Government of India

Ministry of Finance

Department of Expenditure

Office of Controller General of Accounts

Mahalekha Niyantrak Bhawan, GPO Complex,

INA, New Delhi –110023

TENDER DOCUMENT FOR

SUPPLY OF IT MANPOWER

For

Systems Group,

Office of Controller General of Accounts

1

Table of Contents

1 Section I: Notice Inviting Tender

GOVERNMENT OF INDIA

MINISTRY OF FINANCE, DEPARTMENT OF EXPENDITURE

CONTROLLER GENERAL OF ACCOUNTS

MahalekhaNiyantrakBhawan,

GPO Complex, INA New Delhi-110023.

Dated:- 13.05.2020

Tender Notice No. MF.CGA/ITD-SPC/7-11/2018/IT HR/Tender/769, Dated: 13.05.2020, for Providing 158 IT Professionals for IT Projects development and implementation. Approximate Estimated Cost: INR 85,93,49,664, for three-year contract.

On behalf of The President of India, the Joint Controller General of Accounts, O/o Controller General of Accounts, D/o Expenditure, M/o Finance, invites open tenders under Two Bid System I.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/Firms/Agencies for providing qualified, experienced and competent IT manpower to the Systems Group, O/o Controller General of Accounts. The contract will initially be for a period of three years for the development and implementation of various modules of web enabled software and application portals of CGA. Depending upon the administrative requirement of CGA and review of performance the contract may also be extended subsequently for one year at a time for a maximum duration of two years.

The Tender document can be downloaded from website https://eprocure.gov.in/epublish/app and www.cga.gov.in. wherein detailed Terms & Conditions are given. Bids are invited from eligible agencies along with Earnest Money Deposit of Rs.2,00,00,000/- (Rupees Two Crore Only) which should be submitted in the form mentioned in the Tender Document. The bids along with Demand Draft/ Banker's Cheque should be submitted on or before by 13.00 hours dated 04.06.2020 Tender bids (Technical & Financial) will be opened in the presence of authorized representatives as per Tender conditions. O/o CGA reserves the right to accept or reject a tender without assigning any reason.

(K V Hamza)

Senior Accounts Officer

3

2 Section II: Covering Letter

GOVERNMENT OF INDIA

MINISTRY OF FINANCE, DEPARTMENT OF EXPENDITURE

CONTROLLER GENERAL OF ACCOUNTS

Mahalekha Niyantrak Bhawan,

GPO Complex, INA New Delhi-110023.

Dated:- 13.05.2020

To

....

....

....

Subject: Tender for providing 158 Information Technology (IT) Professionals for O/o Controller General of Accounts

1. Tenders are invited by the Joint Controller General of Accounts, O/o Controller General of Accounts, M/o Finance from reputed, experienced and financially sound Companies/Firms/Agencies for providing IT Professionals under two bid systems i.e. Technical Bid and Financial Bid for providing 158 IT Professional for its Systems Group, Office of CGA, Mahalekha Niyantrak Bhawan, INA, New Delhi. The contract will be initially for a period of three years. However, depending upon the administrative requirement of CGA and review of performance the contract may be extended subsequently for one year at a time for a maximum duration of two years. The profiles, qualifications and quantities of the required IT professionals is as per Annexure ... the quantum of the IT professionals may undergo a change in future as per the requirements of the Department at a particular point of time.

2. The tender documents can be downloaded from the website https://eprocure.gov.in/epublish/app and www.cga.nic.in from 13.05.2020 to 04.06.2020 (upto 1:00 PM).

3. The Tendering 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 incurring any liability thereof.

4

4. Bidders shall ensure that their proposals, complete in all respects, are submitted ONLINE on or before the closing date and time indicated in the tender Schedule, failing which the bids will be treated as late and rejected. No extension shall be allowed for any reason whatsoever. Late tenders, Tenders received without Bid security/Earnest Money will be rejected summarily. Conditional bids shall not be considered and will be out rightly rejected. The Tendering Authority takes no responsibility for delay, loss or non-receipt of proposal documents sent by post.

5. An Earnest Money Deposit (EMD) of Rs.2,00,00,000/- (Rupees Two Crore Only) has to be submitted with Tender documents. The EMD so submitted shall be valid for 165 days. 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. Additional information regarding EMD may be seen at Section II of the Tender.

6. In the event of any of the dates mentioned in the Tender Schedule being declared as a holiday /closed day for the Tendering Authority, the proposals will be received/opened on the next working day at the appointed time.

7. The successful tenderer will be selected as per Quality cum Cost Based Selection (QCBS) process, on the bids of the applicant firms with respect to the yardsticks laid down in this Tender at Section V.

8. Bidders shall bear all costs associated with the preparation and submission of their Proposal, their participation in the selection process, and presentation including but not limited to postage, delivery fees, expenses associated with any demonstrations or presentations or any other costs incurred in connection with or relating to its proposal.

9. Any entity, which has been barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project and the bar subsists as on the date of the tender opening date, would not be eligible to submit a bid.

10. A company shall submit only one response to the tender. In case of alternate/multiple responses by one bidder, both the responses shall be considered invalid. Consortiumis not allowed.
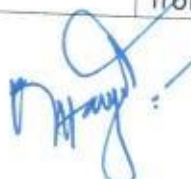
(K V Hamza)

Senior Accounts Officer

5

3 Section III: Schedule of Tender Document

Supply of IT Manpower for Systems Group, O/o CGA

S. No.	Particulars	Details
1.	Tender no.	Tender No.MF.CGA/ITD-SPC/7-11/2018/IT HR/Tender/
2.	Date of publication of tender	13.05.2020
3.	Name of the Assignment/ Contract	Hiring of services of one hundred and fifty eight (158) IT Professionals for IT Projects development and implementation in the Office of the Controller General of Accounts.
4.	Tendering Authority	The President of India, acting through the Jt. Controller General of Accounts (Jt. CGA), D/o Expenditure, M/o Finance, Govt of India. 4th Floor, Block E, Mahalekha NiyantrakBhawan, GPO Complex, INA, New Delhi 110023 Email: Phone:
5.	Nodal Officer for submission of Tender and other communication	Sh. KV Hamza Sr. Accounts Officer,GIFMIS, Sytems Group, O/o CGA, 5th Floor, Block E, MahalekhaNiyantrakBhawan, GPO Complex, INA, New Delhi 110023 Email: Phone:
6.	Advertisement of the Tender	Available on CGA website (https://www.cga.gov.in) and CPP Portal (www.eprocure.gov.in/eprocure/app) from 13.05.2020 uptil 01.00 hours of 04.06.2020
7.	Last date, time place of submission of tender documents	The bids shall be uploaded in the format and mode as provided for in the Central Public Procurement portal (URL: http://eprocure.gov.in/eprocure/app) for this tender and shall be digitally signed by the authorized signatory by the bidder. Account Payee Demand Draft/fixed deposit receipt/bankers cheque or bank guarantee from a commercial bank in an acceptable

S. No.	Particulars	Details
		form in favour of PAO, CGA or through online payment shall be made before the last date and time of bid submission.
8.	Date & Time of Pre-bid meeting	Office of Nodal Officer on 20.05.2020 3.00 PM
9.	Bid Validity required	120 days from the data of submission of response of the Tender
10.	Earnest Money Required / Validity	Rs. 2 (Two) Crores valid for 165 days from the date of Submission of response of the Tender
11.	The method of selection	Quality cum Cost Based Selection (QCBS). The weights given to the Technical and Commercial Bids are: Technical = 70% and Commercial = 30%
12.	Language of bid submission	Proposals should be submitted in English language only
13.	Late Bids	Late bids i.e. bids received after the specified date and time of receipt will not be considered
14.	Date, Time and Venue for opening of Technical bid of all bidders	05.06.2020 03.00 PM O/o CGA
15.	Date & time for completion of evaluation of Technical Bids by committee.	08.06.2020 03.00 PM
16.	Date & time for opening of Financial bids of qualified bidders	10.06.2020 03.00 PM
17.	Completion of combined evaluation of technical and financial bids of technically qualified bidder	15.06.2020 03.00 PM

4 Section IV: Instructions to the Bidders

1. General

   a. While every effort has been made to provide comprehensive and accurate information about requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements.

   b. The requirements of the tender shall prevail over any information in the Bid. However, all information supplied by the successful bidder will be treated as contractually binding on the bidder.

   c. This tender supersedes and replaces any previous public documentation and communications, and bidders should place no reliance on such communications.

   d. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of CGA.

   e. CGA may cancel this bid process at any time prior to a formal written contract being executed by or on behalf of CGA.

   f. This tender document is non-transferable.

