processes, data migration/transformation/integration processes within and external systems.

Category – B

I. **Tester**

Professional Qualification:-

B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

Certification in Software Quality & Testing, PCI DSS/OWASP Security Standards

Experience:-

Total 5+ 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, UAT, Integration, functional Testing, Ad-Hoc Testing & System Testing. PL / MS-SQL knowledge is added advantage.

Responsibility Areas:-

Testing of application software is a vital activity. Tester is required to fully test a product/application or system to ensure, it functions according to specifications and business requirements and meets the business needs. Testing activities cover all aspects of the product/system including function/component, usability, performance, system, regression, and service. Thus, as a software test engineer, a person must demonstrate knowledge of the domain you are responsible for testing of solution developed in Microsoft software product development environment including TFS 2013.The person will design test plans, develop test cases/scenarios/use cases, and execute these cases using Microsoft product tools, Mercury & Rational etc. and carry out software load

testing, performance testing, and scalability testing for a wide array of applications, including Web, Microsoft, Web Services, Web site security and compliance testing to identify vulnerabilities and assess compliance requirements to improve the accuracy and reliability of online systems and undertake defect Classification, Defect Severity, Defect Probability, Defect Priority, Defect Life Cycle, Defect Report as part of job.The person will appropriately plan levels of testing for Unit Testing, Integration Testing, System Testing, Acceptance Testing to achieve "first time" and "No Defect" policy approach and perform all aspect of testing including Usability Testing, Interface Testing, Database Testing, Compatibility Testing, Performance Testing, Security testing and apply best practices and OWASP and PCI-DSS principles in order to reduce risks in area of financial transactions and implementation of Digital Signatures and encryption in XML financial messages as per ISO requirement. The person will also provide feedback to developers and propagate standards in development and also aim for reducing rework/maintenance of application.

II.   Software Developer

Professional Qualification:-

B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

Windows Applications Development with Microsoft .NET Framework 4

Experience:-

Total 5+ years in software development in Visual Studio 2010/2013, implementation of .Net v4 framework or using PHP ver 5.x or skill set in Eclipse, Android SDK, Web service (SOAP, REST ,JSON, XML) J Query App Integration, App debugging , WCF , MVC.

Responsibility Areas:-

There is a requirement of new functionalities like Accounting module for Implementing Agencies, Bank reconciliation module, Entitlement engine, Project wise expenditure monitoring, DBT for some state schemes etc. S/W developer will build new applications and functionalities with .NET 4.0 /.NET 4.5/ ASP.NET / MS-SQL Server 2008R2/2012 / WCF Web Services / WCF / MVC, MS Visual Studio 2013, TFS 2013for financial and non-financial transactions maintaining appropriate security and confidentiality for web application. The person will be responsible for application tuning and performance management and use appropriate event trigger and alert system for improving response time. The person may be required to develop user interface for OLTP application for multilingual environment. The person will follow best practices of ITIL3.0, Web 2.0/3.0 standards and maintain SOA architecture and communicate with other teams for effective application developments and performance to commit to time schedule and code quality related compliance

III. System Administrator

Professional Qualification:-

B. Tech/BE/ MCA/M. Tech/ME/PhD in Computer Science/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

MCSA Microsoft Server 2008/2012, ITIL certifications preferred.

Experience:-

Total 5+ years of experience in Windows Server Systems Administration skills, Virtualization (specifically Hyper-V/VM Ware) and Microsoft products knowledge including IIS, MS-SQL Server etc. Experience with ITIL procedures will also be beneficial. Experience in Microsoft System Centre Suite (SCOM, SCVMM, ORCH.). Must have strong experience in handling DC – DR Environment.

Responsibility Areas:-

As the scope of PFMS is getting expanded, proportionately H/W-S/W infrastructure needs to be enhanced and to manage the same a team of technical administrators should be in place.

He/She must have deep knowledge of MS-System Center Suite.

He/She will install, configure, upgrade, monitor, maintain and manage multiple windows and Linux Servers in standalone and cluster environment. He/She will perform server patching & releases/upgrades, backup, recover/restore OS. He/She will be implementing and maintaining security, high availability, (clustering), BCP/Disaster Recovery configuration solutions. The assignment carries responsibility of monitoring systems for performance, stability and capacity using performance monitoring and other tools and also install, configure and maintain server firewall and other security software if required. Identify and provide technical resolution for potential security breaches.

Establish and monitor security and apply appropriate fixes.

