# REQUEST FOR PROPOSAL

# FOR

# SELECTION OF SYSTEM INTEGRATOR - SERVICES

# FOR

## DESIGN, DEVELOPMENT, IMPLEMENTATION OF MOBILE & WEB APPLICATIONS FOR DATA COLLECTION, CENSUS MANAGEMENT & MONITORING SYSTEM, DATABASE MANAGEMENT AND DATA ANALYTICS FOR CENSUS OF INDIA 2021

## &

## OPERATIONS & MANAGEMENT OF IMAGE BASED DATA CAPTURING, SUPPLY, INSTALLATION, OPERATION & MAINTENANCE OF HIGH VOLUME PRODUCTION SCANNERS

## &

## DESIGN, DEVELOPMENT, IMPLEMENTATION OF MOBILE & WEB APPLICATIONS FOR UPDATION OF NATIONAL POPULATION REGISTER - 2020

Authority:
Office of the Registrar General & Census Commissioner, India
Government of India
Ministry of Home Affairs
NDCC-II, A WING, 1ST FLOOR, JAI SINGH ROAD,
NEW Delhi – 110 001

## LIST OF ABBREVIATIONS

| | |
|---|---|
| NDC | National Data Centre |
| SI-H | System Integrator-Hardware |
| ICT | Information and Communications Technology |
| DC | Data Centre |
| DCC | Data Capture Centre |
| SITC | Supply, Installation, Testing and Commissioning |
| CPP | Central Public Procurement |
| ORGI | Office of the Registrar General, India |
| DR | Disaster Recovery |
| SOC | Security Operation Centre |
| OEM | Original Equipment Manufacturer |
| EMD | Earnest money deposit |
| PAO(Census) | Pay and Account Officer (Census) |
| BOM | Bill of Material |
| GTV | Gross Total Value |
| CCA | Controller of Certifying Authorities of India |
| CA | Certifying Authorities |
| RCAI | Root Certifying Authority of India |
| NIT | Notice Inviting Tender |
| BOQ | Financial Bid |
| TPEC | Tender Purchase & Evaluation Committee |
| PBG | Performance Bank Guarantee |
| TDS | Tax Deduction at Source |
| SI-H | System Integrator - Hardware |
| NAC | Network Access Control |
| SNR | Site Not ready |
| PoD | Proof of Delivery |
| HIPS | Host-based Intrusion Prevention System |
| SIEM | Security Incident & Event Management |
| SOC | Captive Security Operation Centre |
| WAF | Web Application Firewall |
| AMC | Annual Maintenance Contract |
| BCP | Business Continuity Planning |
| BoQ | Bill of Quantity |
| BoM | Bill of Material |
| BRD | Business Requirement Document |
| CA | Certifying Authority |
| CCA | Controller of Certifying Authorities |
| CMMI | Capability Maturity Model Integration |
| CPPP | Central Public Procurement Portal |
| DC | Data Centre |

| | |
|---|---|
| DRS | Disaster Recovery Site |
| DSC | Digital Signing Certificate |
| EoI | Expression of Interest |
| Etc. | Etcetera |
| ETL | Extract Transform and Load |
| FRS | Functional Requirement Specification |
| IPR | Intellectual Property Rights |
| ISO | International Organization for Standardization |
| IT | Information Technology |
| ICT | Information & Communication Technology |
| MHA | Ministry of Home Affairs |
| NATGRID | National Intelligence Grid |
| NDA | Non-Disclosure Agreement |
| PO | Provider Agency |
| RFP | Request For Proposal |
| SI | System Integrator |
| SRS | Software Requirement Specification |
| SyRS | System Requirement Specification |
| UA | User Agency |
| UAT | User Acceptance Testing |

ORGI

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# SECTION I: INTRODUCTION

## 1.1 Datasheet

| Sl. No. | Item | Description |
|---|---|---|
| 1 | Name of the RFP | Selection of System Integrator-Services (SI-S) for Design, Development, Implementation of Mobile & Web Applications for Data Collection, Census Management & Monitoring System (CMMS), Database Management & Data Analytics for Census of India 2021, Operation & Management of Image based Data Capturing, Supply, Installation, Operation & Maintenance of High Volume Production Scanners and Design, Development, Implementation of Mobile & Web Applications for Updation of National Population Register - 2020. |
| 2 | Tender Inviting Authority | Joint Director, Office of the Registrar General, India |
| 3 | Bid submission | Bids have to be submitted online on the Central Public Procurement Portal (URL: http://eprocure.gov.in). |
| | | Bidders will have to submit EMD in a sealed envelope as per the last date and time of bid submission at JD(HO), 1st floor, A wing, NDCC-II Building, Jai Singh Road, New Delhi – 110001. |
| 4 | Method of Selection | Least Cost Basis method |
| 5 | Availability of RFP documents | RFP would be available on ORGI website at www.censusindia.gov.in and https://eprocure.gov.in/epublish/app |
| 6 | Date of RFP issue | 26/09/2019 |
| 7 | Bid Security/ Earnest Money Deposit (EMD) | INR 2,00,00,000/- (Rupees Two Crore) in the form of DD or Bank Guarantee from a nationalized / scheduled bank in favour of: Pay and Account Officer (Census), MHA, payable at New Delhi |
| 8 | Last date for Submission of Pre-Bid Queries | Time: 06:50 PM Date: 06/10/2019 |
| | | All pre-bid queries are required to be submitted in spreadsheet format by Bidders to the email id: surendra.rgi@gov.in with the following subject heading: **"Pre-Bid Queries for SI-S from <Name of OEM/SI-S>"** |
| 9 | Pre-Bid Conference Time, Date, & Venue | Time: 3:00 PM Date: 09/10/2019 |
| | | Venue: Conference Room, Office of the Registrar General, India, Ground floor, Wing 1, West Block 1, R K Puram, New Delhi 110063 |
| 10 | Publishing of Responses to pre-bid queries / corrigendum by ORGI | To be intimated later. |
| | | Responses to the pre-bid queries would be published on www.censusindia.gov.in and https://eprocure.gov.in/epublish/app |
| 11 | Bid Submission Start Date | 26/09/2019 |
| | Last date and time for Bid/Proposal submission (on or before) | Date: 11/11/2019 Time: 06.00 pm |
| 12 | Bid Opening Date | Date:13/11/2019 Time: 09.30 am |
| 13 | Date for Technical Presentation by Bidders | To be intimated later |
| 14 | Date and time for Opening of Commercial Bids. | To be intimated later |
| 15 | Language of Bid Submission | Proposals should be submitted in English only |
| 16 | Bid Validity | Proposals must remain valid up to 120 (One Hundred Twenty) days from the last date of submission of the Bids. |
| 17 | Currency | Currency in which the Bidders shall quote the price and will receive payment is INR only |
| 18 | Name and Address for Communication and seeking clarifications | Joint Director, NDC, ORGI, MHA, 8th FLOOR, BLOCk-3, DMRC IT PARK, SHASTRI PARK, DELHI – 110 053 |

## 1.2. Request for Proposal

The Office of the Registrar General & Census Commissioner, India invites RFP from System Integrator – Services, hereafter referred as SI-S for the Project – Selection of System Integrator for Integration Services for Design, Development & Implementation of Mobile & Web Applications for Census Data Collection, Census Management & Monitoring System (CMMS), Database Management & Data Analytics for Census of India 2021, and System Integration Services for Operation & Management of Image based Data Capturing, Supply, Installation, Commissioning, Operation & Maintenance of High Volume Production Scanners and Design, Development, Implementation of Mobile & Web Applications for Updation of National Population Register - 2020.. This invitation to bid is open to all **Indian Bidders** meeting the minimum eligibility criteria as mentioned in Section: Prequalification criteria of this RFP Document

## 1.3 About the Project

The Office of the Registrar General, India is responsible for the conduct of the decennial Population Census in the country. The Census of India 2021 is 16th in the unbroken series and 8th after independence. It will involve collection of data in respect of around 33 Crores households with a total estimated population of 136 Crores, cross-classified by several key demographic and socioeconomic variables. During Census 2021, data will be collected using mix mode i.e. through mobile application supported by Web Application alongwith traditional way of collection of data on paper schedules.

The outcome of the project is to make available quality and reliable official data for evidence based policy making, robust decision support system for inclusive planning, smooth implementation of government welfare schemes, ensuring and enabling the social benefits to reach the focused and targeted beneficiaries. This data will provide various official statistics on housing, social, cultural, economic, fertility, migration etc. characteristics of India's population for the purpose of planning and policy formulation by the government. The census data is extensively used by the government for the purpose of various planning and policy formulation for the benefits of people of India, in addition to research scholars and other national and international organisation.

Census operations in India are carried out in two phases, i) House listing & Housing Census and ii) Population enumeration. To capture the data, two main schedules viz. 'Houselist & Housing Census Schedule' and 'Household Schedule' are canvassed during the census operations.

Capturing field data for Census of India 2021 would be through specifically designed, A3 size, ICR enabled schedules with variable & barcode printing. The schedules, in two colours, would be available in 16 major Indian languages.

### 1.4. Scope of Work

The scope of work consists of following major parts:

1) Design, Development, Testing, Debugging, Security Checks, Deployment, Implementation and Maintenance of Mobile Application for Census of India 2021 for House Listing and Population Enumeration. It includes data capture through Mobile Application by 31 Lakh enumerators; **(Annexure-S1)**

2) Design, Development, Testing, Debugging, Security Checks, Deployment, Implementation and Maintenance of Web Application for Census of India 2021 Monitoring & Management System (CMMS) for House Listing and Population Enumeration. It includes data capture through Web Application by self enumeration. Web Application will also be used for Monitoring & Management of House Listing and Population Enumeration for various day-to-day/periodical activities/stages of census. This web application will provide role based access to all Central/ State Government census functionaries as well as to the "General Public" to record/view their information, and to generate various reports by their own, using selected data fields of public domain; **(Annexure-S2)**

3) Services of Software Professionals for Development of Various Web based MIS, Customisation & Fine Tuning of Intelligent Character Recognition (ICR) image based data capturing applications using TIS eflow 4.0/4.5 or higher version. Software Professional manpower for ICR Application Software functional and operational support for data capturing at 18 DCCs; **(Annexure-S3)**

4) Setting up of Temporary Setup for Receipt, Pre-Scanning and Scanning facilities at ten locations namely Bengaluru, Chandigarh, Chennai, Kolkata, Lucknow, Mumbai, Patna, Ranchi, Raipur and Dehradun. ORGI/DCO would provide storage space at these locations. Scanned images from these locations would be transferred on computer readable media (physically) to the concerned DCC for further processing purpose. In remaining eight locations namely Bhopal, Bhubaneswar, Delhi, Gandhinagar, Guwahati, Hyderabad, Jaipur and Thiruvananthapuram, scanning center are already established by ORGI/DCO; **(Annexure-S4)**

5) Supply, Installation, Operation & Maintenance of A-3 Size Duplex type Colour High Volume Production Scanners at 18 DCCs; **(Annexure-S5)**

6) Handling of complete work alongwith providing suitable manpower relating to Receipt, Pre-scanning, Scanning, Archiving, ICR processing **(Annexure-S6)** in two phases as follows:
   i.) Phase-1 comprising of Housing Census starting in May, 2020
   ii.) Phase-2 comprising of Population Enumeration starting in April, 2021

7) Design, Development, Testing, Debugging, Security Checks, Deployment, Implementation and Maintenance of Mobile & Web Applications for "Updation of NPR – 2020". It includes

data capture through Web Application by self-enumeration and data updation through Mobile Application by approx. 31 Lakh enumerators, Preparation of PDF files at EB level containing details of persons already registered in NPR database, for verification/updation. Development of the software utility for distributed (at multi location) digitization of updated NPR booklet with encryption and other security provisions. **(Annexure-S7)**

**Note 1**: System Integrator – Services (SI-S) has to ensure that data collected by various methods has to be compiled in such a way that no duplicity exists. Details of each of the major parts/activities have been defined in Annexure-S1 to Annexure-S8. Safety & security of data will be the responsibility of SI-S. SI-S will ensure for data encryption by application during data transfer. The main data centre at NDC, ORGI, Shastri Park, New Delhi and other DR Sites at Lucknow and Bengaluru will be connected/setup as Active-Active DR Sites.

**Note 2**: System Integrator – Services (SI-S) has to ensure that General Technical Standards & Specifications pertaining to Mobile & Web Applications, as mentioned below, are followed:

1. The key drivers guiding the recommendations of the standards for application are based on the assessment of current IT landscape and based on leading best practices adopted widely across the globe. The following key guidelines for selecting standards are being suggested:
    a) **Interoperability** – The standards and specifications to be recommended should facilitate interoperability bringing in the ability to effectively interconnect, collaborate, access and facilitate seamless integration in order to communicate between different applications.
    b) **Share, Re-Use and Collaborate** - The standards proposed may be shared, reused and collaborative in nature for entire organization to use
    c) **Adherence to open standards** - The standards, where available, be recognized and adopted by internationally recognized bodies like ISO, W3C.
    d) **Platforms and tools** – It is required that all proposed solution components, software and tools used or needed for the solution would be provided along with required OEM licenses for the entire contract period. Freeware / trial-ware /adware / without enterprise support would not be allowed.
2. The applications should be designed to comply with below mentioned standards and guidelines, where Mobile/Web App has to provide compliance reports or test results:

    a) Comply with latest WCAG guidelines, GIGW guidelines and OWASP guidelines
    b) All integration will be using open API principles and architecture, use W3C and OASIS standard for web-services
    c) User Interface should be intuitive and have responsive design
    d) Usability guidelines include Guidance on software accessibility, Presentation of information, User and Menu guidelines etc.
    e) Should follow UML 2.0 Modelling principles
    f) Adhere to MDDS standards as per government standards.
    g) Security compliant and STQC certified.

3. Design & Development of applications: The application design and development team of SI-S shall be deployed at ORGI's premises. Before the actual development work starts, SI-S has to design the entire solution architecture. The Bidder for this RFP has to provide the detailed technical solution including proposed architecture, technical specifications and implementation approach in the technical bid. The application development and implementation for the three applications can follow the below lifecycle:

**(i.) Preparation of Software Requirement Specifications:**

SI-S shall perform a detailed assessment of the business and IT solution requirements as mentioned in this RFP. Additionally, SI-S is required to carry out an exhaustive requirements gathering exercise with ORGI team for understanding the requirements. While doing so, SI-S is expected to do at least the following:

a) Translate all the requirements into detailed Software Requirements Specification
b) Develop and follow standardized templates for capturing requirements and system documentation.
c) Maintain a traceability matrix from SRS stage onwards for the entire implementation.
d) Obtain the required sign-offs from user groups formed by ORGI.

While functional requirements of the envisaged system& the detailed requirements will be mutually agreed and decided at the time of implementation.

**(ii.) Design & Development of the Applications:**

a) Preparation of the Project Plan and the Inception Report: The SI-S need to prepare an Integrated Project Plan for the entire assignment that covers detailed tasks which are intended to be performed, as part of the assignment.
b) Requirements Gathering and Analysis:
    1) The SI-S shall ensure that all the requirements in the SRS are covered in the requirements analysis.
    2) The SI-S shall map the functional requirements to the proposed solution and analyse the gaps between the functional requirements and the functionalities provided by their solution. The SI-S shall estimate the customization effort for the implementation.
    3) The SI-S shall specify the modules of the project that cannot be implemented through a solution and propose a bespoke solution for these modules.
    4) Activities conducted as part of this task will result in the project deliverable "Software Requirement Specifications" (SRS) document, which shall detail the requirements of the complete solution up to the last detail.
    5) The High level Architecture document should give the complete architecture of the proposed systems. SRS should include, but not limited to:
        a) Solution architecture.
        b) Application architecture with all relevant patterns identified.
        c) All data base structure and detailed description of fields and tables.

d) Naming conventions followed for the tables and fields.
e) Data Flow Diagrams (DFD) & Entity-Relationship (ER) diagrams.
f) Details of validation rules and constraints like integrity checks etc. to be applied.
g) Format of all input screens including data entry requirements.
h) Format of all reports that would be generated by the proposed system.
i) Business logic used for all reports and functions.

(c) Supply, installation, configuration, integration of application, Supply, installation, configuration and deployment of database and related software. Design, development, integration, testing and implementation of other modules of system

(i) The SI-S shall implement the solution to meet the functional and design requirements as defined in the initiation phase and the FRS.
(ii) Configuring specific modules, third party bolt-on applications, development of interfaces where necessary, etc.
(iii) The SI-S shall deploy a team of experienced personnel for developing and/or integrating the applications.
(iv) The SI-S shall employ a software development methodology that ensures rapid deployment of the applications (e.g. Agile Methodologies) in such a way that
  (a) the users are continually involved in the development process, and
  (b) at least three cycles of iteration are allowed before the final Go-Live of the system.
(v) From the integration perspective, the SI-S shall take into account necessary interfacing requirements (both at the application and data level) between the modules and the existing information systems; should an interfacing need to be done with a module that is scheduled for development in next phases, appropriate interfaces shall be provided so as to effect this integration as smoothly as possible.
(vi) At every stage of the development process, the different components of the system shall be thoroughly tested to make it bug-free.
(vii) SI must supply the application, database and related software, integration tools, along with the source code and describing the process to be followed for installing the same.
(viii) SI shall create all necessary master files for the system.
(ix) SI shall submit validation/audit statement from OEM for the products that have been proposed in the system certifying that solution and sizing of infrastructure proposed by the IA is relevant and correct with respect to their product.

The source codes of all applications designed and developed for ORGI including mobile app shall be handed over to NDC, ORGI for successful Go-Live of the project.

**(iii) Testing of the Applications:**

a) SI shall prepare the testing strategy, relevant test cases and shall also conduct the testing of various components of the software developed/customized along with the solution as a whole. The testing should be comprehensive and should be carried out at each stage of development as well as implementation.

b) SI shall demonstrate the testing criteria outlined in the table below prior to implementation as well as during project operations phase. A comprehensive system should be set up that would have the capability to log & track the testing results, upload & maintain the test cases and log & track issues/bugs identified.

c) SI shall setup the test environment including testing / pre-production / staging servers as required for the entire period of implementation and maintenance. The test environment should be similar to the production environment and would remain with ORGI even after the expiry of the contract.

d) SI must ensure deployment of necessary resources and tools during the testing phases. SI-S shall perform the testing of the solution based on the approved test plan, document the results and shall fix the bugs found during the testing. It is the responsibility of SI-S to ensure that the end product delivered by SI-S meets all the requirements specified in the RFP. SI-S shall take remedial action based on outcome of the tests.

e) All tools/environment required for testing shall be provided by SI. SI-S needs to prepare and provide all requisite information/documents to NDC, ORGI and ensure that there is no delay in overall schedule.

f) Post Go-Live, the Production environment should not be used for testing and training purpose. If any Production data is used for testing, it should be masked and it should be protected.

g) SI has to get the Security Audited through CERT-In empanelled vendor.

h) SI has to facilitate GIGW Compliance Certificate from STQC. The empanelled agency has to ensure that the developed website is in compliance with the GIGW guidelines.

i) SI has to take all the necessary approvals for security audits of the website. The Security Audit certificate has to be taken from CERT-In empanelled agency as per NIC Cyber Security Division requirements.

j) The cost for certifications shall be included in the services of SI.

k) SI has to develop Standard operating Procedures (SOPs), User manuals documents that will encompass the standards, processes, and the service delivery channels of the website.

l) The cost of rectification of non-compliances shall be borne by SI.

The following table provides a list of indicative testing that would be conducted by SI-S post deployment of Mobile/Web Applications:

| Type of Testing | Responsibility | Scope of Work |
|---|---|---|
| System Testing | SI-S | 1. SI-S shall prepare a test plan as well as test cases and maintain it. ORGI may request SI-S to share the test cases and results when required.<br>2. The testing should be performed through manual as well as automated methods<br>3. Automation testing tools will need to be provisioned by SI |

| Type of Testing | Responsibility | Scope of Work |
|---|---|---|
| Integration Testing | SI-S | 1. SI-S shall prepare and share with NDC, ORGI the Integration test plans and test cases<br>2. SI-S shall perform Integration testing as per the approved plan<br>3. Integration testing will need to be performed through manual as well as automated methods<br>4. Automation testing tools will have to be provisioned by SI<br>5. Integration testing would include all data exchanged between various stakeholders |
| Performance and Load Testing (Benchmarking) | SI-S | 1. SI-S shall prepare and share with NDC, ORGI the Performance and Load test plans<br>2. SI-S shall perform Performance and Load testing as per the approved plan<br>3. SI-S shall install and prepare the test environment, tools, and resources necessary to execute tests<br>4. The test results must be shared with NDC, ORGI when required.<br>5. Testing tools if required, will have to be provisioned by SI. |
| Security Testing (Including Vulnerability and Penetration testing) | SI-S | 1. The solution should demonstrate compliance with security requirements as mentioned in the RFP including but not limited to security controls in the application, network layer and security monitoring systems deployed by SI.<br>2. The solution shall pass vulnerability and penetration testing. The solution should pass web application security testing for the portal and security configuration review of the baseline infrastructure.<br>3. The test results must be certified by STQC (the cost for the certification will be borne by SI)<br>4. Security testing will need to be carried out in the exact same environment/architecture as the one setup for production.<br>5. Security test reports and test cases should be shared with NDC, ORGI<br>6. Testing tools if required, will have to be provisioned by SI.<br>7. During the O&M phase, vulnerability assessment and penetration testing will need to be conducted on yearly basis.<br>8. ORGI may also involve third party auditors to perform the audit/review/monitoring of the security testing carried out by SI. |
| User Acceptance Testing | ORGI | 1.ORGI will perform User Acceptance Testing after each phase of application development and implementation<br>2. SI-S will need to prepare the User Acceptance Testing test cases<br>3. UAT will have to be carried out in the exact same environment/architecture as the one set up for Production<br>4. SI-S should fix bugs and issues raised during UAT and seek approval on the fixes from ORGI before production deployment.<br>5. Changes in the application as an outcome of UAT shall not be considered as a Change Request. SI-S will need to rectify the observations raised.<br>6. ORGI may also involve any third party to perform the User acceptance testing. |

(iv) **Application Training:**

SI will, as part of the Solution, provide training to the portal users. This shall include:

a) Finalization of Training plan and strategy
b) Preparation of training material for Computer Based Trainings (CBTs) – audio/video, presentations, Functional flow documents, FAQs, etc. and periodic updates to these artefacts for minimum following stakeholders
    1) ORGI Officials, DCOs
    2) ORGI Internal Users
    3) ORGI System Administrators
    4) State Teams
c) SI should nominate personnel who have the right mix of technical and functional domain experience to impart/create the training material
d) These trainings can be arranged any time after UAT till completion of operation & maintenance period
e) The Scope of Work that needs to be undertaken by SI-S for imparting training is given below. The proposed training module is expected to help the Course takers and other stakeholders, including ORGI officials, to undertake their revised roles and responsibilities with ease and without any apprehensions.
f) SI must assume the following responsibilities:
    1) SI shall provide training to all the stakeholders.
    2) The training material for imparting training shall be developed by SI-S in consultation with ORGI. SI-S shall submit a softcopy (CD) and hardcopy of the training material to ORGI Team before the training session.
    3) In case of modifications either in the Training material, proper correspondence with ORGI Team shall be made.
    4) Training program shall be continuously monitored by ORGI so as to ensure quality standards of the Training. It is the responsibility of SI-S to prepare a feedback mechanism (i.e., printed feedback forms) and get it filled by the participants and submit the same on a regular basis to ORGI Team.

(v) **Maintenance of Project**

a) Ensuring the upkeep of existing systems that would be reused and also incorporate necessary changes for new applications if any during the tenure of the contract.
b) Identification, diagnosis and resolution of problem areas pertaining to the application and maintenance of assured SLA levels.
c) End-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
d) Management of changes to database schema, disk space, storage, user roles.
e) Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.

f) Regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions.

g) Management of storage environment to maintain performance at desired optimum levels.

h) Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required or in case of upgrades and configuration changes to the system.

i) Tracking the changes in hard / soft configurations, changes to applications, changes to policies, applying of upgrades / updates / patches, etc.

j) Plan for changes to be made - draw up a task list, decide on responsibilities, coordinate with all the affected parties, establish and maintain communication between parties to identify and mitigate risks, manage the schedule, execute the change, ensure and manage the port change tests and documentation.

ORGI

## Annexure-S1: Mobile Application for Census of India 2021

The selected bidder has the responsibility of Design, Development, Testing, Debugging, Security Checks, Deployment, Implementation and maintenance of Mobile Applications to be used for data collection during Census of India 2021 for House Listing and Population Enumeration. The location of data capture for this purpose will be at Delhi, Bengaluru and Lucknow. It consists of following activities:

### A. Design, Develop and Deploy Applications

a. The selected bidder shall design and develop the applications for data collection of census as per indicative features specified in section: Key features of "Mobile Application".

b. The selected bidder shall deploy the applications in the Data Centers and make it operational. The data centers hosting and infrastructure will be provided by ORGI/DCO. The selected bidder shall provide applications hosting and sizing requirements considering the optimum use of infrastructure.

c. The selected bidder may be asked to develop the various interfaces for entry of information and its uploading and downloading by using on-line/off-line mobile applications and/or website by the users for census 2021 and its associated databases.

d. The applications shall undergo security audit. The security audit of application will be responsibility of the selected bidder and the bidder will bear the cost. The selected bidder shall resolve all the security related issues.

### B. Maintenance and Technical Support

a. The selected bidder shall provide change requests at no additional cost for complete period of contract.

b. The selected bidder shall provide required technical support for smooth running of software. This includes application, infrastructure and Data Center Support.

### C. Training

a. The selected bidder shall provide on-site training to designated persons nominated by ORGI/DCO. The training classroom and related infrastructure shall be provided by ORGI/DCO. (Approximate 600 officials)

b. The selected bidder shall provide training material: user manual & videos.

### D. Perpetual usage rights

ORGI/DCO shall have perpetual usage rights of software application and its source code, even after expiry of contract and after all the releases provided till the end of project/contract. The software development will take place in the premises of NDC, ORGI under the supervision of officers of ORGI.

**E. Database Management**

The Selected bidder has to manage the large databases of census and also build queries for accessing the databases and generation of reports as per requirement of the ORGI/DCO. It also includes validation and processing of large scale data collected from census and/or associated activities, database management and data mining report generation required by ORGI/DCO on all/selected parameters of field data as per the census schedules (Annexure-T9-A to D: Census Schedules), which are under modification and may be slightly modified.

**F. Key features of "Mobile/Web Application"**

1. The selected bidder should adopt open standards and open source/open technologies.
2. Application controls must be designed such that the roles are assigned to the right controls.
3. In addition to English language, application should be available in 16 scheduled languages, namely Hindi, English, Bengali, Gujarati, Marathi, Tamil, Telugu, Kannada, Malayalam, Urdu, Punjabi, Odiya, Nepali, Assamese, Konkani and Manipuri.
4. The solution should have user friendly Graphical User Interface. It should allow easy generation of reports and exporting capabilities.
5. The application should allow for alerts, reminders, etc. to be sent through dashboard to different users.
6. The selected bidder shall maintain version control and configuration information for application software and any relevant system documentation.
7. The selected bidder will assess adequately sizing the necessary compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing to meet high availability with zero down time. The load testing will be done before launching of the mobile application.
8. The selected bidder shall provide Application support, infrastructure support and technical support which includes, but not limited to, production monitoring, troubleshooting and addressing functionality/availability and performance issues and also implementing system
9. The system shall have capabilities which will enable monitoring activity and capture audit trails. Web application should be open on mobile/tablet browser, web browser etc.
10. The system should have capability for adding new census indicators easily, using GUI.
11. The system should have capability for random sample generation for verification purpose.
12. The solution should have integration capabilities using web services/APIs.
13. System must cater minimum one Lakh concurrent users must be capable to cater upto 31Lakh users for web/mobile application.
14. The selected bidder shall provide Service Level Agreement (SLA) reporting and management tool to monitor the performance indicators listed in SLA section of this RFP
15. Web application should facilitate to the ORGI/DCOs in making the payment to the census functionaries as well near real time visualization of all kind of census activities on web.
16. In case of proprietary or cost based product, if any software/tool/license is required to run the software, the selected bidder shall provide software/tools/license with perpetual license to use the software at no extra cost to ORGI/DCO.

17. The ownership of source code lies with the ORGI/DCO and the selected bidder shall provide the source code in open format at the time of leaving or at any time the ORGI/DCO asks.
18. The selected bidder shall also enable dynamic data updation (real-time) of information from mobile application.
19. The selected bidder shall be responsible for maintaining all the master data for the platform along with regular backups.
20. The selected bidder shall provide a bulk upload facility for the uploading of information.
21. The selected bidder shall provide report generation capabilities based on requirement of the ORGI/DCO.
22. The selected bidder shall provide Android, iOS based mobile application for windows, iOS and Android system.
23. The selected bidder shall provide Image capturing capability in mobile application
25. The selected bidder shall provide offline working capability to collect the data without mobile internet & mobile connectivity
26. The selected bidder shall provide team management capability in application to control & manage field teams for deployments
27. The selected bidder shall provide validation checks for data cleaning & permissible data entering
28. The selected bidder shall provide logical skipping functionality to use the conditions for making process of data entering in forms easier and faster.
29. Ownership of data lies with the ORGI. In any circumstances data cannot be used by the selected bidder. Identity of an individual will be kept confidential and only selected parameters as per the ORGI/DCO requirement, will be used for data analysis and report generation.
30. SI-S should ensure for data encryption by application during transmission and while resting on storage unit/media.
31. SI-S should ensure for Load Testing, Functional Testing and Performance Testing, before implementing the web/mobile application for actual use during census.

**Note**: The source codes/licenses of all applications designed and developed, customised /procured for ORGI including mobile app, shall be handed over by SI-S to NDC, ORGI and same will not be used by SI-S for any other customer, without written permission of ORGI. Thus the perpetual and Intellectual rights for these would rest with ORGI. If anything new has to be done beyond the scope of work requiring new skill sets, then ORGI may consider the rates as mutually agreed by taking into account the rates of various skill sets already provided by SI-S. Necessary Infrastructure components including, but not limited to, compute, storage, networking & security, required for deploying the web and mobile applications will be provided by ORGI/DCO including the OS licenses. Change Requests to be discussed and agreed before implementing to the extent possible. Preferably the change requests will be implemented by utilizing skills of existing team. It is clarified again that the SI-S has to design, develop and implement the Mobile and Web application as per requirement of ORGI. SI-S has to do complete architecture of Applications as per requirement, as mentioned in the RFP, in consultation with ORGI. However, the prototype application develop in-house by ORGI can be provided with source code to the selected bidders for reference and better understanding of the requirement. Open source technology/standard may be decided by SI-S, as per ORGI requirement. Being the data in Multilanguage's, it has to be character encoding UTF - 8 compliant

## Annexure-S2: Web Application for Census of India 2021

The selected bidder has the responsibility of Design, Development, Debugging, Security Checks, Deployment, Implementation and maintenance of Web Application for Census of India 2021 – Census Monitoring & Management System (CMMS). The Web Application will be used for monitoring near real time progress for 24 months along with Data Analytics. There will be intensive work for initial 24 months for the manpower deployed for Web Application, however next 36 months it will be used mainly for maintenance, operational and other related work. Web Application will mainly be used for Monitoring & Management of House Listing and Population Enumeration for various day-to-day/periodical activities/stages of census. The Web Application will interact with Payment Gateway to ensure payment of honorarium to the concerned enumerator/government functionaries are credited directly to their bank account. The Web Application will also be used for self-enumeration by ordinary residents. Considering the huge size, complexities and involvement of different functionaries in distant geographical locations, this web application (CMMS) will provide role based access to all Central/ State Government Census functionaries as well as to the "General Public" to record /view their information, and to generate various reports by their own, using selected data fields of public domain. Web Application may be used for the following during Census 2021:

a) Role based Registration/authentication of all census functionaries;
b) Near Real time information on Collection of data through Mobile App on android/iOs based smart phone with all open ended questions during House listing Operations, Population Enumeration, finalization and uploading of master data up to village/town level along with administrative boundaries at the time of Census taking place;
c) Post Census Map will be used for showing Administrative Boundaries and Data Analytic
d) Online authentication of Enumerators/Supervisors;
e) Status of printing and dispatch of all census material to the Charge offices and back to designated ORGI/concerned DCO locations;
f) Publicity;
g) MIS reports based on Projects (HL, and HH) and location particulars like (State, District, Sub-district, Town/Village etc.); Release/distribution of material to the census functionaries and financial assistance/ honorarium etc; Graphic view of progress to the extent possible;

This will facilitate near real time scrutiny of collected data in comparison to previous censuses (2001 and 2011) to the extent possible. Details of the application may be seen at Specific Requirements of CMMS Web Application.

## Specific Requirements of CMMS Web Application

This sub-section contains the requirements for conducting the Pre-test, House Listing (HL) and House Hold (HH) Census related activities

**a. Master database**

a) The system shall display Master list of all the States, Districts, Sub-Districts, Village/Town, ward, EB (at present census 2011 frame will be used however it will be modified after freezing of administrative boundaries after December 2019.)
b) The system shall create and display all the role based stake holder users – namely State, District, Sub-district, Village/Town, Ward, EB
c) The system shall create and display the National/Master Trainer as well as other trainer appointed by DCOs/State administrator list.

**b. Training module**

Training Modules for monitoring at various levels, it includes Trainer's detail, Date of training scheduled, Training completion date, Location of training, up to State/District/ Charge level information is required.

a) Training of National Trainers
b) Training of Master Trainers
c) Training of Field Trainers

**c. Publicity**

Publicity efforts are to be undertaken by both ORGI and DCOs whereas the ORGI would undertake the campaign usually covering all the states and UTs, however, DCOs would focus their campaign in their respective states. Publicity data base includes location-wise public efforts at both ORGI as well as DCOs level.

a) Monitoring of Publicity
b) Allocation of Funds
c) Utilisation of Funds
d) Compliance Report
e) Photo Videos

**d. Printing**

a) Details of the work allotted to the printers for printing census material and the status of its progress.
b) Charge officer and office address
c) Tentative number of language-wise required schedules and other census material at Charge level.
d) Monitoring Tools for Input from ORGI and Output form Vendors

**e. Monitoring**

The following modules may be required for monitoring at various levels during census taking place:

a) Notification for field-work

b) Printing of census material including Schedules in local language(s)
c) Procurement of training material and status of training at various levels.
d) Tracking of dispatch of material (manuals, schedules or any other) like scheduled delivery date, delivery date, from, where, receiver details, etc.
e) Appointment of Census Officers, Sending lists of Enumerators, Supervisors, Charge Officers and other Census Officers
f) Generation and printing of Appointment letter of Supervisor and Enumerator.
g) In-House Training
h) Coordination with Charge Officer for receipt of materials at Charge Office.
i) Logistics and Receipt of filled-in Schedules and Other materials at Charge Office and further dispatch of these to the designated ORGI/DCOs
j) SMS/Syncing of Information collected on Electronic devices

**f. Flow/Sequence of work**

a) Designing of website, it includes basic uploads of census related information
b) Creation/Updating and Finalisation of Geographical locations
c) Creation of Database for Census House.
d) Creation of role based user database
e) Creation of actual user (field functionaries) database
f) Creation of Training database
g) Creation of publicity database
h) Creation of transactional database
i) Updating of transactional database
j) Monitoring of transactional database
k) Village / Town /EB-wise Database for 2001 and 2011 Data for scrutiny.
l) MIS Reports generation as per requirements
m) Query based Reports
n) Provision for Inputs

**g. Usability**

a) Graphical User Interface
b) The system shall provide a uniform look and feel between all the web pages.
c) The system shall provide a digital image for each.
d) The system shall provide use of icons and toolbars.
e) Accessibility
f) The system shall provide multi language support.

**h. Security**

**Data Transfer**

The system shall use secure sockets in all transactions that include any confidential census information. The system shall automatically log out all users after a period of inactivity.

The system shall not leave any cookies on the user's computer containing the user's password. The system shall not leave any cookies on the user's computer containing any of the user's confidential information.

**Data Storage:**

The user's web browser shall never display a user password. It shall always be echoed with special characters representing typed characters.

The system's back-end servers shall never display a user password. The user's password may be reset but never shown.

The system's back-end servers shall only be accessible to authenticated administrators.

The system's back-end databases shall be encrypted.

**i. On-line User Documentation and Help**

To implement online user help, link and search fields shall be provided.

**j. Team**

There will be common team for Mobile Application and Web Application to ensure proper communication facilities between two applications. For the smooth function of all the processes involved, four teams are proposed to be formed:

Software Development Group

Testing and Debugging Group

Training and Implementation Group for States/DCOs

Networking and Security Group

**k. Database Management**

The Selected bidder has to manage the large database of census and associated activities alongwith building queries for accessing the database and generation of reports as per requirement of the ORGI/DCO. It also includes validation and processing of large scale data collected from census, database management and data mining report generation required by ORGI/DCO on all/selected parameters of field data as per the census schedules. (Annexure-T9-A to D: Census Schedules), which are under modification and may be modified slightly.

**l. Data Analytics**

a) The selected bidder shall deploy database administrator and data analyst in ORGI for full time, as per resource deployment plan based on price bid (Quarterly Payment basis). Initial deployment will be for 36 months. Duration of the resources may be extended, which will be decided by ORGI, for a further period of 24 months on same terms & conditions.

b) The selected bidder shall provide support to the ORGI/DCO for data analysis & generation of MIS reports required by the ORGI/DCO.
c) Creation of database in such a way that all the ministries/departments/researches etc may derived the aggregated information (from the data items published by ORGI ) in the format of csv, excel, xml/html//graph/chart/bar/map etc from the web portal with due registration as per their needs without revealing the unit level data and intervention of ORGI.
d) Preparation of e-learning module including videos for Web & Mobile Applications.
e) Tools for the Data Analytics to be brought by System Integrator, however the License should be in the name of ORGI. Cost for this may to be included in SI Overhead.

**Note:** E-learning tools has to be developed by the SI-S in consultation/discussion with ORGI. The Data Analytics tools like R Programming, Python, SAS, and Tableau Public etc. may be used, after mutual consultation with ORGI. If need be, accordingly, licenses for the requisite tools for Data Analytics will be procured by ORGI.
E learning module has to be application specific.