2. The Tendering Authority will select a firm for supply of 158 IT professionals in accordance with the method of selection specified in section V. All bidders should note that the selection of the firm would be done as per the selection process specified therein. Bidders shall be deemed to have understood and agreed to the selection process and that no further explanation or justification for any aspect of the selection process needs to be given. The Tendering Authority's decisions are final in this regard without any right of appeal whatsoever.

3. Bidders are invited to submit their Technical and Financial bids, as specified in this Section. The bids will form the basis for grant of work order to the selected firm. The firm shall carry out the assignment in accordance with the Scope of Work as stated at section VI.

4. Bidders shall submit their bids in English language and strictly in the formats provided in this Tender. The Tendering Authority will evaluate only those bids that are received in the specified forms and complete in all respects. Failure to comply with the requirements spelt in the tender shall lead to the deduction of marks during the evaluation or even entitle the Tendering Authority to reject the bid altogether.

5. The Tendering Authority requires that the bidders hold the Tendering Authority interest's paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The bidders shall not accept or engage in any other assignment that may place it in a position of hindering its assignment in this project.

6. It is the Tendering Authority's policy to require that the bidders observe the highest standard of ethics during the selection process and execution of work/assignment. In pursuance of this policy, the Tendering Authority:

    a. Will reject the bidders' proposal if it determines that the bidder has engaged in corrupt or fraudulent activities in competing for the work order in question;

    b. Will declare an bidder ineligible, either indefinitely or for a stated period of time, to be awarded any contract or work order if it at any time determines that the bidder has engaged in corrupt or fraudulent practices in competing for and in executing the work order

7. Notwithstanding anything contained in this tender, the Tendering Authority reserves the right to accept or reject any bid proposal and the right to annul the entire Selection Process and reject all bids, at any time without any liability or any obligation prior to grant of work order. Further, the Tendering Authority reserves the right to make such acceptance, rejection or annulment without assigning any reasons thereof.

8. Acknowledgement by bidders: It shall be deemed that by submitting the bid, the bidder has:

    a. made a complete and careful examination of this tender;

    b. received all relevant information requested from the Tendering Authority;

    c. accepted the risk of inadequacy, error or mistake in the information provided in the tender or furnished by or on behalf of the Tendering Authority;

    d. satisfied itself about all matters, things and information, including matters herein above, necessary and required for submitting an informed bid and performance of all of its obligations there under;

    e. acknowledged that it does not have a Conflict of Interest; and

    f. agreed to be bound by the undertaking provided by it under and in term hereof.

9. Bidding Process

    a. Bid Submission: The bids must be submitted online in two parts, viz., Technical Bid and Financial Bid. Manual Bids will NOT be accepted.

The Technical Bid shall contain the followings:

    i. Pre-qualification eligibility documents (see Section 5), which includes the following:

a. Earnest Money Deposit (EMD) as per NIT.

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

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

d. Registration certificate

e. CMMI Level 5 and ISO 27001 certificates

f. Certificate for annual turnover of more than Rs. 750 Crores

g. Certificate for Technical capacity in government domain

h. Board resolution or Power of Attorney for the Authorized Signatory

i. Non-debarment certificate

j. Copy of PAN/GIR card

k. Copy of the Goods and Service Tax registration certificate

l. Employees Provident Fund Organization (EPFO) registration certificate

ii. Technical bid of the bidder, in response to the Technical bid criteria given in Section V

    a.

    b.

iii. This Technical Bid shall be marked as under :

TECHNICAL BID FOR PROVIDING 158 IT PROFESSIONALS FOR OFFICE OF THE CONTROLLER GENERAL OF ACCOUNTS

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

Financial Bid:

The Financial Bid shall contain the following:

i. Price Bid duly filled in and signed must be submitted in the prescribed proforma.

ii. No cutting or overwriting shall be allowed.

iii. The Price bid shall take into account all the expenses and tax liabilities and cost of insurance specified in the work order, levies and other impositions applicable under the prevailing law.

iv. Applicants shall express the prices in Indian Rupees only.

v. This Financial Bid shall be marked as under:

FINANCIAL BID FOR PROVIDING 158 IT PROFESSIONALS FOR OFFICE OF CONTROLLER GENERAL OF ACCOUNTS

NIT No. :

DUE ON:

FROM: (NAME OF THE BIDDER)

---

a. Last Date for Submission of bids: Both Bids shall mention Name of work, date and time of submission of bids along with tenderer name and address and to be submitted online as in the Tender Schedule as per the date and time mentioned therein. **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.**

b. Opening of Bids: The Technical Bid will be opened in the presence of the tenderers and/or their representatives at the date, time and place mentioned in the Tender Schedule. **The representatives should bring authority letters from their Principal Company/Firm/Agency.** The date and time of opening of the Financial Bid of those bidders who are declared eligible in the technical bid will be opened will be intimated in due course to the qualified bidders.

10. All the bids and accompanying documentation submitted as bids against this tender will become the property of the Tendering Authority.

11. Validity of the Bids: The Bids should be valid for 120 days from the date of opening of tenders. The Tendering Authority 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 the Tendering Authority.

12. After the bid/ tender submission and until the grant of the work order, if any bidder wishes to contact the Tendering Authority on any matter related to its bid, it should do so in writing to the Nodal Officer. Any effort by the bidder to influence the Tendering Authority during the bid evaluation, bid comparison or grant of the work order decisions will result in the rejection of the bidder's tender.

13. Pre-bid meeting: To bring all vendors at par, a pre bid meeting will be held as per date and time mentioned in the Tender schedule. For the purpose of pre-bid meeting, bidders will have to ensure that their queries for pre-bid meeting should reach the Nodal Officer at least two days before the scheduled date & time of pre-bid meeting through e-mail or post to the Nodal Officer. All vendors are encouraged to attend this meeting. A maximum of two representatives of a vendor would be permitted to attend the meeting. The Tendering Authority will endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive selection process. The Tendering Authority reserves the right to or not to modify the specifications/ quantities/ requirements/ tenure mentioned in this TENDER including addition/ deletion of any of the item or part thereof after pre-bid meeting in its sole discretion. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the website www.cga.gov.inand may be emailed to all participants of the pre-bid conference.

14. An Earnest Money Deposit (EMD) of Rs.2,00,00,000/- (Rupees Two Crore 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 has to be submitted with Tender documents or through online payment. The EMD so submitted shall be valid for bid validity period plus 45 days i.e. for 165 (120 + 45) days. EMD of unsuccessful bidders shall be returned, without any interest, within one month after issue of the work order to the selected bidder or when the selection process is cancelled by Tendering Authority. The selected bidder's Earnest Money shall be returned, without any interest upon the selected bidder's accepting the work order and furnishing the Performance in accordance with provision of this tender and work order.