He/she will be responsible for providing operations support for mission-critical, high availability systems. Monitor and maintain system integrity assuring maximum availability using System Center. This includes monitoring backups, managing appropriate access rights, and securing enterprise systems in accordance with IT Services standards. Monitor and forecast future capacity needs. He/she will perform migration of Web sites and applications and databases and undertake root cause analysis of production-related OS issues. The person will support Change Management System and the promotion of database and application source code changes to QA and Production and monitors project deliverables, as directed, to ensure project success and functional leaders receive accurate, timely updates as required.

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.

He/she will interface with application developers, storage system, support personnel, network team and database administrators and will open, track, and manage resolution of all OS incidents and problems. He will also create, in coordination with network and database administrators, base definition of resources, structure documentation, operational guidelines and security including OS hardening and antivirus installation and patch management. He/she will conduct server health checks, implement and maintain technical solutions for disaster recovery and business continuity of project systems. (ex. Windows 2008/2012 Failover Cluster). He will play important role in data backup and archival policy implementation.

He/she will produce essential reports on a daily, weekly, monthly or ad hoc as necessary on Server availability and performance monitoring and reporting. He/she will analyze OS performance and implement tuning and optimization recommendations. He/she will provide support for File and database Servers management and integration of external server for SFTP/Web service and contribute to system automation via scripting and other tools to reduce time spent on operational tasks.

He is also responsible for Administration of Active Directory including group policy management, administration and maintaining user/computer account permissions and access rights.

IV.   **Senior Technical Support**

Professional Qualification:-
B. Tech/BE/ MCA/M. Tech/ME/PhD/Information Technology (IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-
Microsoft Certification, Programming Foundations with JavaScript, HTML and CSS, Certified Software Quality Professional, ITIL Foundation and above, XML Developer Certificate, Certification in IT support systems, Microsoft Certification, JavaScript Developer Certificate, Certificate in Web Technologies, Certificate in IT Service Management ISO 20001, Certification in BI and using SSAS other tools.

Experience:-
3+ Year experience in IT support in an on-site project; handling the communication with banks linked to events, monitoring Performance and resolving issues

Responsibility Areas:-

This will be basically required for giving technical support to the end users as well as for interacting with banks regarding the issues being occurred in making e-payments, bank integration process etc. The assignment involves monitoring daily "Critical Reports" and resolve issues in close coordination with banks teams to maintain assurance by timely actions and escalation in proactive manner to realize the goals of effectiveness and efficiency of PFMS and bank interface. The assignment requires monitoring exceptions and alerts and closing them as part of daily routine actionable. For performance management, Scrutinize "Delay Reports" for message/data stuck at any Stage (Various Entities) in Payment Cycle and take corrective measures with agency/banks as necessary; Monitor and study transactions rejected & and pending for re-cycling in banks where so warranted as per rules; Reconciliation and tracing the transactions rejected/recalled but response not available. The person will also monitor BizTalk Operational effectiveness by monitoring regularly SFTP queues and events on 24x7x365 basis; Particularly monitor India Post interface; Prepare data for update on missing IFSC/MICR and inconsistencies; Monitor BizTalk dashboard and connections to SFTP and follow up with related entity; Help team in defining problems based on input and maintain high availability; Identify file level errors reports and coordinate correction; Monitor queues and rejections for corrective action; Settle business rules and mapping compatibility with banks. He/she will provide first level support for troubleshoot and resolve end-user application software related problems, basic network, application and report access problems for end-users. The person will use effective computer skills for Microsoft Office Software, for specific software applications module changes/enhancements related to knowledge sharing with users. He/she will have good spoken knowledge of English, Hindi and additional Indian language (if known).

Category – C

I. Technical Document Writer

Professional Qualification:-

B. Tech/BE/ MCA/M. Tech/ME/PhD/Information Technology(IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

Competency Certificate in Microsoft Office; Diploma/Certificate in Technical Writing; Certification in Microsoft Project, Certification in UML (2.0 and above) Business Analyst Including OOAD (Object Oriented Analysis and Design): Certificate/Diploma in Business analysis and System Design; Certificate in IEEE/ISO Standards for SRS, Functional and Technical Solution Design Documentation, ITIL Foundation; Certificate In Data Analytics; Certified Professional Technical Communicator – Foundation

Experience:-

Total 3+ years of experience in document preparation (SRS, FRD, RTM), Ms. Visio, Ms. Office, UML Modelling.