ORGI

## Annexure-S3: Supply of Professional manpower for ICR Based data capturing

The selected bidder has to provide services of software professionals for development of various web based MIS, Customization & fine tuning of ICR Based data capturing application using eFlow 4.0/4.5 or higher version. Functional Capabilities of eFlow ICR Software are defined in Annexure-G-6. Professional manpower is also to be deployed for Application Software, functional and operational support for data capturing at 18 locations. Major software related activities to be carried out as described below:

a) Customization and implementation of eFlow. Image Based Automatic Form Processing Software (i.e. e-Flow), hereinafter termed as Form Processing Software, after fine tuning the same (Form definition, field validation, transfer format, workflow optimization etc.) as per the needs of ORGI/DCO on the Hardware platform available at 18 data centers and D.P. Division hereinafter termed as 18 locations (Annexure-C-5). This is to be carried out in two phases: I) Phase-1: Processing of approx. one crore out of approx. 3 Crores Houselist schedules ii) Phase-2: Processing of approx. 23 crores out of approx. 33 Crores Household schedules. The scanning work for each phase is to be completed in a period of 90 days for Phase 1 and 120 days in phase 2. The estimated work load of data collected on paper schedule may vary (increase/decrease) in proportion to the data received through Self enumeration/Mobile App.

b) To carry out the customization and tuning of ICR Software, a Core team comprising of 5(five) software professionals from bidder having experience in "Image processing Software customization and tuning, and 5(five) software professional from ORGI would be constituted. This core team will be deployed at NDC, ORGI at Shastri Park, New Delhi which will be the Development Centre for all e-Flow related applications. This core team will look after all software development related issues, co-ordinate with software supplier and to take care of problems relating to implemented Form Processing Software. This support is required initially for two years, but renewable annually on need basis.

c) There will be another Team posted at each Data Capture Centre for implementing and managing the activities right from the Receipt of Schedules to the eFlow operations. This team would comprise of two software engineer from the SI-S and two officials from ORGI/DCOs in each shift.

d) The core team will provide necessary functional support, on-job training on software operations and workflow management to Operational Team comprising of software engineers provided by bidder and supervisors from ORGI/DCOs who will later on manage the complete work flow at each locations. This support is required initially for Eighteen months, but renewable quarterly on need basis. This Operational team will in turn train the other operational staff to be stationed at each of these 18 data centers.

e) The core team will develop application(s) software for generation of control figures/simple frequency tabulation reports as per the needs of Purchaser and integrate the same with the implemented Form Processing software at 18 locations.

f) The core team will develop a Graphical User Interface (GUI) based user-friendly application software module integrating with the Form Processing Software solution with the flexibility of de-linking as an independent module on RDBMS platform for carrying out image enabled Computer Assisted Coding (CAC) at 18 locations for (i) the data items recorded in description as well as coded by the enumerator (sample basis) (ii) description is recorded but not coded.

g) The Core team will undertake the fine tuning of the software as well as the development of application software mentioned above at (a) to (e) in association and consultation with Kofex, formerly M/s TIS, and get its necessary acceptance and approval before implementing at 18 locations.

ORGI

## Annexure-S4: Setting up of Temporary Setup for Scanning facilities

The selected bidder has to provide the services for setting up the Temporary Setup for Receipt, Pre-scanning and Scanning facilities at ten locations namely Bengaluru, Chandigarh, Chennai, Kolkata, Lucknow, Mumbai, Ranchi, Raipur, Dehradun and Patna. ORGI/DCO would provide storage space at these locations too. Scanned Images from these locations would be transferred on computer readable media (physically) to the Data Capture Center for further processing purposes. In remaining eight locations, namely Bhopal, Bhubaneswar, Delhi, Gandhinagar, Guwahati, Hyderabad, Jaipur and Thiruvananthapuram Scanning Centre are already established by ORGI/DCOs. Temporary infrastructure (for 1-2 scanner setup) includes the following:

a) Laminated Partition to cover around 650 to 800 Sq. ft. area for Receipt/Pre-scanning purposes at Storage Location.
b) Laminated partition to cover around 150 to 200 Sq.ft. area to install at least two/three high volume production scanners.
c) Installation of min. 3 nos. of Split ACs (of 1.5 Ton capacity each) to maintain the required temperature for Pre-Scanning and scanning operations.
d) Fitting and fixing of necessary electrical points for each scanning stations.
e) Installation of at least 5 KVA UPS with 30 minutes backup.
f) Installation of portable DG Set of 10 KVA capacity as a Power Backup.
g) Fixing of necessary fire-fighting/safety equipments.
h) Required furniture for receipt, pre-scanning/scanning operations and manpower.
i) In case of increase in nos. of scanners the, one no. AC unit to be increased for each additional scanner.

All the items mentioned at point (a) to (i), should be installed as new items and will become the property of ORGI/DCO.

**Note**: The adequate space for setting up the temporary setup at ten locations will be provided by ORGI/DCO. Media to transfer the scanned images to Data Capture Center will be provided by the SI-S. Scanning locations and Data Processing locations are either adjoining building or in same city, and scanned images has to be transferred by the SI-S from Scanning locations to Data Capture Centre. In the RFP it is clearly mentioned that the storage space and electricity will be provided by ORGI/DCO, however, UPS and DG Set has to be procured by the SI-S for temporary setup. The battery backup of UPS should be min. 30 minutes. The cost of Diesel for DG Set will be re-imbursed after production of valid & certified Invoices (by ORGI/DCO officers). Scanning facility alongwith all infrastructure facilities will be required till the completion of scanning & ICR Processing.

**Annexure-S5: SITC and Comprehensive maintenance of High Volume Production Scanners**

The selected bidder has to provide the services for Supply, Installation, Operation and Comprehensive maintenance of A-3 Size Duplex type Color High Volume Production Scanners at 18 locations. The Scanners offered should be new, unused and conforming to the specifications detailed under Annexure T3. The conformance or non-conformance of the offered product to each specification should be indicated in Annexure-T4 by writing 'Yes' or 'No' respectively against the particular specification. In case the product specification is deviating (i.e. below/ exceeding) from the Purchaser's requirement, the Bidder should record and submit all such deviations along with his product's specifications in Annexure T4. Depending upon the speed and availability of spaces at ORGI locations, the total number of scanners should not exceed 18. Location-wise tentative requirements of the scanners are given at Annexure G-2. The Form Processing Software is available with ORGI and Bidder has to use that software only. The Generic specifications of the required scanners are given below:

a) New and of same make.
b) Minimum speed of A-4 130 Page Per Minute I 260 Images Per Minute (A-3 65 PPM/130 IPM) up to 300 DPI in color & gray both. A Tolerance of 2% will be allowed on lower side during technical evaluation.
c) Each location may have maximum two scanners
d) On Site comprehensive warranty for two years
e) Details specifications of Scanners may be seen at Annexure-T3.

## Annexure-S6: Supply of manpower for Pre-Scanning, Scanning and ICR Processing

The selected bidder has to provide the suitable manpower and the services for the work related to Receipt, pre-scanning, scanning, archiving, processing, is divided in two phases namely:

Phase-1 comprises of Housing Census starting in May, 2020

Phase-2 comprises of Population Enumeration Schedule starting in April 2021

Providing the services and manpower for:

a) Receipt of filled in Schedules at 18 Storage cum Scanning Locations

b) In consultation of DCOs/ORGI, Enumeration Block (EB)-wise Counting & inventorying of Schedules with pre-notifying it to charge offices within 30 days of receipt of schedules at 18 locations.

c) Pre-scanning work / document preparation for scanning operations

d) Scanning and archival of approximately Sixty Eight Lakh Housing Census schedules. Likely date of start is May, 2020, and scanning has to be completed within one month of receipt of schedules at storage location.

e) Movement of images on computer readable media from Scanning Center to Data Capture Center. The following is desired:

   i.) Required level of segregation of Images, Extracted Data, indexing and linking of concerned images and transfer of Data

   ii.) Images on computer readable media probably on DVD/EHDD with necessary security and safety, as and when required.

g) Scanning and archival of approximately 13 crores household schedules in 4 months period (Phase 2). Likely date of start is middle of April 2021.

h) Data extraction, correction and Quality Assurance using eFlow ICR software provided by ORGI, as per following:

   i) Within 45 days after completion of scanning for Phase-1.

   ii) Within nine months from April 2021 for Phase-2.

i.) If need be, any other functions related to any activity - from Receipt of schedules to finally accepted extracted data / images.

**Details of Form, Volume, Expected Target Time & Tentative Manpower Requirement for ICR Processing**

| Description of Form | Size | Volume to process (Receipt, Scan & process) | Expected maximum Time period |
|---|---|---|---|
| 1.Houselist schedule Scanning and Processing | A3-size with entries on both sides | Approx. Sixty Eight Lakh out of approx. 3 crore schedules (Receipt, Scan, process and Archive) | 3 months (starting June 2020) |
| 2. Household schedule Scanning and Processing | A3-size with entries on both sides | About 13 crore out of aprox.32 crore schedules (Receipt, Scan, process and Archive) | 7 months processing (starting May 2021) |

Location-wise estimated number of Schedules for scanning of Houselist and household and recommended number of Scanners of 130 PPM and counting machine of 2,000 PPM are given at Annexure-G2.

a. Location-wise estimated number of Schedules for Processing of Houselist and Household is given at Annexure-G3.
b. Location-wise assessed/recommended number and category of manpower on the basis of following is given at Annexure-G4 and Annexure-G5 for Phase-1 and Phase-2 respectively.
    i) CENSUS 2011 experiences from pre-scanning, scanning and deployment of manpower and machine at various stages/modules of eFlow ICR software.
    ii) Deployment of scanners of same make and model at all the scanning locations, as per the specification provided at Annexure-T3
    iv) Two operators per shift for operation of single scanner
    v) At least two software engineers per shift for operation and management of all the activities from receipt of forms to final data extraction.
    vi) Each shift will be assisted by required nos. of utility/support staff.
    vii) Three shift operations.

On the basis of the capability of the eFlow ICR software and using the manpower capability/speed on various stages of workflow during Census 2011, Location-wise allocated computer hardware/module-wise manpower deployment is given at Annexure-G4 and Annexure-G5 for Phase-1 and Phase-2 respectively.

**Note: Further details regarding Role of SI-S are given in Annexure- G1**.

## Annexure-S7: Mobile & Web Application for Updation of NPR – 2020

The selected bidder has the responsibility of Designing, Development, Testing, Debugging, Security Checks, Deployment, Implementation and maintenance of Mobile & Web Application for "Updation of NPR – 2020". It includes data updation through Mobile Application by aprox. 31 Lakh enumerators, Preparation of PDF files at EB level containing details of persons already registered in NPR database, for verification/updation. The scope of work involves Software Development, Data Analysis, visualization, dissemination tools. It involves from complete architecture i.e. conceptualization, Design, Development and Operationalisation of Web Application and Mobile Application for the following:

a) Creation and authentication of group of users, based on various roles;
b) Providing dashboard for online monitoring of progress of each stage of work;
c) Generation of various MIS reports based on Control & Management and users requirement/needs;
d) Providing data upload and download facility with proper data security and safety mechanism;
e) Creation of facility to send bulk SMS to all the users based on their roles and responsibilities;
f) Creation/allocation of charges, EBs etc. to concerned users;
g) Generation and distribution of appointment and other relevant material through web application;
h) Development of Mobile application to collect the data in offline mode, uploading and verification by supervisor;
i) Development of digitization software for data collected through paper mode and providing data verification and correction mechanism to the supervisors;
j) Establishing the backend support and operation services for smooth running of ORGI data Centers;
k) Facility for self-enumeration either by using the mobile app or by web application;
l) Development of module for updataion of location codes dictionaries with previous concordances;
m) Module to downloading the NPR data/PDF as the case may be, through web application;
n) Mobile app alongwith house listing app to update the NPR data;
o) Facility to transfer the money into the account of census functionaries directly by using PFMS;
p) Integration of data collected different modes as listed above;
q) Development of data analytical and scrutiny modules to validate the data;
r) Data visualization and presentation on web as per the need of ORGI/DCOs;
s) APIs to the users to obtain the results as per their requirement without modifying ORGI base data;
t) Providing the manpower for all above work;

u) Except scanners, ORGI will provide the rest of the hardware (Server, Storage, Workstation, Network and security);
v) E-learning and self learning module for all kind of facilities, to be made available in web application and Mobile Application, alongwith instruction for how to use & operate it;
w) Data safety, security and privacy is must;
x) Any other software related work required for above.

**Note:** the National Population Register (NPR) Data was initially collected during 2010 on paper then get digitized and later on updated during 2015-16 through Booklet containing the data collected & digitized during 2010. Filed work for Data collection will be undertake by state government's officials. The NPR data updated during 2015-16 will be provide on Mobile App as well as on Booklet so that Enumerator (State Government Officials) can do the field work as per his/her convenience. Filed work for Collection/Updation of Census/NPR data is the responsibility of ORGI. However the off-line/on-line Mobile App and Web Portal design, development and implementation will be in the scope of work of SI-S. In addition to that SI-S has to prepare Enumeration Block wise soft copy of existing NPR data as per booklet designed by ORGI. Same data should be made available on Mobile App of respective enumerator for updation. Printing of booklet will be undertaken by the designated officials of ORGI/DCO/State Government

## SECTION II: INSTRUCTIONS TO BIDDERS

### 2.1 General Instructions

1. All interested bidders are requested to register themselves with the portal http://eprocure.gov.in and enroll their digital certificate with the user id for participation in the tender.

2. Bidders are requested to read following conditions in conjunction with various conditions, wherever applicable appearing with this bid invitation for e-Tendering. The conditions mentioned here in under shall supersede and shall prevail over the conditions enumerated elsewhere in the tender document.

**Bidders are advised to check the CPP website https://eprocure.gov.in/eprocure/app at least 3 days prior to the closing date of submission of tender for any corrigendum, addendum, or amendment to the RFP document.**

**For complete information, details and specifications on the hardware & software being made available to SI-S (for implementation of the project), including Compute, Storage, Network & Security, OS and other Software, please refer to amended RFP for System Integrator - Hardware (SI-H), published by ORGI on CPP portal and visit ORGI website: https://www.censusindia.gov.in**

3. How to submit On-line Bids / Offers electronically against e-Tendering?

Vendors / Bidders are advised to read the following instructions for participating in the electronic tenders directly through internet:

i) Late and delayed Bids / Offers after due date / time shall not be permitted in e-Tendering system. No bid can be submitted after the last date and time of submission is over. (However if bidder intends to revise the bid already submitted, they may change / revise the same on or before the last date and time of submission of bid). The system time (IST) that will be displayed on e- tendering web page shall be the time and no other time shall be taken into cognizance.

ii) Bidders are advised in their own interest to ensure that bids are uploaded in e-tendering system well before the closing date and time of bid.

iii) No bid can be modified after the dead line for submission of bids.

iv) No manual bids/offers along with electronic bids/offers shall be permitted.

4. What is a Digital Signature?

This is a unique digital code which can be transmitted electronically and primarily identifies a unique sender. The objective of digital signature is to guarantee that the individual sending the message is who he or she really claims to be just like the written signature. The

Controller of Certifying Authorities of India (CCA) has authorized certain trusted Certifying Authorities (CA) who in turn allots on a regular basis Digital Signature Certificates.

5. Documents which are signed digitally are legally valid documents as per Indian IT Act (2000).

6. Why is a Digital Signature required?

In order to bid for ORGI e-tenders all the vendors are required to obtain a legally valid Digital Certificate as per Indian IT Act from the licensed Certifying Authorities (CA) operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. The Digital Certificates is issued by CA in the name of a person authorized for filing Bids / Offers on behalf of his Company. A Vendor / Bidder can submit their Bids / Offers on-line only after digitally signing the bid / documents with the above allotted Digital Signatures.

7. Bidders have to procure Digital Signature Certificate (Class 3 or 2 with signing key uses) from any of the certifying Authorities in India.

8. Submission of Documents:

i) Bidders must submit on line offers by the date and time mentioned in the RFP at the website address stated therein.
ii) Each E-Tender will provide access to Commercial as well as Price part of tender. Along with the Commercial part, Bidders can attach the required documents with the bid in line with the Tender.
iii) The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the process and steps.
iv) The bid have to be submitted online only. However, EMD (in original) is to be submitted to Joint Director (HO), 1st floor, A wing, NDCC-2 Building, Jai Singh Road, New Delhi – 110001. The EMD in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the scheduled Commercial Banks in favour of "**Pay and Account Officer (Census)**", payable at New Delhi. ORGI shall not be responsible in any way for failure on the part of the bidder to follow the instructions. Physical Bids will not be accepted. All such physical Bids shall be considered as invalid offers and shall be rejected summarily without any consideration.
v) Price Bid shall contain only price as per Schedule of Rates (in form of an excel sheet) without any condition. The lump sum rate along with tax and other components shall be filled up in figures and the total amount shall be automatically calculated and rounded off to the nearest rupee. It is to be noted that the Price Bid shall contain only PRICES and no conditions whatsoever.
vi) The bid shall be uploaded through Digital signatures by someone legally authorized to enter into commitment on behalf of the Bidder. Bidder shall upload among other

documents, power of Attorney in favour of the person who is authorized to enter into commitments on behalf of the Bidder.

vii) It is advised that the bidder upload small sized documents (preferably upto 5 MB) at a time to facilitate in easy uploading into e-tendering site. ORGI does not take any responsibility in case of failure of the bidder to upload the documents within specified time of tender submission.

9. Submission and Opening of Bids

i) Bid along with all the copies of documents should be submitted in the electronic form only through ORGI e-tendering system. Before the bid is uploaded, the bid comprising of all attached documents should be digitally signed using digital signatures issued by an acceptable Certifying Authority (CA) in accordance with the Indian IT Act 2000.

ii) The bid shall be opened on-line on the date & time mentioned in the RFP.

iii) The Price Bids of only those bidders shall be considered for electronic opening & evaluation, whose bid is determined to be technically acceptable to ORGI.

10. Last Date for Submission of Bids: Bidders are advised in their own interest to ensure that bids are uploaded in e-Procurement system well before the closing date and time of bid. Vendors / Bidders must use any computer having Windows 7 version or higher of Window operating system and an internet web browser version internet explorer v8.0 or higher recommended.

12. In case of the Two-bid system, only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the Commercial Bid will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the ORGI.

13. Clarification regarding contents of the RFP: A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the ORGI in writing about the clarifications sought not later than the date mentioned in the schedule prior to the date of opening of the Bids. Copies of the query and clarification by the purchaser will be sent to all prospective bidders who have received the bidding documents.

15. Clarification regarding contents of the Bids: During evaluation and comparison of bids, the ORGI may, at its discretion, ask the bidder for clarification of his bid on non-financial and non-commercial terms. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

16. Rejection of Bids: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeited of EMD. Any commercial condition having financial implication in the tender will be rejected.

17. Validity of Bids: The Bids should remain valid for 120 days from the last date of submission of the Bids.

19. The tender shall be submitted in major parts, namely Technical Bid and financial Bid (BOQ).

20. As a part of software requirement for the e-tender, the main features are:
    i) The price bid formats are same for global and Indian vendors. Bidders are requested to follow the instructions mentioned in the bid format.
    ii) Vendors interested in the tender may submit scanned copy of EMD as stated in document in this e-tender and submit the original EMD physically within the closing time & date as mentioned.

21. In respect of Two-Bid system, bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. The bidders are required to quote only one product against each line item which meets the product specification requirement in the bid document otherwise bid will not be considered for further evaluation and compatible spare parts will not be accepted.

22. It is mandatory for every bidder to fill all the documents as set out in the tender document irrespective of their earlier association with ORGI. Any conditional / incomplete offer or failure to follow above instructions shall lead disqualification even at the time of opening of bids.

23. Variation on government duty and taxes based on turnover of the bidder/company will not be allowed.

24. The Bidders are required to spell out the rates of government duty and taxes etc. in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of Customs duty / GST is intended as extra, over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duties will be entrained after the opening of tenders. If a Bidder chooses to quote a price inclusive of any duty and does not confirm inclusive of such duty so included is firm and final, he should clearly indicate the rate of such duty and quantum of government duties and taxes included in the price. Failure to do so may result into denial of the claim of statutory variation on duties and taxes.

25. If a Bidder is exempted from payment of government duties and taxes upto any value of supplies from them, they should clearly state that no duties and taxes will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of government duties and taxes, it should be brought out clearly. Stipulations like, government duties and taxes which are presently not applicable but the same will be charged if it becomes applicable later on, will not be accepted unless in such cases it is clearly stated by a

Bidder that government duties and taxes will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of government duties and taxes which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

26. Goods and Service Tax (GST):

Pursuant to the notification of GST Act 2017, the rate of GST as applicable to the tendered item should be correctly quoted by the tenderer, duly mentioning the HSN code. The offers will be evaluated based on the GST rate as quoted by each bidder and same will be used for determining the inter-se ranking. While submitting offer, it shall be the responsibility of the bidder to ensure that they quote correct GST rate and HSN number. Purchaser shall not be responsible for any misclassification of HSN number or incorrect GST rate if quoted by the bidder.

Wherever the successful bidder invoices the Goods at GST rate or HSN number which is different from that incorporated in the purchase order, payment shall be made as per GST rates which is lower of the GST rate incorporated in the purchase order or billed. Vendor is informed that she/he would be required to adjust her/his basic price to the extent required by the higher tax billed as per invoice to match the all inclusive price as mentioned in the purchase order.

Any amendment to GST rate or HSN number in the contract shall be as per the contractual conditions and statutory amendments in the quoted GST rate and HSN number, under SVC.

27. 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 will prevail and the total price will be corrected.

28. Non-disclosure of Contract documents: Expect with the written consent of the Bidder/ Bidder, other party shall not disclose the contract or any provision, specification plan, design, pattern, sample or information thereof to any third party.

**2.2 Obligations of the Systems Integrator Services (SI-S)**

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the ORGI on the basis of this RFP.
c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract/agreement has been executed by or on behalf of ORGI. Any notification of preferred bidder status by ORGI shall not give rise to any enforceable rights by the Bidder. ORGI may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of ORGI.

d) The SI-S will provide different categories of required nos. of manpower at 18 nos. of DCCs and NDC, ORGI as per the details provided in concerned sections of the RFP. However, ORGI/DCO reserves the right to increase/decrease the numbers of manpower at any particular DCC/SSC (depending upon the urgency of requirement and work load), anytime during the period of contract. The increase/decrease in requirement may be conveyed to SI-S by an authorised officer of the ORGI/DCO. SI-S has to ensure the increased deployment within a period of one week, and decrease deployment as per limit set by Labour Law, from the date of receipt of such requirement;

e) The Qualification, Job descriptions and responsibilities of Operational IT Manpower deployed by the SI-S is shown in concerned sections of the RFP;

f) The services rendered by the SI-S under this Agreement shall be under close co-ordination and guidance/instruction of the ORGI/DCO. SI-S shall frame appropriate procedure for taking immediate action as may be advised by ORGI/DCO from time to time;

g) The SI-S shall decide the Modus Operandi to engage the manpower deployed by it for rendering proper and efficient services and to conform to its prescribed standards;

h) The SI-S will ensure that each manpower meets the Performance Norms for various parameters.

i) Failure to meet the above Performance Norms, the SI-S will compensate the same either by deployment of extra manpower or by putting extended work hours of manpower, to meet the target output in stipulated time, without any extra cost to ORGI. The Performance Norms may be revisited by ORGI depending upon the circumstances and workload. Any modification in the Performance Norms may be made by ORGI in consultation with SIS;

j) ORGI will make the payment to SI-S against the manpower deployed for the work only. For management and/or for other administrative work, if SI-S deputes any person(s), the cost for the same has to be borne by the SI-S itself;

k) In case ORGI feels that progress of work us not in proportion to the targeted time frame, ORGI will interfere and give necessary instructions to expedite the process and ensures completion of work in time.

l) The manpower deployed by the SI-S shall not install/use any other unauthorised software etc. (except pre-installed licensed software) and shall not misuse the computer systems of ORGI;

m) If the ORGI/DCO notices that the manpower deployed by SI-S has/have been negligent and careless in rendering the said services, the same shall be communicated immediately to the SIS. The SI-S will take corrective action immediately, to avoid recurrence of such incidents, which may include providing proper substitutes;

n) If any manpower deployed by the SI-S indulges in theft, misconduct or any illegal/irregular activities, the SI-S will initiate appropriate action against such manpower besides providing suitable substitutes in its place;

o) ORGI/DCO shall be at liberty to object to and require the SI-S to remove any manpower deployed by SIS, who in the opinion of ORGI/DCO is incompetent or negligent in the proper performance of his duties;

p) The ORGI/DCO shall not be held responsible fully or partly, to any dispute or difference, that may arise between the SI-S and the manpower engaged by it for the said services;

q) The manpower is expected to work normally on all seven days of the week (in 3 Shifts, each shift of 8 hours, per day) OR as the ORGI/DCO may decide as per the requirement from time to time. However, each manpower will work normally for 48 hours per week. Therefore, different manpower may have different Weekly Off on different day of the week;

r) At times, in case of exigencies of work, the manpower may be required to work beyond office hours, for which no additional payment will be made by ORGI to the SI-S;

s) The manpower deployed by SI-S will be rotated so that they are familiar with the services and new manpower are not brought all of a sudden for performance of services;

t) The SI-S shall employ only such persons as are qualified and skilled for carrying out the assigned jobs as detailed in Para (d) above. The SI-S shall submit the particulars of all personnel deployed as per the attached format along with 2 photographs;

u) Before deployment of manpower, SI-S shall check and verify the antecedents of the manpower deployed on duty. All the manpower deployed under this contract shall be of good character, well-behaved and disciplined. The liability of the conduct & discipline of the deployed manpower shall rest with the SIS. The SI-S will submit the undertaking as per the format given in **Annexure-V** about the antecedents, police verification, character, conduct & discipline of the manpower deployed by it;

v) The SI-S shall be responsible for the proper behavior of the manpower deployed and shall exercise proper control over them, and to ensure that their activities shall not in any way be detrimental to the ORGI/DCO. The SI-S shall have to withdraw such manpower with immediate effect, if so desired by the ORGI/DCO or its authorised representative(s);

w) The ORGI/DCO reserve the right to order any manpower of the SI-S to leave its premises, if his/her presence at any time is felt undesirable;

x) The SI-S shall issue Identity Cards on its own name and trading style, to its manpower deployed for rendering the said services, which at ORGI's option, would be subject to verification at any time. The ORGI/DCO may refuse the entry into its premises to any manpower of the SI-S not bearing such identity card;

y) No manpower of the SI-S shall enter into any other area of the ORGI/DCO premises, except to the area of the premises (DCC/SSC) where they have been deployed, without the permission of the ORGI/DCO;

z) It is understood between the parties hereto that the SI-S alone shall have the right to take disciplinary action against any manpower engaged/ deployed by it, while no right shall vest in any such manpower to raise any dispute and/or claim whatsoever against the ORGI/DCO. ORGI/DCO shall under no circumstances be deemed or

treated as the Employer in respect of manpower engaged/deployed by the SI-S for any purpose, whatsoever, nor would ORGI/DCO be liable for any claim(s) whatsoever, of any such manpower;

## 2.3 General Conditions

### a. General

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the contract by the ORGI on the basis of this RFP.
c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract/agreement has been executed by or on behalf of ORGI. Any notification of preferred bidder status by ORGI shall not give rise to any enforceable rights by the Bidder. ORGI may cancel this public procurement at any time (after serving one month notice to the SI-S), prior to a formal written contract being executed by or on behalf of ORGI
d) Bidders are advised to study the Bid Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of all instructions, annexures, eligibility, forms, compliance statements, terms and requirement specifications, formats in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required by the RFP document or submission of a bid not substantially responsive to the tender document in every respect will be at the Bidder's risk and may result in the rejection of the bid.

### b. Use & Acquisition of Assets during the term

During the Term of the Agreement, SI-S shall:

i. Take all reasonable and proper care of the entire hardware and software, network or any other information technology infrastructure components, Deliverables used for the project and other facilities leased/owned/operated by SI-S exclusively in terms of the delivery of the services as per the CA (hereinafter the "Assets") in proportion to their use and control of such Assets which will include all upgrades/enhancements and improvements to meet the needs of the project arising from time to time
ii. Term "Assets" also refers to all the hardware / Software / furniture / data / documentations / manuals/ or any other material procured, created or utilized by SI-S or ORGI for implementation of IT Infrastructure solution.
iii. Keep all the tangible Assets in good and serviceable condition (reasonable wear and tear excepted) as on the date SI-S takes control of and/or first uses the Assets

suitably upgraded subject to the relevant standards as stated in the bid to meet the SLAs mentioned in the contract and during the entire term of the Agreement

iv. Ensure that any instructions or manuals supplied by the manufacturer of the Assets for use of Assets and which are provided to SI-S will be followed by SI-S and any person who will be responsible for the use of the Asset

v. Take such steps as may be recommended by the manufacturer of the Assets and notified to SI-S or as may in the reasonable opinion of SI-S be necessary to use the Assets in a safe manner

vi. To the extent that the Assets are under the control of SI-S, keep the Assets suitably housed and in conformity with any statutory requirements from time to time applicable to them and as per the terms agreed with ORGI

vii. Not, knowingly or negligently use or permit any of the Assets to be used in contravention of any statutory provisions or regulation or in any way contrary to law

viii. Use the Assets exclusively for the purpose of providing the Services as defined in the contract

ix. Ensure the integration of the software with hardware to be setup and the current Assets in order to ensure the smooth operations of the entire solution architecture to provide efficient services to ORGI of this Project in an efficient and speedy manner

x. SI-S shall not use ORGI data to provide services for the benefit of any third party, as a service bureau or in any other manner

xi. Use best efforts to ensure that no lien, mortgage, hypothecation or any other charge is created over the Assets. SI-S agrees that SI-S will inform ORGI immediately if SI-S feels or comes to know that a charge may be / has been created over any Asset(s). In the event a charge is created over any of the Assets which are owned by, ORGI shall have the right to get the charge removed at the risk, cost, expense of SI-S and SI-S shall make good all losses, damages, costs, fees, cess, duties, etc. borne or suffered by ORGI due to creation of such charge and/or in removal of such charge and/or in discharging the obligations for removal of such charge.

**c. Completeness of Response**

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

b) Failure to comply with the requirements of this paragraph may render the Proposal non- compliant and the Proposal may be rejected. Bidders must:

   i. Include all documentation specified in this RFP;
   ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP;
   iii. Comply with all requirements as set out within this RFP.

## 2.4 Pre-Bid Meeting and Clarifications

### a. Pre-bid Meeting

a) ORGI will hold a pre-bid meeting with prospective bidders on the date, time & venue as mentioned in "Data Sheet".

b) Entry of maximum three persons per prospective bidder will be permitted in Pre-Bid meeting. Interested bidders are requested to intimate about their participation in Pre-Bid meeting at least two days before Pre-Bid Meeting.

c) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Nodal Officer at **email ID: suendra.rgi@gov.in** on date and time as per "Data Sheet".

d) The queries should strictly be submitted in the following format (failing which, the same will not be considered), with the subject mentioning

**"Pre-Bid Queries for SI-S from <Name of OEM/SI-H>"**:

| S. No. | RFP Page No. in Numeric (e.g. 2,7,9) | RFP Reference Clause No. (Without description of Clause) (e.g. 4.1 a) | RFP Description/ Topic of Clause) | Content of RFP requiring Clarification(s) | Points of clarification |
|---|---|---|---|---|---|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |

Note: Only One query should be mentioned in one row. The query should be prepared in MS-Excel Sheet only.

e) ORGI shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the ORGI.

### b. Responses to Pre-Bid Queries and Issue of Corrigendum

a) The Nodal Officer notified by the ORGI will endeavour to provide timely response to all queries. However ORGI makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does ORGI undertake to answer all the queries that have been posed by the bidders.

b) At any time prior to the last date for receipt of bids, ORGI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the ORGI website.

d) Any such corrigendum shall be deemed to be incorporated into this RFP.

e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, ORGI may, at its discretion, extend the last date for the receipt of Proposals.

### c. Tenure of the Contract

The contract would be valid for three years from the date of signing of contract agreement or project "Go-Live" whichever is earlier. It will cover IT application maintenance & data analytics. In addition, the contract may be extended for 24 successive months with mutual consent as per price bid and on same terms and conditions.

"Go-Live" will mean:

I. Successful deployment, commissioning and UAT (User Acceptance Test) of the mobile & web application
II. Successful deployment and commissioning of the Hardware and hosting in order to make the application operational. The application shall be hosted in ORGI Data Centre. The cost of hosting (if any) will be borne by ORGI.
III. Training of all the trainees as per list shared by the ORGI/DCO (approximately 600 people)
IV. Submission and acceptance of Project documents

## 2.5. Bid Requirements

1 The Bidder must quote for all Items and Quantities as listed in the Schedule of Requirements (Annexure C4) in the Price Schedule (Annexure C2). Offer for part quantity and/or part items shall not be considered and rejected without further reference.

2 Bidders should enclose, along with the Technical Bid of their offers, the full details of Scanners offered along with list of consumables with their life and price. Full documentation, descriptive literature/leaflets supplementing the description and point out any special feature of their system. All documentation is required to be in English.

3 Self- Certificate to the effect that the bidder/OEM has never been black listed by any Central/State Government Ministry/ Department/ office/ PSU.

4 The Bidder should have a back-to-back support arrangement with OEM for support of Scanner. A Letter from OEM/Principle Manufacturer needs to be furnished along with the Technical bid ensuring the support atleast for 3 years 6 months from date of supply or atleast 3 years from date of installation of ordered scanners to ORGI. OEM should be accessible through e-mail/phone/VC, for support directly or through the Bidder for any support related issues.

5 Bidder should clearly provide the cost of infrastructure for setting up the temporary scanning setup at ten locations as mentioned in the RFP.

### a. Contents of Bid

The Bids prepared by the Bidder shall comprise of the following two components:

a) Technical Bid with required information and documentation along with scan copy of the Earnest Money Deposit of the required amount, and following as per the formats provided in the RFP to be uploaded on-line in the portal:
    1. All the documents prescribed in support of Eligibility Criteria as prescribed under chapter Pre-Qualification

2. Bidders Particulars (Annexure T1)
3. Bid Form (Annexure T2)
4. Technical Specifications of the equipment and scanning software (Annexure T3)
5. Statement of Deviations from Technical Specifications (Annexure T4)
6. Statement of Deviation from Tender Terms and conditions (Annexure T5)
7. Schedule of Delivery (Annexure T6)
8. Undertaking by the Bidder (Annexure T7)
9. All technical brochures/documents relevant to the Bid (clause 10.5)
10. Check list of Technical Bid (Annexure T10)

b) Commercial Bid comprising of the following are to be filled in accordance with the formats provided in the Tender Document:

| | | |
|---|---|---|
| i) | Bid Letter | (Annexure C1) |
| ii) | Price Schedule | (Annexure C2) |
| iii) | Contract Form | (Annexure C3) |
| iv) | Schedule of Requirement | (Annexure C4) |

**b. Key Requirements of the Bid**

i. Registration on e-Procurement Platform

Bids must be submitted online through e-portal ttp://eprocure.gov.in).on or before the stipulated time mentioned in the Fact Sheet. ORGI/DCO does not take any responsibility for the delay caused due to non-availability of internet connection or network traffic jam for online bids No bid will be accepted after the said date & time for submission of the bid.

Instructions to Bidders for Registration on e-Procurement Platform

1) In order to participate in e-procurement platform the vendor should register (if not already registered) on e-procurement platform of GNCTD after paying the registration fee
2) The vendor should have class – II Digital Certificate.
3) For any clarification on e-Procurement System, please contact at Help Desk number (011- 23813523-24) and email e-proc@nic.in

ii. RFP Document Fees

RFP can be downloaded free of cost from e-Procurement portal https://eprocure.gov.in or ORGI web site www.Censusindia.gov.in

iii. Earnest Money Deposit (EMD)

a) Bidders shall submit the EMD amount of 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 favour of "**Pay and Account Officer (Census)**", payable at New Delhi. The bid security should valid for a period of 45 days beyond the final bid validity period. In case of

expiry of validity period of EMD, Fresh EMD to be resubmitted at least 10 days prior to expiry.

b) The EMD instrument in original has to be submitted to Joint Director (HO), 1st floor, A wing, NDCC-2 Building, Jai Singh Road, New Delhi – 110001., and copy of the same needs to be **uploaded before the due** date **and time of tender submission**, failing which the bid shall be summarily rejected. A scanned copy of the instrument DD/BC/PO or exemption certificate in case of NSIC or exempted category has to be uploaded along with clear scanned copies of required documents to substantiate the claim towards their credentials along with the tender documents in the appropriate space.

c) EMD of all unsuccessful bidders would be refunded by ORGI within 45 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

d) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

e) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

f) The EMD may be forfeited:
   i. If a bidder withdraws its bid during the period of bid validity.
   ii. In case of a successful bidder, if the bidder fails to submit the performance bank guarantee and/or sign the contract in accordance with this RFP.

iv. Submission of Proposals

a) The bidders should upload the completed bids on the Government e-Procurement portal https://eprocure.gov.in).

b) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal should be uploaded respectively.

c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.

v. Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal issued by the company.

vi. Right to Terminate the Process

a) ORGI may terminate the RFP process at any time and without assigning any reason. ORGI makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b) This RFP does not constitute an offer by ORGI. The bidder's participation in this process may result ORGI selecting the bidder to engage towards execution of the contract.

## 2.6. Preparation of Proposal

i. Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ORGI to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

ORGI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

ii. Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

## 2.7. Consortium

Consortium is not allowed but sub-contracting is allowed with a maximum five nos. of sub-contractors, of which maximum one sub-contractor should be an Original Equipment Manufacturer (OEM) for the Scanners being used in this project. However, the agency involved in setting up the temporary setup will not be counted as sub-contractor. Maximum four sub-contractor should be the companies of repute having more than five years experience in scanning & digitization work, having cumulative turnover not be less than Rs.50 Crore in last five years as on 31/03/2019. However, the overall responsibility of the project lie with the System Integrator (main bidder). Core Software Development work will be handled by the main bidder only. The System Integrator should submit the consent letter of all the sub-contractors. Sub-contracting beyond level-one is not allowed for the project. The professional manpower (Software developers etc. and software engineers) should be on the roll of the main bidder since 01/04/2019.