15. The Tendering Authority will be entitled to forfeit and appropriate the Earnest Money Deposit as mutually agreed loss and damage payable to the Tendering Authority in regard to the tender

without prejudice to Tendering Authority's any other right or remedy under the following conditions:

    c. If a bidder engages in any corrupt, fraudulent, coercive, undesirable or restrictive practice as envisaged under this tender;

    d. If any bidder withdraws its bid during the period of its validity as specified in this tender and as extended by the bidder from time to time;

    e. In the case of the selected bidder, if the selected bidder fails to accept the work order or provide the Performance Security within the specified time limit; or

    f. If the bidder commits any breach of any term or conditions of this tender or is found to have made a false representation to the Tendering Authority.

16. The successful tenderer will have to deposit Performance Security Deposit (PSD) irrespective of status of Company/Firm/Agency, equal to 7% 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, MahalekhaNiyantrakBhawan, 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 equal to 7% will have to be submitted for the contract value within two weeks of communication of decision in this regard to the Company/Firm/Agency.

17. Bid Preparation Costs: The Bidder shall bear all costs incurred in connection with participation in the TENDER process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, visits to CGA offices, preparation and submission of proposal, preparation of proposal in providing any additional information required by the CGA to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Tendering authority will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the entire Bidding Process. This TENDER does not commit Tendering authority to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the contract for implementation of the project

18. Supplementary Information / Corrigendum / Amendment to the TENDER:

    a. If Tendering authority deems it appropriate to revise any part of this TENDER or to issue additional data to clarify an interpretation of the provisions of this TENDER, it may issue supplements to this TENDER. Such supplemental information, including but not limited to, any additional conditions, clarifications, minutes of meeting, and official

communication over email/post will be communicated to all the bidders by e-mail. Any such supplement shall be deemed to be incorporated by this reference into this TENDER.

b. The letters seeking clarifications sent either to all the bidders or to specific bidder as the case may be during the evaluation of technical and commercial proposal and the minutes of the meeting recorded during the technical and commercial evaluation shall also be deemed to be incorporated by this reference in this TENDER.

c. At any time prior to the deadline (or as extended by Tendering authority) for submission of bids, Tendering authority, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, may modify the TENDER document by issuing amendment(s). All bidders will be notified of such amendment(s) by email and these will be binding on all the bidders.

d. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Tendering authority, at its discretion, may extend the deadline for the submission of bids.

19. Disqualification: The Proposal is liable to be disqualified in, inter alia, any of the following cases or in case the Bidder fails to meet the bidding requirements as indicated in this TENDER:

a. Proposal submitted without bid security

b. Bid not submitted in accordance with the terms, procedure and formats prescribed in this document or treated as non-conforming proposal;

c. During validity of the bid, or its extended period, if any, the Bidder increases its quoted price after the submission of the bid;

d. The Bidder's Proposal is conditional and has deviations from the terms and conditions of TENDER.

e. The Proposal is received in incomplete form;

f. The Proposal is received after the due date and time;

g. The Proposal is not accompanied by all the requisite documents;

h. The Proposal is submitted with lesser validity period;

i. The information submitted in the Technical Proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any;

j. The Commercial Proposal is enclosed within the technical Proposal or other Proposal;

14

k. A commercial bid submitted with assumptions or conditions. If the bidder provides any assumptions in the commercial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest (best value)

l. Bidder fails to deposit the Performance Security Deposit (PSD) or fails to enter into a contract within 30 working days of the date of notice of award or within such extended period, as may be specified by Tendering authority;

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

n. The Bidder tries to influence the proposal evaluation process by unlawful/corrupt/ fraudulent means at any point of time during the Bid process;

o. In case any one party submits multiple proposals or if common interests are found in two or more Bidders, the Bidders are likely to be disqualified, unless additional Proposals/Bids are withdrawn upon notice immediately.

20. Conflict of Interest: The bidder is required to provide professional, objective, and impartial advice, at all times holding Tendering authority's interest paramount strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.

a. The Bidder has an obligation to disclose to the Tendering authority any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the bidder or the termination of its Contract and / or sanctions by Tendering authority.

   i. Without limitation on the generality of the foregoing, the bidder shall not be hired under the circumstances set forth below:

      1. Conflicting activities: Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by Tendering authority to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or

15

implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services.

2. Conflict among consulting assignments: A bidder or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the bidder for the same or for another Client.

3. Relationship with the Tendering authority's staff: a Bidder that has a close business or family relationship with a staff of Tendering authority who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to Tendering authority throughout selection process and the execution of the Contract.

5 Section V: Eligibility & Evaluation: Process and Criteria

The contract for supply of above-mentioned manpower initially will be given for three years from the date of order issued by this office for supply of IT manpower after selecting the personnel. The period of the contract may be further extended provided the requirement of the O/o CGA 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 Tendering authority or the person Authorized by the Tendering authority, however reserves the right to terminate this initial contract at any time after giving one-month notice to the selected Company/Firm/Agency.

Tenders are invited from experienced and reputed Companies/Firms/Agencies fulfilling the following specifications for Technical Bid for providing manpower to IT Projects O/o CGA with the eligibility as below: -

a. This invitation for bids is open to all Indian firms who fulfil pre-qualification criteria as specified in this table ahead.

b. Bidders declared by Tendering authority or Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.

c. Breach of general or specific instructions for bidding, general and special conditions of contract with Tendering authority during the past 5 years shall make a firm ineligible to participate in bidding process.

d. A company shall submit only one response to the tender. In case of alternate/multiple responses by one bidder, both the responses shall be considered invalid.

e. Consortium or sub-contracting is not allowed.

1. The pre-qualification criteria are detailed below:

S. No	Basic Requirement	Specific Requirement	Documents Required

S. No	Basic Requirement	Specific Requirement	Documents Required
1.	EMD	Bidder must submit EMD of Rs. 2 Crores to Tendering authority as per TENDER/tender format	Demand Draft (DD) or Bankers Cheque or Bank Guarantee
2.	Power of Attorney	Board resolution or power of attorney in the name of an Authorized Signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal	Notarised copy of Board Resolution or Power of Attorney in the name of the Authorized signatory
3.	Legal Entity	The following Indian Firms are allowed to participate in the bid process: • Companies registered under Companies Act 1956 or 2013 • Partnership firms registered under Limited Liability Partnerships (registered under LLP Act, 2008) • Partnership firms registered under Indian Partnership Act, 1932	Certificate of Incorporation Registration Certificates (Copy of the certificate to be legible showing the CIN number clearly)
4.	Statutory Tax Registrations	The Bidder should have: • Valid PAN Number • Valid GST Number	Copy of PAN Card Copy of GST Registration Certificate

S. No	Basic Requirement	Specific Requirement	Documents Required
5.	Sales turnover from IT Consultancy/ IT Advisory Services	The Bidder should have an annual turnover of not less than INR 750 Crores p.a. in each of three financial years (F.Y. 2016-17, 2017-18 and 2018-19 respectively). The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc. The turnover should exclude sales of system software or COTS/ hardware.	Extracts from the audited balance sheet and profit & loss OR Certificate from the statutory auditor or a Chartered Accountant. OR Certificate from bidder's statutory auditor/Company Secretary shall be provided, specifying the relevant turnover for the respective years.
6.	Net worth Requirements	The Bidder should have positive net worth in each of three financial years i.e., (F.Y. 2016-17,2017-18 and 2018-19 respectively)	Company Secretaries or a Chartered Accountant's Certificate mentioning Net-Worth