Responsibility Areas:-

Adding of new functionalities, enhancements in the existing modules is the continuous process in PFMS and hence requirement of technical document writers will always be there. He/she will design, create, maintain, and update technical documentation—including online help, user guides, white papers, design specifications, and other documents. He/she will produce technical software document deliverables, including technical guides, plans, specifications, policy document, procedures document, audit and other reports, brochures, user and system manuals. Support Business Analysts and Tech Leads in the organization, development, and documenting of technical documentation, edit and maintain documentation prepared by other team members; recommend revisions or changes in scope, format or content. Publish fact sheets and case studies, writing SOP on various subject areas related to project. The job involves collecting and organizing information for preparing eNewsletter and other manuals.

II.   Technical Support Engineer

Professional Qualification:-

BCA/B.Sc./B. Tech/BE/ /M. Tech/Information Technology(IT) and related fields or equivalent with consistently good academic record.

Preferred Professional Qualification/Certification:-

Certificate in Dot Net/jQuery Programming, Certified Software Quality Professional, ITIL Foundation and above, Certificate in JavaScript, HTML and CSS, Certificate in IT Service Management ISO 20001,

Experience:-

Total 3+ years' experience in Windows Desktop Support and Microsoft products knowledge including Windows 7, Windows 8, MS-Office etc. Experience with handling LAN related issues, Printer etc.

Responsibility Areas:-

These Technical Support Engineers provide maintenance service to all the Computers of the office and other Electronic equipment's installed in Conference Hall/Video Conferencing Hall and other meeting rooms.

He will handle daily technical support activities on Windows Operating system, Installation of applications in Desktop and Laptop, Software Upgrade, Configuration of Printer, Wi-Fi, Emails, LAN Problems etc. He should be able to use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software. He can escalate issues and involve experts wherever required in order to resolve issues as quickly as possible.

APPENDIX B – TOTAL COST OF SERVICES

Sl. No.	Contract Designation	Functional Designation	No. of Man power	Rate Per Month in year one	Total Amount for year one	Annual Increment in % if any	Rate Per Month in year two	Total amount for year two	Total amount for years one and year two
		Category – A							
1	Sr. Solution Architect								
		a) Big Data Solution Architect	1						
		b) Data Steward	1						
2	Sr. Technical Project Manager								
		a) Sr. Tech Project Manager	1						
		b) Sr. Data Base Administrator	2						
3	Technical Project Manager								
		a) Technical Project Manager	1						
		b) Project Specialist	2						
		c) Sr. Sys Administrator	2						
4	Sr. S/W Developer								
		a) Business Analyst	7						
		b) Test Lead	1						
		c) Team Lead	10						
		d) Sr. S/W Developer	16						
		e) Web Designer	2						

5	Data Administrator									
		a) Database Administrator	3							
6	Quality Assurance Engineers									
		a) QA Team Members	4							
	Total Category - A		53							
	Category - B									
7	Test Engineer	a) Tester	7							
8	S/W Developer									
		a) S/W Developer	43							
		b) Sys Administrator	2							
		c) Sr. Technical Support	9							
	Total Category - B		61							
	Category - C									
9	Technical Document Writer	a) Technical Document Writer	4							
10	Technical Support Engineer	a)Technical Support Engineer	2							
	Total Category - C		6							
11	**Grand Total- A+B+C**		120							
12	**Administrative Service Charges/Agency Charges (in %)**									
13	**Service Tax as applicable**									
	Grand Total									

I.   Contract Price (Ceiling)

Contract Price per Month	Contract Duration (Months)	Total Contract Price (Ceiling)
Rs.	24	Rs.

Contract Ceiling: Rupees _____
_____only.

II.   Other provisions

1. The unit rates and total cost of services are inclusive of all applicable duties & taxes as on the date signing of contract.
2. The unit rates and total cost of services shall remain firm during 24 months of contract duration except for adjustments that may be made in accordance with terms and conditions of the contract for changes in applicable taxes and duties.
3. Payments for consolidated monthly charges shall be made to the Firm/Agency on a monthly basis on submission of a bill/invoice for the services provided along with supporting documents such as certified attendance and satisfactory performance of personnel.
4. Prorated deductions shall be made from monthly charges for any personnel on account of unauthorised absence.