## 2.8 Evaluation Process

a) ORGI will constitute a Technical Purchase & Evaluation Committee (TPEC) to evaluate the responses of the bidders.

b) The TPEC constituted by ORGI shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

c) The decision of the TPEC in the evaluation of responses to the RFP shall be final. No representation in this regard will be entertained.

d) The TPEC may recommend for rejection of any or all proposals on the basis of any deviations.

e) Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

f) If there is any dispute or confusion on the configuration/specification or any other general terms & conditions mentioned in the RFP, then TPEC is having the mandate to take a decision with the approval of competent authority. TPEC may grant relaxation/deviation judiciously, in any terms & conditions and/or specification/ configuration mentioned in the RFP for SI-S.

g) In case any bid is rejected by the competent authority, the concerned bidder may request ORGI to disclose the reason of rejecting the bid. ORGI shall convey the reason to concerned bidder.

## 2.9 Tender Evaluation

a) **Tender Validity:** The offer submitted by the Bidders should be valid for minimum period of 120 days from the date of submission of Bid.

b) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non- responsive, if Proposals:
   1) Are not submitted in as specified in the RFP Document
   2) Received without the Letter of Authorization (Power of Attorney)
   3) Are found with suppression of details
   4) With incomplete information, subjective, conditional offers and partial offers submitted
   5) Submitted without the documents requested in the checklist
   6) Have non-compliance of any of the clauses stipulated in the RFP
   7) With lesser validity period
   8) Received without EMD

c) All responsive Bids will be considered for further processing as below:
   ORGI will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

## SECTION III: QUALIFICATION & EVALUATION METHODOLOGY

The Prospective bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents. Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as pre-qualification criteria for Prospective bidder interested in undertaking the Project. The Prospective bidder must also possess the technical know-how and the financial implications that would be required to successfully implement the System and support services sought by the ORGI/DCO, for the entire period of the Contract.

The invitation for bids is open to all entities registered in India who fulfill prequalification criteria as specified below:

a) The company should be primarily providing IT/ICT operations in India for at least the last five financial years for the year ending 31st March 2019.

b) The Bidder must have successfully executed one E-Governance Project during the last 3 years, worth a single contract value of at least INR 300 Crores. Bidder shall submit either of the Work Order OR Agreements OR Completion Certificate issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects.

c) The implementation agency must be a competent provider of a variety of information technology and business process management services. The implementation agency will keep abreast of the relevant technical, managerial and operational requirements applicable, best practices and share its knowledge with ORGI/DCO along with recommendations for the betterment of the system.

d) The following points may please be understood carefully by the bidders:
   a) 'Turnkey IT Projects' relates to projects involving IT Application, IT Infrastructure, e-service development through portals and Operations & Maintenance Services on the application and infrastructure.
   b) In case of bidders where the CMMi certification is under renewal, the bidders shall provide the details of the previous CMMi certification and the current assessment details for consideration in the EoI process.
   c) In respect of the cited projects, the bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium.
   d) Only Project Citations completed / started in the last 3 financial years (2016-17, 2017-2018 and 2018-19) will be considered for evaluation.
   e) A bid may be rejected at prequalification stage itself and not considered for technical proposal evaluation if it fails to satisfy the prequalification criteria specified herein.

## 3.1 Pre-Qualification Eligibility Criteria

| Pre-Qualification for Lead Bidder | | | |
|---|---|---|---|
| **S No** | **Description** | **Basic Requirement** | **Specific Requirements Documents** |
| 1 | Legal Entity | The Lead Bidder should be a Company/Firm registered under the Indian companies act, 1956 as amended in 2013 (or) a firm registered under the Limited Liability Partnership Act,2008 (or) a firm registered under the Partnership Act,1932 and should be older than five years as on 31/03/2019. The bidder should be a single legal entity.<br>Note: A bid submitted by a Bidder who has acquired a Company/Division of a company shall also be considered for evaluation if the eligibility and technical evaluation criteria is met jointly between the bidder and the Company/Division acquired. | Valid documentary proof of: Certificate of Incorporation, Certificate of Commencement, Certificate consequent to change of name if applicable |
| 2 | Financial Turnover | The lead bidder should have an average annual turnover of at least Rs.1,200 crore, including at least 100 crore from Software Development including Mobile & Web based Application, Software Development & Support with data processing, Data Analytics & Database Management, Implementation & Support in last five financial years, as per the last published audited balance sheets, as on 31/03/2019.<br>Note: In case Lead Bidder is a wholly owned subsidiary, the financial experience of Parent company would not be considered for eligibility, | Certified Copy of Audited Profit & Loss account and Balance Sheet of the last five financial years, as on 31.03.2019. CA's/Company Secretary Certificate separately for annual turnover and turnover from software development including Mobile & Web based Application, Software development & support with data processing, Data Analytics & Database Management, Implementation & Support |
| 3 | Financial Net Worth | The bidder should have a Positive Net Worth continuously for the last three years as on 31/03/2019, and should be profitable for each of the last five financial years.<br>Note: In case Lead Bidder is a wholly owned subsidiary, the financial experience of Parent company would be considered for eligibility, provided the parent company operates in similar field of business. | Certified Copy of Audited Profit & Loss account and Balance Sheet of the last three financial years, CA/Secretary Certificate for Net Worth with CA's Registration No. & Seal, highlighting the requisite figure related to positive net worth profitability. |
| 4 | Tax registration and GST | Apart from company registration, all bidder must have valid Goods and Services Tax Registration (GST) Certificate and Income Tax Return The bidder should furnish following information i. COI ii. MOA & AOA iii. GST No iv. Income Tax / PAN Number. | Valid documentary proof of: i. Memorandum of Association & Articles of Association ii. GST registration document. iii. Income Tax registration / PAN Card |
| 5 | Project Experience In Scanning & Digitization | During the last five years the lead bidder (or concerned sub-contractors) must have implemented/ completed, scanning & digitization work in any 3 Central/State/PSU organisation/BSFI, having into this businesss for last 5 years in India, having more than 40 crore documents scanned during last 5 years. Having ISO/IEC 27000:2013 Certification.<br>a. Single order of value 40 Crore or more; OR b. Two orders each having minimum value of 20 Crores or more; OR c. Three orders each having minimum value of 15 Crores or more | Copy of work order(s) / Purchase Order/Completion Certificate/ Copy of Final Bills contract agreement. Supported with relevant documentary evidences for the design parameters and the completion or Go Live or FAT certificates by the customer. |

| | | | |
|---|---|---|---|
| 6 | Project Experience In Mobile & Web Application | The bidder must have successfully completed at least 3 'Turnkey IT projects' and 'similar' projects in past five years as on 31/03/2019. The total contract value of the 3 said projects shall be INR 300 Crores, and at least one project shall be of not less than INR 100 Crores. Out of the 3 'Turnkey IT projects', one should be an eGovernance project during the last 5 years as on 31/03/2019, worth a single contract value of at least INR 20 Crores.<br>**Definition of Similar**: Mobile & Web based Application Software Development & Support with Data Processing, Data Analytics & Database Management. | Completion Certificates from the client; OR<br><br>Work Order + Phase Completion Certificate from the client along with last invoice<br><br>Note: The Work Order Value above refers to the Web Application in the Work Order which is mentioned distinctly and not the composite value of the Work Order. |
| 7 | Technical Manpower | The Lead bidder must have strength of more than 5,000 manpower including atleast 1,000 IT Professionals in Mobile & Web development/ Software Development & Implementation/application development / system administration / database administration / IT Infrastructure experts, having Full Time B.E./ B.Tech. in IT/CS/ECE, MCA /M. Tech-IT /M.Sc.-IT, in its payroll as on 01/04/2019. | Certificate from bidder's Head of HR Department stating strength of more than 5,000 manpower including atleast 1,000 IT Professionals in specified fields having specified professional qualification , in its payroll as on 01/04/2019 |
| 8 | Mandatory Undertaking | The Lead Bidder and each sub-contractor shall:<br>a) Not be insolvent, bankrupt or being wound-up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;<br>b) Not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a Design, Development & Implementation contract within a period of five years preceding the commencement of the present RFP process, or not have been otherwise disqualified pursuant to debarment proceedings;<br>c) Not blacklisted with any of the Central/State Government/ PSU or any government agency as on the date of submission of the bid. | Self-Certification/ Declaration duly signed by authorized signatory on company letter head. |
| 9 | Local/ Regional offices | The bidder must have Local office in Delhi/NCR and ready to open offices (itself or its concerned sub-contractors) at all locations where ICR work is to be handled | Authorization Letter with office address OR Declaration by Authorized signatory to open office in Delhi with 15 days of award of contract |
| 10 | Certifications | The Lead Bidder must hold following Certificates continuously for five years as on 31/03/2019 and at the time of submission of bid. | Copy of Valid Certificate. |
| | | a. CMMi Level-5 | |
| | | b. ISO 9001:2015 | |
| | | c. ISO/IEC 20000 | |

**Note: The turnover/experience of holding companies/associated companies can only be considered in case where holding/associated company is a 100% subsidiary company.**

### 3.2 Integrity Pact

The Bidder should submit the undertaking as provided in Annexure-G11, that he has not given offered or promised to give, directly or indirectly, any gift, consideration, reward commission, fees, brokerage or indecent to any person in service of the ORGI or otherwise in procuring the Contracts or forbearing to do or for having done of forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India.

Any breach of the aforesaid undertaking 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 offers by the Bidder or anyone 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, 1986 or any other Act enacted for the prevention of corruption shall entitle the ORGI to cancel the contract and all or any other contracts with the Bidder and recover from the Bidder the amount of any loss arising from such cancellation.

A decision of the ORGI or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of the ORGI or to any other person in a position to influence any officer/employee of the ORGI for showing any favour in relation to this or any other contract, shall render the Bidder to such liability/penalty as the ORGI may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the ORGI.

### 3.3 Technical Qualification Criteria for Manpower

The shortlisted Prospective bidder will be further evaluated based on their technical strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents.

The Prospective bidder/s meeting the eligibility criteria would be required to make a presentation of the project understanding and proposed solution submitted by them. The technical presentation should be in line with the requirements specified in Technical Evaluation Criteria. The eligible Prospective bidder/s would be intimated of the time and venue of the presentation through email. Followed by the presentation the Technical Evaluation Committee (TEC) will undertake a detailed evaluation of the technical bids.

| S.No. | Technical evaluation Criteria | Basis of Evaluation | Max Marks | Documents Required |
|---|---|---|---|---|
| 1 | Average annual turnover in INR including turnover from Software Development, including Mobile & Web based Application, Software Development & Support with Data Processing, Data Analytics & Database Management, Implementation & Support in last 5 financial years (Turnover in INR Crores) as on 31/03/2019. | > 4000 crores: 15 Marks<br>> 2500 to 4000 crores: 12 Marks<br>>= 1200 to 2500 crores: 8 Marks | 15 | Certified Copy of Audited Profit & Loss account and Balance Sheet of the last five financial years, as on 31/03/2019. CA/Company Secretary Certificate separately for average annual turnover and turnover from software development. |
| 2 | Lead Bidder should have the experience of implementing similar projects in last 5 years and should have completed/ implemented the same. The value of atleast one projects should be more than Rs.150 Crore.<br><br>**Definition of Similar**: Mobile & Web based Application Software Development & Support with Data Processing, Data Analytics & Database Management. | > 400 crores: 15 Marks<br>> 300 to 400 crores: 12 Marks<br>Between 150 to 300 crores: 8 Marks | 15 | Copy of work order + Completion Certificates/Copy of Final Bill from the client with client references; OR Work Order + Self Certificate of Completion (Certified by CS/ independent auditor of the bidding entity); |
| 3 | Previous experience of Software Development, including Mobile & Web based Application, Software Development & Support with Data Processing, Data Analytics & Database Management, Implementation & Support Projects within last 3 years- Central/State Government /PSUs<br>The value of each project should be more than Rs.50 Crore. | No of Projects * 5 Marks (Maximum marks will be 15 only) | 15 | Work order+ completion certificate/Copy of Final Bill from client |
| 4 | More than 3 years working in India | > 10 Yrs: 15 Marks<br>5-10 Yrs: 12 Marks<br>3-5 Yrs: 8 Marks | 15 | Work order+ completion certificate/Copy of Final Bill from client |

| | | | | |
|---|---|---|---|---|
| 5 | Understanding of the requirements of the project and proposed solution | Proposed technical submission and Technical Presentation<br>1.Project Understanding & Implementation Methodology: 9 Marks<br>2. Reporting and Customization Strategy & Proposed System Architecture: 9 Marks<br>3. Value Additions/new ideas/demo : 7 Marks | 25 | Technical Submission and Presentation |

**(A) Manpower for Mobile & Web Application Project Team**

| Role/Position | Minimum Quantity | Educational Qualification | Min. Experience (In Years) | Relevant Experience | Max. Marks | Support Document |
|---|---|---|---|---|---|---|
| Team Leader/Project Coordinator | 1 | B.E./ B.Tech. in IT/CS/ECE, MCA from Premier Institute | 8 | Total Experience: Should possess at least 8 years of experience in IT domain.<br>Should have more than 7 years of experience of handling such large projects as a project/program manager<br>Should possess Project Management certification like PMP or Prince2.<br>Should have led a team of 20+ people<br>Should have led at least one such project end to end i.e. from development to deployment to O&M phase.<br>Exp. of >= 16 Yrs – 6 Marks<br>Exp. of >= 12 Yrs – 4 Marks<br>Exp. of >= 8 Yrs – 2 Marks | 6 | CV signed by authorized signatory |
| Senior Developer (at least one each for Web & Mobile App) | 3 | B.E./ B.Tech. in IT/CS/ECE, MCA from Premier Institute | 8 | Experience of at least 7 years in providing pre-production and production support of applications and troubleshooting.<br>Should have good understanding of application developed on proposed technology.<br>Exp. of >= 16 Yrs – 4 Marks<br>Exp. of >= 12 Yrs – 3 Marks<br>Exp. of >= 8 Yrs – 2 Marks | 4 | CV signed by authorized signatory |
| Data Analyst | 2 | B.E./ B.Tech. in IT/CS/ECE, MCA from Premier Institute | 5 | At least 5 years' experience in Data Analytics.<br>Exp. of >= 15 Yrs – 3 Marks<br>Exp. of >= 10 Yrs – 2 Marks<br>Exp. of >= 5 Yrs – 1 Mark | 3 | CV signed by authorized signatory |
| Document Writer | 2 | B.E./ B.Tech. in IT/CS/ECE, MCA | 3 | At least 3 years' experience in Technical Document Writing in IT related projects/activity | NA | CV signed by authorized signatory |

| | | | | | | |
|---|---|---|---|---|---|---|
| Database Administrator | 2 | B.E./ B.Tech. in IT/CS/ECE, MCA from Premier Institute | 10 | Total Experience: At least 10 years in IT domain.<br>Should have experience of more than 7 years in Database design a& administration in large projects of similar nature<br>Experienced in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc.<br>Person needs to mandatorily have experience in Large Databases, NoSQL that are proposed for the project.<br>Should have OEM standard certification as applicable.<br>Exp. of >= 15 Yrs – 2 Marks<br>Exp. of >= 10 Yrs – 1 Mark | 2 | CV signed by authorized signatory |
| Software Developer (Mobile Application) | 8 (6+2) | B.E./ B.Tech. in IT/CS/ECE, MCA, Android Developer from Premier Institute | 5 | At least 5 years' experience in mobile application development in Android and testing<br>Have experience in designing and building advanced Android applications<br>Have strong technical and coding expertise on Android Mobile Platform to test code for robustness, including edge cases, usability, and general reliability. | NA | CV signed by authorized signatory |
| Software Developer (Web Application/ User Interface) | 8 (6+2) | B.E./ B.Tech. in IT/CS/ECE, MCA from Premier Institute | 5 | At least 5 years' experience in Web application development in and testing.<br>Design graphical user interface elements, like menus, tabs and widgets<br>Build page navigation buttons and search fields<br>Develop UI mock-ups and prototypes that clearly illustrate how sites function and look like<br>Create original graphic designs (e.g. images, sketches and tables)<br>Identify and troubleshoot UX problems (e.g. responsiveness)<br>Conduct layout adjustments based on user feedback<br>Adhere to style standards on fonts, colours and images<br>Knowledge of wireframe tools<br>Up to date knowledge of design software on Adobe Illustrator and Photoshop<br>Proficiency in HTML, CSS and JavaScript for rapid prototyping | NA | CV signed by authorized signatory |
| Tester (One each for Web & Mobile) | 2 | B.E./ B.Tech. in IT/CS/ECE, MCA | 3 | At least 3 years' experience in Testing of Web & Mobile App | NA | CV signed by authorized signatory |

| | | | | | | |
|---|---|---|---|---|---|---|
| Software Engineer as Technical help for Census functionaries/ General Public for Mobile & Web Applications | 162 | B.E./ B.Tech. in IT/CS/ECE, MCA | 3 | At least 3 years' experience in Software Development & providing training on Web & Mobile Application through tele-conversation. Well versed with English and Local Language of the DCC and the states associated with concerned DCC. | NA | CV signed by authorized signatory |
| Software Engineer as Technical help for Census functionaries/General Public for Mobile & Web Applications will be deployed at each of the DCC, in three shift operations, with three officials in each shift. However, depending upon the work load, the nos. of officials may vary among the DCCs and within the same DCC in different shifts. | | | | | | |

ORGI

| (B) Manpower for Image Based ICR Processing of Schedules | | | | | | |
|---|---|---|---|---|---|---|
| **Role/Position ->** | **Receipt/ Pre-Scanning/ Scanning** | **Support Staff** | **Manual ID/ Tiling/ Completion/ Exception/ CAC/Quality Assurance** | **Software Engineer** | **ICR Developer** | **Supporting Document** |
| **Quantity for Phase-1** | 30+30=60 | 30 | 1,363 | 162 | 5 | EPF details |
| **Period in Months** | 3 | 3 | 3 | 6 | 6 | |
| **Quantity for Phase-2** | 108+108=216 | 108 | 3,400 | 162 | 5 | EPF details |
| **Period in Months** | 5 | 5 | 7 | 10 | 10 | |
| **Qualification Required** | Senior secondary | Primary pass | Senior-secondary with Diploma in Computer or data entry | BCA/MCA or Graduate in Computer Science | B.E./ B.Tech. in IT/CS/ECE, MCA | CV signed by authorized signatory |
| **Experience in Respective Operation required** | Knowledge of local language and computer operation | No | At least one year in data entry/verification/computer operations, Knowledge of Local language preferable | At least two Years in software development/ operations | At least five years in software development /operations | CV signed by authorized signatory |

a) Each Technical Bid will be assigned a technical score out of a maximum of 100 as per the criteria specified above.

b) Technical submission and presentation (S.No.5 of Technical Qualification) is a qualifying phase and each bidder must get minimum 5 marks out of 10 marks to qualify.

c) Minimum absolute technical score to qualify for Technical Bid is 70.

d) ORGI decision in this regard shall be final & Evaluation of Technical Proposals by TEC shall not be questioned by any of the Prospective bidder(s).

e) There will be no partial marking for software professional manpower.

f) Although, separate marks have not been earmarked for Category-wise numbers of required & experienced manpower, but, it is mandatory. In case, the bidder fails to provide mandatory numbers of manpower having prescribed qualification and years of experience, it will be disqualified in Technical Criteria.

### 3.4 Technical Qualification Criteria for Scanner

1. This will require that Scanner systems quoted should give more than 95% uptime.

2. **Technical Evaluation Process**:
   a) Technical Bids will be evaluated as per the "Annexure-3: Technical Specification".
   b) A duly constituted Tender Purchase and Evaluation Committee (TPEC) will shortlist Technical Bids on the basis of technical parameters including possible visit to inspect manufacturing and supply facilities, if considered necessary. Each eligible bidder may be asked to bring/offer one set of quoted capacity of Scanner systems for technical evaluation along with required load and measuring instruments to measure all possible parameters defined in tendered specifications. Measuring instrument used during evaluation should have valid calibration certificate.
   c) For Technical evaluation, bidders have to ensure the availability of appropriate specialist, along with every type of documentation required, from their organization for interacting with TPEC and evaluation team. In case a bidder does not make the required specialist along with proper documentation available, then such defaulting bidder shall be taken off the tender evaluation process and the bid will stand rejected.
   d) During the technical evaluation, if any of the items FAIL to meet the required specification, no subsequent opportunity will be given to the bidder (s). However, a standby system of already quoted make & model or upgraded model, if available instantly on the spot could be considered by the TPEC for evaluation only once.
   e) Bidders are advised to ensure that the Scanner systems if asked to bring/offer for evaluation, conforms to all technical parameters and is a tested system.
   f) TPEC may visit the vendors' premises for technical demonstration/evaluation if required.

2 Bidder/ OEM of scanner must have a web based/email based (with auto ticketing/auto token) complaint registration monitoring system in place to cater to on-line complaint registration and status monitoring from locations across the country. The email based systems must generate auto token/ticket No. so that the status of complaint could be followed. The system should have good response. During technical evaluation, bidder may be asked to demonstrate the above system.

3 Any failure in the Scanner system or a subsystem thereof should be responded with 2 hours and rectified within maximum period of 4 hours of lodging complaint.

4 Any product giving problem at least three times in three months including synchronization issues with other Scanner connected in parallel redundancy and load sharing mode will be treated as chronic system design problem or manufacturing defects or Quality problem. Such Scanner system will be totally replaced with totally new good quality product with same or higher configuration by the Vendor at his cost and risk within 30 days, from the date of last failure.

5 The average annual sales turnover of OEM from sale of Scanner/Document-Scanner System should be at least Rs.20 Crore during fiscal year 2016-17, 2017-18 and 2018-19. The turnover should be supported by authentic documentary evidence (audited balance sheet) and confirmation regarding turnover. If the audited balance sheet does not specify the turn over from the sale of Scanner systems, the Certificate from CA/Company Secretary should specify the turn over from sale of Scanner systems. The turnover refers

to the company responding to this tender and not the composite turnover of its subsidiaries/sister concerns etc.

6 An OEM should have facility of service (within 2 hours) at all the locations where scanning will be undertaken.

7 An OEM/Authorised Service Provider/Partner (ASP) should have branch office in at least 10 locations where Scanner is to be (/has been) installed.

8 Certifications:
ISO 90001:2015
ISO 9001
OHSAS 18001
ISO 14001:2004

10 The Scanner must be capable for handle any voltage fluctuation (within the range of 130-270) at input and output terminal along with safety devices for avoiding short-circuit at input and output, over voltage etc.

11 The firm has to submit documentary proof and self-declaration for justifying the above points.

12 OEM can authorize a partner for bidding using their credential.

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### 3.5 Financial Bid Evaluation & Award Criteria

a. The Financial Bids of technically qualified Bidders will be opened on the prescribed date as advised subsequently.
b. The Bidder with lowest qualifying financial bid (L1) will be declared successful bidder as mentioned in Row F of Price Bid.
c. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
d. In case L1 does not accept the Letter of Intent (LOI), then TPEC will decide the further course of action.
e. Quoting incredibly low value of items/GT with a view to subverting the tender process shall be rejected straight away and EMD of such Bidder will be forfeited.
f. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
g. Any conditional bid would be rejected
h. 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".
i. No inquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the TPEC/its authorized representative and office of ORGI can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.
j. No inquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the TPEC/its authorized representative and office of ORGI can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.

### 3.6 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

ORGI reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for ORGI action.

### 3.7 Notification of Award

Prior to the expiration of the validity period, ORGI will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, ORGI may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, ORGI will notify each unsuccessful

bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

### 3.8 Performance Bank Guarantee

ORGI will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 21 days from the Notification of award, for a value equal 10% of total contract value. Performance security should remain valid from date of execution of Contract to the expiry of 120 days after the date of completion of all contractual obligations including warranty obligations. The Performance Guarantee shall contain a claim period of 120 days from the last date of validity. Extension of validity of PBG should be 45 days before its expiry. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, ORGI at its discretion may cancel the order placed on the selected bidder without giving any notice. ORGI shall also invoke the performance bank guarantee after giving due notice, in case selected bidder fails to discharge their contractual obligations during the period of contract or ORGI incurs any loss due to bidderr's negligence in carrying out the project implementation as per the agreed terms & conditions

### 3.9 Signing of Contract

It is assumed that successful bidder would be signing the Service Level Agreement (SLA) with ORGI before getting the final order from ORGI. After ORGI notifies the successful bidder that its proposal has been accepted, ORGI shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between ORGI and the successful bidder.

### 3.10 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event ORGI may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, ORGI shall invoke the EMD of the most selected bidder.

### 3.11 Project Timelines

| Project Implementation Timelines (in weeks) | | | |
|---|---|---|---|
| S.No. | Milestones | Start Time | End Time |
| 1 | Contract Signing | T | |
| 2 | Development/Customisation of Mobile Application including testing (NPR+HL) | | T+ 3 Months |
| 3 | Development/Customisation of Web Application including testing (NPR+HL) | | T+ 3 Months |
| 4 | Training of Trainers (NPR+HL) | | Two days after Mobile & web Application development |
| 5 | Development/Customisation of Mobile Application including testing (PE) | T1 | T1+ 4 Months |
| 6 | Development/Customisation of Web Application including testing (PE) | | T1+ 4 Months |
| 7 | Training of Trainers (PE) | | Two days after Mobile & web Application development |
| 8 | Development, Interfaces, Operational Support & maintenance | | End of Contract period |

**T1 – will start w.e.f. March, 2020**

ORGI

## SECTION IV: SERVICE LEVEL AGREEMENT

### (A) Pre-Operation SLA/Liquidated Damage for Mobile & Web Application

| S. No. | Description of Service Item | Measurement Methodology | Measurement Frequency | Breach level | Penalty |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Project Operationalization/ Go-Live<br>In case of more than 1.5 weeks delay, contract termination clause may be invoked | Project status report/Milestone completion report | | Delay against project timelines | 3% of Manpower Cost for Mobile & Web Application with additional 1% for every additional week |

### (B) Post Operation SLA/Liquidated Damage for Mobile & Web Application

| Sl. No. | Description of Service Item | Measurement Methodology | Measurement Frequency | Breach level | Penalty |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Application Availability<br><br>Selected bidder shall ensure that all relevant events are logged and such logs are made accessible to the ORGI/DCO for review/ report through SLA monitoring tool in a readable format. | Availability in %= {1 - [(Application downtime)/(Total Time)]}*100.<br>Total time shall be measured on 24*7*365 days.<br>Application downtime shall be measured from the time the application becomes unavailable (due to any reason attributable to the SI) to the end user, to the time it becomes fully available for the user. Planned downtime can be taken at night hrs(12:01am-6am) with prior approval. | Monthly | <99.5% | 3% of Monthly payment with additional 1% for every 1% drop in availability |

| | | | | | |
|---|---|---|---|---|---|
| 2 | New Change Requests | Change Request tracker | Monthly | >7 days | 3% of Monthly Payment and additional 1% for every further delay of 1 week |
| 3 | Security Breach or loss of data | Incident Report | Monthly | >0 | 3% of Monthly Payment per instance |
| 4 | Web Home Page Opening: Time for opening of Home Page of Reporting Portal. | SLA monitoring tool End-user measurement system (automated measurement as part of SLA tool) will be adopted.<br>This metric will be measured the elapsed time between the action link/button being clicked and its response appearing on portal (measured from WAN/Internet end of ISP POP at DC on real time live environment.) | Monthly | >3 sec | 1% of Monthly Payment |
| 5 | Data entry form submission | SLA monitoring tool | Monthly | >5 sec | 1% of Monthly Payment |
| 6 | Bulk uploading of data: Average Time for uploading excel/xml file of max 500KB on the portal | SLA monitoring tool | Monthly | >20 sec | 1% of Monthly Payment |
| 7 | Simple Reports Response Time:<br>Time to refresh Simple Reports (Query with upto 2 table joinwith index selection) publishedon the portal.<br>At least 90% of the simple reports should refresh within the stipulated time | SLA Monitoring tool<br><br>Selected bidder shall ensure that all relevant events are logged and such logs are made accessible to the ORGI/DCO for review/report through SLA monitoring tool in a readable format. | Monthly | >15 sec | 1% of Monthly Payment |

| | | | | | |
|---|---|---|---|---|---|
| 8 | Complex Reports Response Time: Time to refresh Complex Reports (Query with upto 3 table join with sort and group by clauses) Published on Portal. | SLA Monitoring tool<br><br>Selected bidder shall ensure that all relevant events are logged and such logs are made accessible to the ORGI/DCO for review/report through SLA monitoring tool in a readable format. | Monthly | >60 sec | 1% of Monthly Payment |
| 9 | Manpower Availability(as per defined scope) | Attendance report | Monthly | >90% for working days | 2% of Monthly Payment |
| 10 | Availability & visualisation of data | The visualization of analytical outcomes should be available & visible on the portal for 99.5% counted on monthly basis | Monthly | Target 99.5% | 1% of Monthly Payment |

i. Total Manpower Cost for Mobile & Web Application is calculated as mentioned at S.No. D (17-25) of Annexure-C2 (Price Schedule)
ii. Total cumulative penalty for a Quarter will be limited to 10% of the Quarterly Payment (QP) for Mobile, Web Application and data Analytics.
iii. In case of 10% or more penalty calculation for three consecutive Months, the performance of bidder will be considered as unsatisfactory and can be terminated. The decision of termination lies with ORGI.
iv. However ORGI reserve the right to wave off the penalty after assessing the reasonability of delay

## (C) General Terms & Conditions

SI-S shall execute the project with complete professionalism and full commitment to the scope of work and the prescribed service levels. SI-S shall attend regular Project Review Meetings scheduled by ORGI and shall adhere to the directions given during the meeting. The Project Review meetings must be led by Senior Management of SI-S who would be dedicatedly involved during the entire term of the contract. Following responsibilities are to be executed by SI-S in regular manner to ensure the proper management of the project:

a) Finalization of the Project plan in consultation with ORGI and its consultant. Project Plan should consist of work plan, communication matrix, timelines, Quality Plan, SLA Management Plan, etc.
b) Preparation and regular update of the Risk Register and the Mitigation Plan. Timely communication of the same to all the identified project stakeholders
c) Submission of Monthly Project Progress Reports
d) Monthly Compliance report, which will cover compliances to Project Timelines, Hardware and Software delivered, SLAs, etc.

### 4.1 Liabilities and Duties of SI-S

a) The SI-S agrees to and does hereby accept full and exclusive liability for the payment of any and all taxes, duties etc., now or hereafter imposed, increased or modified from time to time, in respect of works and materials and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Governmental authorities or local authorities or any other body which are imposed with respect to or covered by the wages, salaries or other compensations paid to the manpower;

b) The SI-S shall be responsible for the compliance with all obligations and restrictions imposed by the Labour Laws or any other law affecting employer-employee relationship and the SI-S further agrees to comply, and to secure the compliance of all sub-contactor's with all applicable Central, State, Municipal and local laws and regulations and requirements of any Central, State or Local Government agency or authority;

c) The SI-S further agrees to defend, indemnify and hold harmless from any liability or penalty which may be imposed by the Central, State or Local authorities by reason of any violation by SI-S or Sub-Contractor of such laws, regulations or requirements and also from all claims, suits or proceedings that may be brought against ORGI arising under, growing out of, or by reason of the work provided for by this Contract, or by third parties or by Central or State Government or Local Authority or any administrative sub-division thereof;

d) The SI-S shall comply and ensure strict compliance, by his employees and agents, of all applicable Central, State, Municipal and Local laws and Regulations, and undertake to indemnify ORGI from and against all levies, damages, penalties and payments whatsoever as

may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against ORGI under Workmen Compensation Act, 1923, The Employees Provident Fund Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, etc. Shop and Establishment Act and any Labour Laws which would be amended/modified or any new Act, if it comes in force whatsoever, and all actions, claims and demands arising there from and/or related thereto;

e) The SI-S shall ensure to keep and maintain all the Statutory Registers and records as required under provisions of Contract Labour(R&A) Act,1970, Minimum Wages Act and the rules made there under, Employees Provident Fund Act, 1952 and keep the same available for inspection by ORGI and Government Authorities.

### 4.2 General Conditions

a) Deviations: ORGI shall have powers to make any deviations in the requirements viz., increase or decrease, which shall in no way vitiate or invalidate the contract and any such deviations, which the SI-S may be directed to do, shall form integral part of the contract as if originally provided therein, and the SI-S shall carry out the same on the same Terms & Conditions, in all respect on which it agreed to do the work under the contract;

b) Other conditions: The SI-S shall ensure that there is no loss or damage to the property of ORGI while executing the contract. In case, it is found that there is any such loss/damage due to direct/indirect negligence/non- performance of duty by any manpower, the amount of loss/damage so fixed by ORGI shall be recovered from any dues of the SI-S;

c) Replacement of Manpower: Should ORGI consider at its sole judgment that the manpower provided by the SI-S as unsuitable for the job, for whatsoever reason, ORGI will have the option either to terminate the Contract in part or as a whole or to request the SI-S for prompt replacement within 15 days at the cost of SI-S;

d) Leave: ORGI will make no remuneration to the SI-S for the period of absence of any manpower from duties on working days during the month;

e) Transportation: ORGI shall not make any additional payment for transportation of the manpower for travel from home to work and back;

f) Agreement not Transferable: This Agreement is personal between ORGI and SI-S and is not assignable or transferable;

g) Compliance of Labour and other laws: SI-S shall comply with all the statutory requirements as are applicable from time to time and shall be solely responsible for fulfillment of all legal obligations under various statutes including contract labour (Regulation & abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF and miscellaneous provisions Act, Shops & Establishment Act etc. The SI-S shall keep ORGI indemnified against any dues/compensation or any other liability of any nature whatsoever, due to non-fulfillment of any of the statutory provisions under any statute/byelaws/ notifications etc including industrial laws. ORGI shall have full right to recover any claim and liability incurred towards payment of any dues, compensation or cost from the SI-S and deduct it from his outstanding subsequent

bills/Bank Guarantee. No payment for anything, not specifically mentioned in the contract, will be made.

h) Maintenance of Registers: The SI-S shall maintain Register of Personnel employed, Salary Register, Deduction Register etc. ORGI or its nominees shall be authorised to inspect them, whenever, required or asks the SI-S to submit the certified documents;

i) Insurance & Other liabilities: The SI-S shall obtain and submit to ORGI, appropriate Insurance Policy for the personnel deployed under the contract to cover the risk of damage, accident/ death including third party liability before start of providing services;

j) Medi-claim Policy/ESI: The SI-S shall obtain a Group Medi-claim Policy against manpower deployed by it for indoor treatment up to an amount of Rs.50,000/- in one year for each manpower. The SI-S shall ensure to submit the copy of Medi-claim Policy against deployed manpower to ORGI at the time of commencement of work OR ESI will be applicable;

l) All the Terms & Conditions mentioned in the contract shall be as those mentioned herein and no change in the Terms & Conditions by the SI-S shall be acceptable;

m) ORGI shall not be responsible for any misinterpretation or wrong assumption by the SI-S.

### 4.3 Indemnity

a) SI-S shall indemnify the ORGI against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/hardware/manpower etc. and related services or any part thereof. ORGI and its sub offices also shall stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower while working on the project;

b) The SI-S hereby indemnifies, protects and saves ORGI and holds ORGI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from the following:

(i) An act of omission or commission of the SI-S, its employees, its agents, or employees of its sub-contractors in the performance of the services provided under this Agreement;

(ii) Breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the SI-S;

(iii) Bonafide use of the deliverables and or services provided by the SI-S;

(iv) Misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project;

(v) Claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the SI-S, under this contract;

(vi) Breach of confidentiality obligations of the SI-S;

(vii) Gross negligence or gross misconduct solely attributable to the SI-S or by any agency, contractor, sub-contractor or any of their employees by the SI-S for the purpose of any

or all of the obligations under this agreement. The SI-S shall further indemnify ORGI against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on ORGI for malfunctioning of the equipment or software or deliverables at all points of time, provided however,

(i) ORGI notifies the SI-S in writing immediately on being aware of such claim,

(ii)the SI-S has sole control of defense and all related settlement negotiations;

c) SI-S shall be responsible for any loss of data, loss of life, etc, due to acts of SI-S's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk. The SI-S shall indemnify ORGI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

1. Non-compliance of the SI-S with Laws/Governmental Requirements.
2. Intellectual Property infringement or misappropriation.
3. Negligence and misconduct of the SI-S, its employees, sub-contractor and agents.
4. Breach of any terms of Agreement, Representation or Warranty.
5. Act of omission or commission in performance of service.
6. Loss of data.

d) Indemnity would cover damages, loss or liabilities, compensation suffered by ORGI arising out of claims made by its customers and/or regulatory authorities;

e) SI-S shall indemnify, protect and save ORGI against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc., or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of any of the services/manpower provided/deployed by them to ORGI from whatsoever source, provided ORGI notifies the SI-S in writing as soon as practicable when ORGI becomes aware of the claim however

(i) The SI-S has sole control of the defence and all related settlement negotiations;

(ii) ORGI provides the SI-S with the assistance, information and authority reasonably necessary to perform the above and;

### 4.4 Confidentiality of the Documents and Information

a) The SI-S shall not, without ORGI's prior written consent, disclose the contents of the Contract or any part thereof including specifications, plans, drawings, patterns, samples, or any information contained therein or furnished by ORGI in connection with the performance of Contract to any person other than a person engaged by the SI-S in the performance of the Contract. The SI-S shall also obtain a non-disclosure undertaking from persons engaged for the project;

b) The provisions of Article 11(a) shall survive even after termination/completion of the Contract.

### 4.5 Security of Census Data

a) The SI-S shall undertake that it shall not disclose or part with the census data made available in any form to it or its agents, representatives and/or employees engaged in connection with the performance of the contract. The SI-S shall also obtain an appropriate undertaking from such persons regarding maintenance of confidentiality of census data;
b) The provisions of Article 12(a) shall survive even after termination/completion of the Contract.

### 4.6 Arbitration

a) Any difference or disputes arising between the parties with regard to performance/non-performance of the contract under this Agreement shall be resolved amicably by mutual consultation at the designated level of the parties in the spirit of goodwill and cooperation;
b) All disputes or differences between ORGI and the SI-S shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and award made in pursuance there of shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi;
c) ORGI and the SI-S shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract;
d) If ORGI and the SI-S are unable to resolve amicably any dispute arising out of the contract, even after a reasonably long period, then either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third and/or adjudication in an agreed national forum;
e) In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.
f) The disputes resolution mechanism to be applied shall be as follows:
    i) In case of dispute and difference arising between ORGI and SI-S related to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by ORGI and the SI-S. The third Arbitrator shall be chosen by mutual discussion between both the Arbitrators, selected by ORGI and the SI-S;

ii) Arbitration proceedings shall be held at DELHI, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

iii) The decision of the majority of the arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceeding will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceeding as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself;

g) The SI-S and the ORGI agree that an Award may be enforced against the SI-S and/or the Government, as the case may be, and their respective assets wherever situated;

h) This Agreement and the rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder.