S. No	Basic Requirement	Specific Requirement	Documents Required
7.	Certifications	The Bidder should have either of following for the past three financial years i.e. FY 2016-17, 2017-18 and 2018-19: • Valid CMMI Level 5 • Valid ISO 27001:2016, ISO/IEC 20000 and ISO 9001:2008 (or above) as on bid submission date The certification should be valid on the date of bid submission. In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment details for consideration in the Bid Process. Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid till the end of the Agreement.	Copy of Certificates
8.	Blacklisting and Debarment	The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/PSU any other Central Government institutions in India for any reason as on the last date of submission of the Bid or convicted of economic offence in India for any reason as on the last date of submission of the Bid. AND	A Self-Certified letter

S. No	Basic Requirement	Specific Requirement	Documents Required
		The Bidder should have not been convicted/ debarred: • Under the Prevention of Corruption Act, 1988; OR • The Indian Penal Code OR • Any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. • The Bidder should not have been under the debarred list as per GFR 2017, Rule 151	
9.	Technical Capacity	The Bidder should be an IT-solutions-provider incorporated in India and should have successfully implemented project(s) in Government domain (either Union or State Government) in the last five financial years as below: • One e-Governance project of minimum – INR 40 Crores OR • Two e-Governance projects of minimum – INR 20 Crores each OR	Copy of work order / client certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details

S. No	Basic Requirement	Specific Requirement	Documents Required
		• Three e-Governance projects of minimum – INR 10 Crores each	
10.	Manpower Strength	The bidder must have at least 500 qualified Software Engineers on the company's payroll	Self-Certification by the authorized signatory

The technical bid evaluation shall be done only for bidders who successfully qualify all the criteria for pre-qualification.

From the time the Bids are opened to the time the Contract is awarded, the Firms should not contact any O/o CGA personnel 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.

a. The Tendering authority will constitute a Tender Evaluation Committee (TEC) which will carry out the entire evaluation process.

b. 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.

c. The TEC shall evaluate the Technical Bids on the basis of their responsiveness to the Terms and Conditions of Tender and by applying the pre-qualification criteria, evaluation criteria. In the first stage of evaluation, a Bid shall be rejected if it is found deficient as per the pre-qualification requirement indicated 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 would be as defined in tender document.

d. 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.

e. 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 method of evaluation of technical bid is as described ahead.

The following table provides the scoring model, including the cut-off marks based on which the technical bids shall be evaluated for the Implementation of the Project. For each section of the Technical Evaluation Matrix, the bidder has to score a minimum cut off marks of 45 % apart from scoring a minimum of 65% marks in aggregate. Bidders are required to furnish data with supporting documents in the prescribed format mentioned in the below mentioned table for evaluation.

Technical Evaluation Model				
For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65 % marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.				
Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks (Tn)	Supporting Docs/ Bid Reference

Technical Evaluation Model

For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65 % marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.

Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks (Tn)	Supporting Docs/ Bid Reference
S.1		Profiles of Personnel submitted by the bidder	40	CVs
		Profiles of Personnel submitted by the bidder	Detailed breakup provided in subsequent tables	
S.2		Take Over and Exit Management	10	Note and Illustrative Checklist
		Clear and concise Take Over and Exit Management Plan: • Provide an Illustrative exit management & transition checklist used by bidder in any previous project. • Bidder shall also separately indicate the exit management and transition checklist used for moving from one CSP to another (bidder may mask relevant fields, as they wish)		
S.3		Technical Presentation	20	Presentation/ Interaction
		Presentation on understanding of the requirements & Technical Proposal. Qualitative assessment based on • Understanding of the		The presentation marks shall be the average of marks awarded by each member of a committee, before whom the presentation would be made.

24

Technical Evaluation Model

For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 45% marks allotted for that section apart from scoring a minimum of 65 % marks in aggregate. In case, the bidder fails to score less than 45% of marks in any of the sections, the technical proposal of that bidder would be rejected and therefore the bidder's commercial quote shall not be opened.

Sec. No	Sec. Name	Section Evaluation Parameters	Max Marks (Tn)	Supporting Docs/ Bid Reference
		objectives of the assignment: The extent to which the bidder's approach and work plan respond to the objectives indicated in the Statement/Scope of Work		The constitution of such committee shall be notified at a later date and would comprise of senior officers of the O/o CGA.
S.4	Handling of projects of similar size and nature in both Government and Non-government domains		30	Copy of work order / client certificates. OR Completion certificates from the client; OR Work order + Self certificate of completion (Certified by the statutory auditor)
				Detailed break up provided in subsequent tables

Profile of the Proposed Team Members - Overall Scoring would be on a 40 – Point Scale.

The key parameters for evaluating the team members would be:

a. Team Composition

b. Years of Experience (of which relevant experience would be considered for evaluation)

c. Qualification

d. Certifications

Please refer to the following table for line-wise breakup:

Evaluation Criterion	Benchmark / Preferences	Max Marks
Overall Project Team Structure	Composition of the Project Team Structure proposed by Bidder a. Appropriate Number of suitably qualified Team members with justification b. Roles and Responsibilities clearly and well defined	15
Total Years of Professional Experience	Adherence to the stipulated minimum years of experience for various role profiles	15
Certifications	Adherence to the stipulated certifications for various role profiles	10

Handling of projects of similar size and nature in both Government and Non-government domains - Overall evaluation to be on a scale of 30 marks with scheme of awarding as ahead:

Nature of Project	Marks
3 or more projects of project value 25 crore or above	30
3 or more projects of value 22.5 crore or above	27.5
3 or more projects of value 20 crore or above	25

Nature of Project	Marks
3 or more projects of value 15 crore or above	22.5
3or more projects of value 10 crore or above	20
3 or more projects of value 5 crore or above	17.5
3 or more projects of value 1 crore or above	15
Not in any of above cases	Not qualified per the criteria

Clarification-e.g. For a firm a firm not having 3 projects above 25 crore but having executed one project of value 35 crore and two projects of value 22 crore would be awarded marks in category for " 3 or more projects of value 20 crore or above" and would be awarded 25 marks. Similar awarding pattern would apply to all cases.

2. **Financial Bid evaluation:**

The Financial Bid shall contain the Consolidated Monthly Charges along with manpower role wise and number wise break-up for providing the services of IT Professional(s) on hire to the O/o CGA 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.

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.

a. The Financial Bids of technically qualified Bidders will be opened on the prescribed date. Representatives from Technically qualified bidders may be present at the time of Financial Bid Opening.

b. If a bidder quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

c. Commercial Bids which are less than 65% of the average of the commercial bid values of the other technical qualified bidders will be disqualified. For calculating the average commercial bid value, the

27

commercial bid values of all the bidders except of the bidder for which the bid is being evaluated shall be taken. This condition shall be applicable if at least three bidders qualify the Technical round.

d. QCBS Evaluation

The Bidder with the lowest qualifying financial bid (L1) will be awarded 100 score (amongst the Bidders which did not get disqualified on the basis of point c above). Financial Scores for other than L1 Bidders will be evaluated using the following formula:

Normalized Financial Score of a Bidder (Fn) = {(Commercial Bid of L1/Commercial Bid of the Bidder) X 100} (Adjusted to two decimal places)

e. Commercials proposed by the bidder should be valid and firm for the period defined.

f.The bidders are advised not to indicate any separate discount. Discount, if any, must be merged with the quoted prices. Discount of any type, indicated separately, shall not be taken into account for evaluation purpose for this RFP.

g. The bidders are required to distinctly mention the nature, percentage and amount of applicable taxes in appropriate columns.

h. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications.

i. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

j. The bid price will include all taxes and levies and shall be in Indian Rupees.

k. Tendering authorityreserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

l. Tendering authorityreserves the right to ask the bidder to submit analysis of rate and data sheet for the rates quoted in the Commercial bid by the bidder

m. Prices must be quoted entirely in Indian Rupees.

n. All costs incurred due to delay of any sort, due to reasons attributable to the bidder, shall be borne by the bidder.

o. If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or while signing the agreement.

p. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the proposals are submitted to O/o CGA. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.