APPENDIX C - DUTIES OF THE "EMPLOYER"

The Employer will provide the following inputs and facilities:-

1. Office space and infrastructural facilities such as Office, Tel., Fax, Computer with Internet Connection (NIC Line), Stationary, etc.
2. All relevant information & documents such as System Requirement Specifications, data, Progress Reports, roll out plan, detail of progress achieved in development of different modules of the PFMS system.
3. Support & coordination of other members of the IT Team involved in Software Development for the PFMS portal.
4. Other administrative support for carrying out the functions under the contract, as required.

No official vehicle to attend office will be provided by the Employer. However, the free parking space for private vehicle may be made available by the Employer in the basement of office building, subject to availability.

APPENDIX D - Duties of the Firm/Agencies/Consultant

1. The IT Professionals are required to perform the work in the premises of the PFMS, Project Cell in the office of the Controller General of Accounts, or any other office as may be assigned by the Employer.

2. The IT professionals provided by the Company shall report to Assistant Controller General of Accounts through Senior Technical Director, NIC.

3. The IT Professionals shall be required to submit reports periodically about the progress of work done by them as may be prescribed by Senior Technical Director, NIC and Assistant Controller General of Accounts from time to time.

4. The IT Professionals provided by the Company shall be entitled for casual leave and public holidays as applicable to Government personnel. Request, if any, for grant of leave to IT Professionals shall be made to the Assistant Controller General of Accounts through Senior Technical Director.

APPENDIX E - Format of Bank Guarantee/Performance Security

(In the format below)

To

The President of India
(Acting through the Joint Controller General of Accounts,
O/o the Controller General of Accounts,
Ministry of Finance,
Maha Lekha Niyantrak Bhawan,
E-Block, GPO Complex,
INA, New Delhi-110023

In consideration of the Controller General of Accounts, M/o Finance acting on behalf of the President of India (hereinafter referred as the "Authority",] which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s _____, having its office at _____ (hereinafter referred as the "Consultant/firm/supplier of services of [title of the IT Expert] which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), vide the Authority's Agreement no. _____ dated _____ valued at Rs. _____ (Rupees _____), (hereinafter referred to as the "Agreement") a Services of [title of the IT Expert] for the web enabled application/portal being developed by the Controller General of Accounts(CGA), M/o Finance (Department of Expenditure), Government of India for the implementation of Public Financial Management System GoI and the Consultant having agreed to furnish a Bank Guarantee amounting to Rs.--------------/- (Rupees---------------------
--------only) to the Authority for performance of the said Agreement.

We, _____ (hereinafter referred to as the "Bank") at the request of the Consultant/firm/Supplier of the services do hereby undertake to pay to the Authority an amount not exceeding Rs._____/-(Rupees _____ only) against any loss or damage caused to or suffered or would be caused to or suffered by the Authority by reason of any breach by the said Consultant of any of the terms or conditions contained in the said Agreement.

2. We, _____ (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the Authority stating that the amount/claimed is due by way of loss or damage caused to or would be caused to or suffered by the Authority by reason of breach by the said Consultant of any of the terms or conditions contained in the said Agreement or by reason of the Consultant's failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs._____/-(Rupees _____ only).

3. We undertake to pay to the Authority any money so demanded notwithstanding any dispute or disputes raised by the Consultant in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Consultant shall have no claim against us for making such payment.

4. We, _____ (indicate the name of Bank) further agree that the Guarantee herein contained shall remain in full force and effect for 2 months from the date of issue of Letter of Award (LOA). Unless a demand or claim under this Guarantee is made on us in writing on or before a period of six months from the date of this Guarantee, we shall be discharged from all liability under this Guarantee thereafter.

5. We, _____ (indicate the name of Bank) further agree

with the Authority that the Authority shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Consultant/firm from time to time or to postpone for any time or from time to time any of the powers exercisable by the Authority against the said Consultant/firm and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Consultant or for any forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Consultant/firm or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Consultant/firm.

7. We, _____ (indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Authority in writing.

Dated the _____ day of _____ 2017

For _____

(Name of Bank)

(Signature, Name and Designation of the Authorised Signatory of the Bank)

Seal of the Bank:

NOTES:

(i) The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.

(ii) The address, telephone no. and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.

23. ## DATA SECURITY CERTIFICATE

(To be executed on Rs.100/- Non-judicial Court Stamp)

I / We hereby certify that **PFMS, O/o The Controller General of Accounts** 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. The original input data supplied to me / us by the Office of 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.

Signature of the contracting agency

Name:

Date

Signature & Address of the witnesses

(1)

(2)