### 4.7 Jurisdiction of Courts

Subject to the provisions of Article 18, the appropriate courts in Delhi shall have the exclusive jurisdiction.

### 4.8 Modification of Agreement

All other terms and conditions would remain the same, as detailed in the tender document, except to the extent modified/amended by ORGI and accepted by the SI-S. Any modification to this Agreement shall be valid only if it is made in writing and signed by the authorised representatives of both the parties.

### 4.9 Use & Acquisition of Assets during the term

During the Term of the Agreement, SI-S shall:

i. Take all reasonable and proper care of the entire hardware and software, network or any other information technology infrastructure components, Deliverables used for the project and other facilities leased/owned/operated by SI-S exclusively in terms of the delivery of the services as per the CA (hereinafter the “Assets”) in proportion to their use and control of such Assets which will include all upgrades/enhancements and improvements to meet the needs of the project arising from time to time

ii. Term “Assets” also refers to all the hardware / Software / furniture / data / documentations / manuals/ or any other material procured, created or utilized by SI-S or ORGI for implementation of IT Infrastructure solution.

iii. Keep all the tangible Assets in good and serviceable condition (reasonable wear and tear excepted) as on the date SI-S takes control of and/or first uses the Assets suitably upgraded

subject to the relevant standards as stated in the bid to meet the SLAs mentioned in the contract and during the entire term of the Agreement

iv. Ensure that any instructions or manuals supplied by the manufacturer of the Assets for use of Assets and which are provided to SI-S will be followed by SI-S and any person who will be responsible for the use of the Asset

v. Take such steps as may be recommended by the manufacturer of the Assets and notified to SI-S or as may in the reasonable opinion of SI-S be necessary to use the Assets in a safe manner

vi. To the extent that the Assets are under the control of SI-S, keep the Assets suitably housed and in conformity with any statutory requirements from time to time applicable to them and as per the terms agreed with ORGI

vii. Not, knowingly or negligently use or permit any of the Assets to be used in contravention of any statutory provisions or regulation or in any way contrary to law

viii. Use the Assets exclusively for the purpose of providing the Services as defined in the contract

ix. Ensure the integration of the software with hardware to be setup and the current Assets in order to ensure the smooth operations of the entire solution architecture to provide efficient services to ORGI of this Project in an efficient and speedy manner

x. SI-S shall not use ORGI data to provide services for the benefit of any third party, as a service bureau or in any other manner

xi. Use best efforts to ensure that no lien, mortgage, hypothecation or any other charge is created over the Assets. SI-S agrees that SI-S will inform ORGI immediately if SI-S feels or comes to know that a charge may be / has been created over any Asset(s). In the event a charge is created over any of the Assets which are owned by, ORGI shall have the right to get the charge removed at the risk, cost, expense of SI-S and SI-S shall make good all losses, damages, costs, fees, cess, duties, etc. borne or suffered by ORGI due to creation of such charge and/or in removal of such charge and/or in discharging the obligations for removal of such charge.

### 4.10 Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, ORGI shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, ORGI shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time,

cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of ORGI, who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of ORGI, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of ORGI in relation to any matter concerning the Project;

b) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

c) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by ORGI with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

e) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

### 4.11 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or ORGI as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos

The bidder or ORGI shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

### 4.12 Limitation of Liability

The SI's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The SI-S (service integrator /System Integrator/ i.e. selected bidder) shall be liable to ORGI for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI-S and its employees, including loss caused to ORGI on account of defect in goods or deficiency in services on the part of SI-S or his agents or any person / persons claiming through or under said SI. However, such liability of SI-S shall not exceed value of submitted PBG except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud or gross negligence. Liability would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages.

### 4.13 Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, ORGI shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to ORGI for, inter alia, the time, cost and effort of ORGI including consideration of such Bidder’s Proposal, without prejudice to any other right or remedy that may be available to ORGI hereunder or otherwise.

### 4.14 Exit Management

Exit Management Purpose

This clause sets out the provisions, which will apply during Exit Management period. The Parties of the contract shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.

a) Confidential Information, Security and Data

SI (Service Integrator/System integrator /i.e. selected bidder) will promptly on the commencement of the exit management period, supply to the ORGI or its nominated agencies the following:

i. Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to Project; any other data and confidential information related to the Project;
ii. Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing System Integrator in a readily available format.
iii. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the ORGI and its nominated agencies, or its Replacing Vendor to carry out due diligence in order to transition the provision of the Services to ORGI or its nominated agencies, or its Replacing Vendor (as the case may be).

b) Rights of Access to Information

At any time during the exit management period, the SI-S will be obliged to provide an access of information to ORGI and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, live data, policy documents or any other material related to the Project.

c) Exit Management Plan

Bidder shall provide ORGI with a recommended exit management plan ("Exit Management Plan") within 90 days of signing of the contract, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

i. A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
ii. Plans for the communication with such of the SI, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
iii. Plans for provision of contingent support to the Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.
iv. Plans for training of the ORGI staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by ORGI. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of SI.
v. Each Exit Management Plan shall be presented by the SI-S to and approved by ORGI or its nominated agencies.
vi. During the exit management period, the SI-S shall use its best efforts to deliver the services.

vii. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Plan.

### 4.15 Termination of contract

ORGI may, terminate this contract in whole or in part by giving the SI-S at least three months prior written notice indicating its intention to terminate the contract under the following circumstances:

a) Termination for Default

ORGI may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of three month stating the reason for default to the SI-S and as it deems fit, terminate the contract either in whole or in part:

i. If the SI-S fails to deliver any or all of the project requirements / operationalization / go-live of project within the time frame specified in the contract; or
ii. If the SI-S fails to perform any other obligation(s) under the contract; or
iii. If there is a breach of SLAs beyond a limit; or
iv. If there is a breach of representations & obligations

Prior to providing a notice of termination to the selected bidder, ORGI shall provide the SI-S with a written notice of 30 days instructing the SI-S to cure any breach/ default of the Contract, if ORGI is of the view that the breach may be rectified.

On failure of the SI-S to rectify such breach within 30 days, ORGI may terminate the contract by providing a written notice of three months to the SI, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to ORGI. In such event, the selected bidder shall be liable for penalty/liquidated damages imposed by the ORGI. The performance Guarantee shall be forfeited by the ORGI

b) Termination for Convenience

ORGI may in its own discretion, by provision of a written notice sent to the selected bidder, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for ORGI's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the pending dues and the payments up to the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any.

c) Consequences of Termination

In the event of termination of this contract for any reason whatsoever, ORGI is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the Selected bidder shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to ORGI and/ or succeeding vendor, as may be required, to take over the obligations of the SI-S in relation to the execution/ continued execution of the requirements of this contract.

d) Post termination rights and obligations of vendor
All plans, drawings, specifications, designs, reports and other documents prepared by the Vendor in the execution of the contract shall become and remain the property of ORGI and before termination or expiration of this contract the SI-S shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to ORGI. SI-S shall also deliver proper knowledge transfer as mentioned in

**4.16 Application**

These Terms and Conditions shall apply to the extent that they are not superseded by provisions in other parts of the RFP.

**4.17 Standards**

The Goods supplied under this RFP shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned to the authoritative standards, such standard shall be the latest issued by the concerned institution.

**4.18 Patent Rights**

The Bidder shall indemnify the Purchase against all third-party claims of infringement of patent, trademark or industrial design rights arising from the use of the Goods or any part thereof.

**4.19 Performance Bank Guarantee and Delivery Schedule**

Within 14 calendar days after the receipt of notification of award of the Contract from the Purchaser, the successful Bidder shall furnish Performance Bank Guarantee to the Purchaser, which shall be equal to 10 percent of the value of the Contract.

The Performance Bank Guarantee shall be made in the form of Fixed Deposit/ Demand Draft/Bank Guarantee with any nationalized / Scheduled Commercial Banks in India pledged in the name of “Pay & Accounts officer (Census) “ payable at New Delhi valid for a period of three months more than the stipulated project duration. In the event of non- supply, this deposit shall be forfeited to the extent of items not supplied. Further, if the purchaser has to procure the items or part of it from any other supplier because of failure to supply in full or part by the

successful bidder, the difference in payment may be made good from this Performance Bank Guarantee. The purchaser, against Performance Bank Guarantee, can also make any other adjustments for default on part of seller. The EMD of the successful bidder will be returned once the Performance Bank Guarantee is complied. The Performance Bank Guarantee shall be released/returned as the case may be after the successful completion of project. No interest will be payable for the Performance Bank Guarantee by the purchaser.

Delivery and installation should be completed within 45 days from the date of issue of Letter of Intent (LOI)/Purchase Order (PO).

Failure of the successful bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid Performance Bank Guarantee.

On supply of the Scanners by the successful bidder it will be the property of the purchaser. Even in case the successful bidder withdraws from the contract subsequently due to any reason the equipments will not be returned.

### 4.20 Testing and Acceptance

Normally, testing and acceptance of equipments will be undertaken at the actual site of installation. However, if considered necessary, testing and acceptance may also be undertaken centrally at the National Data Centre, Office of the Registrar General, India, DMRC IT Park, Shastri Park, Delhi. The acceptance test will include the running of sample forms. Details of testing would be provided to the successful bidders prior to conducting the test. The installed system must give same or better performance results as shown during performance test. Failure to fulfill the above-mentioned conditions will entail cancellation of the contract alongwith forfeiture of the EMD/Performance Bank Guarantee.

### 4.21 Spare Parts

The Bidder will also undertake the supply and storage of necessary spare parts on sites on a continuing basis as part of warranty obligations under the contract during the three years of free Warranty Period and ensure supply of spare parts three years thereafter.

### 4.22 Service Facilities

The Bidder shall ensure comprehensive onsite maintenance for the scanners during free Warranty Period. The bidder should also quote separately the post-warranty annual maintenance charges (see **Annexure C2**) and give an undertaking to maintain the equipment for another three years if so desired by the purchaser. Post warranty maintenance Charges will not be considered for comparison. The OEM of scanners should have facility office in all the 18 locations where scanner is to be installed.

### 4.23 Incidental Services

The Bidder is required to rectify any bugs/shortcomings detected by the purchaser/user community in the Counting machine/Scanner/customized application free of cost.

### 4.24 Training

The Bidder shall provide onsite free training to officials nominated by the Purchaser on scanners being supplied by him. The details of training are as under:

| S.No. | Description of module | No. of persons | Duration per batch |
|---|---|---|---|
| 1. | Scanning operation & maintenance and Mobile & Web Applications at 18 Data Centers | 180 | 3 Days |
| 2. | (Training at HQRS only) Features, functionality of the Scanning software, its customization, advanced features & maintenance, Mobile & Web Applications, its Customization advanced features, Report generation through Data Analytics | 40 | 5 Days |

The trainings would be conducted at the respective sites where the successful Bidder installs the Scanners. The schedules for trainings would be drawn up as directed by the Purchaser. The Purchaser will be able to extend his available training facilities for this purpose.

### 4.25 Proprietary rights

The Bidder shall indemnify the Purchaser against all third party claims of infringement of patent, copyright, trademark, license or industrial design rights, software piracy arising from use of goods or any part thereof in the Purchaser's country. ORGI will be the owner of all the software developed for this project by SI/Core Team.

### 4.26 Use of Contract Document & Information

The Bidder shall not, without the Purchaser's prior written consent, disclose the contract, or any provision thereof, or any specifications, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Bidder in the Performance of the contract.

### 4.27 Payment Terms

Different payment methods have been used for different types of manpower deployed as per different scope of work.

**A. Payment for Scanners & Temporary Setup**

a) Initial 70 % Invoice price of the scanners alongwith scanning stations and temporary scanning setup, henceforth referred as Hardware, shall be released on Supply & Installation and after successful completion of the acceptance test of these items at concerned locations for different phases separately.

b) 20% cost of all the hardware (of Phase-1) to be paid after the completion of successful scanning work of Phase-1 work.

b) Rest of the cost of all the hardware to be paid after the completion of successful scanning work of Phase-2 work.

**B. Payment for Manpower deployed for Scanning Work & ICR Processing**

a.) Manpower and SI-S Overheads cost for each Phase of work shall be released in proportion equivalent to the achieved performance at each Data Centre on quarterly basis (based on total number of forms scanned and recognized (excluding rescanning or reprocessing) subject to the condition that the expected productivity time schedule as per SLA is achieved. The purchaser, however, shall have sole discretion to the release or hold the payment if the production (scanning and recognition and final digitization of forms) falls below the expected target in terms of quantity and quality checks imposed by the purchaser. The successful bidder shall have no right for seeking the use of discretion by the purchaser.

b.) Payment will be made quarterly, on the basis of 'Cost per form' for the 'actual number of scanned & successfully processed forms'. No payment would be made for forms rescanned, wrongly scanned or reprocessed.

c.) For the purpose of determining the 'cost per form' in Phase1 following formula will be used

$$\text{Cost per form} = \frac{\text{(Total Cost of Manpower + SI-S overhead) in Phase 1}}{\text{68 Lakhs Estimated Schedules}}$$

(About 75% data through Mobile Application and 25% through Paper Schedule is expected)

d.) For the purpose of determining the 'cost per form' in Phase2 following formula will be used

$$\text{Cost per form} = \frac{\text{(Total Cost of Manpower + SI-S overhead ) in Phase 2}}{\text{13 Crores Estimated Schedules}}$$

(About 60% data through Mobile Application and 40% through Paper Schedule is expected)

e.) If the actual nos. of schedules are increased by more than 10% during Phase-1 and/or Phase-2, then the Cost Per Form (as calculated in Para 4.27 (B) (c, d) above) will be revised, by taking into account using the actual nos. of schedules, instead of Estimated Schedules separately, i.e. 68 Lakh and 13 crore for Phase-1 and Phase-2 respectively.

**C. Payment for Manpower deployed for Mobile App & Web Applications**

1 Successful Design, Development & Implementation of Mobile & Web Application - 15% of the Cost of Software development

2 Training to officers 5% of the Cost of Software development

3 Completion of Field work pertaining to Phase-1 alongwith successful entry of Data & uploading on real-time basis development - 25% of the Cost of Software development

4 Completion of Integration of data collected through various sources in Phase-1 - 25% of the Cost of Software development.

5 Completion of Integration of data collected through various sources in Phase-2 - 20% of the Cost of Software development.

6. Completion of data analytics and house keeping of Census of India 2021 data and NPR updation, alongwith knowledge transfer and documents handover - 10% of the Cost of Software development.

***Penalty, if any, shall be deducted from Quarterly invoice**

## D. Clarification on Payment

a) All payments made by ORGI shall be after deductions of tax at source, wherever applicable as per the provisions of the Income Tax Act, 1961. Other taxes and duties etc., if any, will be deducted as applicable by Law;

b) Payment shall be made after adjusting/deducting penalties etc. (if any) of the current or previous period. Any additional payment made to the SI-S, will be deducted from the pending payments or from the Performance Bank Guarantee;

c) The payment to be made to SI-S, against the deployment of each manpower per month, shall remain fixed during the period of contract. There shall be no increase in price for any reason whatsoever;

d) However, the benefits realised by SI-S due to lower rates of Service taxes shall be passed on by the SI-S to ORGI;

e) In case, other Statutory Payables (EPF, ESI) are increased by the respective laws during the tenure of the contract, the additional cost will be borne by the SI-S only. However, changes in the Service Tax will be borne by the ORGI;

f) The SI-S, being the employer in relation to manpower engaged/ deployed by it, to provide the services under this agreement, shall alone be responsible and liable to pay wages/salaries to such manpower, which in any case will not be less than in accordance with the minimum wages as fixed or prescribed for the category of workers employed/deployed by it, from time to time or by State Government and/or any authority constituted by or under any law;

g) Should there be a requirement for extension of services of manpower, payments shall be made as per the Terms & Conditions of the initial contract;

h) The SI-S must submit the Monthly Bill in arrears for manpower deployed, alongwith "Manpower Deployment & Satisfactory Service Certificate" as per the format provided in Annexure-VI, duly attested by concerned DCC, In-Charge. The Monthly Bill along with the Certificate that the provisions of Minimum Wages Act and Statutory deductions of the concerned state have been adhered;

i) The ORGI will make the payment against each manpower deployed by the SI-S for the services rendered, subject to the deduction/penalty, if any.;

k) The amount include Wages and other allowances to the manpower deployed and also PF/EPF/ESI, other welfare measures/terminal benefits and other legal obligations, if any, as per Central/State Govt. rules, as amended from time to time, and SI-S would follow them;

l) Every quarter the SI-S shall Certify that the monthly salary to the manpower, deployed under this contract, have been disbursed at the time of claiming payments;

m) Whenever, any claim whatsoever, for the payment of sum of money to ORGI arises out of or under this contract against the SI-S, the same may be deducted by ORGI from any sum then due or which at any time thereafter may become due to the SI-S under this contract or from any other sum whatsoever due to the SI-S from ORGI or from his Performance Bank Guarantee, or he shall pay the claim on demand;

n) Any sum of money due and payable to the SI-S (including the Performance Bank Guarantee returnable to him) under this contract, may be withheld or retained by way of lien by ORGI, against any claim of ORGI or such other person or persons in respect of payments of sum of money arising out of or under any other contract made by the SI-S with ORGI. The sum of money so withheld or retained under this clause by ORGI will be kept withheld or retained as such by ORGI till his claim is mutually settled.

**E. Penalty**

a) The deduction in payment, if any (as mentioned above), will be made, except exempted by ORGI in view of the extraordinary circumstances beyond the control of the SI-S, provided that permission is sought by the SI-S, in advance and in writing with justification, to exempt the delay in providing Satisfactory Services/Performance Norms;

b) For failure of anything mentioned in the contract on behalf of SI-S by more than 30 days, may cause the termination of the contract and forfeiting of Performance Bank Guarantee/Bank Guarantee or Black listing or combination of both;

c) If the SI-S does not manage to complete the manpower requirement at required sites within a month of placement of order, or such authorised extension of period as may be permitted by ORGI in writing, ORGI shall impose a penalty @1% of the total value of the Work Order for each week's delay. In case the delay exceeds two weeks, ORGI reserves the right to cancel the order unilaterally;

d) In case, the SI-S is not able to sustain the supply of manpower during the contract tenure, a penalty @1% of total Contract amount shall be imposed for each week’s delay. In case the delay exceeds four weeks, ORGI reserves the right to cancel the order unilaterally;

e) In case, the deployed manpower is not able to meet the Performance Norms (fixed for each deployed manpower), the SI-S should compensate the same by deputing

extra manpower or extending the duty hours/day for such manpower without any extra cost to ORGI. However, the SI-S will ensure that the nos. of MANDAYS lost, due to below Performance Norms, pertaining to any month is compensated in the next two months (following the month, for which the shortfall was reported/observed). Failure to do so, penalty @10% of cost of such loss of MANDAYS will be imposed on the SI-S.

### 4.28 General

The Scanners and high level of productivity are very important as this is a time bound projects of the Office of the Registrar General and Census Commissioner, India. General information regarding various hardware and workload components are shown in Annexure- G1, G2, G3, G4, G5 & G6.

### 4.29 Modification of Tender

ORGI reserved the rights to modify/insert/delete any terms and conditions of this tender in the interest of work. This would be notified to the prospective/successful bidder through ORGI web site or by email or by appropriate means of communication as the case may be. Appropriate penalty clause will be defined by the ORGI in the Service Level Agreement.

### 4.30 Currency of Payment

Payment shall be made in Indian Rupees only.

### 4.31 Technical Standards & Specifications

The key drivers guiding the recommendations of the standards for Census Portal and Web Application are based on the assessment of current IT landscape and based on leading best practices adopted widely across the globe. The following key guidelines for selecting standards have been suggested:

(i) Interoperability – The standards and specifications to be recommended should facilitate interoperability bringing in the ability to effectively interconnect, collaborate, access and facilitate seamless integration in order to communicate between different applications.

(ii) Share, Re-Use and Collaborate - The standards proposed may be shared, reused and collaborative in nature for entire organization to use

(iii) Adherence to open standards - The standards, where available, be recognized and adopted by internationally recognized bodies like ISO, W3C.

(iv) Platforms and tools – It is required that all proposed solution components, software and tools used or needed for the solution would be provided along with required OEM licenses for the entire contract period. Freeware / trial-ware /adware / without enterprise support would not be allowed.

Census Portal and Web Application should be designed to comply with below mentioned standards and guidelines, where CMMS has to provide compliance reports or test results:

(i) Comply with latest WCAG guidelines, GIGW guidelines and OWASP guidelines
(ii) All integration will be using open API principles and architecture, use W3C and OASIS standard for web-services
(iii) User Interface should be intuitive and have responsive design
(iii) Usability guidelines include Guidance on software accessibility, Presentation of information, User and Menu guidelines etc.
(v) Should follow UML 2.0 Modelling principles
(vi) Adhere to MDDS standards as per government standards.
(vii) Security compliant and STQC certified.

### 4.32 Scanner

The Scanners offered should be new, unused and conforming to the specifications detailed under Annexure-T3. The conformance or non-conformance of the offered product to each specification should be indicated in Annexure-T4 by writing 'Yes' or 'No' respectively against the particular specification. In case the product specification is deviating (i.e. below/ exceeding) from the Purchaser's requirement, the Bidder should record and submit all such deviations along with his product's specifications in Annexure-T4.

### 4.33 Form Processing Software

The Form Processing Software is available with ORGI and Bidder has to use that software only. Capabilities of the software are detailed under Annexure G5.

## Annexure-A: Bidder Profile

01. Name & full address of the Company:
02. Telephone & Telex No. :
03. E-mail address:
04. Contact Person's Name :
    Designation :

    Telephone Number :

    E-Mail Address :

05. Location of Corporate Headquarters:
06. Date and State of Incorporation:
07. No. of Service Facility(ies) in India:
    i) Location:
    ii) Strength:
    iii) Geographical Areas covered:
08. Average yearly turnover for last three years (in Rs.):
09. Geographical Distribution of the Supplier:
    i) No. of Offices:

    ii) Locations:

    III) Staff strength:
10. Total no. of installations in India:
11. No. of full time Computer professional Employees:
    a) Total No.:
    b) R&D:
    c) Technical support & maintenance:
11. Reference of Major Installations with similar products in India/Any other Country (attach documents in support)

| S.No. | Customer Name, Address, and Telephone Number | Description of Application handled |
|---|---|---|
| | | |
| | | |

**(Signature of the Bidder)**

Date: Name:

Place: Designation:

(Seal)

Note:

In case of Sub-Contracting, all Sub-Contractors of main bidder should fill this form separately and also indicate the name of the prime bidder.

## Annexure-B: Proforma for Authority from OEM/Sub-Contractor

**No. …….** **Date ……..**

To,

The Registrar General & Census Commissioner, India
NDCC-2, 1st Floor,
A Wing, Jai Singh Road,
New Delhi 110011
India

Dear Sir,

Subject: Tender No.**35201/02/2019-DPD (SI-S)**

We, ……. an established and reputable ……having Registered Office at ……. do hereby authorize M/s…… ……. name and address of agent) to represent us, to tender, negotiate and conclude the contract on our behalf with you against Tender No.**35201/02/2019-DPD (SI-S)**. It is also certified that in case the authorized agent fails to provide continued maintenance/manpower support under contractual obligation as agreed, the same shall be provided by us. We also certify that we agree to provide further maintenance/manpower support for three subsequent years after the expiry of the contract/Warranty Period if so desired by you.

Yours faithfully,

( ……..)

Signature and name

For & on behalf of
M/s ……..

(Name of OEM/Sub-Contractor/Principal Company)

Note:

This letter of authority should be on the letter head of the **OEM/Sub-Contractor/Principal Company** and signed by a person competent and having the power of attorney to represent the company.

## Annexure-C: Details of Form Processing Solutions implemented by Bidder for Census or other High Volume applications

(Attach separate sheets for each project executed)

| | |
|---|---|
| Name of ICR/OCR/OMR Software implemented / | |
| Nature of Application | |
| Project Year and Country in which implemented | |
| No. of centers where processing is undertaken | |
| Total Volume (Scanned & Processed) | |
| No. of Forms | |
| Size A3 or A4 | |
| Single or Double sided | |
| Type and No. of Fields per form (attach copy of the form) | |
| OMR fields | |
| OCR fields | |
| ICR fields | |
| Numeric fields | |
| Total number of characters recognised | |
| Make, Model and Number of Scanners used | |
| Number of ICR engines used | |
| Recognition & False Positive rate achieved: | |
| OMR fields | |
| OCR fields | |
| ICR fields | |
| Numeric fields | |
| No. of recognition stations used | |
| No. of completion stations used | |
| Targeted number of days fixed for creation of digital file(s) | |
| Actual number of days taken for project completion | |
| Value of order in Indian Rupees or US Dollars | |
| Name, postal address and e-mail address of contact persons | |
| Documentary evidence showing performance achieved and customer satisfaction level | |

**(Signature of the Bidder)**

Date:
Place:

Name:
Designation:
(Seal)

## Annexure-T1: Bidder's Particulars

**BIDDERS SHOULD FURNISH ANSWERS TO ALL THE QUESTIONS BELOW.**

**BIDDERS MAY PLEASE NOTE THAT IF THE ANSWER SO FURNISHED ARE NOT CLEAR AND/OR ARE EVASIVE, THE ENTRY WILL BE LIABLE TO BE IGNORED**

1. Tender No.

2. Whether the stores offered fully conform to the specifications specified by the Purchaser in the Schedule to tender. If not, mention here details Of deviation

3. Brand of store offered

4. Name and address of manufacturer

5. Station of manufacture

6. What is your Permanent Income Tax A/C No.?

7. Confirm whether you have attached you latest/current Income Tax Clearance Certificate (ITCC) or photocopy thereof

8. Status:

   (a) Indicate whether you are LSU or SSI
   (b) Are you registered with GeM for the item quoted? If so, indicate whether there is any monetary limit on Registration.
   (c) If you are a small scale unit registered with NSIC/MSMEI under Single Point Registration Scheme, whether there is any Monetary limit.
   (d) In case you are registered with NSIC/ MSMEI under Single Point Registration Scheme for the item quoted, confirm whether you have attached a photocopy of the registration certificate indicating the items for which you are registered.

10. (a) If you are not registered either with NSIC/ MSMEI or with GeM, please state whether you are registered with Directorate of Industries of State Govts. concerned
    (b) If so, confirm whether you have attached a copy of the certificate issued by Director of Industry

11. Please indicate:-

    Name & full address of your Banker

12. Business name and Constitution of the firm.

Is the firm registered under:-

(a) The Indian Companies Act, 1956 (b) The India Partnership Act, 1932 (Please also give name of partners) (C) Any Act, if not who are the owners. (Please give full names and address.)

13. Whether the tendering firms is/are:-

(a) Manufacturer (b) Manufacturer's authorized agents (c) Holders in stock of the stores tendered for

N.B.: If manufacturer's agents, please enclose with tender the copy of manufacturer's authorization.

14. If stores offered are manufactured in India, please state whether all the raw materials, components, etc. used in their manufacturer are also produced in India. If not give details of material components etc., that are imported and their break-up of the Indigenous and Imported components together with their value and proportion it bears to the total value and proportion it bears to the total value of the store should also be given.

15. State whether Raw materials are held in stock sufficient for the manufacture of the stores.

16. Please indicate the stock in hand at present time:
    (a) Held by you against this enquiry
    (b) Held by M/s _____ over which you have secured an option.

17. Do you agree to Sole Arbitration by Secretary, Ministry of Home Affairs or by some other person appointed by him as provided in Clause 24 of the General Conditions of Contract Form GeM (Revised) (Your acceptance or non-acceptance of this clause will not influence the decision of the tender. It should, however, be noted that an omission to answer the above question will deemed as an acceptance of the Clause).

18. For Partnership firms state whether they are registered or not registered under Indian Partnership Act, 1932. Should the answer to this question by a Partnership firm be in the affirmative, please state further:
    (a) Whether by the Partnership agreement, authority to refer disputes concerning the business of the partnership to arbitration has been conferred on the partner who has signed the tender.
    (b) If the answer to (a) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorising the partners who signed the tender to refer dispute concerning business of the partnership to arbitration.
    (c) If the answer to either (a) or (b) is in the affirmative furnish a copy of either the partnership agreement or the general power of attorney as the case may be.

    N.B.:
    (1) Please attach to the tender a copy of either document on which reliance is placed for authority of partners or the partners signing the tender to refer disputes to arbitration. The copy should be attested by a Notary Public or its execution should be admitted by Affidavit on a properly stamped paper by all the partners.

(2) Where authority to refer disputes to arbitration has not been given to the partners signing the tender the tenders must be signed by every partner of the firm.

19. Here state specifically:
    (a) Whether the price tendered by you is to the best of your knowledge and belief, not more than the price usually charged by you for stores of the same nature, class or description to any private purchaser either foreign or as well as Government purchaser. If not state the reasons thereof, if any, also indicate the margins of difference.
    (b) In respect of indigenous items for which there is a controlled price fixed by law, the price quoted shall not be higher than the controlled price, and if the price quoted exceeds the controlled price the reasons thereof should be started.

20. Are you
    (a) Holding valid Industrial License(s) Registration Certificate under the Industrial Development and Regulation Act, 1981. If so, please give particulars of Industrial Income Registration Certificate.
    (b) Exempted from the licensing provision of the Act, for the manufacture of item quoted against this tender. If so, please quote relevant orders and explain your position.
    (c) Whether you posses the requisite license for manufacture of the stores and/or for the procurement of raw material belonging to any controlled category required for the manufacture of the store? In the absence of any reply it would be assumed that no license is required for the purpose of raw materials and/or that you posses the required license.

21. State whether Ministry/Department (e.g. Department of Supply/ Ministry of Home Affairs/ Any other Government Department) has banned business dealings with you?

22. Please confirm that you have read all the instructions carefully and have complied with accordingly.

Signature of Witness: Signature of Bidder

Full name & Address of
Witness in Block letters

Full name and address of the persons

Signing (in BLOCK letters)

Whether signing as Proprietor/Partner
Constituted Attorney/duly authorized by the Company.

Date:

(seal)

Place:

## Annexure-T2: Bid Form

**Date:__/__/__**

The President of India
Acting through Registrar General & Census Commissioner, India,
Office of the Registrar General, India
Ministry of Home Affairs,
NDCC-II Building, A Wing,
1st Floor, Jai Singh Road,
New Delhi – 110 001.

Sir,

Having examined the Bidding Documents of RFP No.35201/02/2019-DPD(SI-S), we, the undersigned, offer to supply and deliver

_____

**(Description of Goods and Services)**

in conformity with the said Bidding Documents for sums as may be ascertained in accordance with the Schedule of Prices provided in the Commercial Bid.

We undertake, if our bid is accepted, to commence delivery within _____ days and to complete delivery of all the items specified in the Contract within _____ days calculated from the date of receipt of your Notification of Award. If our bid is accepted we will submit a fixed deposit from a Nationalized or Scheduled Commercial Bank for a sum equivalent to 10% of the Contract Price for the due Performance of the Contract.

We agree to abide by this bid for a period of 120 days from the date fixed for bid opening under Clause 7 of the instructions to Bidders and it shall remain binding upon us and may be accepted at any time before expiration of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive. We also understand that you have the right to vary the quantities and/or split the total order among the Bidders.

Dated _____ day of _____2019_____

Signature & Seal

_____

(In the Capacity of)

Only Authorized to sign bid for and on behalf of _____.

## b) SCANNER

Scanner should be High volume colour production scanner of duplex type A-3 size producing high quality images with a minimum speed of 65 images (130 A4 size pages) **or more** per minute. Scanners offered should be new and of same make at all the 18 locations with a maximum of 2 scanner per location. Depending upon the speed and availability of spaces at ORGI locations, the total number of scanners should not exceed 36 during the project. Location-wise tentative requirements of the scanners are given at Annexure G-2. The Generic specifications of the required scanners are given below.

**Minimum Specification for A3 size Duplex Color High Volume Production Range Production Scanner**

| S. No | Parameters | Requirement |
|---|---|---|
| 1 | Recommended Production volume per day on A3 size forms | A3 size 70,000 Schedules (double sided) (i.e. 1 crore 40 lakh Images). Productivity is decided per day per scanner per location |
| 2 | Minimum Throughput Speeds (A3 Size documents):<br>Black & White: Duplex @ 300 dpi<br>Colour: Duplex @ 200 dpi<br>In dual stream output | a) Min. >= 65 PPM/130 IPM (Duplex) for A3 Size)<br>b) Min. >= 130 PPM/260 IMP (Duplex) for A4 size |
| 3 | Scanning Speed with Image processing Features enabled such as:<br>Blank Page detection, De-skew, Colour dropout, Auto Cropping, Auto Rotate and dual stream output | Should remain same as throughput speed |
| 4 | Input hopper size (A3 : 12"X17") | Minimum 500 sheet feeder. Should be able to feed through size of 12"x34" Source Documents |
| 5 | Multiple Feed detection | Multiple Feed detection |
| 6 | Connectivity | USB 2.0 or higher |
| 7 | Interface Support along with Capture Software | Should have both TWAIN & ISIS drivers and come with capture software |
| 8 | Bar code reading capability On the Fly | Required (HW or SW) including - Interleaved 2 of 5 Code 3 of 9, Codabar, Code 128, EAN-13, EAN-8, UPC-A, UPC-E, PDF 417, QR code |
| 9 | Insertion & Deletion of image/s in a batch | Required |
| 10 | Paper Thickness | With Standard feeder: Min.45 g/m2 (12 lb.) bond to 200 glm2 (110 lb.) index With Ultra-Lightweight feeder accessory: 25 g/m2 (7 lb.) rice paper to 80 g/m2 (20 lb.) |
| 11 | Illumination | LED |
| 12 | Imaging Features | Auto Thresholding, Automatic color detection, Metal (staple)detection/Paper Protection, Auto Crop, Deskew, Electronic colour dropout, Dual stream scanning, Automatic orientation, Noise removal. All the mentioned Features should be built in the Scanner. Enabling these image processing features should not reduce the throughput speed of the scanner.<br>**Optional**: Aggressive crop, Orthogonal rotation, Halftone removal, Toggle/ patch. |
| 13 | File Format Outputs | TIFF/Multi-page TIFF, PDF, Searchable PDF, PDF-A.<br>**Optional**: RTF, TXT |
| 14 | Paper transport mechanism | U Type or J' or straight Type full metallic/rubber/ vacuum Desiqn Paper Path |
| 15 | Scanning density (Resolution) i.e. Min & Max DPI | Optical resolution: 300 DPI<br>Black & White: 150/200/240/250/300/400/600 dpi<br>Color: 150/200/240/250/300/400/600 dpi |

| | | |
|---|---|---|
| 16 | Colour dropout | Colour Drop out should be selected at driver level no need of hardware change |
| 17 | Supported Operating System | Windows 10 |
| 18 | Life cycle of scanner | Should be 5 Years with unlimited scan |
| 19 | Workability for 24 x 7 Operation | Preferable, but 24 X 6 is must |
| 20 | Local Support | Required |
| 21 | Consumable Information | Consumable Information should be provided alongwith cost of consumable item in a separate sheet |

## c) SCANNING STATION

All the scanners must have the Workstation as per following specifications:

| Features | Specifications |
|---|---|
| Processor | Intel® Xeon® E-2224G 3.5Ghz, 8MB Cache, 4 Core or better for 24x7 operation |
| Chipset | Intel® C246 chipset |
| RAM | 16GB Memory & speed should be 2666 MHz or better |
| | 4 DIMM slots, supporting up to 64GB ECC/non-ECC, DDR4 2666 MT/s |
| Drive Controllers | Integrated SATA controller with minimum 4 x 6Gbps ports Support for RAID 0,1 |
| HDD | 1TB 7200 RPM SATA Drive or higher |
| Graphics Card | Dedicated 2 GB Professional Series Graphic card or higher. |
| Keyboard and Mouse | Mechanical Keyboard and USB Optical Scroll mouse. Third party Keyboard is acceptable. |
| Audio | High Definition Integrated Audio with Internal speaker |
| Communications | Integrated Intel® I219LM GbE Controller with Intel® vPro™ with Intel® AMT 12.0 support |
| Physical and Security BIOS Level Security Features | BIOS controlled electro-mechanical or equivalent internal chasis lock for the system. OR Software enabled /Chasis intrusion system/ TPM Lock or equivalent. BIOS based Ports enable/disable feature. |
| | BIOS Integrity checking – BIOS Protection to ensure that only trusted BIOS code is executed and not rootkits, viruses and malware. |
| | Verification done on boot up, shutdown and while the system is on. |
| | Automatic repair of BIOS if corrupted or compromised. |
| | Audit enabled - System Audit via Event Logs to capture data such as incident, repair date and time for troubleshooting and investigating |
| Ports | Minimum 6 X USB 3.0 or Higher, 1 X 1Gbps LAN Port", Preferably maximum USB ports on the front |
| Bays and Slots | Minimum 3 PCIe Gen 3 Slots, Minimum 1 M.2 Slots, Minimum 1 Internal/ External Bays |
| Operating System | Should have preloaded Genuine Win 10 Pro 64 WKST (or latest version of window OS). All drivers required for proper integration of components should be supplied by the vendor. All latest drivers should be available to download from vendor's website. |
| | System should support for Red Hat® Enterprise Linux Desktop and Ubuntu |
| Form Factor | Convertible Mini Tower /Tower/SFF. |
| | System should feature Active Acoustic Reduction, with low noise level in accordance with ISO 9296 (tested in accordance with ISO 7779) |
| Remote Collaboration Capability | SI-H/OEM should provide the functionality/facility that the same document can be shared, accessed and updated simultaneously, by multiple users at multiple locations. Third party solution is also acceptable. |

| | |
|---|---|
| | Application should be stateless and should not transfer actual data over the network for security |
| | Should work on both Linux and Windows, and should be inter-operable. |
| Additional Software | 1. The hardware vendor should supply an automatic system performance tuning and monitoring software on Windows. |
| | 2. The tuning software should have modules for resource monitoring over a long period of time, and should be capable of showing GPU utilization (GPU, Graphics memory and Codec activity) for both Graphics and GPU Compute cards. |
| | 3. A complete Offline Diagnostics and Asset Discovery software suite should be supplied along with the system. |
| Dust Filter | OEM should provide serviceable dust filter for avoid workstation failures due to dust and it should be connected into the workstation |
| Certifications | Window OS and Linux Certification, EPEAT India Registered |
| Display/ Monitor | 23.8" FHD LED TFT or Better- Should be from same brand as the workstation |

**d) ENVIRONMENT REQUIREMENTS**

The Scanner should be able to perform under the following Environmental conditions

Temperature 15 to 35 degrees Celsius

Relative Humidity 15 to 76 %

The Census forms will be stored at normal room temperature and humidity or in similar environmental conditions as the Scanners. The Scanners should be able to scan such documents.