28

q. Any conditional bid would be rejected

r. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

s.The amount stated in the Commercial proposal will be adjusted by O/o CGA in accordance with the above procedure for the correction of errors and shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of the Commercial Proposal, its Proposal will be rejected.

Combined and Final Evaluation

a. The technical and financial scores secured by each Bidder will be added using weightage of <70%>and <30%>respectively to compute a Composite Bid Score

b. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The highest Composite Bid Score (Bn) will be calculated as follows:-

$<Bn = 0.70 * Tn + 0.30 * Fn>$

Where

Bn = overall score of Bidder

Tn = Technical score of the Bidder (out of maximum of 100 marks)

Fn = Normalized financial score of the Bidder (out of maximum of 100 marks)

In the event the highest composite bid score (Bn) (calculated to two decimal places) is 'tied' between two or more bidders, the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

Notification of Award

Prior to the expiration of the validity period, O/o CGA will notify the successful Bidder in writing or by email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, O/o CGA may request the Bidders to extend the validity period of their Proposal. The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

6 Section VI: Scope of Work

1. The Systems Group, Office of Controller General of Accounts is entrusted with the responsibility of digitization of Government Accounts and Financial functions. Applications like 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.

2. Systems Group, O/o CGA has also been entrusted with the enlarged scope of integration of various payments, receipts, 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 etc on the PFMS platform. In addition there are at times emergent requirements arising out of the Public Financial Management domain that is being managed by O/o CGA.

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

4. The aforementioned Systems Group, O/o CGA requires the services of a firm that can provide IT professionals for assistance in its assigned duties and functions. The required IT professionals role wise with required qualifications, certifications and years of experience can be seen at **Annexure D.**

5. The indicated numbers of each resource in Annexure D is indicative and the actual requirements of manpower may increase or decrease depending upon the requirement of the O/o CGA. Any additional manpower so required will have to be provided by the selected bidder on the same terms and conditions.

6. The scope of work shall not be limited to all of aforementioned but may extend to any IT platform related requirement of O/o CGA in the Public Financial Management domain.

7   Section VII: Terms and conditions

1. Bidders are advised to go through the draft Contract Agreement for more information on the Terms and Conditions that will govern the contract with the successful bidder. The terms and conditions mentioned herein shall apply to the extent that they are not superseded by specific provisions in any other part of the Contract.

2. The successful Bidder shall have to deposit the Performance Security Deposit as stipulated in contract format of the Tender Document and shall ensure that the manpower deployed in IT Projects O/o CGA possesses educational and skill qualification prescribed in the tender documents, and that they shall be deployed as per the relevant clauses of the tender document. O/o CGA on its part assures the payment of dues to the contracting agency arising out of the deployment of the IT professional resources. No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

3. The O/o CGA 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. The tenderer will be bound by the details furnished to the O/o CGA 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 Deposit.

4. The contract shall commence within 15 days of date of receipt of acceptance of the work order or within 30 days from the date of issue of work order whichever is earlier, by the Company/Firm/Agency. The Contract shall continue for three years from thereon unless it is curtailed or terminated by the competent authority in the O/o the Controller General of Accounts, 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. Authority reserves right to terminate the contract during the period of contract after giving a month notice to the agency.

5. The contract will be initially for a period of three years. However, depending upon the administrative requirement of IT Projects O/o CGA and review of performance the contract may be extended subsequently for one year at a time for a maximum duration of two years.

6. In case, the Company/Firm/ Agency is asked to provide a substitute and it fails do so within 21 (twenty one) 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. The

31

selected Company/Firm/Agency shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons.

7. 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 O/o CGA. The circumstances for change will be submitted in writing to O/o CGA for approval in the first.

8. 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 Company/Firm/ Agency 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 Company/Firm/ Agency.

9. The quality of work and performance will be monitored by O/o CGA for all persons assigned to IT Projects O/o CGA by the Company/Firm/ Agency. The Company/Firm/ Agency will submit performance report along with monthly bill. O/o CGA has right to report its assessment and the agency will take corrective measures wherever required. The competency chart of persons engaged by contractor assigned to IT Projects O/o CGA will be maintained by them and updated from time to time and shared with O/o CGA with performance report. All assigned manpower will wear Identity card provided by O/o CGA while performing the duties at the arranged place of work

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

11. The O/o CGA assets will be protected against copy rights & IP rights will be protected by the bidders at all time. Company/Firm/Agency will not use any product design, information of nature of copy right and Intellectual Property of products developed by O/o CGA and shall not claim rights to any work done by assigned persons in O/o CGA.

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

13. For all intents and purposes the service providing agency/vendor shall be the "Employer" within the meaning of different legislations in respect of manpower so employed and deployed in the IT Projects O/o CGA. The period of training, leave, sick leave etc. leading to absence from duty of assigned person will not be paid by O/o CGA and bill payment will be submitted accordingly. Vendor shall be required to maintain daily attendance/ leave report in the format as prescribed by O/o CGA. If a deployed resource is on leave then the vendor shall provide a suitable substitute of equivalent qualification. Any breach of trust by the person engaged by contractor

32

will lead to immediate cessation of service of person and any loss caused to project will be recovered from vendor.

14. It will be the responsibility of the contract or to meet transportation, medical and any other requirements in respect of the persons deployed by it in the O/o CGA. The O/o CGA will have no liability in this regard. The Service providing Company/Firm/Agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The O/o CGA shall, in no way be responsible for settlement of such issues whatsoever. The O/o CGA 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.

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

16. The person deployed by the service providing Company/Firm/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 O/o CGA. 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 O/o CGA.

17. 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, O/o CGA 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, O/o CGA 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. Attendance of the person deployed will be monitored through Biometric Attendance System. Resources assigned to O/o CGA 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.

18. The contracting Company/Firm/Agency shall furnish the following documents in respect of the manpower that will be deployed in the IT Projects O/o CGA, before the deployment.

   a. List of manpower deployed for IT Projects O/o CGA containing full details i.e. Date of birth, marital status, address etc.

   b. Bio-Data of the persons duly signed by himself/ herself.

   c. Self-attested copy of matriculation certificate containing date of birth.

   d. Self-attested copy of Qualifications as specified in the tender document.

   e. Attested character certificate for verifying antecedents of the deployed resource. Vendor will also carry out background check of all persons assigned to IT Projects O/o CGA.

   f. Contract agreement duly signed as per Annexure "C"

   g. Data Security Certificate as per Annexure "E"

19. The Company/Firm/Agency shall raise the bill, in triplicate, along with attendance sheet performance report and submit the same to the Sr. Accounts Officer (Administration), O/o CGA, Mahalekha Niyantrak Bhawan, GPO Complex, INA Colony, New Delhi-110023 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.

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

21. 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 O/o CGA or any other authority under law. 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 O/o CGA. 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 O/o CGA

34

22. In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the O/o CGA is put to any loss/obligation, the O/o CGA 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.

23. Force Majeure:

Force majeure clause will mean and be limited to the following in the execution of the contract/purchase order placed by O/o CGA:- "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 (GIFMIS) 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".

24. Arbitration

O/o CGA 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, GIFMIS 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.

25. 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.

26. Integrity Pact

35

All the bidders shall submit the Integrity Pact agreement as per format given at Annexure "F"

Section VIII: Annexure C: Standard Contract

CONTRACT

FOR HIRING OF SERVICES OF 158 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 providing services of IT Professional(s)]

Dated:

Contents

Contract Agreement

Consultants' Services

1. 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, MahaLekha NiyantrakBhawan, 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 xx.xx.xxxx 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: Total cost of services

Appendix B: Duties of the Employer

Appendix C: Duties of the Firm/Agency/Consultant

Appendix D: Format of Bank Guarantee/Performance Security.

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

2. **General conditions of contract**

   ## 2.1. General Provisions

   2.1.1. **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 "Authority" 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' 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 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;

   (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 Section VI of NIT.

(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.

2.1.2. 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 performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

2.1.3. Law Governing Contract:

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

2.1.4 Headings:

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

2.1.5 Notices

a. 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.

b. 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.

2.1.6 Location

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

2.1.7. Authorized Representatives

41

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.

2.1.8. Taxes and Duties:

The Consultant and Personnel shall be liable to pay such direct and indirect taxes, duties, fees and other impositions levied under the applicable laws of India.

2.1.9. Fraud and Corruption

1.1. 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;

1.2 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;

1.3. 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.

2.2. Commencement, Completion, Modification and termination Of Contract
2.

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.

2.2.2 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 thirty (30) 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.

2.2.3 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.

2.2.4 Expiration of Contract

Unless terminated earlier pursuant to Clause GC 2.9 hereof, or extended depending upon the administrative requirement of CGA and review of performance, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.

2.2.5 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.

2.2.6. 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 2.9

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.

2.2.7. Force Majeure

2.2.7.1 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.

2.2.7.2. 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.

2.2.7.3. 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 prorate 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 2.8.

2.2.8. 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.

2.2.9. Termination

2.2.9.1. 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

(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 2.8 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.

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).

2.2.9.2.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.

(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 2.8 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.

2.2.9.3. 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 2.3 hereof, (iii) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records , and(iv) any right which a Party may have under the Law.

2.2.9.4. Cessation of Services:

Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.9 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 Clause 2.3 hereof.

2.2.9.5 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 or 2.9.2, remuneration pursuant to Clause GC 2.6 hereof for Services satisfactorily performed prior to the effective date of termination.

(b) If the agreement is terminated pursuant of Clause 2.9.1, 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 this agreement. The consultant will be required to pay any such liquidated damages to Employer within 30 days of termination date.

2.2.9.6 Disputes about Events of Termination:

If either Party disputes whether an event specified in paragraphs of Clause GC 2.9 or 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 2.8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

2.3. Obligations of The Consultant/Firm/Agency Providing Services
2.3.1. General:

2.3.1.1. 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 Third Parties.

2.3.2. Conflict of Interest:

The Consultant shall hold the "Employer's interest's 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.

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

(a) The payment of the Consultant pursuant to Clause GC 2.6 hereof shall constitute the Consultant's only payment in connection with this Contract and, subject to Clause GC 2.3.2.2 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 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".

2.3.2.2. 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 it 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.

2.3.2.3. Prohibition of Conflicting Activities:

The Consultant shall not engage, and shall cause 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.

2.3.3. 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.

2.3.4. 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.

2.3.5. 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.

2.3.6. 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.

2.4. Consultants' Personnel
2.4.1. 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.

2.4.2 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 2.3.1.1 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 Section VI of NIT, 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 2.6 of this Contract, this will be explicitly mentioned in the agreement.

2.4.3 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.

2.5 Obligations of the Employer:

2.5.1   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.

2.5.2 Change in the Applicable Law Related to Taxes and Duties

If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which are directly payable by the contractor for providing the goods and services i.e. goods and service tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the contractor in performing the Services, then the remuneration and reimbursable expense otherwise payable to the contractor under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts. However, in case of any new or fresh tax or levy imposed after submission of the proposal the contractor shall be entitled to reimbursement on submission of proof of payment of such tax or levy. The firm/agency/consultant shall pass on any decrease in the Goods and Service tax to the Employer.

2.5.3 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-B.

2.6 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 2.6 of this Contract.

2.6.1 Payment to the Consultant

2.6.1.1 Total Cost of the Services:

(a) The total cost of the Services payable is set forth in Appendix -A 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-A.

2.6.1.2. 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]

2.6.1.3 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 O/o CGA.

2.7. Fairness and Good Faith

2.7.1. 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.

2.7.2. 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 2.8 hereof.

2.8. Settlement of Disputes

2.8.1. 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

2.8.2. 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.

2.9. 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) The Contractor/Consultant shall be liable to and responsible for all obligations towards the Employer/Government for performance of works/services.

(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.

2.10 Indemnification and Limitation of Liability

10.1) Subject to point 10.4 below, the Contractor (the "Indemnifying Party") undertakes to indemnify, hold harmless the Employer (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement.

10.2) If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages, that may be finally awarded against Indemnified Party.

10.3) Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by a. Indemnified Party's misuse or modification of the Service;

b. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;

c. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;

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

i. Procure the right for the Indemnified Party to continue using it

ii. Replace it with a non-infringing equivalent

iii. Modify it to make it non-infringing

The foregoing remedies constitute the Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.

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

i. the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;

ii. the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense;

iii. if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Article, the Indemnifying Party may participate in such Defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;

iv. the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;

v. all settlements of claims subject to indemnification under this Clause will:

vi. the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;

vii. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;

viii. in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and

ix. if a Party makes a claim under the indemnity set out under this contract in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

10.5) The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations arising out of breach of confidentiality, intellectual property rights as detailed in this contract or wilful misconduct by the contractor's personnel.

10.6) In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in this contract) even if it has been advised of their possible existence.

10.7) The allocations of liability in this Section represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from

the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.

3. 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.
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 thirty six (36) 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

SC Clause	Ref. of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
		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	2.6	The ceiling in local currency is:INR_____(Rupees_____ only)
9	2.6	For time based contracts remuneration will be paid on monthly basis.
10	2.8	The Arbitration proceedings shall take place in New Delhi in India.

Binding signature of Employer Signed by:

_____

Binding signature of Contractor Signed by:

_____

(9)Technical Bid Proforma

For providing IT Manpower to 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. Goods and Service Tax Registration No. _____(Attach
Self attested copy)

8. E.P.F. registration Number _____
(Attach Self attested copy)

9. 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

10.

Financial Year	Amount (Rs. Crores)	Remarks if any
2016-17		
2017-18		
2018-19		

etails 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.)

61

11.   Tender Fee Details:-

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

(ii) Name of the bank

(iii) Amount of Draft/ Banker's Cheque

12.   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:

10. Declaration

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:

11. Financial Bid Requirement

12. Financial Bid Proforma

The Financial Bid for Providing IT manpower to the office of 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	Total Amount for year one	Total amount for three years
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	1			
3	Technical Project Manager					
		a) Technical Project Manager	1			

Sl. No.	Contract Designation	Functional Designation	No. of Manpower	Rate Per Month	Total Amount for year one	Total amount for three years
		b) Project Specialist	1			
		c) Sr. Sys Administrator	2			
4	Sr. S/W Developer					
		a) Business Analyst	7			
		b) Test Lead	4			
		c) Team Lead	4			
		d) Sr. S/W Developer	22			
		e) Web Designer	4			
5	Data Administrator					
		a) Database Administrator	3			
6	Quality Assurance Engineers					
		a) QA Team Members	4			
7	Test Engineer	a) Tester	13			
8	Business Intelligence	B.I	12			
9	S/W Developer					

Sl. No.	Contract Designation	Functional Designation	No. of Manpower	Rate Per Month	Total Amount for year one	Total amount for three years
		a) S/W Developer	53			
		b) Sys Administrator	3			
		c) Sr. Technical Support	6			
10	Technical Document Writer	a) Technical Document Writer	10			
11	Technical Support Engineer	a) Technical Support Engineer	2			
12	Grand Total-		158			
13	Goods and Service Tax as applicable					
	Grand Total					

Rates per month for professional IT manpower support services:

Note:-1. 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.