**e) OPERATIONS & SERVICEABILITY**

aa) Interior Accessibility Single front door access to entire paper path
Simple cleaning and jam clearance

bb) Scanner Diagnostics - It should be possible to diagnose the problem if any, using a host workstation so that Problems are Diagnosed and Sorted out fast

**V) OTHER ACCESSORIES**

The Scanner should support the following **optional** accessories without any financial implications to the ORGI:

a) Document Printer
b) Any Image archival mechanism during Scanning
c) Each Scanner must be supplied along with nine nos. of External Hard Disk Drives (EHDD) of capacity of 2TB or more, of reputed brand without external power supply. Each EHDD should be compatible with the workstations.

d) Interface Support along with Capture Software

**f) General**

(i) Please ensure that the scanner operates on 220 Volt +/-5%, 50 +/-1 Hz power supply conditions.
(ii) Please specify make and model for all the scanner.
(iii) Original copies of user documentation should be supplied with each piece of equipment.
(iv) Two complete sets of original installation and maintenance documentation for each Scanner must be supplied.
(v) All Equipment offered should conform to the latest prevailing industry standards.

(vi) Environmental conditions required for using all equipment alongwith their power requirements, physical characteristics and heat dissipation etc should be shown in a suitable tabular performa showing all the following:

a) Line Item number.
b) Power requirement in KVA
c) Environmental conditions required for satisfactory operation and performance of the equipment being offered.
    1) Temperature
    2) Relative Humidity
    3) Input Supply Tolerance (+/-volts)
    4) Internal Power Supply Wattage

**********

ORGI

## Annexure-T4: Statement of Vendor's Response and Deviations FROM TECHNICAL SPECIFICATIONS AS INDICATED IN ANNEXURE -T3

| Line Item | Description of item specification as required by Purchaser | Description of item specification as offered by Vendor | Conformance (Yes/No) | Deviation in the offer, if any and Brief reasons for the deviation |
|---|---|---|---|---|
| | | | | |

**Date:** **Signature of Bidder**

**(Seal)**

ORGI

## Annexure-T5: Statement of Deviations of Tender Terms & Conditions

| Serial No: | Reference clause as per Terms and Conditions | Deviation in the offer | Brief reasons for the deviation |
|---|---|---|---|
| | | | |

**Date:**

**Signature of Bidder**

**(Seal)**

ORGI

## Annexure-T6: Schedule of Delivery

| Line Item | Description of item | Quantity description | Delivery date |
|---|---|---|---|
| | | | |

**Date:**

**Signature of Bidder**

**(Seal)**

ORGI

## Annexure-T7: Undertaking by the Bidder

**1. Option Clause**: The purchaser reserves the right to place order on the successful Bidder for additional quantity upto 30% of the quantity offered by them at the rates quoted at the time placement of contract or during the currency of the contract.

**2. Guarantee/Warranty**:

(i) Except as otherwise provided in the invitation to the tender the contractor hereby declare that the scanner sold/supplied to the purchaser under this contract shall be of the best quality and workmanship and new in all respects and shall strictly in accordance with the specification and particulars contained/mentioned in the contract. The contractor hereby guarantees that the said goods/stores/articles would continue to conform to the description and quality aforesaid for a period of 36 months from the date of acceptance of systems by the purchaser and the notwithstanding the fact that the Purchaser (Inspector) may have inspected and or approved the said goods/stores/articles, if during the aforesaid period of 36 months the said stores/goods/ articles be discovered not to conform to the description and quality aforesaid or not giving satisfactory performance or have deteriorated, the decision of the purchaser in that behalf shall be final and binding on the contractor and the purchaser shall be entitled to call upon the contractor to rectify the systems or such portions thereof as is found to be defective by the purchaser within a reasonable period or such specified period as may be allowed by the purchaser in his discretion on / and application made thereof by the contractor and in such an event, the above mentioned warranty period shall apply to the system rectified from the date of rectification thereof. In case of failure of the contractor to rectify or replace the goods etc. within specified time, the purchaser shall be entitled to recover the cost with all expenses from the contractor for such defective stores

ii) Guarantee that the product offered are not going to be declared as “End of Life (EOL)” by the OEM of concerned products, within a period of 12 months from the date of Installation in ORGI/DCOs. An undertaking from the concerned OEMs is mandatory.

iii) Guarantee that they will supply spare parts, if and when required on agreed basis for an agreed price. The agreed basis could be and including but without any limitation on agreed discount on the published catalogue or on agreed percentage of profit on the landed cost.

iv) Warranty to the effect that before going out of production for the spare parts they will give adequate notice to the purchaser of the equipment, so that the later may undertake the balance of the lifetime requirements.

v) Warranty to the effect that they will make available the blue prints of drawing of the spares if and when required in connection with the main equipment.

3. In the event of contract being cancelled for any breach committed and the purchaser affecting re-purchase of the stores/system at the risk and the cost of the contractor, the purchaser is not bound to accept the lower offer of Benami or allied of SI-S sister concern of the contractor

4. Purchaser will not pay separately for transit insurance and the supplier will be responsible till the entire stores contracted for, arrive in good condition at the destination. The consignee as soon as possible, but, not later than 30 days of the date of arrival of stores at

destination notify of the contractor any loss or damages to the stores that may have occurred during the transit.

5. Those firms who are not specifically Registered for the items as per schedule to tender to submit the following along with their quotation failing which their offer will be ignored:-

a. Photocopy of latest ITCC, not more than one year old.

b. Name and full address of the banker.

c. Prices be quoted both in words as well as in figures.

d. Bidders who are past suppliers of the item as per T/E specification should submit their performance statement in enclosed proforma. In case, it is found that information furnished is incomplete or incorrect, their tender will be liable to be ignored.

e. Bidders who are registered with GeM/NSIC for this particular item should submit the photocopy of Registration Certificate with all subsequent amendments and also the photocopy of latest ITCC of not more than one year old.

f. If it is intended to ask for excise duty or any other charges extra, the same must be specifically stated. In absence of such stipulation it will be presumed that prices are inclusive of all such charges and no claim for the same will be entertained.

SIGNATURE OF THE BIDDER

Date:

NAME IN BLOCK LETTERS:

CAPACITY IN WHICH TENDER SIGNED

FULL ADDRESS:

ORGI

## Annexure-T8: Performance Test for Scanners using eFlow Form Processing Software

A performance test will be conducted by the ORGI to evaluate the Scanners on various parameters as well as suitability of these images using eFlow Forms Processing ICR Software. The Purchaser will evaluate the ability as well as other imperative tools and features of the scanner software. In the performance test, all bidders will use the same hardware environment detailed below, and deliver results within the predefined time frame.

### 1. The Performance Test

1.1 The performance test will take place at the premises of O/o R.G.I., First Floor, 'E' Wing, Pushpa Bhawan, Madangir Road, New Delhi – 110062.

1.2 The Purchaser will supply, for this performance test, a set of Evaluation Forms **of A3** size.

1.3 The Number of forms and evaluation criteria etc. shall be circulated to bidders who full-fill eligibility criteria as mentioned in pre-qualification prior to the day of performance test.

1.4 Hardware & software for the recognition of the scanned images will be made available by ORGI. However, vendor has to bring his own scanner and scanning station.

### 2. The Performance Test Procedure

Each Bidder will be given 3 (Three) days for the performance test. The Bidder shall provide the operational staff as well as Scanner alongwith workstations as specified in annexure - T3. In case even 1 (one) of the representatives fails to report at the scheduled time, the Purchaser will wait until 11:30 am on the appointed day and time and in case if the bidder still does not show up on time on this second chance, the bidder will be disqualified from the bid. The time of a possible delay on any day will not be compensated. Technical specifications will be matched with the model quoted and documentation provided by the vendor. ORGI will create a master file for data filled in 1000 schedules (selected fields, pretest forms will be used for this purpose)

- 3 days testing module will be prepared.
- On day 1, vendor will install and tune the scanner to scan the schedules provided by ORGI (other than the master file schedules).
- On day 2, the vendor will do the actual scanning of 1,000 schedules in the presence of TPEC representatives. These images will be put in for ICR processing for auto recognition without manual intervention. The result of this will be compared with the master file already prepared in ORGI.
- After scanning of these 1,000 schedules vendor will be provided with another set of 25000 schedules for scanning to test the ruggedness of the scanner and its viability in 3 shifts operations (each shift of 8Hrs).

- On the basis of above the report will be prepared and placed in front of TPEC for their recommendations.

### 2.1 Preparation

The bidder will install a SCANNER on one PC node and a scanning software. The bidder will not be allowed to take out anything except the equipment declared at the time of entry. Bidder will also give an undertaking to maintain the confidentiality and secrecy of the process.

### 2.2 Scanning

The Purchaser will provide the Sample Schedules in order to commence the scanning process. The forms are to be fed in batches as provided by the Purchaser.

### 2.3 Recognition

This phase will start simultaneously with the Schedules that have just been scanned. The output file generated after execution of this phase (without doing the completion/correction) would be extracted in the required format and stored separately.

### 2.5 Extraction of Output file

The Bidder shall supply the printed reports of all required relevant statistics generated, CPU and memory usage during the scanning to the Purchaser.

### 2.6 Finalisation and Announcement of Result of the Performance Test

The Purchaser will compare the recognition results generated after scanning and recognition with the previously prepared correct data by ORGI and also analyse other outputs submitted by the bidder. According to the evaluation criteria the Purchaser will formulate the final evaluation report for each of the proposed solutions.

## Annexure-T9: Details of Census Schedule for Evaluation of Scanner & Data Extraction

1) Form to process: HOUSELIST/NPR/HOUSEHOLD (Pre-Test OR final) SCHEDULE - CENSUS OF INDIA 2021. Sample copy of each type of proposed schedules is enclosed in the Annexures T9 A-D.

2) Details of Form :
   a) Size : A3 size
   b) Printing & Quality of Paper : Colour dropout on 80 GSM paper
   c) Recorded information :
   on both sides of the form. : Written in Blue/Black ink

3) Bar-code: Each form shall have PDF417 format bar-code printed at left top corner. Each bar-code having the following fields:

State Code, District code, printer code, Language code and Serial Number of form. For unique identification of each schedule the form number will be re-serialised if there is any change in any one of the above mentioned filed except form number.

4.) Information to consider or ignore for processing will be desired after TEPC meeting.

5) Total number of Forms to scan & process - To be announced at the time of evaluation test. However, the scanner will have to generate simultaneously the scanned images in colour as well as black and white.

6) Output required to be submitted:
   a) Scanning statistics (Number of forms input and time taken for each batch of form)
   b) Recognition process statistics (Batch-wise summary) of:
      - Number of forms rejected due to specific reasons
      - Total number of characters examined
      - Number of characters correctly recognised, incorrectly recognised & could not be recognised
      - Total time taken to process.
   c) Output data file: One output file after the recognition process is over, without carrying out any reject repair, correction etc.

Form Number 2802 3739

# Census of India 2021 Houselisting and Housing Census Schedule

DRAFT as on 28-02-2019, 10:05 AM

Confidential when filled

Page No.

SIDE- A

**Start Here** — **Location Particulars**: State/UT | District | Tahsil/Taluk/ P.S./Dev. Block Circle/Mandal | Town/ Village | Ward Code No. (only for Town) | Houselisting Block No.

ENGLISH

Fill if the census house is used wholly or partly as a residence (If code '1' or '2' in Q.7)

Fill columns 17 to 38 for normal households. Put dash (-) in case of institutional households and non-residential census houses

| 1 Line number | 2 Building number (Municipal or local authority or census number) | 3 Census house number | 4 Predominant material of floor, wall and roof of the census house (Give code from the respective lists below) Floor | 5 Wall | 6 Roof | 7 Ascertain use of Census house (Write the actual use and then choose the appropriate code from the list below and record the same in the box at the left hand side of the column) Code No. | Actual use | 8 If Code '1' or '2' in column 7, condition of this census house: Good-1/ Livable-2/ Dilapidated-3 | 9 Household number (Give separate serial number to each household and write '999' for every institutional household) | 10 Total number of persons normally residing in this household Persons | Males | Females | Third Gender | 14 Name of the head of the household (Information relating to the head of the household) | 15 Sex: Male-1/ Female-2/ Third Gender-3 (Do not fill columns 15 and 16 for institutional households) | 16 If SC* or ST# or Other: SC-1/ ST-2/ Other-3 | 17 Ownership status of the household: Owned-1/ Rented but has own house elsewhere-2/ Rented and doesn't own any house-3/ Any other-4 | 18 Number of dwelling rooms # | 19 Number of married couple(s) living in exclusively in possession of this household (Record 0,1,2,3...) | 20 Main source of drinking water: (Give code from the list below) | 21 Availability of drinking water source: Within dwelling-1/ Outside dwelling but within the premises-2/ Near the premises-3/ Away-4 | 22 Main Source of lighting: Electricity-1/ Kerosene-2/ Solar-3/ Other oil-4/ Any other-5/ No lighting-6 | 23 Latrine within the premises: Yes: Exclusively for household use-1/ Shared with other household-2 No: Public latrine-3/ Open-4 | 24 If '1' or '2' in col. 23, then type of latrine: Give code from the list below | 25 Waste water outlet connected to: Closed drainage-1/ Open drainage-2/ Kitchen garden-3/ Soak pit-4/ Settling pond-5/ No drainage-6 | 26 Bathing facility available within the premises: Yes: Bathroom-1, Enclosure without roof-2/ No-3 | 27 Availability of kitchen: Give code from the list below | 28 Fuel used mainly for cooking: (Give code from the list below) | 29 Radio/ Transistor: Yes: Traditional radio set-1/ On mobile-2/ On any other device-3 /No-4 | 30 Television: Yes: Doordarshan free dish-1/ Cable connection-2/ DTH/Dish-3/ Any other-4 /No-5 | 31 Access to internet: Yes: 1/ No-2 | 32 Computer/Laptop: Yes: 1/ No-2 | 33 Telephone/Mobile phone/Smartphone: (Give code from the list below) | 34 Bicycle: Yes: 1/ No-2 | 35 Scooter/ Motorcycle/ Moped: Yes: 1/ No-2 | 36 Car/ Jeep/ Van: Yes: 1/ No-2 | 37 Number of household members availing banking services | 38 Mobile number |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Count the number of entries and give total → Total

DRAFT Version -1

**Note:**

* for col. 16
Scheduled Caste can be only from Hindus, Sikhs and Buddhists and not from any other religion. Scheduled Tribe can be from any religion.
# for col. 18 Do not include kitchen, bathroom, latrine, store room, passageway and verandah. Include living room, bedroom, dining room, drawing room, study room, servant's room and other similar rooms.
$ for col. 21 'Near the premise' here means within 100 meters in Urban, within 500 meters in Rural

**4 Floor**
Mud.....1
Wood/ bamboo....2
Burnt brick..3
Stone.....4
Cement.....5
Mosaic/ floor tiles..6
Any other....7

**5 Wall**
Grass/ thatch/ bamboo etc. ....1
Plastic/ polythene.....2
Mud/ unburnt brick.....3
Wood.....4
Stone not packed with mortar.....5
Stone packed with mortar.....6
G.I./metal/ asbestos sheets....7
Burnt brick.....8
Concrete.....9
Any other.....0

**6 Roof**
Grass/ thatch/ bamboo/ wood/ mud etc.....1
Plastic/ polythene.....2
Hand made tiles.....3
Machine made tiles....4
Burnt brick.....5
Stone.....6
Slate.....7
G.I./metal/ asbestos sheets.....8
Concrete.....9
Any other.....0

**7 Use of census house**
Residence.....1
Residence-cum -other use.....2
Shop/ office.....3
School/ college etc.....4
Hotel/ lodge/ guest house etc.....5
Hospital/ dispensary etc.....6
Factory/ workshop/ workshed etc.....7
Place of worship.....8
Other non-residential use..9
Vacant.....0

**20 Main source of drinking water**
Tap water from treated source.....1
Tap water from un-treated source.....2
Covered well.....3
Un-covered well.....4
Hand Pump.....5
Tubewell/ borehole.....6
Spring.....7
River/canal.....8
Tank/pond/lake.....9
Other sources.....0

**24 Type of latrine facility**
**Flush/pour flush latrine connected to**
Piped sewer system.....1
Septic tank.....2
Other system.....3
**Twin Pit latrine**
With slab/ventilated improved pit...4
Without slab/open pit.....5
**Single Pit latrine**
With slab/ventilated improved pit...6
Without slab/open pit.....7
**Service latrine**
Night soil removed by human.....8
Night soil serviced by animals.....9
**Night soil disposed into open drain**...0

**27 Availability of Kitchen**
**Cooking inside house:**
Has kitchen ... 1
Does not have kitchen ..... 2
**Cooking outside house**
Has kitchen ... 3
Does not have kitchen ..... 4
**No cooking** ..... 5

**28 Fuel used mainly for cooking**
Firewood..... 1
Crop residue..... 2
Cowdung cake..... 3
Coal/lignite/ charcoal.. 4
Kerosene..... 5
LPG/PNG..... 6
Electricity..... 7
Bio-gas..... 8
Solar..... 9
Any other..... 0

**33 Telephone/ Mobile Phone/ Smartphone**
**Yes**
Landline only.....1
Mobile/ smartphone only ....2
Both.....3
**No**.....4

Use only numbers as indicated here

0 1 2 3 4 5 6 7 8 9

Signature of the Enumerator with Date

Signature of the Supervisor with Date

Census of India 2021
Houselisting and Housing Census Schedule
Confidential when filled
Page No.
SIDE- B
DRAFT as on 28-02-2019, 10:05 AM
DRAFT Version-1.0

Census of India 2021
Household Schedule
DRAFT as on 29-03-2019, 06:30 PM
Confidential when filled
SIDE- A
Location Particulars
Serial number
Name of the person
Relationship to head
Sex
Date of birth and Age
Current marital status
Age at marriage
Religion
Scheduled Caste (SC)/ Scheduled Tribe (ST)
Disability
Mother tongue and Other languages known
Literacy status
Status of attendance
Highest educational level attained
Page totals:
Q.7 Religion
Q.8 ✱ NOTE
Q.9 Disability
Q.12 Status of attendance
Q.13 (a) Highest level attained
Q.13 (b) Stream/ Discipline
ENGLISH
Draft Version 2.0

Census of India 2021
Household Schedule
DRAFT as on 29-05-2019, 06:30 PM
Confidential when filled
Use only arabic numbers as indicated here
0 1 2 3 4 5 6 7 8 9
SIDE- B
Serial number
Name of the person
Copy from side A in same order
Characteristics of workers and non-workers
Migration characteristics
Fertility particulars
Worked any time during last year
Category of economic activity
Occupation
Nature of industry, trade or service
Class of worker
Non-economic activity
Seeking or available for work
Travel to place of work
Place of last residence
Reason for this migration
Duration of stay in this village/town since last migration
Number of Children surviving at present
Number of Children ever born alive
Number of Children born alive during last one year
Q.14 Workers and non-workers
Q.15 Category of economic activity
Q.18 Class of worker
Q.19 Non-economic activity
21(b)* Mode of travel
Name of the respondent
Signature of the enumerator with date
Signature of the supervisor with date
Signature/Thumb impression of respondent with date
Sex of enumerator
Male
Female
Continued to another sheet
DRAFT Version 1.2

## Annexure-T10: Check List of Technical Bid

| | | |
|---|---|---|
| 1. | Bidder's particulars furnished as per Annexure-T1 | Yes/No |
| 2. | Have you furnished Bid Form (Annexure-T2)? | Yes/No |
| 3. | Have you filled clearly mentioned all technical deviations in Annexure-T4 | Yes/No |
| 4. | Have you filled in Annexure-T5 indicating clearly deviations from tender terms and conditions? | Yes/No |
| 5. | Are you offering the goods & services as per delivery schedule? | Yes/No |
| 6. | In case of Sub-Contracting – copy of back to back agreement among all sub-contractors is enclosed | Yes/No |
| 7. | Have you signed and sequentially numbered each page of your Bid (Enclose with Technical Bid)? | Yes/No |

ORGI

## Annexure-C1: Bid Letter

To,

The Registrar General and Census Commissioner, India
Ministry of Home Affairs,
NDCC-2, 1st floor,
A wing, Jai Singh Road,
NEW DELHI – 110 011.

Ref. : **RFP No**35201/02/2019-DPD(SI-S)

Sir,

We declare:

**1**. a) That we are manufacturers/authorised agents of _____
b) That we/our principals are equipped with adequate machinery for production, quality control and testing of materials manufactured and used by us and that our factory is open for inspection by your representatives.

**2.** We hereby offer to supply the equipment including all software at the prices and rates mentioned in the Commercial Bid at Annexure-C2.

**3. Period of Delivery**: We do hereby undertake, that in the event of acceptance of our bid, the supply of equipment shall be made within 45 days from the date of Award of Contract and that we shall perform all the incidental services.

**4. Terms of Delivery:** The prices quoted are inclusive of all charges upto installation and commissioning at all the locations (sites) to be indicated by Office of the Registrar General, India.

**5.** We enclose herewith the complete Commercial Bid as required by you. This includes:

a. Bid Letter
b. Contract Form

**6.** We agree to abide by our offer for a period of 120 days from the date fixed for opening of the Technical bid and that we shall remain bound by a communication of acceptance within that time.

**7**. We hereby certify that we have read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to supply as per these terms and conditions. The deviations from the above terms and conditions are only those mentioned in Annexure – T5.

**8.** Certified that the Bidder is:

A sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor.

Or

A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

Or

A company and the person signing the tender is the constituted attorney.

NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorised to sign the tender document.

**9**. We do hereby undertake, that until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the Contract, shall constitute a binding Contract between us.

Dated: this _____ day of _____ 2019

Signature of Bidder

Details of enclosures
Full address:

Telephone No.:
E-mail:
Fax No.

ORGI

## Annexure-C2: Price Schedule

| S.No. | Description | Total Quantity Max. | Period in Months Max. | Unit cost including GST | Total Cost Including GST (in Figures ) | % of GST | Total Cost including GST (in words) |
|---|---|---|---|---|---|---|---|
| | | A | B | C | D=AXBXC | E | |
| **A** | **Hardware Cost** | | | | | | |
| 1 | Scanner (with Scanning Workstation & accessories) (Including Comprehensive maintenance, including consumable and spares) | 18 | | | | | |
| 2 | Setting-up of Temporary Setup for Scanning facilities | 10 | | | | | |
| **B** | **Manpower Cost (Phase 1) for Image based Processing** | | | | | | |
| 3 | Pre-scanning manpower | 30 | 3* | | | | |
| 4 | Scanning manpower | 30 | 3* | | | | |
| 5 | Utility worker | 30 | 3* | | | | |
| 6 | Supervisor (SW Engineer/ Tech. help ) for ICR/Mobile/Web App | 162 | 6* | | | | |
| 7 | Data Correction/ Verification manpower | 1,363 | 3* | | | | |
| 8 | ICR Developer | 5 | 6* | | | | |
| 9 | SI Overheads For Phase1 | | | | | | |
| **C** | **Manpower Cost (Phase 2) for Image based Processing** | | | | | | |
| 10 | Pre-scanning manpower | 108 | 5** | | | | |
| 11 | Scanning manpower | 108 | 5** | | | | |
| 12 | Utility worker | 108 | 5** | | | | |
| 13 | Supervisor (SW Engineer/ Tech. help ) for ICR/Mobile/Web App | 162 | 10** | | | | |
| 14 | Data Correction /verification manpower | 3,400 | 7** | | | | |
| 15 | ICR Developer | 5 | 10** | | | | |
| 16 | SI Overheads for Phase2 | | | | | | |
| **D** | **Manpower Cost for Mobile & Web Application Project (Manpower indicated is Minimum$)** | | | | | | |
| 17 | Team Leader/Project Coordinator | 1 | 24 | | | | |
| 18 | Senior Software Developer | 3 | 24 | | | | |
| 19 | Software Developer | 16 | 24 | | | | |
| 20 | Tester | 2 | 24 | | | | |
| 21 | Data Analytics | 2 | 24 | | | | |
| 22 | Database Administrator | 2 | 24 | | | | |
| 23 | Document Writer | 2 | 24 | | | | |
| 24 | Software Engineer as Technical help for Census functionaries/ General Public for Mobile & Web Applications during Phase-1 | 162 | 6 | | | | |
| 25 | Software Engineer as Technical help for Census functionaries/ General Public for Mobile & Web Applications during Phase-2 | 162 | 8 | | | | |
| 26 | SI Overhead for Mobile & Web Application Project | | | | | | |
| **E** | **Total (A+B+C+D)** | | | | | | |
| 27 | Buy back value of Scanner after the end of project | | | | | | |
| **F** | **Gross Total Value (E-274)** | | | | | | |
| | **Others Items Required but not included for calculating the Project Cost (in Indian Rupees)** | | | | | | |
| 28 | Post-warranty Annual Maintenance Charges per Scanner | | | | | | |
| 29 | Scanner Consumable (s) (specify each item and its life) | | | | | | |
| 30 | Any other item (s) specify | | | | | | |

'* & ** - Combined period for completion of Phase-1 and Phase-2 is Maximum Nine Months, which can be adjusted between Phase-1 and Phase-2.
$ - The indicated manpower is minimum. However, the SI-S can deploy additional manpower, upto 10% or one person (whichever is higher), without any financial implication to ORGI, to complete the (stages of) project within prescribed time limit, and to avoid penalty in this regard.

**Notes:**

1. Total Time Period (excluding vacant/time gap) to finish the Scanning & ICR Processing of Phsae-1 and Phase-2 is Nine Months.
2. Initial Setup Time granted for House Listing Scanning & ICR Processing is 15 days.
3. Initial Setup Time granted for Population Enumeration Scanning & ICR Processing is One month.
4. Phase-1 Scanning & ICR Processing will start in first week of June, 2020, however the Software Engineer/Tech. help officials to be deployed at least one month before the start of House List operation of concerned DCC or its associated states.
5. Phase-1 Scanning to be completed within 15 days of receipt of schedules at Storage-cum-Scanning Centre (SSC).
6. Phase-1 ICR Processing completion date cannot be later than one month from the receipt of scanning images from SSC.
7. Phase-2 Scanning & ICR Processing will start in the month of May, 2021, however the Software engineer/Tech. help officials to be deployed at least from January, 2021.
8. Phase-2 Scanning to be completed by end of August, 2021.
9. Phase-2 ICR Processing completion date cannot be later than three months from the receipt of concerned scanning images from SSC.
10. Phase-2 work should be completed by 15$^{th}$ October to 15$^{th}$ November, 2021 depending upon workload of concerned DCC.
11. Phase-2 Winding up of Scanning & ICR Processing, including Archiving of images & data and handing over report to ORGI, by 15$^{th}$ November to 15$^{th}$ December.
12. If the actual nos. of schedules are increased by more than 10% during Phase-1 and/or Phase-2, then the Cost Per Form (as calculated in Para 4.27 (c) & (d) of RFP) will be revised, by taking into account using the actual nos. of schedules, instead of Estimated Schedules separately, i.e. 68 Lakh and 13 crore for Phase-1 and Phase-2 respectively.
13. In case of increase in nos. of schedules by more than 10% then, the time period projected for concerned activity/stage of work may be increase proportionately.

## Annexure-C3: Contract Form

Tender No. _____

Full name and address of the Bidder in addition to
Post Box No. if any, should be quoted in all
communication to this office

Contractor's
Telegraphic
Address

---

----------Tel No./Fax No./City Code

---

From,
……
……
……

Dear Sir,
I/We hereby offer to supply the stores detailed in the schedule hereto or such portion as you may be specifying on the Acceptance of Tender at the price given in the said schedule and agree to hold this offer open till …….. I/We shall be bound by a communication of acceptance within the prescribed time.

2. I/We have understood the instructions to Bidders including in the pamphlet entitling conditions of the contract governing contracts placed by the Central Purchase Organisation of the Government of India read with the amendments annexed herewith and have thoroughly examined the specification drawing and/or pattern quoted in the schedule hereto and my/our offer is to supply stores strictly in accordance with requirements.

3. The following pages have been added to and form part of this tender……..
……

Address ……..
Dated……
Signature of witness……..
Address……

Yours faithfully,

(Signature of Bidder)

Signature of the Bidder

Seal

## Annexure-C4: Schedule of Requirements for Scanning & ICR Processing

Scanners Procurement, Operations & Maintenance along with
ICR Software Operation & Management of Image Based Data Capturing Activities

| S.No. | Particulars |
|---|---|
| I | Supply, Installation, Operation & maintenance of A-3 Duplex type Color High Volume Production Scanners with two years on-site Comprehensive warranty at 18 locations.<br>The scanners must have a speed of more than 130 PPM/260 IPM or more in 300 DPI for A4 size paper and more than 65 PPM/130 IPM for A3 size. A Tolerance of 2% will be allowed on lower side during technical evaluation.<br>There must be at least one scanners per location.<br>All scanners should be new and of same make. |
| II | Setting up Temporary Infrastructure at 10 Locations out of 18 locations for Receipt, Pre- Scanning and scanning activities. However Space would be provided by ORGI/DCOs. |
| III | Providing the following services at 18 Locations:<br>Receipt of filled in schedules/Boxes<br>Counting of schedules using counting machine in the presence of District officials and Creation of Inventory<br>Document preparation for Scanning<br>Scanning & Archiving of approximately approx. Sixty Eight Lakh House List schedules in Phase 1 to be completed in 3 months period as per schedule Annex G7.<br>Scanning & Archiving of approx. 13 Crores Census Household schedules in 4 months period starting from April 2021.<br>Data extraction in 6 months for Census Household schedules starting from April 2021.<br>Backup and Retrieval of Images and data on computer readable media at user desired level for both phases. |
| IV | Services of 5 Software Professionals for development of various MIS, Customization & Fine Tuning of ICR Based data capturing application using eFlow for the period of 18 months starts from the placement of order. |
| V | Provision of manpower for operations and management of Image Based Data Capturing at all the 18 Locations. The details are at Annexure G1, G2, G3, G4 & G5. |

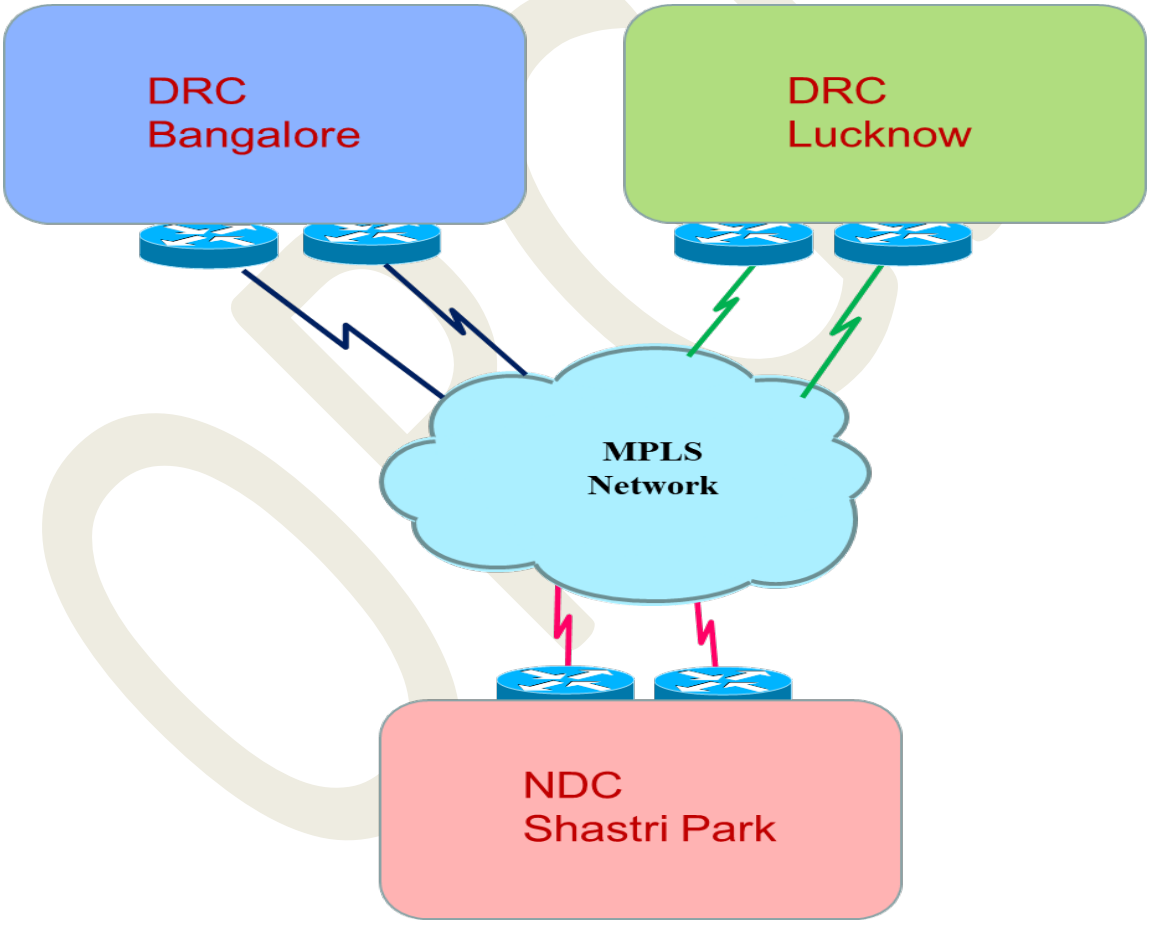
**Please note that the Bidders shall have to quote for all the items.**

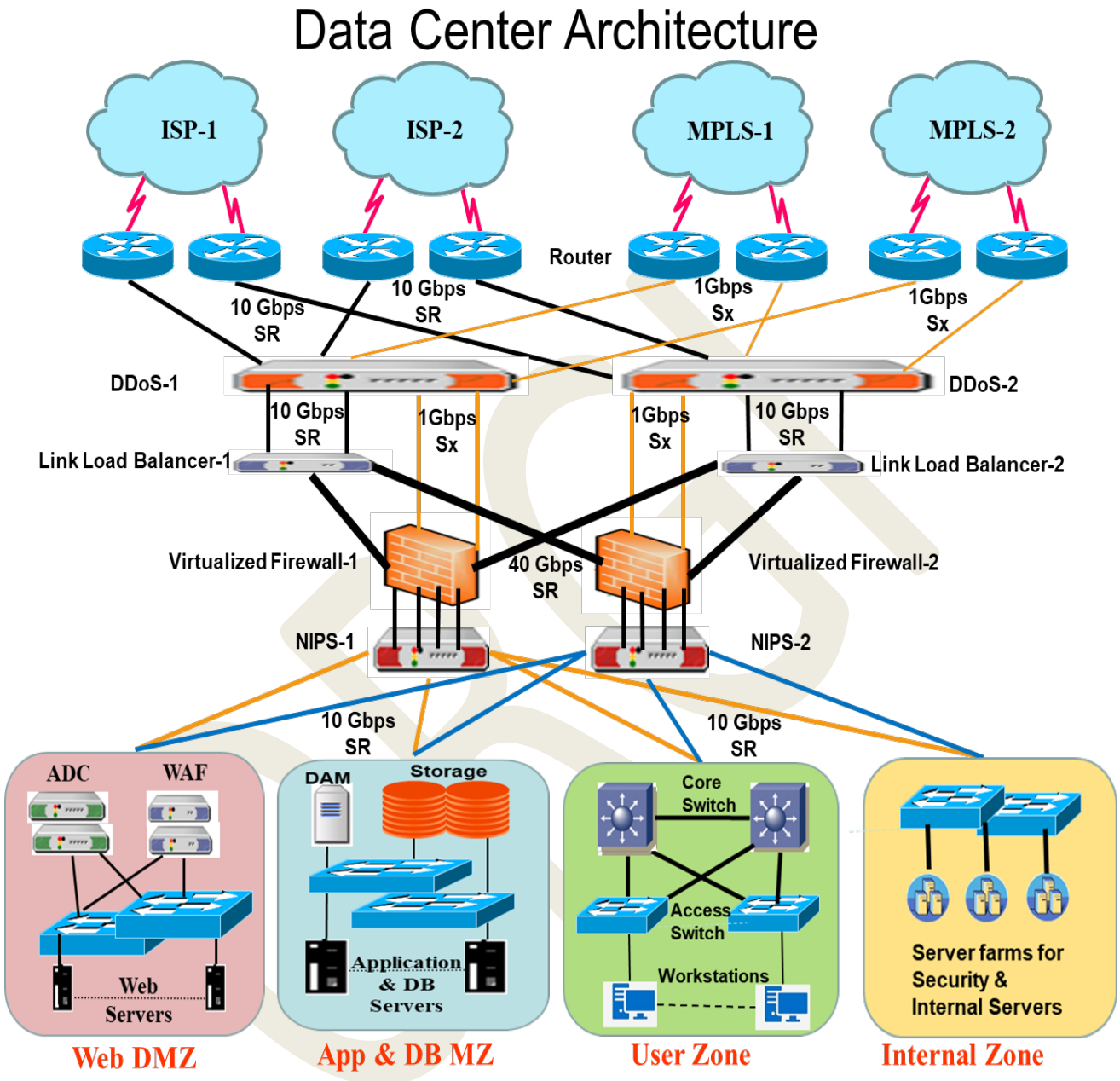
## Annexure-G1: System Architecture for Census of India 2021

### Architecture for Mobile & Web Application

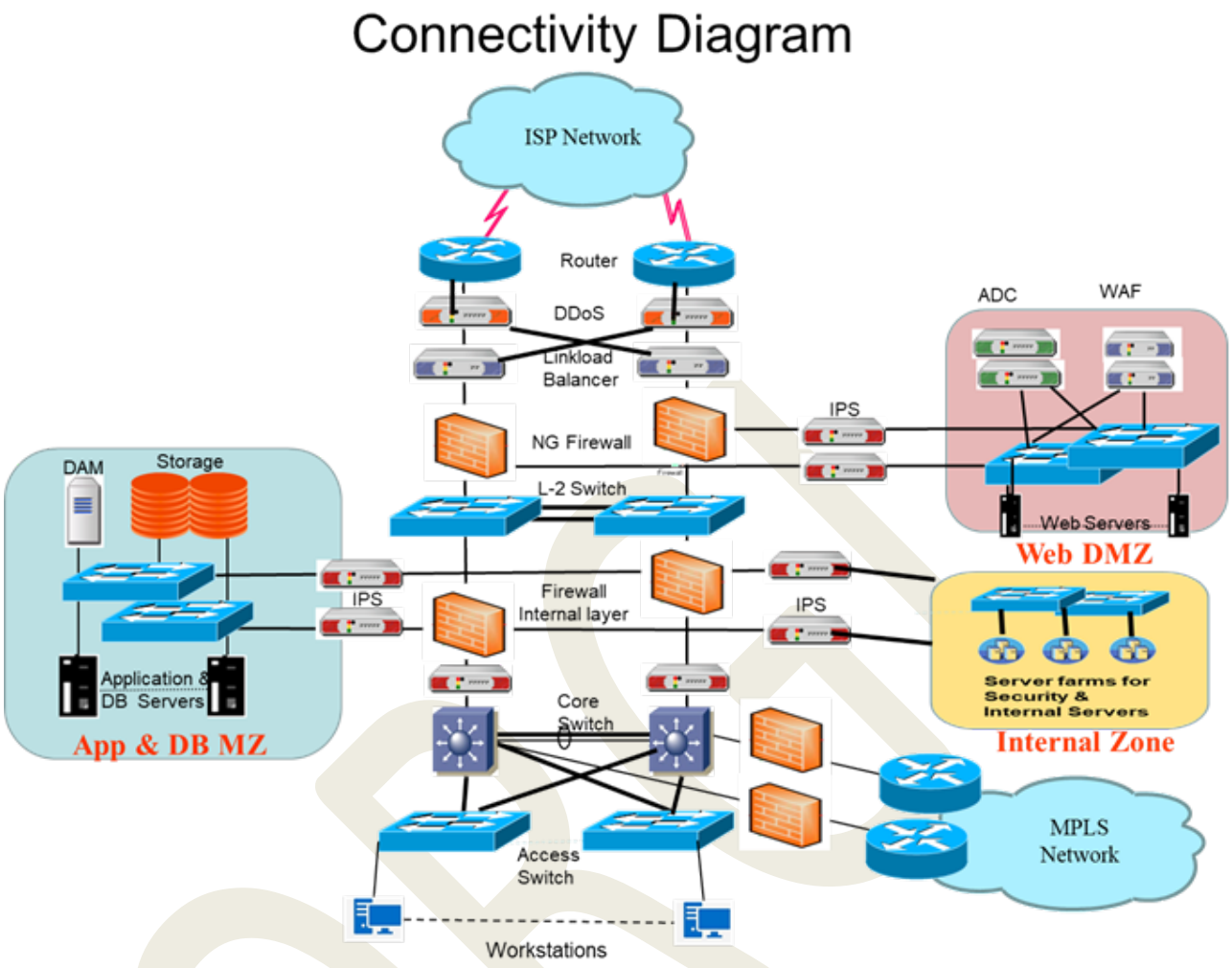
### DC & DRC Architecture

Data Centre (DC) and Disaster Recovery Centre (DRC) with same network and security architecture. ORGI had finalized following network and security architecture for Data center & DR locations. Data Centre and Disaster Recovery Centre will be inter-connected using MPLS cloud. Following diagram is for MPLS connectivity between three main DC's (DC plus 2 DRC)






**Note:** All diagrams shown in the RFP for SI-H are indicative diagrams. 18 DCCs are standalone, however 3 DCs are inter-connected




**Note:** Offered Solution should be complete in all senses including Hardware, Software, etc. and should comply to technical and functional specifications.

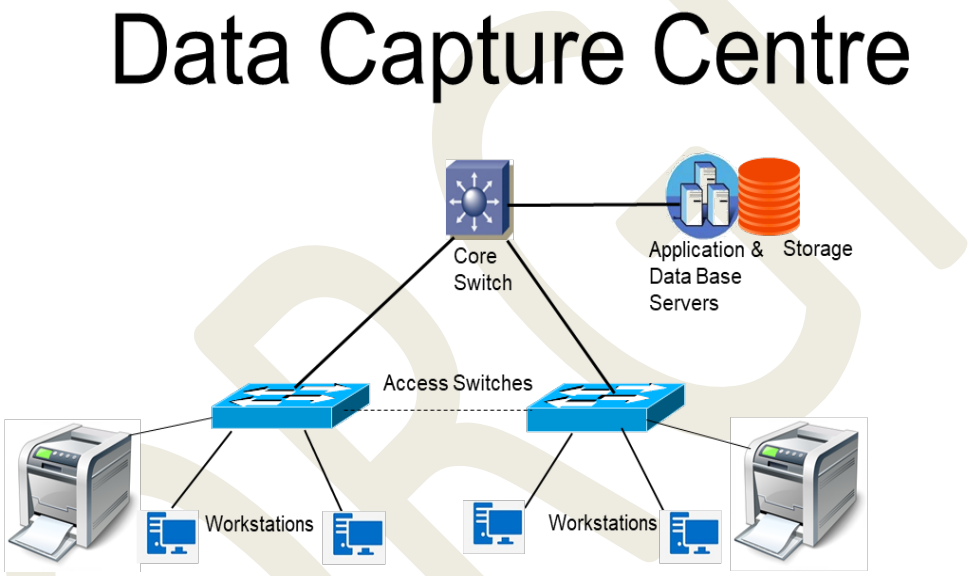
If there is any software component proposed in the bid, bidder is required to quote hardware required (as per software OEM recommendation) to make it fully functional for project duration.

Layered Security approach helps in maximum security coverage, it has been decided that different layers of security should be from different Security OEM. DDoS, Firewall, NIPS, EndPoint Protection and Security Analytics should be from different OEM's.

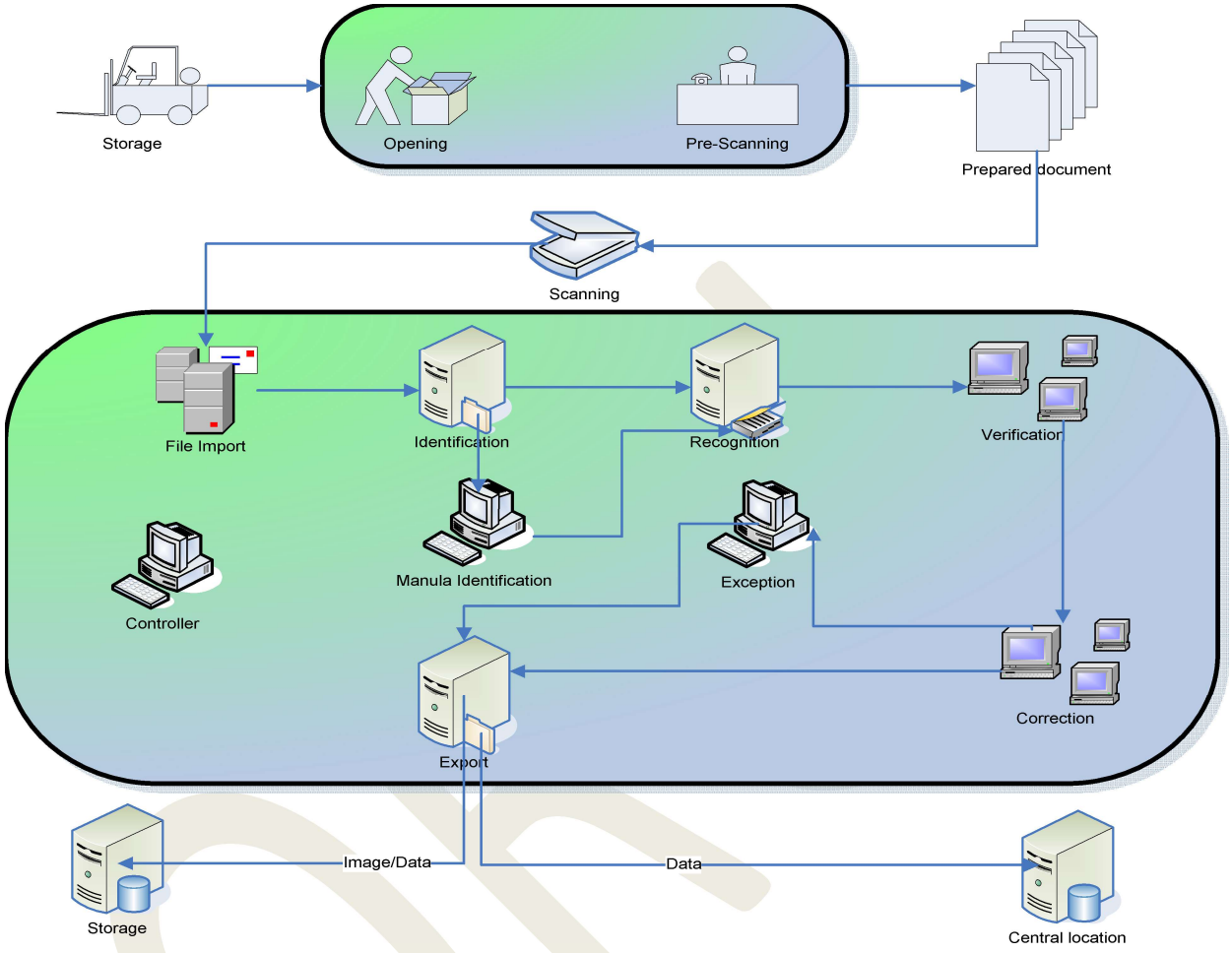
**Data Capture Center Architecture**

Data Capture Center is stand-alone, DCC will host Couple of Application Servers, DataBase Servers and Storage housed in Chassis which will be connected to Core switch using multiple 10G links. Manned & unmanned Workstations will connect to application servers and shall perform the respective tasks. All workstations will connect to Access-Switch and Access Switch will connect to Core Switch using 10G Uplink. Other network devices like printers etc. may also connect to Access Switch.

Following diagram shows architecture for Data Capture locations



**Architecture for Scanning & ICR Work**




## Training

The Bidder shall provide on-site **free** training the officials nominated by the Purchaser on scanners being supplied by him. The details of the training are as under:

| Description of module | No. of persons | Duration per batch |
|---|---|---|
| 1. Scanning operation & maintenance at 18 Data Centers | 150 | 2 days |
| 2. (Training at HQRS only) Features, functionality of the Scanning software, its customization, advanced features and maintenance | 40 | 4 days |

**Each batch shall have a maximum of 10 persons per site. The trainings would be conducted at the respective sites where the successful Bidder installs the Scanners. The schedules for trainings would be drawn up as directed by the Purchaser. The Purchaser will be able to extend his available training facilities for this purpose.**

## Receipt/Pre Scanning /Scanning Operations

**Receipt of Forms:** The filled in forms will be collected from the Taluk Offices and delivered at the Reception Centres (setup by the SI-S at 18 locations) in sealed boxes by the Department of Posts. This activity will be carried out by the SI-S and boxes would be kept in a systematic manner (charge-wise) in the storage hall with a proper inventory of each box.

**Counting of Forms and preparation of inventory:** The SI-S would draw a state/district/charge-wise time line in consultation with ORGI/DCOs, for counting of each and every schedule kept in the above receipt boxes. The sealed boxes will be opened in the presence of the staff of the Taluk Office/District and the DCO concern by the System Integrator and physically counted using **mechanical counting** machines. Counting of all the forms attached to the Respective Data Center has to be completed within one month. Procuring/ownership of such machines will remain with the SI-S. Once the forms have been counted an EB-wise inventory will be prepared and countersigned by the staff of the Taluk/District Office, staff of the DCO and the representative of the SI-S. Once the sign off takes place, the SI-S will be responsible for the safe custody and storage of the forms till it is formally handed over under acknowledgement to the staff of the respective DCOs after scanning.

**Storage of Forms:** Once an inventory has been prepared all the forms will have to be safely stored till the scanning is done, In all the 18 locations, building for this purpose will be provided by the ORGI/DCOs.

**Setting up Temporary Scanning Centres:** The SI-S would be required to set up Temporary Scanning Centres at ten locations, alongwith necessary infrastructure (for 1-2 scanner setup) including the following:

a) Laminated Partition to cover around 650 to 800 Sq. ft. area for Receipt/Pre-scanning purposes at Storage Location.
b) Laminated partition to cover around 150 to 200 Sq.ft. area to install at least two/three high volume production scanners.
c) Installation of min. 3 nos. of Split ACs (of 1.5 Ton capacity each) to maintain the required temperature for Pre-Scanning and scanning operations.
d) Fitting and fixing of necessary electrical points for each scanning stations.
e) Installation of at least 5 KVA UPS with 30 minutes backup.
f) Installation of portable DG Set of 10 KVA capacity as a Power Backup. It includes the operation, maintenance, fuels and Operator cost.
g) Fixing of necessary fire-fighting/safety equipments.
h) Required furniture for receipt, pre-scanning/scanning operations and manpower.
i) In case of increase in nos. of scanners the, one no. AC unit to be increased for each additional scanner.

**Note**: All the items mentioned at point (a) to (i), should be installed as new items and will become the property of ORGI/DCO.

Setup is required for Receipt, Document Preparation, Scanning and movement of images from scanning location to Data Capture/processing Centre in ten locations. Necessary space/area for this purpose will be provided by the DCOs for these locations. Remaining eight Locations, this facility is already available with Data Capture Center. However the SI-S would also procure, install, maintain and operate (including movement of schedules between storage and scanning) the necessary scanners for all the 18 locations for scanning purpose.

**Pre Scanning Operations:** The pre scanning activities (Document preparation for scanning) would involve activities like removing extraneous objects like pins, staples, clips, tags, blades etc from the bundles of forms; decreasing any crumpled forms; dehumidification; preparing batches of forms for scanning etc. The SI-S would be required to engage sufficient manpower for all these activities.

**Movement of batches to and from Scanning Centre:** Scanning will have to be conducted in a batch mode. The SI-S has to ensure the movement of the batches of forms for scanning and back to storage after the scanning is completed in a systematic manner. The required appliances for moving the prepared batches will have to be arranged by the SI-S. The SI-S will have to ensure that inventory is maintained at every stage of the operation. Movement of Forms from Receipt to placing it back after scanning would be the responsibility of SI.

**Scanning:** The Client systems along with the appropriate software required for the scanning operations will have to be procured by the SI-S. Adequate manpower to man the scanners will also be their responsibility. The SLA will set out clearly the number of forms that would have to be scanned every day. After scanning, the images will have to be captured on the specified media. Back up will also have to be taken. These images will have to be transported safely to the Data Capture/Processing Centres. SI-S is supposed to provide the necessary services/utilities and media for Archival, Backup, retrieval and Indexing, copying of scanned Images and data on desired level(s) as decided by ORGI/DCOs.

**Data Processing Operations**

**Data Capture/Processing Centres:** 18 Data Capture/Processing Centres have been set up by the ORGI. All the required infrastructure support required by the SI-S will be available at these Centres. The SI-S will be required to use the infrastructure provided by the ORGI.

**Imaging Software:** The SI-S will be required to work with imaging software owned by the ORGI.

**Customizations and tuning of software:** The SI-S will be required to liaise with the software developer to customize and tune the software to the levels required. The costs for such customization and tuning would have already been finalized with the software developer.

**Training on the software:** The staff of the SI-S would have to be trained in adequate numbers on the software. The cost of training per head would have already been finalized with the software developer.

**Sizing of Hardware:** The specifications of the hardware required for achieving the specified level of output has been finalized after due consultation with the software developer. The SI-S will have to satisfy himself during the pre-bid period that the hardware proposed is adequate to achieve the specified output.

**Output:**

The work flow consists of the following processes:

1. Form Recognition (unmanned)
2. Manual ID (manned)
3. Character Recognition (unmanned)
4. Tiling (manned)
5. Correction/Completion (manned)
6. Exception (manned)
7. Export (Preparation of ASCII /Data Bases/ Grouping of Image and Data File on desired level and transfer on media) (unmanned)
8. Quality Check (manned)
9. Acceptance

For Phase-2 i.e. Household Census, the SI-S will be responsible for providing adequate manpower to man all the manned stations above except those in S.No. 6 and 8. The SLA will clearly lay down the daily output that will be required up to the completion stage. Quality Check will be done on a specified sample of recognized characters in every batch by the staff of the ORGI. Only if the result is within acceptable limits the batch will be deemed to be completed. If the result of QC is outside the acceptable limits, the batch will have to be reprocessed.

**Database/ASCII Files:** The completed files will have to be downloaded into the specified storage media and transported to the DP Division at Delhi by the SI-S. Adequate back up will also have to be taken. The media will have to be safely stored at the DP center of the state as well as in a secure DR center by the SI-S till the end of the operations after which these may be handed over to the ORGI.

**Overall Supervision by the ORGI/DCOs**

The SI-S will function at all stages under the active supervision of the staff of the ORGI. At no stage will the forms/data etc. be allowed to be taken out of the designated premises. Adequate security will have to be provided at all levels. Access controls both physical as well as for data will also have to be strictly maintained.

## Annexure-M1: Type & Quantity of Security Components installed at three Data Centres to ensure smooth transmission of Data from Mobile/Web Application to Central Servers

| S.No. | Components | Data Centre Location | | |
|---|---|---|---|---|
| | | NDC, ORGI | Bengaluru | Lucknow |
| 1 | Smart Rack | 0 | 1 | 1 |
| 2 | Blade Server Type-1 (4*20Core CPU and 2TB RAM) with enclosure | 7 | 7 | 7 |
| 3 | SAN Switch | 4 | 2 | 2 |
| 4 | Core switch Type-1 | 2 | 2 | 2 |
| 5 | External Storage Usable Capacity in RAID6 (in TBs) with 20%on SSD and 80% on 10K SAS) | 1,000 | 1,000 | 1,000 |
| 6 | Virtual Tape Library Capacity in TBs with 20% of Internal External Storage Capacity | 200 | 200 | 200 |
| 7 | Back-up Software (License for TB) | 80 | 80 | 80 |
| 8 | Distributed Denial of Service (DDOS) Protection | 2 | 2 | 2 |
| 9 | Firewall with Virtualization | 2 | 2 | 2 |
| 10 | Network Intrusion Prevention System (NIPS) | 2 | 2 | 2 |
| 11 | Application Delivery Controller with GSLB | 2 | 2 | 2 |
| 12 | Web Application Firewall | 2 | 2 | 2 |
| 13 | Network Access Control (NAC) Authorised Hosts | 200 | 25 | 25 |
| 14 | Data-Base Activity Monitoring (DAM) | 5 | 5 | 5 |
| 15 | Patch Management | 200 | 25 | 25 |
| 16 | Host based Intrusion Prevention System for Servers | 50 | 25 | 25 |
| 17 | Endpoint Protection and Remediation | 200 | 25 | 25 |
| 18 | Data Leak Prevention (Client based DLP) | 200 | 25 | 25 |
| 19 | Setting up of Captive Security Operation Centre (SOC) including SIEM, Threat Feed, Incident Response Service and Man-Power | 1 | 0 | 0 |
| 20 | SIEM Log Collector | 1 | 1 | 1 |
| 21 | Situational Awareness & Analytics | 1 | 1 | 1 |
| 22 | MS Windows Server STD edition (Latest version) for 7 Nos. 80 Cores Servers. | 35 | 35 | 35 |
| 23 | Visual Studio Enterprise (latest version) | 1 | 1 | 1 |
| 24 | Router for Internet | 4 | 4 | 4 |
| 25 | MFP Colour Printer | 1 | 0 | 0 |
| 26 | Link Load Balancer | 2 | 2 | 2 |
| 27 | Virtualisation Software: Nos. of Servers required to be virtualised (Minimum 10 virtual machines on each Server) | 3 | 3 | 3 |

## Annexure-M2: Server with Enclosure Type 1 for 3 Main Data Centres

### (i) Specifications for Server (4*20 Core CPU and 2TB RAM) for 3 Nos. Main Data Centres

| Item | Specifications |
|---|---|
| CPU | Each blade shall have four numbers of latest Intel Xeon Scalable Processors with Minimum Twenty cores per processor each having Minimum 2.5 GHz processor speed. |
| Motherboard | Intel C621 Series Chipset |
| Memory | 2.0 TB Memory scalable up-to 4.0 TB using DDR4 memory operating at 2933 MT/s. |
| Memory Protection | Advanced ECC with multi-bit error protection. |
| Hard disk drive with carrier | Minimum 2 x 3.84 TB hot plug SAS 12G SFF SSD. |
| Storage Controller | Integrated or Addon 12Gb/s SAS Raid Controller with RAID 0/1/1+0/5 |
| Networking features | Converged Network Adaptor with minimum 40Gbps bandwidth |
| Operating System | Red Hat Linux Enterprise (Latest Version). |
| Bus Slots | Minimum of 3 Nos of PCIe 3.0 based mezzanine slots supporting Converged / Ethernet/ FC adapters. |
| Industry Standard Compliance | Microsoft® Logo certifications |
| | WOL (Wake On LAN) /Auto Discovery enabled on specific adapters with Blade solution |
| | PXE support enabled |
| | USB 3.0 Compliant |
| | TPM 2.0 Support (RBSU support for TPM 1.2) |
| | IEEE (specific IEEE standards depending on Ethernet adapter card(s) installed) /FCoE based solution |
| | Advanced Encryption Standard (AES) |
| | Triple Data Encryption Standard (3DES) |
| | SNMP |
| | Latest version of SSL / TLS |
| | Latest version of Active Directory |
| | Latest Version of PCIe Compliant |
| | UEFI (Unified Extensible Firmware Interface Forum) |
| OS Support | Microsoft Windows Server |

| | |
|---|---|
| (Latest Version) | Red Hat Enterprise Linux (RHEL), Ubuntu |
| | SUSE Linux Enterprise Server (SLES) |
| | Virtualization |
| Embedded Remote Management and firmware security | System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It should support server power capping and historical reporting and should have support for multifactor authentication. |
| | Server should have dedicated remote management or remote management functionality. |
| | Server should support agentless management using the out-of-band remote management port. |
| | Remote console sharing simultaneously during pre-OS and OS runtime operation, Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence. Microsoft Terminal Services Integration, 128 bit SSL encryption and Secure Shell Version 2 support. Should provide support for AES and 3DES on browser. Should provide remote firmware update functionality. Should provide support for Java free graphical remote console. |
| | Should support RESTful/XML API integration.. |
| | System should support embedded remote support with consent of ORGI to transmit hardware events directly to OEM or an authorized partner for automated phone home support. |
| Server Management | Software should support dashboard view to quickly scan the managed resources to assess the overall health of the data center. It should provide an at-a-glance visual health summary of the resources user is authorized to view. |
| | The Dashboard minimum should display a health summary of Server Profiles, Server Hardware, Appliance alerts |
| | The Systems Management software should provide Role-based access control |
| | Management software should support integration with popular virtualization platform management software like vCenter, and SCVMM |
| | Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD. |
| | Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components. |
| | The Server Management Software should be of the same brand as of the server supplier. |

## (ii) Specifications for Enclosure for 3 Nos. Main Data Centres

| Item | Specifications |
|---|---|
| Solution requirement | Proposed solution should support provisioning infrastructure from pools of compute, storage and networking resources |
| | Proposed solution should be able to manage and monitor both existing and new infrastructure from the single management GUI. All necessary software licenses required needs to be included. |
| | Solution should have single console provisioning for compute, storage and server side network configuration. |
| | Solution should support API to integrate into popular management tools such as Microsoft System Center and VMW are vCenter and into open source automation and DevOps tools such as Chef, Docker and OpenStack. |
| | Solution should support software defined templates to quickly make changes to the infrastructure. |
| Blade Chassis | Solution to house the required number of blade servers in smallest number of enclosures. Should support half height/single width and full height / double width blades in the same enclosure. Should support minimum 8 number of 2 CPU servers or 4 number of 4 CPU servers |
| | Should support redundant interconnect bays to configure |
| | Should support built-in/external management software appliance in redundancy with separate management network from production network |
| | Should support technology built-in to every chassis for Auto-Discovery of resources |
| | Should support linking multiple enclosures together to form single management ring or managed through a central management platform, to reduce complexity and provide single console of management for connected enclosures. |
| Interconnects support | Should support housing of FCoE, Ethernet, FC and SAS interconnect fabrics offering redundancy as a feature. |
| Converged Interconnect | Interconnects should support minimum 40Gbps downlinks bandwidth to each Blade Server. |
| | Redundant Interconnect modules shall be integrated within the chassis such that uplinks from the chassis can be directly connected to core LAN/SAN switches. |
| | Should support aggregation of multiple enclosures to consolidate data center network connections, reduce hardware and to scale network bandwidth across multiple enclosures. Minimum 36 servers should be supported per aggregation. Layer 2 network traffic should be switched within enclosure aggregation (without using top of the rack switch) |
| | Aggregation Switch/modules must be offered with at least 80Gbps for external uplink connectivity for Ethernet LAN to Core Switch and 64Gbps bandwidth for FC uplinks to the SAN Fabric. All the modules/ switches for chassis interconnectivity should be in redundancy with 1:1 connectivity. |

| | |
|---|---|
| Power Supply | 1. The enclosure should be populated fully with power supplies of the highest capacity available with the vendor. Power supplies should be supplied with N+N. |
| Cooling | Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics |
| System Software | Management/controlling software have to be from the hardware OEM. |
| Management capabilities | Solution should support redundant physical management appliances within/ outside the enclosure with failover and high-availability |
| | Should support auto-discovery of Compute, Memory, Storage and Fabrics within an enclosure or on multiple connected enclosures. |
| | Should support activity, Health and Power LEDs/LCD for immediate status |
| | Should support software-defined intelligence for configuring profiles to provision compute, storage, fabrics and images |
| | Should support Firmware and OS Driver updates for the servers using profile templates to monitor, flag, and remediate |
| | Should provide a dedicated 1GbE or higher management network for multi-enclosure communications, separate from data plane |
| | Should support reporting capabilities for: |
| | 1) Asset and inventory information for the devices in the enclosures |
| | 2) Thermal and power information, including real-time actual power usage per server and per enclosure. |
| Integration with virtualization and open source software | Should support integration with popular virtualization offerings VMware v Center and Microsoft system center |
| | Should support integration with open source automation and DevOps tools such as Chef, Docker, and OpenStack |

## Annexure-M3: Server with Enclosure Type 2 for 18 Data Capture Centers
### (i) Specifications for Server (2*16 Core CPU and 512 GB RAM) for 18 Nos. Data Capture Centres

| Item | Specifications |
|---|---|
| CPU | Each blade shall have two numbers of latest Intel Xeon Scalable Processors with Minimum 16 cores per processor each having Minimum 2.8 GHz processor speed. |
| Motherboard | Intel C621 Series Chipset |
| Memory | 512 GB Memory scalable upto 2.0 TB using DDR4 memory operating at 2933 MT/s. |
| Memory Protection | Advanced ECC with multi-bit error protection. |
| Hard disk drive with carrier | Minimum 2 * 3.8 TB hot plug SAS 12G SFF SSD. |
| Storage Controller | Integrated or Addon 12Gb/s SAS Raid Controller with RAID 0/1/1+0/5 |
| Networking features | Converged Network Adaptor with minimum 40Gbps bandwidth |
| Bus Slots | Minimum of 3 Nos of PCIe 3.0 based mezzanine slots supporting Converged / Ethernet/ FC adapters. |
| Industry Standard Compliance | Microsoft® Logo certifications |
| | WOL (Wake On LAN) /Auto Discovery enabled on specific LAN adapters with Blade solution |
| | PXE support enabled |
| | USB 3.0 Compliant |
| | TPM 2.0 Support (RBSU support for TPM 1.2) |
| | IEEE (specific IEEE standards depending on Ethernet adapter card(s) installed) /FCoE based solution |
| | Advanced Encryption Standard (AES) |
| | Triple Data Encryption Standard (3DES) |
| | SNMP |
| | Latest Version of SSL/ TLS |
| | Latest Version of Active Directory |
| | Latest Version of PCIe Compliant |
| | UEFI (Unified Extensible Firmware Interface Forum) |
| OS Support (Latest Version) | Microsoft Windows Server |
| | Red Hat Enterprise Linux (RHEL), Ubuntu |
| | SUSE Linux Enterprise Server (SLES) |

| | |
|---|---|
| | Virtualization |
| Embedded Remote Management and firmware security | 1. System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It should support server power capping and historical reporting and should have support for multifactor authentication |
| | 2. Server should have dedicated remote management. |
| | 3. Server should support agentless management using the out-of-band remote management port. |
| | 4. Remote console sharing simultaneously during pre-OS and OS runtime operation, Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence. Microsoft Terminal Services Integration, 128 bit SSL encryption and Secure Shell Version 2 support. Should provide support for AES and 3DES on browser. Should provide remote firmware update functionality. Should provide support for Java free graphical remote console. |
| | 5. Should support RESTful/XML API integration |
| | 6. System should support embedded remote support to transmit hardware events directly to OEM or an authorized partner for automated phone home support |
| Server Management | Software should support dashboard view to quickly scan the managed resources to assess the overall health of the data center. It should provide an at-a-glance visual health summary of the resources user is authorized to view. |
| | The Dashboard minimum should display a health summary of Server Profiles, Server Hardware, Appliance alerts |
| | The Systems Management software should provide Role-based access control |
| | Management software should support integration with popular virtualization platform management software like vCenter, and SCVMM |
| | Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD. |
| | Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components. |
| | The Server Management Software should be of the same brand as of the server supplier. |

### (ii) Specifications for Enclosure for 18 Nos. Data Capture Centres

| Item | Specifications |
|---|---|
| Solution requirement | Proposed solution should support provisioning infrastructure from pools of compute, storage and networking resources |
| | Proposed solution should be able to manage and monitor both existing and new infrastructure from the single management GUI. All necessary software licenses required needs to be included. |
| | Solution should have single console provisioning for compute, storage and server side network configuration. |
| | Solution should support API to integrate into popular management tools such as Microsoft System Center and VMWare vCenter and into open source automation and DevOps tools such as Chef, Docker and OpenStack. |
| | Solution should support software defined templates to quickly make changes to the infrastructure. |
| Blade Chassis | Solution to house the required number of blade servers in smallest number of enclosures. |
| | Should support half height/single width and full height / double width blades in the same enclosure. |
| | Should support minimum 8 number of 2 CPU servers or 4 number of 4 CPU servers. |
| | Enclosure should be offered with storage blade within enclosure along with a compute module to configure as DAS. Total usable _____ TB capacity (as per the ANNEXURE- C1 List of Hardware & Networking Equipment) Offered in 20% SSD with Raid-5 and 80% 10K SAS with RAID-6.<br>In case bidder wants to offer external storage, the same can be offered with the capacity mentioned, for technical specifications refer Annexure - C13 (c). |
| | Should support redundant interconnect bays to configure |
| | Should support built-in/external management software appliance in redundancy with separate management network from production network |
| | Should support technology built-in to every chassis for Auto-Discovery of resources |
| | Should support linking multiple enclosures together to form single management ring to reduce complexity and provide single console of management for connected enclosures |
| Interconnects support | Should support housing of FCoE, Ethernet, FC and SAS interconnect fabrics offering redundancy as a feature. |
| Converged Interconnect | Interconnects should support minimum 40Gbps downlinks bandwidth to each Blade Server. |
| | Redundant Interconnect modules shall be integrated within the chassis such that uplinks from the chassis can be directly connected to core LAN/SAN switches. |
| | Should support aggregation of multiple enclosures to consolidate data center network connections, reduce hardware and to scale network bandwidth across multiple enclosures. Atleast 36 servers should be supported per aggregation. Layer 2 network traffic should be switched within enclosure aggregation (without using top of the rack switch) |

| | |
|---|---|
| | Aggregation Switch/modules must be offered with at least 80Gbps for external uplink connectivity for Ethernet LAN to Core Switch and 64Gbps bandwidth for FC uplinks to the SAN Fabric. All the modules/switches for chassis interconnectivity should be in redundancy with 1:1 connectivity. |
| Power Supply | 1. The enclosure should be populated fully with power supplies of the highest capacity available with the vendor. Power supplies should be supplied with N+N. |
| Cooling | Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans or blowers enabled with technologies for improved power consumption and acoustics |
| System Software | Management/ controlling software have to be from the hardware OEM. |
| Management capabilities | Solution should support redundant physical management appliances within/ outside the enclosure with failover and high-availability |
| | Should support auto-discovery of Compute, Memory, Storage and Fabrics within an enclosure or on multiple connected enclosures. |
| | Should support activity, Health and Power LEDs/LCD for immediate status |
| | Should support software-defined intelligence for configuring profiles to provision compute, storage, fabrics and images |
| | Should support Firmware and OS Driver updates for the servers using profile templates to monitor, flag, and remediate |
| | Should provide a dedicated 1GbE or higher management network for multi-enclosure communications, separate from data plane |
| | Should support reporting capabilities for |
| | 1) asset and inventory information for the devices in the enclosures |
| | 2) thermal and power information, including real-time actual power usage per server and per enclosure |
| Integration with virtualization and open source software | Should support integration with popular virtualization offerings VMware vCenter and Microsoft system center |
| | Should support integration with open source automation and DevOps tools such as Chef, Docker, and OpenStack |

## Annexure-M4: Smart Rack for DR at Lucknow & Bengaluru Data Centres

Indicative specifications of Smart Rack are provided below, however, Bidder & OEM of 1PB Storage should provide the Smart Rack (as Third Party) Solution in terms of power, cooling, firefighting, water leakage safeguards and rack space etc., in accordance to the equipment proposed at Data Centre Lucknow and Bengaluru, as 1PB Storage at these Data Centres are to be installed within the Smart Rack.

| Sr. No. | Specifications |
|---|---|
| 1 | This specification covers intelligent integrated/inbuilt infrastructure, standalone system design, engineering, manufacture, assembly, testing at manufacturer's works, supply, delivery at site, unloading, handling, proper storage at site, erection, testing and commissioning at site of complete infrastructure for proposed Data Centre to be installed at Command Centre, as detailed in the specification, complete with all accessories required for efficient and trouble free operations |
| 2 | Modular and scalable design for power and cooling : All the components used to design the system should be redundant and in the Events of failure the components can be maintained easily. All the components of the infrastructure should be such that it can be easily dismantled and Relocated to different location. |
| 3 | Intelligent Integrated Infrastructure with inbuilt hot and cold aisle containment of **7 usable racks** should cater to IT load up to 55 KW |
| 4 | Intelligent Integrated Infrastructure essentially should include internal redundant or backup power supplies, environmental controls (Precision Air Conditioning (PAC), Fire Suppression, Smoke Detection, Water Leak Detection and Humidity Sensors), and Security Devices. Critical systems like UPS should have N+N redundant topology, and PAC should have N+1 redundant topology. Environmental monitoring shall be done from IP based software. All these components should be designed and prefabricated by the same OEM. |
| 5 | The detail specifications of the intelligent integrated/inbuilt infrastructure, standalone system shall be in adherence to standard Data Centre guidelines thus shall be composed of multiple active power and cooling distribution paths, but only one path active. Shall have redundant components to avoid single point of failure. |
| 6 | **The Intelligent integrated Infrastructure shall have following components:-** |
| 6.1 | **In-Row closed loop Air-Conditioning** |
| 6.1.1 | Data center server and network racks should be equipped with In-row Variable / digital scroll cooling units to provide closed loop precision cooling system which should be able to cool the equipment's uniformly right from 1st U to 42nd U of Rack |
| 6.1.2 | Precision Air Cooling should be should be of 55KW capacity N+1 topology. |
| | Precision Air Conditioner should have following Features: |
| | □ Cooling System should be DX (Variable) type in N+1 Topology |
| | □ Inbuilt Heater and Humidifier to cater IT load up to 55 KVA |
| | □ Outdoor Unit |

| | |
|---|---|
| 6.2 | **UPS System** |
| 6.2.1 | Each UPS should be 60KVA Modular UPS with N+1 module level redundancy, rack mountable with pf up to 0.9 and efficiency at least 92-94%. Other features of UPS system are as follows: |
| | □ True On-line UPS with Widest input range (228V-478V) |
| | □ Double conversion and IGBT technology : Full IGBT Rectifier /Battery Charger and IGBT based Inverter |
| | □ Battery backup of 30 minutes (Minimum 2 strings of batteries to avoid single bank failure) |
| | Archiecture: Modular, scalable, redundant based minimum rating of Power Modules 20KVA. Each rated module should be further splited into three granular modules of equal capacity |
| 6.3 | **Power Distribution** |
| 6.3.1 | Standard Rack metered IP PDU (Vertical) - with 16 sockets (12 IEC C13 & 4 IEC C19)-02 Nos. for each Rack with 2.5 mtr. power chord (each rack should have two PDU's). |
| 6.4 | **Main Electrical Panel and Cabling** |
| 6.4.1 | DB panel should be mounted on to utility rack only with all internal cabling integrated into the same. Essential MCB/MCCB should be provided with electrical system. The panel must have protection against fire hazards and should have fire detection and NOVEC 1230 Gas based suppression system. |
| 6.5 | **Fire Detection and Suppression** |
| 6.5.1 | Fire detection and suppression system : Fire detection and suppression system should be mounted in panel adjacent to Smart Racks to avoid consumption of any usable U space an In-rack built-in feature of solution. It should have Fire alarm and fire suppression unit and the fire suppression agent should be NOVEC 1230 Gas as per NFPA 2001 guidelines |
| 6.6 | Blanking Panel: 30% |
| 6.7 | **Environmental Controls** |
| 6.7.1 | Each set of intelligent rack should include basic environmental controls: |
| | □ Smoke Detector |
| | □ Water Leak Detection system |
| | □ Temperature/ Humidity Sensor |
| | □ Door Sensor |
| | □ Alarm beacon |
| 6.8 | **U Space** |
| 6.8.1 | Intelligent racks should have Minimum 7 x 42 U Rack usable space available for IT equipment's and network equipment, with UPS and battery externally placed. |
| 6.8.2 | **Racks** |

| | |
|---|---|
| 6.8.3 | Insulated 42 U Racks<br>Width – 600mm<br>Depth- 1000 mm |
| 6.90 | **Other features:** |
| 6.9.1 | The Intelligent integrated infrastructure would provide much functionality and some of the key functionalities are - Integrated UPS, Cold aisle & hot aisle contained, Integrated Fire system, insulation, remote Management system from single OEM for seamless integration and better after sales support. |
| 6.9.2 | Intelligent integrated infrastructure would have provision to add an extra rack in future. It should be flexible, adaptable, controllable infrastructure. |
| 6.9.3 | Biometric access control system provided should be controlled by access control panel |
| 6.10 | ***Monitoring -*** |
| 6.10.1 | Supply and installation of monitoring system with Sensors & notification system. The system shall continuously collects critical information from network connected devices such as UPS system, Cooling Units , temperature & humidity sensors, Door sensors, Water Leak sensor and other dry contact monitoring. Beacon & Buzzer-Sound and Flash Led Alarm. Based on pre-set parameters, automated email alerts are sent to the intended recipients |
| 6.10.2 | Intelligent Rack environment remote monitoring |
| 6.10.3 | Intelligent racks should have IP based monitoring facility of all the passive parameters inside racks. All racks will be monitored with single window console |
| 6.10.4 | Capable for Email Alerts |
| 6.10.5 | System required for monitoring all parameter – Temp, Humidity, Door access, Smoke, WLD, UPS, Rack power on single window. |
| 6.10.6 | Modbus 485 Communications |
| 6.10.7 | SNMP Communication |
| | Single window for monitoring all sensors |
| | Temperature & Humidity Sensor |
| | Data and logs of historical information of alarms and notification |
| | Door opening sensor |
| | Water leak detection sensor |
| | Smoke detection sensor |