2. Firms should quote all inclusive cost of the contract.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

13. **Acceptance letter by the Tenderer on the letterhead of the Company/Firm/Agency**

To

The Senior Accounts Officer,

IT Division,

O/o Controller General of Accounts,

Ministry of Finance, Department of Expenditure,

Mahalekha Niyantrak Bhwan, GPO Complex, INA,

New Delhi –110023.

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 O/o CGA, 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

67

14 Undertaking by the bidder: Annexure B

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 **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 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:

15. Detailed breakup of Manpower requirement Role-wiseAnnexure - D

Appendix A – Total Cost of Services

Sl. No.	Contract Designation	Functional Designation	No. of Manpower	Rate Per Month	Total Amount for year one	Total amount for three years
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	1			
3	Technical Project Manager					
		a) Technical Project Manager	1			
		b) Project Specialist	1			
		c) Sr. Sys Administrator	2			
4	Sr. S/W Developer					
		a) Business Analyst	7			

69

		b) Test Lead	4			
		c) Team Lead	4			
		d) Sr. S/W Developer	22			
		e) Web Designer	4			
5	Data Administrator					
		a) Database Administrator	3			
6	Quality Assurance Engineers					
		a) QA Team Members	4			
7	Test Engineer	a) Tester	13			
8	Business Intelligence	B.I.	12			
9	S/W Developer					
		a) S/W Developer	53			
		b) Sys Administrator	3			
		c) Sr. Technical Support	6			
10	Technical Document Writer	a) Technical Document Writer	10			
11	Technical Support Engineer	a)Technical Support Engineer	2			
12	**Grand Total-**		158			

13	Goods and Service Tax as applicable					
	Grand Total					

I. Contract Price (Ceiling)

Contract Price per Month	Contract Duration (Months)	Total Contract Price (Ceiling)
Rs.	36	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 36 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 unauthorized absence.

Appendix B - 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 projects of Office of CGA.

3. Support & coordination of other members of the IT Team involved in Software Development for the IT Projects O/o CGA.

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 C – Duties of the Firm/Agencies/Consultant

1. The IT Professionals are required to perform the work in the premises of the Office of CGA, 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.

72

To

The President of India
(Acting through the Joint Controller General of Accounts,
O/o the Controller General of Accounts,
Ministry of Finance,
Mahalekha 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 IT projects, 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

73

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 _____ 2020

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.

DATA SECURITY CERTIFICATE

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

I / We hereby certify that **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 CGA 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 CGA. I / We shall abide by all security and general instructions issued by CGA or a person authorized by CGA from time to time.

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

Signature of the contracting agency

Name:

Date

Signature & Address of the witnesses

(1)

(2)

Form Tech 1 to Form Tech 6

Form Tech-1

LETTER OF BID SUBMISSION

[Location, Date]

To,

Sr. Accounts Officer,
IT Division,
Office of Controller General of Accounts

Dear Sir/Madam,

We, the undersigned, offer to provide the services of IT Professional(s) for a web enabled application/portal being developed by the CGA for implementation of Public Financial Management System of the Ministry of Finance, Department of Expenditure, and Govt. of India in accordance with your Notice Inviting Tender **No. MF.CGA/ITD-SPC/07-11/2018/IT HR dated 13.05.2020** and our proposal. We are hereby submitting our proposal, which includes this Technical Proposal, and a Financial Proposal and requisite EMD and bid processing fees.

We hereby declare that all the information and statement made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

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

We remain,

Yours Sincerely,

Authorized Signature
Name and Title of Signatory:
Name of Firm:
Address:

76

FORM TECH-2
FIRM'S ORGANIZATION & EXPERIENCE

A-Firm's Organization

[Provide here a brief description of the background and organization of your firm/entity and each associate for this assignment/job. The brief description should include ownership details, date and place of incorporation of the firm, objectives of the firm etc. shall be provided]

B- Firm's experience

[Using the format below, provide information on each Assignment/job for which your firm, was legally contracted either individually as a corporate entity or as one of the major partners within an association, for carrying out the Assignment/job similar to the ones requested under this Assignment/job and Tender.

   1. Firm's name:

1	Assignment/job name (of the similar nature as required in this Tender Document)	
1.1	Description of Project	
1.2	Approx. value of the contract (in Rupees)	
1.3	Country:	
1.4	Location within country:	
1.5	Duration of Assignment/job (months)	
1.6	Name of Employer/Client	
1.7	Address	
1.8	Total No of staff-months of the Assignment/job	
1.9	Approx. value of the Assignment/job provided by your firm under the contract (in Rupees)	
1.10	Start date (month/year)	
1.11	Completion date (month/year)	
1.12	Name of associated Consultants, if any	
1.13	No. of professional staff provided by associated Consultants and for No. of Months	
1.14	Name of senior professional staff of your firm involved and functions performed	
1.15	Description of actual Assignment/job provided by your staff within the Assignment/job	

Note: Please provide documentary evidence from the client, i.e. copy of work order, contracts and completion certificate for each of above mentioned assignment. The experience may not be considered for evaluation if such requisite supports documents are not provided with the proposal.

FORM TECH - 3

COMMENTS & SUGGESTION ON OBJECTIVE, SCOPE OF WORK, ELIGIBILITY CRITERIA AND DELIVERABLES

A- Approach, Methodology and Work Plan

[It is suggested to present the Proposal divided into the following three chapters:

- a   Technical Approach and Methodology
- b   Work Plan, and
- c   Organization and Staffing

a) **Technical Approach and Methodology**. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of details of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) **Work Plan**. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.

c) **Organization and Staffing**. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

B-Comments and Suggestions on the Terms of Reference

[Suggest and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the work/assignment (such as deleting some qualification or activity you consider unnecessary, or adding another, or proposing a different & more relevant qualification or phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

C-Comments and Suggestions on Inputs and Facilities to be provided by the employer

Comment here on Inputs and facilities to be provided by the Employer.

FORM TECH-4

CURRICULUM VITAE (CV) OF THE SPONSORED/PROPOSED

IT PROFESSIONAL

(For each position separate form TECH-4 will be prepared)

1.   Title of the IT Professional:
(as per Tender Document)

2.   Name of Firm:

3.   Name of IT Professional:
[Insert full name]

4.   Date of Birth (Optional):

5.   Nationality:

6. Professional Qualification/Education:

[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

7. Preferred Professional Qualification (as per Tender Document)

8. Other Training:

9. Total Work Experience:

10. Languages [indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

	Speaking	Reading	Writing
a) English			
b) Hindi			

11. Employment Record:
[Starting with present position, list in reverse order every employment held by the sponsored IT Professional since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [year]:   To [Year]:

Employer:

Position held:

12. Detailed Tasks Assigned
[List only the relevant tasks to be performed under this assignment/job]

13. Work Undertaken that Best Illustrates Capability to Handle the Task(s) to be performed under this assignment
[Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks.]

Name of Assignment/job or project:
Year:
Location:
Employer:
Main project features:
Positions held:
Activities performed:

14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of Applicant or
Authorized representative of the staff]

Date:

Place:

[Full name of authorized representative with stamp]:

80

FORM TECH-5

COMMENTS/MODIFICATIONS SUGGESTED ON DRAFT CONTRACT

[Here the Firm/Agency/Consultant shall mention any suggestion/views on the draft contract attached with the Tender document. The firm may also mention here any modifications sought by him in the provisions of the draft contract. However, the Employer is not bound to accept any/all modifications sought and may reject any such request of modification.]