## Annexure-M5: Workstation Specifications

| Features | Specifications |
|---|---|
| Processor | Intel® Xeon® E-2224G 3.5Ghz, 8MB Cache, 4 Core or better for 24x7 operation |
| Chipset | Intel® C246 chipset |
| RAM | 16GB Memory & speed should be 2666 MHz or better |
| | 4 DIMM slots, supporting up to 64GB ECC/non-ECC, DDR4 2666 MT/s |
| Drive Controllers | Integrated SATA controller with minimum 4 x 6Gbps ports Support for RAID 0,1 |
| HDD | 1TB 7200 RPM SATA Drive or higher |
| Graphics Card | Dedicated 2 GB Professional Series Graphic card or higher. |
| Keyboard and Mouse | Mechanical Keyboard and USB Optical Scroll mouse. Third party Keyboard is acceptable. |
| Audio | High Definition Integrated Audio with Internal speaker |
| Communications | Integrated Intel® I219LM GbE Controller with Intel® vPro™ with Intel® AMT 12.0 support |
| Physical and Security BIOS Level Security Features | BIOS controlled electro-mechanical or equivalent internal chasis lock for the system. OR Software enabled /Chasis intrusion system/ TPM Lock or equivalent. BIOS based Ports enable/disable feature. |
| | BIOS Integrity checking – BIOS Protection to ensure that only trusted BIOS code is executed and not rootkits, viruses and malware. |
| | Verification done on boot up, shutdown and while the system is on. |
| | Automatic repair of BIOS if corrupted or compromised. |
| | Audit enabled - System Audit via Event Logs to capture data such as incident, repair date and time for troubleshooting and investigating |
| Ports | Minimum 6 X USB 3.0 or Higher, 1 X 1Gbps LAN Port", Preferably maximum USB ports on the front |
| Bays and Slots | Minimum 3 PCIe Gen 3 Slots, Minimum 1 M.2 Slots, Minimum 1 Internal/ External Bays |
| Operating System | Should have preloaded Genuine Win 10 Pro 64 WKST (or latest version of window OS). All drivers required for proper integration of components should be supplied by the vendor. All latest drivers should be available to download from vendor's website. |
| | System should support for Red Hat® Enterprise Linux Desktop and Ubuntu |
| Form Factor | Convertible Mini Tower /Tower/SFF. |
| | System should feature Active Acoustic Reduction, with low noise level in accordance with ISO 9296 (tested in accordance with ISO 7779) |
| Remote Collaboration Capability | SI-H/OEM should provide the functionality/facility that the same document can be shared, accessed and updated simultaneously, by multiple users at multiple locations. Third party solution is also acceptable. |
| | Application should be stateless and should not transfer actual data over the network for security |
| | Should work on both Linux and Windows, and should be inter-operable. |
| Additional Software | 1. The hardware vendor should supply an automatic system performance tuning and monitoring software on Windows. |

| | |
|---|---|
| | 2. The tuning software should have modules for resource monitoring over a long period of time, and should be capable of showing GPU utilization (GPU, Graphics memory and Codec activity) for both Graphics and GPU Compute cards. |
| | 3. A complete Offline Diagnostics and Asset Discovery software suite should be supplied along with the system. |
| Dust Filter | OEM should provide serviceable dust filter for avoid workstation failures due to dust and it should be connected into the workstation |
| Certifications | Window OS and Linux Certification, EPEAT India Registered |
| Display/ Monitor | 23.8" FHD LED TFT or Better- Should be from same brand as the workstation |

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## Annexure-M6: SAN Switch Specifications for 3 Main Data Centres

| S. No | Minimum Specifications |
|---|---|
| 1 | PERFORMANCE : Auto- sensing 16 Gbps FC |
| 2 | PORTS : 48 Fiber port activated from day-1 |
| 3 | SWITCH BANDWIDTH : Minimum 250Gbps (full duplex) |
| 4 | PROTOCOL SUPPORT : Fiber Channel |
| 5 | HIGH AVAILABILITY : Hot Plug, non-disruptive software upgrades, Redundant power supply |
| 6 | MANAGEMENT: Quick Configuration Wizard / CLI Management. Switch managed over 10/100 |
| 7 | MEDIA TYPE : SFP, (Required FO patch cords to be supplied for complete connectivity as per solution architecture) |
| 8 | NETWORK SERVICE : Up to 16 Virtual SAN, Fiber Channel ping and port level statistics |
| 9 | FABRIC SERVICE : Name Service, Registered State Change Notification |
| 10 | Dual Port Power Supply |

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## Annexure-M7: Core Switch Specifications Type 1 for 3 Main Data Centres

| Sr. No | Specifications |
|---|---|
| **1** | Layer-3 Rack mountable Chassis based LAN Switch |
| a | 48 Port 10/100/1000 Base T Ethernet module – 1 unit |
| b | Fully populated 10GbE module with SR transceiver – 1 unit |
| c | Support for minimum 8 port 40GbE QSFP+ for future |
| d | Redundant Management/Processor Module |
| e | Hot swap-able Redundant Power Supply (Support for full system capacity) |
| **2** | Network OS Support should have inbuilt features as mentioned below static |
| a | **IPV4**: IP routing protocols like RIPv2, and OSPF, BGP v4, equal cost routing |
| b | **IPv6:** OSPFv3, and static routes. IPv6 Routing, management |
| c | **IEEE** 802.1d, 802.1p, 802.1Q, 802.1s, 802.1w, 802.1x, 802.1ab, 802.3ad |
| d | IGMP snooping v1, v2 and v3 |
| e | VLAN >1000 |
| f | **Security :**802.1x with port security, mac filtering, DHCP snooping, Syslog, port security based on mac address, SSHv2, Per port broadcast, unicast and multicast storm control, VLAN ACLs, DHCP Interface Tracker (Option 82); Dhcp server to serve the Desktops |
| g | **Management** : SNMPv1, SNMPv2c, and SNMPv3 , traceroute, TFTP, Network Timing Protocol (NTP), RMON I and II , CLI support, Telnet |
| h | Support for External RADIUS /TACACS for console access restriction and authentication |
| i | **QoS** : 802.1p CoS and DSCP, Strict priority queuing, rate limiting, QoS for egress and ingress traffic |
| j | **Multicast :**Protocol Independent Multicast (PIM) for IP Multicast routing, including PIM sparse mode (PIM-SM) / PIM dense mode (PIM-DM) / PIM sparse-dense mode |
| k | Standard and Extended IP security access control list |
| l | Ingress and egress access-list |
| **3** | Non-blocking backpane |
| **4** | Core and access switch should be from same OEM. |

## Annexure-M8: Core Switch Specifications Type 2 for 18 Data Capture Centres

| Sr. No | Specifications |
|---|---|
| **1** | Layer-3 Rack mountable LAN Switch |
| a | 24 Port 10/100/1000 Base T Ethernet |
| b | 12 Port 10GbE (SR SFP+ module fully populated) scalable to 24 |
| c | Hot swap-able Redundant Power Supply (Support for full system capacity) |
| **2** | Network OS Support should have inbuilt features as mentioned below static |
| a | **IPV4**: IP routing protocols like, RIPv1, and OSPF, BGP v4, equal cost routing |
| b | **IPv6:** OSPFv3, and static routes. IPv6 Routing, management and MLD Snooping |
| c | **IEEE** 802.1d, 802.1p, 802.1Q, 802.1s, 802.1w, 802.1x, 802.1ab, 802.3ad |
| d | IGMP snooping v1, v2 and v3 |
| e | VLAN >1000 |
| f | **Security :**802.1x with port security, mac filtering, DHCP snooping, Syslog, port security based on mac address,SSHv2,Per port broadcast, unicast and multicast storm control, VLAN ACLs, DHCP Interface Tracker (Option 82); Dhcp server to serve the Desktops, |
| g | **Management** : SNMPv1, SNMPv2c, and SNMPv3 , traceroute, TFTP, Network Timing Protocol (NTP), RMON I and II , CLI support, Telnet |
| h | Support for External RADIUS /TACACS for console access restriction and authentication |
| I | **QoS** : 802.1p CoS and DSCP, Strict priority queuing, rate limiting, QoS for egress and ingress traffic |
| j | **Multicast :**Protocol Independent Multicast (PIM) for IP Multicast routing, including PIM sparse mode (PIM-SM) / PIM dense mode (PIM-DM) / PIM sparse-dense mode |
| k | Standard and Extended IP security access control list |
| l | Ingress and egress access-list |
| **3** | Non-blocking backpane |
| **4** | Core and access switch should be from same OEM. |

## Annexure-M9: Storage of 1000 TB for NDC, ORGI, Shastri Park, Delhi

Indicative specifications of Smart Rack are provided in Annexure, however, SI-H & OEM of 1PB Storage should provide the Smart Rack (as Third Party) Solution in terms of power, cooling, firefighting, water leakage safeguards and rack space etc., in accordance to the equipment proposed at Data Centre Lucknow and Bengaluru, as 1PB Storage at these Data Centres are to be installed within the Smart Rack.

| Sr. No. | Parameter | Functionality |
|---|---|---|
| 1 | Converge / Unified Storage | 1. Offered array shall be an enterprise class high end storage, true converge / unified storage with File and block services respectively with active-active multi controller architecture. If any additional hardware required for file services, the same number of file controller shall be provided in High Availability. |
| | | 2. Offered Storage Array shall be supplied with minimum of Quad Crossbar Engines / Quad controller node / Quad controller engine or equivalent and shall be scalable to at-least 8 Crossbar engines/Controller nodes. |
| | | 3. Only Monolithic or Modular architecture shall be offered. In case of Modular architecture, only tightly coupled clustered storage implying integrated physical backplane or switching fabric or internal bus (into which different storage controllers are connected) would be considered. No loosely coupled clustered storage/ scale out storage architecture having external SAN or Ethernet switch for intra SAN connectivity is to be offered. |
| 2 | Operating System & Clustering Support | The storage array should support industry-leading Operating System platforms including: *Windows Server 2012 / 2016, VMware, Solaris, HPE-UX and IBM-AIX etc.* |
| 3 | Capacity & Scalability | 1. The Storage Array shall be offered with 1000TB (1PB) of usable Capacity using 40% SSD / Flash drives RAID 6, 60% SAS 10K RPM or higher on RAID 6. |
| | | 2. Offered Array shall be scalable to at-least minimum of 1,900 numbers of Drives and shall be scalable to minimum 5 PB of raw capacity. |
| | | 3. Offered array shall support at-least 1PB usable capacity for file operations. |
| 4 | Cache | 1. Offered Storage Array shall be given with at-least 1.2 TB DRAM Cache in a single array for both Data and control operations and shall be scalable to minimum 2TB DRAM Cache. DRAM cache should be protected. DRAM may be used for both read and write operations without de-gradation in the performance. |
| | | 2. Cache shall be used only for Data and Control information. OS overhead shall not be done inside cache. In case offered storage use cache for OS, then additional cache should be provided. Self Certification/Undertaking by the OEM must be provided. |
| 5 | Processing Power | Offered Storage architecture shall such that there shall be no load on the storage CPU during Raid Parity calculations. In case, the controller CPU are used for RAID parity calculation, additional controllers shall be supplied on day1. Self Certification/ Undertaking by the OEM must be provided. |

| | | |
|---|---|---|
| 6 | Architecture & Processing Power | The offered storage array shall be single array which is truly symmetric active-active with multi-controller architecture providing load balancing of IOPs and single LUN across all the controllers. |
| 7 | No Single point of Failure | Offered Storage Arrary shall be configurable in a No Single Point of Failfure (SPOF) configuration including Arrary Controller card, Cache memory, FAN, Power supply etc. |
| 8 | Disk Drive Support | 1. Storage should support Flash Drives 1.92 TB to 15 TB atleast.<br>Storage should support SAS Drives 1 TB to 1.8 TB atleast.<br>All above drives should be hot-pluggable. |
| | | 2. Offered Storage array shall be truly optimized for flash operations and shall support minimum of 1000 Solid State disks / Flash disks. |
| 9 | Raid Support, Virtualization & No. of Volumes | 1. Offered Storage Subsystem shall support Raid 1, 5 and Raid 6 |
| | | 2. Offered storage array shall have virtual/thin pool support so that Raid 1, Raid 5, Raid 6 can be carved out from a logical space instead of dedicating separate physical disks for each application. |
| | | 3. Offered storage array shall support at-least 8000 Volumes per controller/32,000 volumes per array for host allocation, local replication and for remote replication. |
| 10 | Data Protection | In case of Power failure, Storage array shall have de-stage feature to avoid any data loss. |
| 11 | Centralized Monitoring | 1. Offered storage shall have centralized monitoring engine for proactive Storage management. |
| | | 2. Centralized Monitoring engine shall have capability to provide following: |
| | | a. Providing Firmware upgrade and patch upgrade recommendations proactively. |
| | | b. Providing historical capacity and performance trend analysis. |
| | | c. Shall be able to provide the executive Dashboard covering various critical and must aspects of Total Capacity, overall health / wellness score of array. De-duplication and compression ratio, over-all front-end performance etc. |
| 12 | Protocols | Offered Storage array shall support all well-known protocols like FC, ISCSI, SMB 3.0, NFS V4, FTP/FTPS etc. |
| 13 | Host Ports, Back-end Ports and Volumes | 1. Offered Storage shall also natively support 32Gbps/16Gbps FC Ports, 10Gbps ISCSI and 10Gbps NAS (For File operations) ports. |
| | | 2. Offered Storage array shall be supplied with minimum of 16 x 16Gbps FC ports or 8 x 32Gbps FC ports for host connectivity, 4 x 10 Gb iSCSI ports and 8 x 10Gbps Ethernet ports for File operations. All type of Ports shall be 100% scalable. |
| | | 3. Offered Storage shall be supplied with at-least 576 Gbps aggregate throughput of backend connectivity using 6/12 Gbps ports and shall be at least 25% scalable. |

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| | | 4. Offered storage shall be supplied with minimum four additional 10Gbps IP ports for storage based replication on Storage array and shall be scalable to at-least 8 x 10Gbps IP ports. " or Offered via FCIP rotuers in HA with min four additional 10Gbps IP ports for storage based replication on Storage array and shall be scalable to at-least 8 x 10Gbps IP ports. |
| 14 | Host Ports & Back-end Ports Cards | Offered storage shall have separate adapters for Host ports and back-end port cards for better ratio of high availability. |
| 15 | Global Hot Spare | 1. Offered Storage Array shall support distributed Global hot Spare for offered Disk drives. |
| | | 2. Offered Storage Array shall support distributed Global hot Spare disk/capacity for each offered 24 Disk drives. |
| 16 | Performance and Quality of service | 1. Storage shall be provided with Performance Management Software. |
| | | 2. Offered storage array shall support quality of service for critical applications so that appropriate and required response time can be defined for application logical units at storage. It shall be possible to define different service / response time for different application logical units. |
| 17 | Thin Provisioning and Space Reclaim | 1. Offered storage array shall have support for Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time. |
| | | 2. Offered storage array shall be tightly integrated with VMware so that Eager zero disks layout can be used with thin provisioning and thin re-claim. |
| 18 | Maintenance | Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives. |
| 19 | Integration – Container | Offered Storage array shall be integrated with Docker, Red-hat OpenShift, Kubernetes and MESOS container technologies. Vendor shall support at-least following functionalities through their integration plugin. Third party solution is acceptable without degradation in performance. |
| | | a. Multiple arrays support so that within a given cluster using a common configuration file on container platform. Third party solution is acceptable without degradation in performance |
| | | b. Snap shot and clone |
| | | c. Replication. Plugin shall allow to define the replication configuration on the container. Third party solution is acceptable without degradation in performance. |
| | | d. Shall have flexibility to import the non-container volume into the container. Third party solution is acceptable without degradation in performance |
| | | e. Container as a service from Storage array where vendor shall be able to define partition on the storage and shall be visible to container. Third party solution is acceptable without degradation in performance |
| | | f. Support for both Fiber channel as well as ISCSI. |
| 20 | Snapshot / Point in time copy / Clone | 1. Offered Storage shall have support to make the snapshot and full/thin copy (Clone) on the thin volumes if original volume is created on thick or vice-versa. |
| | | 2. The storage array should have support for both controller-based as well as file system based snapshots functionality (At-least 256 copies for a given volume or a file store). |

| | | |
|---|---|---|
| 21 | Quota Management | For file services operations, offered storage shall support both user level as well as file level hard and soft quota. |
| 22 | Storage Array Configuration & Management Software | 1. Vendor shall provide Storage Array configuration and Management software. |
| | | 2. Software shall be able to manage more than one array of same family. |
| 23 | Storage Tiering | 1. Offered storage shall support dynamic migration of Volume from one Raid set to another set while keeping the application online. |
| | | 2. For effective data tiering, Storage subsystem shall support automatically Policy based Sub-Lun Data Migration from one Set of drive Tier to another set of drive tier. |
| 24 | Remote Replication | 1. The storage array should support hardware based data replication at the array controller level across all models of the offered family. |
| | | 2. The Storage array shall also support three ways (3 Data Centers) replication to ensure zero RPO natively without using any additional replication appliance. |
| | | 3. The storage array shall support incremental replication after resumption of Link Failure or failback situations. |
| 25 | File Level retention and immutability | For file services operation, offered storage shall support file protection against accidental, premature, malicious deletion and modification of data using file locking mechanism of WORM. |
| 26 | Licenses | Storage subsystem shall be supplied with Thin Provisioning, Snapshot, Clone, Performance Monitoring, Online Raid Migration, Online Volume conversion (thin to thin compressed, thin to thin de-dup etc.), Quality of services, Sub-Lun Tiering and File services on day 1 for the maximum supported capacity of array. Storage should support Encryption. Third party solution is acceptable without degradation in performance. |

## Annexure-M10: Specifications of Storage of 50/75/100 TB for 18 Nos. Data Capture Centres

| Sr. No. | Parameter | Functionality |
|---|---|---|
| 1 | Converge/ Unified Storage | 1. Offered array shall be a true converge / unified storage with File and block services respectively with active-active multi controller architechture. If any additional hardware required for file services, the same number of file controller shall be provided in High Availability. |
| | | 2. Offered Storage array shall be end-to end 12Gbps enabled which means that both Front-end Fiber channel ports and Back-end engines shall be operated at minimum 12Gbps speed. |
| | | 3. Proposed storage should support scalability to additional controller pair without using any kind of federation, with/without external virtualisation and not using loosely coupled clustered storage controllers/Scale out architecture having external SAN or ethernet switches for infrastructure SAN connectivity. |
| 2 | Operating System & Clustering Support | The storage array should support industry-leading Operating System platforms including: *Windows Server 2012, Windows 2016*, Vmware, Solaris, HPE-UX, IBM-AIX and Linux. |
| 3 | Capacity & Scalability | 1. The Storage Array shall be offered with ----TB usable Capacity using 20% SSD drives RAID 6, 80% SAS 10K RPM or better on RAID 6. (Capacity may be referred from Annexure C-1 for respective location) |
| | | 2. Storage shall be scalable to at least 1PB usable capacity using 1.8/ 2.4TB or higher drives. |
| | | 3. Offered Storage array shall support at-least 240 SSD/Flash drives. |
| | | 4. Offered storage array shall support at-least 500 TB usable capacity for file operations. |
| 4 | Cache | 1. Offered Storage Array shall be given with Minimum of 128 GB cache in a single unit and shall be scalable to 512 GB without any controller change. |
| | | 2. Cache shall be completely dynamic for read and write operations and vendor shall not offer any additional card / module for write cache operations. |
| | | 3. Cache shall be used only for Data and Control information. OS overhead shall not be done inside cache. In case offered storage use cache for OS, then additional cache should be provided. |
| | | 4. Offered Storage array shall also have additional support for Flash Cache /Easy Tiering/Auto Tiering using SSD / Flash drives. Both File services as well as Block operations shall be able to utilize Flash Cache/Easy Tiering/Auto Tiering. Minimum 1TB Flash cache/Easy Tiering/Auto Tiering shall be supported. |
| 5 | Processing Power | Offered Storage architecture shall such that there shall be no performance degradation during Raid Parity calculations. In case of any performance degradation, additional source to be provided. |

| | | |
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| 6 | Architecture & Processing Power | Offered Storage array shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical/asymmetrical fashion, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc. |
| 7 | No Single point of Failure | Offered Storage Array shall be configured in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc. |
| 8 | Disk Drive Support | Offered Storage Array shall support dual-ported 300 / 600 / 1200 /1800GB hot-pluggable Enterprise SAS hard drives, Minimum of 400GB SSD Drives along with nearline SAS 2TB / 4TB / 6TB / 8TB drives. |
| 9 | Raid Support, Virtualization & No. of Volumes | 1. Offered Storage Subsystem shall support Raid 1/10, 5 and Raid 6. |
| | | 2. Offered storage array shall have virtual/thin pool support so that Raid 1, Raid 5, Raid 6 can be carved out from a logical space instead of dedicating separate physical disks for each application. |
| | | 3. Offered storage array shall support at-least 2000 Volumes per controller or 4000 volumes per Arrary. |
| 10 | Centralized Monitoring | 1. Offered storage shall have centralized monitoring engine for proactive Storage management. |
| | | 2. Centralized Monitoring engine shall have capability to provide following: |
| | | a. Providing Firmware upgrade and patch upgrade recommendations proactively. |
| | | b. Providing historical capacity and performance trend analysis. |
| | | c. Shall be able to provide the executive Dashboard covering various critical and must aspects of Total Capacity, overall health / wellness score of array. De-duplication and compression ratio, over-all front-end performance etc. |
| 12 | Data Protection | In case of Power failure, Storage array shall have de-stage feature to avoid any data loss. |
| 13 | Protocols | Offered Storage array shall support all well-known protocols like FC, ISCSI, SMB 3.0, NFS V4, FTP/FTPS etc. |
| 14 | Host Ports and Back-end Ports | 1. Offered Storage shall have minimum of 4 x 16Gb, 4 x 10Gbps ISCSI and 4 x 10Gbps IP (Ports for file operations) host ports for connectivity to servers. All types of ports shall be 100% scalable. |
| | | 2. Offered storage shall have two additional IP ports for the the storage based replication. |
| | | 3. Offered storage shall support 32Gbps FC front-end ports also, if required in future. |
| | | 4. Offered storage shall have minimum of 16 SAS lanes running at 12Gbps speed and shall be scalable to 32 SAS lanes without any controller change. |
| 16 | Global Hot Spare | 1. Offered Storage Array shall support distributed/dedicated Global hot Spare for offered Disk drives. |

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| | | 2. Global hot spare shall be configure as per industry practice. |
| 17 | Performance and Quality of Service | 1. Shall have capability to use more than 30 drives per array group or raid group for better performance. |
| | | 2. Offered storage array shall support quality of service for critical applications so that appropriate and required response time can be defined for application logical units at storage. It shall be possible to define different service / response time for different application logical units. |
| 18 | Thin Provisioning and Space optimization | 1. Offered storage array shall support Thin provisioning and Thin Re-claim to make the volume thin for an extended period of time for complete array supported raw capacity. |
| | | 2. Offered Storage array shall support data reduction feature of De-duplication and Compression for thin volumes running on Solid state drives. Vendor shall support both de-duplication and compression on a given volume simultaneously. |
| | | 3. Offered storage array shall be tightly integrated with VMware so that Eager zero disks layout can be used with thin provisioning and thin re-claim. |
| 19 | Maintenance | Offered storage shall support online non-disruptive firmware upgrade for both Controller and disk drives. |
| 21 | Integration - Container | b. Snap shot and clone |
| | | d. Shall have flexibility to import the non-container volume into the container. |
| | | e. Container as a service from Storage array where vendor shall be able to define partition on the storage and shall be visible to container. |
| | | f. Support for both Fiber channel as well as ISCSI. |
| 20 | Snapshot / Point in time copy / Clone | 1. Offered Storage shall have support to make the snapshot and full/thin copy (Clone) on the thin volumes if original volume is created on thick or vice-versa. |
| | | 2. The storage array should have support for both controller-based as well as file system based snapshots functionality (At-least 256 copies for a given volume or a file store). |
| 21 | Quota Management | For file services operations, offered storage shall support both user level as well as file level hard and soft quota. |
| 22 | Storage Array Configuration & Management Software | 1. Vendor shall provide Storage Array configuration and Management software. |
| | | 2. Software shall be able to manage more than one array of same family. |
| 23 | Storage Tiering | 1. Offered storage shall support dynamic migration of Volume from one Raid set to another set while keeping the application online. |
| | | 2. For effective data tiering, Storage subsystem shall support automatically Policy based Sub-Lun Data Migration from one Set of drive Tier to another set of drive tier. |

| | | |
|---|---|---|
| 24 | Remote Replication | 1. The storage array should support hardware based data replication at the array controller level across all models of the offered family. |
| | | 2. The storage array shall support incremental replication after resumption of Link Failure or failback situations. |
| 25 | File Level retention and immutability | For file services operation, offered storage shall support file protection against accidental, premature, malicious deletion and modification of data using file locking mechanism of WORM. |
| 26 | Licenses | Storage subsystem shall be supplied with Thin Provisioning, Snapshot, Clone, Performance Monitoring, Online Raid Migration, Online Volume conversion (thin to thin compressed, thin to thin de-dup etc.), Quality of services, Sub-Lun Tiering and File services on day 1 for the maximum supported capacity of array. |

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## Annexure-M11: Backup Software

| Sr.No | Specifications |
|---|---|
| 1 | The proposed backup solution should be available on various OS platforms such as Windows, Linux and UNIX platforms. |
| 2 | The proposed backup solution should be for 40% of Total backup appliance capacity. |
| 3 | The proposed backup software should support both backups using snapshot/hardware based and software based as well as backup to tapes for long term and offline data retention. |
| 4 | The backup software should be capable to supporting 99,999 backup sessions in day. |
| 5 | The proposed backup software should automatically secure the communication between the server and the client using Encrypted Control Communication |
| 6 | The backup software should be capable of supporting 1000 concurrent sessions. |
| 7 | The backup software should be able to support maximum of 40 Million files per directory. |
| 8 | The proposed backup software should support single management window for all the different data protection locations. |
| 9 | The proposed backup solution shall have same web based GUI across heterogeneous platform to ensure easy administration. |
| 10 | The proposed backup solution should support tape mirroring of the same job running concurrently with primary backup. |
| 11 | The proposed backup software should use web-based scheduler for the backup jobs. |
| 12 | The proposed backup software should support the use REST API for browse and restore operations. |
| 13 | The proposed backup solution should allow creating tape clone facility after the backup process. |
| 14 | The proposed backup solution shall be configured in such a fashion that no extra license for customer and media servers is required while moving from LAN to SAN based backup and adopting new Data Bases and OS in future. |
| 15 | The proposed backup solution shall be configured with unlimited customer and media licenses for both SAN based backup and LAN based backup and adopting new Data Bases and OS in future. |
| 16 | The backup software should support the Capacity based model or Application based model of licensing. |
| 17 | The proposed backup solution supports the capability to write minimum 30 data streams. |
| 18 | The proposed backup solution support de-multiplexing of data cartridge to another set of cartridge for selective set of data for faster restores operation to customer/servers. |
| 19 | The proposed backup solution has in-built media management and supports cross platform device and media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media. |
| 20 | The proposed backup solution has certified “hot-online” backup solution for different type of Enterprise databases and applications. |
| 21 | The proposed backup solution shall also support granular recovery for VMware, Exchange server, Share point Portal. |

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| 22 | The backup software should support Non Staged Granular recovery in VMWare. |
| 23 | The proposed backup software should use the same API for software and hardware deduplication. |
| 24 | The backup software should support backup to disk /VTL / Deduplication Device via fibre channel, IP (NFS & CIFS etc.). |
| 25 | The proposed backup software should support both on premise and secure hosted backup solution. |
| 26 | The proposed backup solution shall support automatic skipping of backup during holidays. |
| 27 | The backup software should support the option of prioritizing backups. |
| 28 | The backup software should support missed job execution. |
| 29 | The Backup software should be able to recover only critical volumes and later restore other volumes that were backed up in separate sessions. |
| 30 | The Backup software should support object copy of File system data to Microsoft Azure. |
| 31 | The backup software should support Automated Replication Synchronization of meta data between different site and across devices like HPE/EMC via Catalyst or Boost. |

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## Annexure-M12: 200TB Backup Appliance for NDC, ORGI

| Sr.No | Specifications |
|---|---|
| 1 | Offered Disk to disk backup device shall be Modular design to allow configuration, add capacity increase performance. |
| 2 | Offered appliance shall be certified to work with offered Backup software application vendor. |
| 3 | Offered device shall be offered with Minimum of 200TB of Usable space scalable to at-least 800TB Usable. |
| 4 | Offered device shall be offered with Minimum of 200TB of Usable space scalable to at-least 800TB Usable without degradation in performance |
| 5 | Offered device shall have separate dedicated drives for Operating System of appliance and shall not participate in data backup. |
| 6 | Offered device shall be protected with hardware raid 6 from the factory so that no raid configuration is required in field for data drives. Min. one Hot spare drive shall be offered. |
| 7 | Offered device shall be offered with dual Hardware Raid Controller card. Each card shall have dual 12Gbps SAS ports or equivalent backend bandwidth using 6/12Gbps SAS interface. |
| 8 | Offered device shall support emulation of both VTL and NAS target like NFS & CIFS etc. |
| 9 | Offered device shall have the ability to configure at-least combination of 30 tape Libraries & NAS targets along with 30,000 or more Cartridge slots in the single appliance. |
| 10 | Offered device shall have capability to deliver selective restore from disk Library itself. |
| 11 | Offered device shall have integrated de-duplication license, low bandwidth replication license so that only unique non duplicated block transfers to remote / DR location. |
| 12 | Offered device shall have intelligence to understand both source based and target based de-duplication and shall be integrated with all well-known backup ISVs like Veritas, Commvault and Veeam etc. At-least 3 ISVs shall be supported. |
| 13 | Offered device shall support receiving non duplicated data from remote locations or branch office directly from the application servers / Client servers in low bandwidth mode without using any backup or replication based device at remote location / Branch office. |
| 14 | Ability to flexibly emulate tape drive/ tape formats LTO-Gen5/LTO-Gen6/ LTO-Gen7 etc. |
| 15 | Offered device shall have Minimum of 4 x 25/10Gbps & 4 x16/ 32Gbps FC and minimum of 2 x 1Gbps IP connection. License and SFP for all ports shall be offered and configured. |
| 16 | Offered Appliance Fiber channel ports shall support connectivity of servers either directly or via SAN switches while supporting the both source and Target based de-duplication. |
| 17 | Offered disk based backup device shall also support encryption functionality. |
| 18 | Offered disk based backup appliance shall support VLAN tagging. Offered IP ports of same type shall also support Port bonding in Adaptive Load balancing as well as in Active-backup mode. |
| 19 | When fully populated, offered device shall support rated write performance of more than 20TB per hour in native mode. |
| 20 | When fully populated, offered device shall support rated write performance of more than 32TB per hour in native mode. |

## Annexure-M13: List & Quantity of Software to be installed

| Sr. No. | DCC Center | Number of MS Office Professional Latest Version | Number of MY SQL Enterprise Server Latest Version |
|---|---|---|---|
| 1 | Bengaluru | 2 | 2 |
| 2 | Bhopal | 2 | 1 |
| 3 | Bhubaneswar | 2 | 1 |
| 4 | Chandigarh | 2 | 1 |
| 5 | Chennai | 2 | 1 |
| 6 | Delhi | 3 | 1 |
| 7 | Gandhi Nagar | 2 | 1 |
| 8 | Guwahati | 2 | 1 |
| 9 | Hyderabad | 2 | 1 |
| 10 | Jaipur | 2 | 1 |
| 11 | Kolkata | 2 | 1 |
| 12 | Lucknow | 3 | 2 |
| 13 | Mumbai | 3 | 1 |
| 14 | Patna | 2 | 1 |
| 15 | Trivandrum | 2 | 1 |
| 16 | Ranchi | 2 | 1 |
| 17 | Raipur | 2 | 1 |
| 18 | Dehradun | 2 | 1 |
| 19 | NDC, ORGI | 2 | 2 |
| | **Total no. Quantity** | **41** | **22** |

## Annexure-M14: Link Load Balancer for 3 Data Centres

| S.No. | Specifications |
|---|---|
| 1 | Throughput - Minimum 40 Gbps |
| 2 | The proposed device should be a dedicated purpose built hardware Load Balancer appliance. It should not be a part of UTM, Firewall module or Router functionality. |
| 3 | Platform should be a full proxy architecture and must perform reverse proxy for inside applications. |
| 4 | Should have a dedicated out-of-band Ethernet management port |
| 5 | Should have full support IPv6. It should support all IPv6 scenarios: |
| a | IPv4 on the inside and IPv6 on the outside |
| b | IPv6 on the inside and IPv4 on the outside |
| c | IPv6 on the inside and outside |
| d | DNS on IPv6 to IPv4 and vice versa |
| 6 | Should support VLAN, LACP & Trunking |
| 7 | Should have a SSD HDD with minimal capacity of 400 GB |
| 8 | Should have 4 x 1 Gigabit SFP Sx Ports, 4x10Gig SFP+ SR and minimum 4x40G QSFP+ SR ports, fully populated |
| 9 | Should have dual power supply |
| 10 | Proposes solution should have system throughput of 40Gbps and scalable upto 60Gbps |
| 11 | Should have capability to support up to 40 Million Concurrent Connections |
| 12 | Should support configurable TCP Optimization features for client-side and server-side connection |
| 13 | Should support for minimum 10 ISP links |
| 14 | The Solution should be able to perform inbound load balancing using DNS. DNS service should have capability individual record type including: A, AAAA, Any, AXFR, CNAME, IXFR, MX, NS, PTR, NS, SOA, SRV, TXT. |
| 15 | Selection of shortest path to Destination based on load, Hops, Response time |
| 16 | Should support static & dynamic based outbound as well as inbound load balancing |
| 17 | Should support load balancing algorithms |
| a | Least amount of Bytes |
| b | Least number of users/session. |
| c | Cyclic, Weighted Cyclic. |
| d | Ratio Based |
| e | Healthy Link Priority to use the healthy link in case of fluctuation in link |
| 18 | Should support Static NAT & Dynamic NAT with NAT64 |
| 19 | Device should detect link failure within 20 seconds and divert the traffic to other available links. |
| 20 | Should support Bandwidth management on multiple links. |
| 21 | Link Load balancer should support dynamic routing protocol like BGP, OSPF and RIP |
| 22 | The proposed solution must support Bandwidth Management for multiple links on Layer-3 to Layer-7 parameters. |

| | |
|---|---|
| 23 | Should provide HTTPS, SSH interface management for administering the device |
| 24 | Should have a live dashboard with graphical reporting |
| a | CPU Usage |
| b | Memory Usage |
| c | Connections Statistics |
| d | Throughput Statistics |
| e | Virtual Server Status |
| f | Real Server Group/ Pool Status |
| g | Node Status |
| 25 | Should have active-active and active-backup high availability with TCP/IP connection mirroring as well as SSL Connection mirroring. Hence old connection should not fail or forced for SSL renegotiation. |
| 26 | Should have transparent failover between 2 devices, the failover should be transparent to other networking devices |
| 27 | Should support network based failover for session mirroring, connection mirroring and heartbeat check |
| 28 | Should support config autosync, manual sync to and from active and backup unit |
| 29 | Should have a Reporting Engine built-in |
| 30 | Solution should provide the application visibility and hostorical reporting with below metrics and entity for each application: |
| a | Client IP addresses / subnets as well as geographical regions |
| b | Total Transactions as well as Average and Max Transactions/sec |
| c | Most commonly requested URLs |
| d | Server Latency and Page Load times |
| e | Page Load Time |
| f | Response code |
| g | OS and Browser |
| h | URL details |
| 31 | Proposed solution should be EAL/ NDPP or ICSA Certified |

## Annexure-G2: Summary of Service Level Agreement for Scanning & ICR Processing

The SI-S would sign Service Level Agreement with the ORGI after issuing the Letter of intent. The main items of SLA are listed below:

a) Scanner and scanning station uptime should be 99.9 percent
b) Fortnightly preventive maintenance
c) The final scanning output for each location per day, per scanner excluding the rescanning should not be less than 70,000 Census Schedules (double sided) of A3 size (i.e 1 crore 40 lakh images). For the calculation purpose, it will be done on weekly or as decided by the ORGI/DCOs.
d) For scanner operations, SI-S must deploy at least two persons per scanner per shift.
e) SI must deploy sufficient number of officials in document preparation activities to meet the scanning requirement of each scanner as per the minimum scanning output listed at 'C' above.
f) Rate of penalty for scanner down time will be 0.5 percent of total cost of each scanner on weekly basis.
g) In case the output falls short of the desired number of forms, the penalty will be imposed on the number of forms by which productivity is short as per the Cost per form mentioned in RFP Clause No 4.27 (B). ORGI may use its discretion to waive off the penalty, if otherwise satisfied. SI-S shall have no right for seeking the use of discretion by the purchaser.
h) ORGI reserve the rights to make up the losses either by getting the work done by other resources for which payment will be deducted from the Performance Bank Guarantee as well as may terminate the contract.
i) Average Rate of extracted output is 1,25,000 schedules per location per day in eFlow, applicable for phase-2.
j) All the output produced by the SI-S would be cleared by the ORGI/DCOs for payment subject to the passing of Quality Check prescribed by the ORGI. However, if any group of extracted data is not passing the QC, will be reprocessed by the SI-S and if it again fails to pass the QC then it would be going to adjudicator and based on the result of that penalty or acceptance of the output would be decided by ORGI.
k) Details of quality check/Assurance would be finalized later on in mutual consultation with SI.
l) ICR software would be able to produce 90% recognition for Arabic numerals with around 2 percent false positive rate from recognized numeric characters. However, recognized characters have to be verified manually using the 'Tile' utility available with eFlow software. In the light of this, SI-S may calculate the manpower requirement for 100 percent digitization of schedules with left out unrecognized characters. Number of computer available for correction / verification work and estimated number of manpower is paced at Annexure-G4 and Annexure-G5.