FORM TECH-6

INFORMATION REGARDING ANY CONFLICTING ACTIVITIES AND DECLARATION THEREOF

Are there any activities carried out by your firm of conflicting nature. If yes, please furnish details of any such activities.

If no, please certify,

We hereby declare that our firm, our associate/group firm or any of the members of theassociate/firm are not indulged in any such activities which can be termed as the conflicting activities. We also acknowledge that in case of misrepresentation of the information, our proposals/ contract shall be rejected/ terminated by the Employer/ Authority which shall be binding on us.

Authorized Signature [In full and initials]

Name and Title of Signatory

Name of Firm

Address

81

Detailed Break up of Manpower Requirement Role wise: Annexure D

JOB PROFILE REQUIREMENT OF TECHNICAL PROFESSIONALS

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	1
3	Technical Project Manager	Technical Project Manager	1
		Project Specialist	1
		Sr. System Administrator	2
4	Sr. S/W Developer	Business Analyst	7
		Test Lead	4
		Team Lead	4
		Sr. S/W Developer	22
		Web Designer	4
5	Database Administrator	Database Administrator	3
6	Quality Assurance Engineers	QA Team Members	4

7	Test Engineer	Tester	13
8	Business Intelligence	B.I.	12

82

9	S/W Developer	S/W Developer	56
		System Administrator	3
		Sr. Technical Support	6

10	Technical Document Writer	Technical Document Writer	10
11	Technical Support Engineer	Technical Support Engineer	2
Grand TOTAL			158

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

I.   Big Data Solution Architect

Professional Qualification:-

M.B.A. / B.Tech/BE/ 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, Other Big data and Data Analytics Related certifications

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 15-20 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:-

M.B.A./B.Tech/BE/ 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, Other Big data and Data Analytics Related certifications

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:-

MBA/B. Tech/BE /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:-

MBA/B. Tech/BE/ 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:-

MBA/B. Tech/BE/ 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 web based portals 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:-

MBA/B. Tech/BE/ 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 (for 5 Posts) in Data Warehouse and data mart, database architecture, ETL, development activities and document preparation (SRS, FRD, RTM), MS Visio, MS Office, UML Modelling

Total 4+ years of experience ((for 5 Posts) in 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

91

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 O/o CGA 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 O/o CGA, 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

94

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 O/o CGA 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.

95

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

96

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

97

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 5 Processes in IT Projects, O/o CGA. 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.

XV. 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.

XVI.   BI Support Team (S/W Developer)

Educational Qualification :- (B.E/B.Tech) in Computer Science/Information Technology or MCA/M.Sc in computer science (pl specify the Institution of graduation)

Preferred Professional Qualification/Certification :-

Certification in Business Analytics, CBAP

Experience :-

Total 4+ years in software development with minimum 1 year of working experience in building report and dashboard using SSIS, SSAS, SSRS, Sharepoint Services and BI suite of MS SQL Server 2012/2014 or in Similar product development environment.

Responsibility Areas :-

Responsible for designing, constructing and testing of ETL processes. This includes 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. The person will perform analysis, development, and evaluation of data mining in a data warehouse environment that includes data design, database architecture, metadata, and repository creation. Job carries responsibility of designing and development of reporting/dashboard Solutions using sharepoint/ SRRS on Android/ windows mobile/ iPad ensuring first-time-right delivery. He/ she will be developing and designing Cubes using SSAS and SSRS on MS SQL server and will troubleshot, optimize, and tune SQL processes and complex SQL queries.

He/ she will 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. He/ she will document and demonstrate solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code and will work with Lead BI Solution Architects and Business Analysts to9 define scope and estimations of project/ service delivery by effective use of available resources and tools as part of SQL Server, Business Intelligence Development Studio and sharepoint server implement information security systems by studying operations in designing, developing solutions, supports and develops software team.

He/ she will effectively manage/monitor data integration jobs and manage records in error and removing errors in controlled manner and use data profiling and lineage tools for determining quality and impact on reports and confidence level in reports.

He/ she 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 teat data sets and development of a strong solution framework for some of the data intensive areas and develop and implement data lifecycle plan from extraction, upload to archive, retain and purge periodically as per PFMS policy.

XVII.   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 4+ 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.

XVIII.   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 web portals 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.

XIX.   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 IT Projects, O/o CGA 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).

XX.   Technical Document Writer

Professional Qualification:-

103

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 IT Projects O/o CGA 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.

XXI.   **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.

Annexure F – Integrity Pact Format

Integrity Pact

All the bidders shall submit the Integrity Pact agreement. Bidder shall upload scanned copies of the Integrity Pact agreement in Commercial Bid on e-tendering system, without which the bid shall be rejected.

Format of Integrity Pact:

PRE-CONTRACT INTEGRITY PACT

General

1. Whereas O/o CGA, hereinafter referred to as Purchaser and the first party, proposes to implement and maintain Public Financial Management System, hereinafter referred to as Project, and M/s _____, represented by, _____ << Designation>> (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignees), hereinafter referred to as the Bidder/Seller and the second party, is willing to offer/has offered O/o CGA

2. Whereas the Bidder is a private company/public company/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the Purchaser is O/o CGA performing its duty on behalf of GoI.

Objectives

3. Now, therefore, the Purchaser and the Bidder agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is

fair, transparent and free from any influence / unprejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

a. Enabling the Purchaser to implement the desired project a competitive price in conformity with the defined specifications of the Services by avoiding the high cost and the distortionary impact of corruption on public procurement, and

b. Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices and the Purchaser will commit to prevent corruption, in any form, by their officials by following transparent procedures

Commitments of the Buyer

4. The Purchaser commits itself to the following:

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

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

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

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

Commitments of Bidders

6. The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of his bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commits himself to the following:

106

a. The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Purchaser, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.

b. The Bidder further undertakes that he has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Purchaser or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the Contract or forbearing to show favour or dis-favor to any person in relation to the Contract or any other Contract with the Government.

c. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract

d. The Bidder will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

e. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract

f. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract

g. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract

h. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract

i. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract

j. The Bidder shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

7. Previous Transgression

a. The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process.

b. If the Bidder makes incorrect statement on this subject, Bidder can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

8. Bank Guarantee

In the case of the successful bidder, a clause would also be incorporated in the Article pertaining to Performance Bank Guarantee in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bank Guarantee in case of a decision by the Buyer to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

9. Company Code of Conduct

Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

10. Sanctions for Violation

a. Any breach of the aforesaid provisions by the Bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the Bidder) or the commission of any offence by the Bidder or any one employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act 1988 or any other act enacted for the prevention of corruption shall entitle the Purchaser to take all or any one of the following actions, wherever required:

i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the Bidder. However, the proceedings with the other Bidder(s) would continue.

ii. To immediately cancel the contract, if already signed, without giving any compensation to the Bidder.

iii. The Performance Bank Guarantee / Other Guarantee shall stand forfeited either fully or partially, as decided by the Buyer and the Buyer shall not be required to assign any reason therefore

iv. To recover all sums already paid by the Purchaser, in case of an Indian Bidder with interest thereon at 2% higher than the prevailing RBI Bank Rate.

v. To encash the advance bank guarantee and Performance-Bank Guarantee if furnished by the Bidder, in order to recover the payments, already made by the Buyer, along with interest.

vi. To cancel all or any other Contracts with the Bidder.