## Annexure-G3: Estimated Volume for Scanning & ICR Processing

| DCC/SSC | Phase-1 Schedules 100% | Phase-1 Schedules 25% | Phase-2 Schedules 100% | Phase-2 Schedules 40% | Total Expected Scanning & ICR Volume | At least 130 PPM Scanner Units | Counting Machine 2000 PPM |
|---|---|---|---|---|---|---|---|
| Bangaluru | 14,46,613 | 3,61,653 | 1,65,99,710 | 66,39,884 | 70,01,537 | 1 | 2 |
| Bhopal | 17,42,646 | 4,35,662 | 2,05,99,084 | 82,39,634 | 86,75,296 | 1 | 2 |
| Bhubaneshwar | 10,02,708 | 2,50,677 | 1,13,01,626 | 45,20,650 | 47,71,327 | 1 | 2 |
| Chandigarh | 15,38,004 | 3,84,501 | 1,82,85,319 | 73,14,127 | 76,98,628 | 1 | 2 |
| Chennai | 20,15,972 | 5,03,993 | 2,20,79,179 | 88,31,671 | 93,35,664 | 1 | 2 |
| Delhi R K P | 3,71,503 | 92,876 | 42,58,737 | 83,66,144 | 84,59,020 | 1 | 2 |
| Gandhinagar | 13,42,624 | 3,35,656 | 1,54,21,019 | 61,68,407 | 65,04,063 | 1 | 2 |
| Guwahati | 10,33,320 | 2,58,330 | 1,22,53,394 | 49,01,358 | 51,59,688 | 1 | 2 |
| Hyderabad | 22,12,812 | 5,53,203 | 2,49,75,746 | 99,90,298 | 1,05,43,501 | 1 | 2 |
| Jaipur | 14,46,102 | 3,61,526 | 1,75,10,377 | 70,04,151 | 73,65,677 | 1 | 2 |
| Kolkatta | 21,92,048 | 5,48,012 | 2,51,52,479 | 1,00,60,991 | 1,06,09,003 | 1 | 2 |
| Lucknow | 36,34,644 | 9,08,661 | 4,75,90,351 | 95,18,070 | 1,04,26,731 | 1 | 2 |
| Mumbai | 25,86,060 | 6,46,515 | 2,92,42,226 | 1,16,96,890 | 1,23,43,405 | 1 | 2 |
| Patna | 21,72,332 | 5,43,083 | 2,68,35,683 | 1,07,34,273 | 1,12,77,356 | 1 | 2 |
| Thiruvananthapuram | 9,54,721 | 2,38,680 | 1,07,44,241 | 42,97,697 | 45,36,377 | 1 | 2 |
| Ranchi | 6,81,615 | 1,70,404 | 81,42,747 | 32,57,099 | 34,27,503 | 1 | 2 |
| Raipur | 6,53,572 | 1,63,393 | 75,16,093 | 30,06,437 | 31,69,830 | 1 | 2 |
| Dehradun | 2,22,557 | 55,639 | 25,81,029 | 38,87,833 | 39,43,472 | 1 | 2 |
| NDC, ORGI | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **2,72,49,853** | **68,12,464** | **32,10,89,040** | **12,84,35,614** | **13,52,48,078** | **18** | **36** |

**Note**: 1. SI-S has to supply minimum one New Color scanners of same speed, make & Model at all the above-mentioned locations as per specification given at Annexure T-3.
Allocation and number of schedules are tentative and may change during execution.

## Annexure-G4: Category-wise Minimum nos. of Manpower to be deployed by SI-S for Facility Management/ Scanning/Image Processing for 3 Shift Operations during Phase-1

| S.No. | DCC/SSC | Deployment Plan of outsourced manpower for data extraction work from Receipt/Pre-scanning to completion based on 130 PPM speed of scanner and e-Flow ICR (on the basis of experience gained during Census 2011) | | | | | | | | | | H/W available to SI-S for e-flow per shift | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Receipt/ Pre-scanning | Scanning | Support Staff | Manual ID | Tiling | Comple-tion/CAC | Exception/ CAC/ Quality Assurance | SI manpower for e-Flow | SW Engg. ICR Operation. & Process | Total SI-S manpower | Server | Workstation |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 1 | Bengaluru | - | - | - | 3 | 10 | 50 | 10 | 73 | 9 | 82 | 3 | **33** |
| 2 | Bhopal | 6 | 6 | 6 | 3 | 12 | 60 | 11 | 86 | 9 | 113 | 3 | **37** |
| 3 | Bhubaneswar | 6 | 6 | 6 | 3 | 7 | 35 | 7 | 52 | 9 | 79 | 3 | **24** |
| 4 | Chandigarh | - | - | - | 3 | 11 | 53 | 10 | 77 | 9 | 86 | 3 | **34** |
| 5 | Chennai | - | - | - | 3 | 14 | 69 | 13 | 99 | 9 | 108 | 3 | **41** |
| 6 | Delhi | 6 | 6 | 6 | 3 | 3 | 13 | 3 | 22 | 9 | 49 | 3 | **12** |
| 7 | Gandhinagar | 6 | 6 | 6 | 3 | 10 | 47 | 9 | 69 | 9 | 96 | 3 | **30** |
| 8 | Guwahati | - | - | - | 3 | 7 | 36 | 7 | 53 | 9 | 62 | 2 | **25** |
| 9 | Hyderabad | - | - | - | 3 | 15 | 75 | 14 | 107 | 9 | 116 | 4 | **45** |
| 10 | Jaipur | 6 | 6 | 6 | 3 | 10 | 50 | 10 | 73 | 9 | 100 | 3 | **33** |
| 11 | Kolkata | - | - | - | 3 | 15 | 75 | 14 | 107 | 9 | 116 | 4 | **45** |
| 12 | Lucknow | - | - | - | 3 | 25 | 123 | 23 | 174 | 9 | 183 | 4 | **72** |
| 13 | Mumbai | - | - | - | 3 | 18 | 88 | 16 | 125 | 9 | 134 | 4 | **53** |
| 14 | Patna | - | - | - | 3 | 15 | 74 | 13 | 105 | 9 | 114 | 4 | **44** |
| 15 | Thiruvananthapuram | - | - | - | 3 | 7 | 33 | 7 | 50 | 9 | 59 | 2 | **23** |
| 16 | Ranchi | - | - | - | 3 | 5 | 24 | 5 | 37 | 9 | 46 | 2 | **17** |
| 17 | Raipur | - | - | - | 3 | 5 | 24 | 5 | 37 | 9 | 46 | 2 | **17** |
| 18 | Dehradun | - | - | - | 3 | 2 | 9 | 3 | 17 | 9 | 26 | 2 | **10** |
| 19 | NDC, ORGI | - | - | - | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **33** |
| | **Total** | **30** | **30** | **30** | **54** | **191** | **938** | **180** | **1,363** | **162** | **1,615** | **54** | **595** |
| Phase-1 Deployment | | May-OCT, 2020 | Jun-Oct, 2020 | May-OCT, 2020 | May-Dec, 2020 | | | | | April, 2020 to Jan, 2021 | | | |

**Note1**: Scanning of House List schedules will be done at 5 Scanning-cum-storage Centres (SSC) namely Bhopal, Bhubaneswar, Delhi, Gandhinagar and Jaipur, while the ICR Processing of all the concerned HL schedules will be done at respective/concerned 18 DCCs.

**Note2**: Above mentioned time and centre-wise manpower are indicative and can vary, among the DCCs and/or among different ICR Modules within the same DCC, if required/depending upon workload.

**Note3**: If required the data collected through Mobile/Web application with error, may also be sent to concerned DCC for data correction.

## Annexure-G5: Category-wise Minimum nos. of Manpower to be deployed by SI-S for Facility Management/ Scanning/Image Processing for 3 Shift Operations during Phase-2

| S.No. | DCC/SSC | Deployment Plan of outsourced manpower for data extraction work from Receipt/Pre-scanning to completion based on 130 PPM speed of scanner and e-Flow ICR (on the basis of experience gained during Census 2011) | | | | | | | | | | H/W available to SI-S for e-flow per shift | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Receipt/ Pre-scanning | Scanning | Support Staff | Manual ID | Tiling | Comple-tion/CAC | Exception/ CAC/ Quality Assurance | SI manpower for e-Flow | SW Engg. ICR Operation. & Process | Total SI-S manpower | Server | Workstation |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 1 | Bengaluru | 6 | 6 | 6 | 3 | 25 | 125 | 23 | 176 | 9 | 203 | 3 | 73 |
| 2 | Bhopal | 6 | 6 | 6 | 3 | 31 | 155 | 28 | 217 | 9 | 244 | 3 | 90 |
| 3 | Bhubaneswar | 6 | 6 | 6 | 3 | 17 | 85 | 16 | 121 | 9 | 148 | 3 | 51 |
| 4 | Chandigarh | 6 | 6 | 6 | 3 | 28 | 138 | 25 | 194 | 9 | 221 | 3 | 80 |
| 5 | Chennai | 6 | 6 | 6 | 3 | 34 | 166 | 30 | 233 | 9 | 260 | 3 | 96 |
| 6 | Delhi | 6 | 6 | 6 | 3 | 32 | 158 | 29 | 222 | 9 | 249 | 3 | 91 |
| 7 | Gandhinagar | 6 | 6 | 6 | 3 | 24 | 116 | 21 | 164 | 9 | 191 | 3 | 69 |
| 8 | Guwahati | 6 | 6 | 6 | 3 | 19 | 92 | 17 | 131 | 9 | 158 | 2 | 55 |
| 9 | Hyderabad | 6 | 6 | 6 | 3 | 38 | 187 | 34 | 262 | 9 | 289 | 4 | 109 |
| 10 | Jaipur | 6 | 6 | 6 | 3 | 27 | 132 | 24 | 186 | 9 | 213 | 3 | 77 |
| 11 | Kolkata | 6 | 6 | 6 | 3 | 38 | 188 | 34 | 263 | 9 | 290 | 4 | 109 |
| 12 | Lucknow | 6 | 6 | 6 | 3 | 36 | 179 | 32 | 250 | 9 | 277 | 4 | 104 |
| 13 | Mumbai | 6 | 6 | 6 | 3 | 44 | 219 | 39 | 305 | 9 | 332 | 4 | 126 |
| 14 | Patna | 6 | 6 | 6 | 3 | 41 | 201 | 36 | 281 | 9 | 308 | 4 | 116 |
| 15 | Thiruvananthapuram | 6 | 6 | 6 | 3 | 17 | 81 | 15 | 116 | 9 | 143 | 2 | 48 |
| 16 | Ranchi | 6 | 6 | 6 | 3 | 13 | 63 | 12 | 91 | 9 | 118 | 2 | 39 |
| 17 | Raipur | 6 | 6 | 6 | 3 | 12 | 57 | 11 | 83 | 9 | 110 | 2 | 36 |
| 18 | Dehradun | 6 | 6 | 6 | 3 | 15 | 74 | 13 | 105 | 9 | 132 | 2 | 44 |
| 19 | NDC, ORGI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | **Total** | **108** | **108** | **108** | **54** | **491** | **2,416** | **439** | **3,400** | **162** | **3,886** | **54** | **1,413** |
| Phase-2 Deployment | | April-Sept, 2021 | April-Sept, 2021 | April-Sept, 2021 | April-Nov, 2021 | | | | | Jan, 2021 to Nov, 2021 | | | |

**Note1**: Scanning of Population Enumeration schedules will be done at 18 Scanning-cum-storage Centres (SSC) and the ICR Processing of all the Population Enumeration schedules will be done at concerned 18 DCCs.

**Note2**: Above mentioned time and centre-wise manpower are indicative and can vary, among the DCCs and/or among different ICR Modules within the same DCC, if required/depending upon workload.

**Note3**: If required the data collected through Mobile/Web application with error, may also be sent to concerned DCC for data correction.

**Annexure-G6: Image based automatic Form Processing Software**

**Name of Software: TIS eFlow Version 4.0/4.5 (Available with the ORGI)**
**Functional Capabilities of TIS eFlow ICR Software:**

**A. General**

1) The software is modular and based on Client/Server architecture.
2) The software runs on Windows based server platform with Windows OS 10 clients. Able to run multiple applications.
3) The Core module is resident on Server
4) It uses .net environment

**B. Application Development flexibility and Ease of Use**

1. The software possess the menu driven tools to create / customize new applications with following capabilities:-
   - definition of new forms and fields
   - engine tuning
   - modification of data capture workflow
   - development and incorporation of DLL's (customization of modules)

1. The software has ease of use in different aspects, such as –
   - for designing a new application for a new form
   - for the operators (including local screen customization)
   - for the software administrator (to control the whole system operation in real time environment ).

**C. Image Enhancement**

1) The software is capable to work with the already scanned images (TIFF format) of more than 150 dpi.
2) The software has image enhancement options such as de-skewing, de-speckling, removing horizontal and vertical lines, removing shading, repairing and reconstructing broken characters segments etc.
3) The software allows the implementation of any of the above options per form, per field, per engine, per group of engines.

**D. Form identification and Forms Removal**

1) The software uses technology for forms removal (form dropout) which allows to export only dynamic data which was filled in, while removing all constant data (i.e. the pre printed characters).
2) The software support Forms removal techniques using red/blue/green (RGB) dropout ink for reducing storage space.
3) The software is capable to identify and tackle variations in forms from among predefined multiple templates.

**E. Recognition Tools**

1. The software uses current industry standard ICR engines such as AEG, JUSTICR, CGK with facility of making virtual engines from these.
2. The software allows to choose different recognition engines and different settings for each engine according to the type and nature of each field on the form to achieve best recognition.
3. The software has inbuilt capability to use open voting algorithm to weight the results of different recognition engines.
4. The software offers flexibility and ease of use for tuning of the different recognition engines to achieve the highest recognition results.

**F. Data verification/correction tools**

1. The software allows changing the interface of the manual completion screen for enhancing the operators productivity without the need to write code.
2. The software enables the operators to work in the following modes:
   Page Mode - in which the operators view one page at a time.
   Field Mode - in which the operator views the same field across the batch
   Character mode - in which the operator views the same character across the batch.
3. The software allows Forced/mandatory verification of selected fields
4. It includes Switch over option to display flagged fields for corrections or all the fields.
5. It has the flexibility and ease of use of different system tools, such as code dictionaries, rules and validation procedures during the manual correction phase

**G. Quality Control tools**

The work flow must have feature of providing quality control services where the module should be capable of randomly selecting the batches followed by its verification. To provide operator level efficiency and productivity, system should be able to generate monitoring reports.

**H. Tools for handling of Exception Cases**

Software has separate module to identifying forms which are marked by the operators as exception cases for appropriate corrective action by supervisors.

**I. Tools for Exporting the final output file in ASCII format**

Software provides the facility to extract / export data in ASCII/XML or other database format as per the user requirement.

**J. Tools for Computer Assisted Coding**

The aim of computer assisted coding is to assign numeric codes to the handwritten alphabetical descriptions present in the form images with the help of Directory of codes containing descriptions and corresponding codes. SI-S will have to develop separate module to allow displaying of descriptions from the images and subsequently assigning a predefine / dynamic code as the case may be. An efficient search algorithm will have to

be developed to find the matching description from the associated look-up table of directory of codes by incorporating popup windows and to automatically assign the corresponding code. This module must also have the option to select specific field across the batch for coding by a specialised team of operators. It should be also possible to de-link this module and to work as an independent application program.

**K. Controlling/Administration tools**

1. The software has a controller module to enable a supervisor to monitor the system's performance on-line, to have an overall view of the flow of data and to balance the workload.
2. The control station has an on-line status display of all station activities, online/off-line statistics, preferences and data priorities as well as queues and batches to ensure quick and easy management.
3. The software has the ability to i) fully control each batch during the production cycle ii) utilize a real-time visual feedback method for identifying bottlenecks iii) control the system's workload during production iv) change the priority of handling each batch during production.

**L. Tools for Generation of Statistics**

1. The software has tools to generate automatic statistics of the performance of the data capture system. These statistical reports should reflect the success of the recognition at three levels:
    I. Form identification - form removal
    II. Field recognition - the success of ICR engines per field
    III. Character recognition - the success of ICR engines per character
2. The core team has to develop software module to measure the operator's productivity in real time/ periodicity. The module thus developed must provide the above statistics at the desired levels.

**M. Systems Stability and Scalability**

- A batch on a crashed workstation must not be locked, it should be possible to release it for work on another workstation
- Any workstation should be replaceable immediately by login on a backup workstation with the same user name
- From the output point of view – the recognition rates does not decrease during the production period, but have a learning capability.
- It should be easy to scale-up the system by adding workstations, without any configuration changes.

**N. Core team**

The core team will customize the various modules of TIS eFlow software to Achieve all above mentioned functional capabilities.

## Annexure-G7: Tentative Time Schedule of HLO
### for Receipt, Pre Scanning, Scanning & Archiving of Housing Census schedules

| State Code | State Name | Period of field work | Date of receipts of filled-in schedules from Charge offices | Receipt/Pre-Scanning/Scanning & Archiving Locations |
|---|---|---|---|---|
| 01 | Jammu & Kashmir | 15th May to 30th June, 2020 | 7th July onwards | Delhi |
| 02 | Himachal Pradesh (Synchronous areas) | 7th April to 22nd May 2020 | 29th May onwards | |
| | Himachal Pradesh # (Non-Synchronous) | 1st June to 15th July, 2020 | 23nd July onwards | |
| 03 | Punjab | 1st May to 15th June, 2020 | 23rd June onwards | |
| 04 | Chandigarh | 15th April to 31st May, 2020 | 8th June onwards | |
| 05 | Uttaranchal | 1st May to 15th June, 2020 | 23rd June onwards | |
| 06 | Haryana | 1st May to 15 June, 2020 | 29th June onwards | |
| 07 | Delhi | 1st May to 15th June, 2020 | 23rd June onwards | |
| 08 | Rajasthan | 15th May to 30th June, 2020 | 7th July onwards | Jaipur |
| 09 | Uttar Pradesh | 7th May to 2nd June, 2020 | 9th June onwards | |
| 10 | Bihar | 7th May to 2nd June, 2020 | 9th June onwards | |
| 11 | Sikkim | 7th April to 22nd May 2020 | 29th May onwards | Bhubaneswar |
| 12 | Arunachal Pradesh | 15th April to 31st May, 2020 | 8th June onwards | |
| 13 | Nagaland | 1st June to 15th July, 2020 | 22nd July onwards | |
| 14 | Manipur | 15th May to 30th June, 2020 | 8th July onwards | |
| 15 | Mizoram | 15th May to 30th June, 2020 | 8th July onwards | |
| 16 | Tripura | 26th April to 10th June, 2020 | 18th June onwards | |
| 17 | Meghalaya | 1st April to 15th May, 2020 | 23rd May onwards | |
| 18 | Assam | 1st April to 15th May, 2020 | 23rd May onwards | |
| 19 | West Bengal | 1st April to 15th May, 2020 | 23rd May onwards | |
| 20 | Jharkhand | 1st April to 15th May, 2020 | 23rd May onwards | |
| 21 | Orissa | 7th April to 22nd May 2020 | 1st June onwards | |
| 22 | Chhattisgarh | 1st May to 15th June, 2020 | 23rd June onwards | Bhopal |
| 23 | Madhya Pradesh | 7th May to 22nd June, 2020 | 23rd June onwards | |
| 24 | Gujarat | 21st April to 4th June, 2020 | 11th June onwards | Gandhinagar |
| 25 | Daman Diu | 21st April to 4th June, 2020 | 11th June onwards | |
| 26 | D&N Haveli | 21st April to 4th June, 2020 | 11th June onwards | |
| 27 | Maharashtra | 1st May to 15th June, 2020 | 22nd June onwards | |
| 28 | Andhra Pradesh | 26th April to 10th June, 2020 | 18th June onwards | |
| 29 | Karnataka | 15th April to 31st May, 2020 | 8th June onwards | |
| 30 | Goa | 1st April to 15th May, 2020 | 22nd May onwards | |

| | | | | |
|---|---|---|---|---|
| 31 | Lakshadweep | 7th April to 22nd May 2020 | 1st June onwards | **Bhopal** |
| 32 | Kerala | 7th April to 22nd May 2020 | 1st June onwards | |
| 33 | Tamil Nadu | 1st June to 15th July, 2020 | 22nd July onwards | |
| 34 | Pondicherry | 1st June to 15th July, 2020 | 22nd July onwards | |
| 35 | A&N Islands | 1st April-30th April, 2020 | 8th May onwards | |

**Note: The Phase-2 activities for SI-S will start from April, 2021 onwards at all the Data Centers**

ORGI

## Annexure-G8: Address of Data Capture Centres (DCC)

| S.N. | DCO | DCC Address for Correspondence |
|---|---|---|
| 1 | DCO Andhra Pradesh | Directorate Of Census Operations, Andhra Pradesh & Telangana, Data Capture Centre, H.No. 4-5-398, IInd Floor, CGO Complex, kendriya Sadan, Sultan Bazar, Koti, Hydrabad - 500095. |
| 2 | DCO Assam | Directorate of Census Operations, Assam, Data Capture Centre, G.S. Road, Ulubari, Guwahati - 781007. |
| 3 | DCO Bihar | Directorate of Census Operations, Bihar, Data Capture Centre, D P Division, IIIrd floor, Bihar State Co-operative Bank Building, Ashok Rajpath, Patna - 800004. |
| 4 | DCO Chandigarh | Directorate of Census Operations, Chandigarh, Data Capture Centre, Janganna Bhawan, Plot No.-2-B, Madhya Marg, Sector-19A, Chandigarh - 160019. |
| 5 | DCO Gujarat | Directorate of Census Operations, Gujrat, Data Capture Centre, Census Bhawan, Sector - 10-A. Gandhinagar - 382010. |
| 6 | DCO Karnataka | Directorate of Census Operations, Karnatka, Data Capture Centre, 7 floor, F Wing, Kendriya Sadan, 17th Main Road, IInd Block, Koramangala, Banglore - 560034. |
| 7 | DCO Kerala | Directorate of Census Operations, Kerala, Data Capture Centre, CGO Complex, Poonkulam,Vellayani, P.O. Trivevandrum- 695522. |
| 8 | DCO M.P. | Directorate of Census Operations, Madhya Pradesh, Data Capture Centre, Jangana Bhawan, Arera Hills, Jail Road, Bhopal - 462004. |
| 9 | DCO Maharashtra | Directorate of Census Operations, Maharashtra, Data Capture Centre, 'T' Ward Municipal , Office,Building, F.No. 39, IInd Floor, Devidayal Road, Muland (West), Mumbai. |
| 10 | DCO Orissa | Directorate of Census Operations, Orissa, Data Capture Centre, Janpath Unit – 9, P.O. Bhoi Nagar,Bhubneshwar - 751022. |
| 11 | DCO Rajasthan | Directorate of Census Operations, Rajasthan, Data Capture Centre, 6-B, Jhalana Doongri, Jaipur-302 004 |
| 12 | DCO Tamil Nadu | Directorate of Census Operations, Tamil Nadu, Data Capture Centre, E-wing, Third floor, Rajaji Bhavan, Besant Nagar, Chennai-600 090 |
| 13 | DCO Uttar Pradesh | Directorate of Census Operations, Uttar Pradesh, Data Capture Centre, Janganana Bhwan, Plot No. CC-1, Sector G, Aliganj, Lucknow-226024 |
| 14 | DCO West Bengal | Directorate of Census Operations, West Bengal, Data Capture Centre, Janganna Bhawan, Block-IB, Sector-III, Salt Lake City, Kolkata - 700106 |
| 15 | DCC, Delhi, ORGI | OFFICE OF THE REGISTRAR GENERAL INDIA, Data Capture Centre, West Block- 1, Wing-1 , R.K. Puram, New Delhi - 110066. |
| 16 | DCO Chhattisgarh | Directorate Of Census Operations, Chhattisgarh, Data Capture Centre, Third Floor, Govind Sarang Complex, New Rajendra Nagar, Raipur - 492006 |
| 17 | DCO Jharkhand | Directorate Of Census Operations, Jharkhand, Data Capture Centre, Riada Central Office Building (2nd Floor), Industrial Area, Namkom, Ranchi-834010 |
| 18 | DCO Uttrakhand | Directorate Of Census Operations, Uttrakhand, Data Capture Centre, Dehradun, 274,Phase-1, Vasant Vihar, Dehradun, Uttrakhand Pin-248001 |
| 19 | NDC, ORGI | National Data Centre, ORGI, MHA, 8th FLOOR, BLOCk-3, DMRC IT PARK, SHASTRI PARK, DELHI – 110 053 |

## Annexure-G9: Format for providing Particular of IT Manpower

### Particular of IT Manpower Deployed vide RFP Ref. No: 35201/02/DPD-2019 (SI-S) Dated 25/09/2019

DCO/DCC :
ID CARD No :
Name :
Father's / Spouse Name :
Date of Birth :
Nationality :
Sex : Male/ Female
Qualification
i. Academic :
ii. Technical :

Photograph
Please affix a recent passport size photograph and sign across it

| | |
|---|---|
| **Present / Contact Address** | |
| **Permanent Address** | |
| **EPF No :** | |
| **ESI No :** | |
| **Address Proof : Voter id card /Ration Card / UID (Aadhaar) Card /Passport/DL** | |
| **Please Specify (Voter id Card /Ration Card / UID Aadhaar) Card /Passport/DL) No:** | |
| **Other Details** | |

**Declaration**

I hereby declare that the details furnished above are true and true to the best of my knowledge and belief. I undertake to inform you of any change therein, immediately. In case the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it. In case I do not wish to continue with my job, for what so ever reason, I will give a notice of 30 days to my employer towards the same. I fully understood about the critically & confidentially of the **CENSUS** Project under **MINISTRY OF HOME AFFAIRS** ,where I will be engaged by M/s _____ for carrying out activity as may be assigned to me from time to time. The project being of National Importance any sharing of information to outsider, damage of data, document and assets directly will be of criminal offence and would be subjected to penal action.

Place:
Date:

Signature of IT Manpower

On behalf of M/s _____, I certify that, the above official is engaged by us and deployed at ORGI/DCO/DCC as mentioned above, during the month of _____ for period of _____. The details furnished above are correct and verified by us. Police Verification, Character & Antecedents of Mr. /Ms._____ is verified.In case of the above information is found to be false and any damage due to manpower deployed, our firm may be held liable for it.

Place:
Date:

Signature with Seal

Name & Tel. No. of Authorised signatory of M/s _____

**Annexure-G10: Format for Certificate of Manpower Deployment**

**Certificate of Manpower Deployment and Satisfactory Performance**

Name of the DCO/DCC: _____

Name of System Integrator-Servces : **M/s** _____

**Period**: From_____ to _____

It is certified that:

i) The information furnished in this report has been extracted from the records maintained at this office.

ii) Taking into account nos. of days in the month, weekly-off & holidays etc., actual deployment of IT manpower and after deducting the absence from duty etc., on the basis of Attendance Sheet, **Service Provider has actually provided the services of IT manpower for _____ nos. of MANDAYS only**. The calculation/details for nos. of MANDAYS may be seen in the attached Attendance Sheet (Annexure-VII).

iii) The service provided by the IT manpower deployed by the Service Provider during the period of report was found to be **Satisfactory/Not Satisfactory** on the basis of Performance Norms set by ORGI for the concerned period.

Dated: _____ Signature of DCC In-charge

Name: _____

Designation: _____

Rubber Stamp: _____

## Annexure-G11: Format for Undertaking by the Bidder/Contractor
**(To be submitted in the Stamp Paper)**

**Undertaking by the Bidder/Contractor**

**Section-I Prevention of corruption**

(1) The Bidder/Contractor commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution:

a) The Bidder/Contractor will not, directly or through any other person or firm, offer, promise or give to EMPLOYER, or to any of EMPLOYER's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange an advantage during the tender process or the execution of the contract.

b) The Bidder/Contractor will not enter into any illegal agreement or understanding, whether formal or informal with other Bidders/Contractors. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or actions to restrict competitiveness or to introduce cartelization in the bidding process.

c) The Bidder/Contractor will not commit any criminal offence under the relevant Anti-corruption Laws of India; further, the Bidder/Contractor will not use for illegitimate purposes or for purposes of restrictive competition or personal gain, or pass on to others, any information provided by EMPLOYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d) The Bidder/Contractor of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, involved directly or indirectly in the Bidding. Similarly, the Bidder/Contractor of Indian Nationality shall furnish the name and address of the foreign principals, if any, involved directly or indirectly in the Bidding.

e) The Bidder/Contractor will, when presenting his bid, disclose any and all payments he has made, or committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and/or with the execution of the contract.

f) The Bidder/Contractor will not misrepresent facts or furnish false/forged documents/informations in order to influence the bidding process or the execution of the contract to the detriment of EMPLOYER.

g) The Bidder shall undertake that he is not supplying the similar systems or subsystems at a price lower than that offered in the present bid during the validity of period of bid in respect of any other Ministry/Department of the Government of India and if it is found at any stage that the similar system or sub-system was supplied by the Bidder to any other Ministry/Department of the Government of India at a lower price, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.

h) Integrity Pact lays down the punitive actions for any violation;

(2) The Bidder/Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

**Section-II Disqualification from tender process and exclusion from future contracts**

(1) If the Bidder, before contract award, has committed a serious transgression through a violation of Section-I or in any other form such as to put his reliability or credibility as Bidder into question, EMPLOYER may disqualify the Bidder from the tender process or terminate the contract, if already signed, for such reason.

(2) If the Bidder/Contractor has committed a serious transgression through a violation of Section-I such as to put his reliability or credibility into question, EMPLOYER may after following due procedures also exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder/ Contractor and the amount of the damage. The exclusion will be imposed for a minimum of 12 months and maximum of 3 years.

(3) If the Bidder/Contractor can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system, EMPLOYER may revoke the exclusion prematurely.

**Section-III Liability for violation of Integrity Pact**

(1) If EMPLOYER has disqualified the Bidder from the tender process prior to the award under Section-II, EMPLOYER may forfeit the Bid Guarantee under the Bid.

(2) If EMPLOYER has terminated the contract under Section-II, EMPLOYER may forfeit the Contract Performance Guarantee of this contract besides resorting to other remedies under the contract.

**Section-IV Previous Transgression**

(1) The Bidder shall declare in his Bid that no previous transgressions occurred in the last 3 years with any other Public Sector Undertaking or Government Department that could justify his exclusion from the tender process.

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

_____

(For & On behalf of Bidder/Contractor)

(Office Seal)

Witness1:

Witness2:

# End of Tender Document

ORGI

ORGI

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|---|---|---|---|---|---|
| 1 | 8 | 1.1 (4) | Method of Selection | TCS:Should we not focus on QCBS model | As per RFP<br>Also clarified during Pre Bid meeting |
| 2 | 9 | 1.3 | About the Project | NewGen:As mentioned in the RFP, the collection of data is 33 crore for household and 136 crore for total estimated population, hence a Document Management System (DMS) should be one of the most important system in this project for managing the docs. Therefore we recommend that the DMS should be included with the below mentioned features:<br><br>• DMS should be scalable enough to manage millions of documents without effecting the performance of the system.<br>• Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder.<br>• Web based rights management for granting user/group/role based access to various functionalities.<br>• Server based Inbuilt Document Image Viewer for displaying image document without native viewer and stamping annotations on the documents like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.<br>The solution should be CMIS, WebDAV, ODMA etc. compliant.<br>Please confirm. | As per RFP<br>Also clarified during Pre Bid meeting.<br>Also requested to refer Annexure G3 Estimated volume for Scanning and ICR processing (Page 159 of RFP). |
| 3 | 10 | Section 1.4, Item 7 , | Scope Of work | HP: Kindly share how is it being done today<br>TCS: TCS:What is NPR - 2020? What does updation of 'NPR - 2020 mean? Are there some specific routines/procedures to be run bu SI-S for updation of 'NPR-2020'? Pls elaborate about th eprocess. ,TCS:NPR - 2020 mean data capture? Does it mean field work too in the scope for SI-S? Pls elaborate ,TCS:What is NPR booklet? Is it some instruction manual or some report? What does updation of booklet mean? Whose scope will it be in? Pls elaborate. ,TCS:What is in the scope for SI-S under distributed digitization? Pls elaborate. | During the Pre-Bid it was clarified throgh presentation, where it was conveyed that the National Population Register (NPR) Data was intially collected during 2010 on paper then get digitized and later on updated during 2015-16 throgh Booklet containing the data collected & digitized during 2010.<br>Filed work for Data collection will be undertake by state governments officals. The NPR data updated during 2015-16 will be provide on Mobile App as well as on Booklet so that Enumerator (State Government Officials) can do the field work as per his/her convieneice.<br>Filed work for Collection/Updation of Census/NPR data is the responsibility of ORGI. however the off-line/on-line Mobile App and Web Portal design, development and implementation will be in the scope of work of SI-S. In additon to that SI-S has to prepare Enumeration Block wise soft copy of exisitng NPR data as per booklet designed by ORGI. Same data should be made available on Mobile App of respective enumerator for updation. Printing of booklet will be untertaken by the designated officals of ORGI/DCO/State Government.<br>Details of work is also specified page 32 Annexure-7 of RFP for SI-S.<br>Requisite hardware is being procured by ORGI through an RFP for SI-H and same is published in CPP Portal and ORGI website. Reference is also mentioned in the current RFP under para 2 of 2.1 General instruction at page no 34. |

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| 4 | 11 | Section 1.4.3.2 ,Section 1.4 Note 1 ,1.4, 1 | ,WCAG guidelines ,Note 1: System Integrator – Services (SI-S) has to ensure that data collected by various methods has to be compiled in such a way that no duplicity exists. Details of each of the major parts/activities have been defined in Annexure-S1 to Annexure-S8. Safety & security of data will be the responsibility of SI-S. SI-S will ensure for data encryption by application during data transfer. The main data centre at NDC, ORGI, Shastri Park, New Delhi and other DR Sites at Lucknow and Bengaluru will be connected/setup as Active-Active DR Sites | Infosys:Annexure-G1 at page number 115, only shows Infra architecture. Could you please share complete application architecture of current applications under scope? This will help help us in assessing current IT landscape.<br>HP: Request to remove the same .<br>HP: Please Confirm the Site setup as Active-Active DC-DR will already be available and SI-S has no Role in same | As per RFP<br><br>Hardware infrastructure for site setup as Active-Active DC-DR will already be made available by ORGI/DCOs. However the SI-S has to design, develop and implement the Mobile and Web application as per requirement of ORGI. SI-S has to do the complete architecture of Applications as mentioned in the RFP, in consultation with ORGI. However the prototype application develop in house by ORGI can be provided with source code to the selected bidders for refrence and better understanding of the rquirement. |
| 5 | 12 | 1.4, 3 | Design & Development of applications | Infosys:Can we please work offshore till UAT and move entire system and team onsite post UAT? | Selected bidder has to deploy team of IT professionals at ORGI/DCO from the beginning of project. However depending upon the mutual agreement and demand of situation later on, offshore work for specific modules can be considered. |

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| 6 | 13 | C | Design & Development of the Applications , | TCS:Intellectual property rights: All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any SI- H's proprietary products or components thereof any development carried out by SI- H thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of SI- H and ORGI shall not acquire any right title or interest of any nature therein except to the extent provided herein. SI- H shall however grant in favour of ORGI the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes ORGI to (a) separate SI- H pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the SI- H pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the SI- H in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the SI- H pre-existing IP. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ SI- H's licensor and ORGI shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. | The source codes/licences of all applications designed and developed, customised /procured for ORGI including mobile app, shall be handed over by SI-S to NDC, ORGI and same will not be used by SI-S for any other customer, without written permission of ORGI. Thus the prerpetual and Intellectual rights for these would rest with ORGI. |
| 7 | 14 | g | Note 2. 1.3 (iii) Testing of the Applications: | TCS:What would be the frequency of security audit. | Security audit will be guided by the time to time changes made by GOI, generally it will be before Go Live. As per the present policy of Government of India (GOI) it is mandatory to get the security audit certificate from empannled agencies with CERT-IN before Go Live. Thereafter, it has to be done after any modification in the software or after 2 years, whichever is earlier. |
| 8 | 16 | 1.4 (IV) ,1.4 (IV) ,sub-section (iv) ,d) | Application Training | TCS:Training Seems to be open ended with starting from UAT to completion of O&M.<br>HP: 1. In which all cities/offices will the training need to be conducted?<br>2. What is the total duration during which the classroom training batches will be conducted?<br>3. Is it OK to assume that all the officials will be given the same training?<br>4. What is the expected duration (number of days) for a training batch?<br>5. Will ORGI take care of the trainers' travel, boarding and lodging expenses, or will it need to be managed by the SI?<br>Infosys:How many times in a year do we need to provide training? How many officials should be there in each batch? | Training will be from UAT to completion of O&M.<br>Training will be done at ORGI/DCOs (sites at total 18 state capitals, which can be reduced to 15) but it will be held in batches, and not moe than two batches at a site for any category of trainings.<br>Duration of training will be 3 to 5 days. The Batch size depends on the capacity of training location provided by ORGI/DCOs. Generally, for each Application and Web portal, there will be at least one training at each site for two batches.<br>Trainers' travel, boarding and lodging expenses will be managed by the SI. |

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| 9 | 18 | Annexure S1; D ,Annexure S-1(C:a) ,Annexure-S1: Mobile Application for Census of India 2021 Annexure S1; part B ,C.a ,B.a ,D ,Annexure-S1, B(a) | Perpetual usage rights ,Training ,<br><br>F. Key features of “Mobile/Web Application” ,Maintenance and Technical Support ,Mobile Application for Census of India 2021 ,<br><br>A. Design, Develop and Deploy Applications ,Perpetual Usage Rights ,<br><br>Annexure-S1: Mobile Application for Census of India 2021- Maintenance and Technical Support ,Design, Develop and Deploy Applications ,Annexure-S1: Mobile Application for Census of India 2021 ,Training | HP: Bidder submits that a perpetual license will be extended for those COTS products, for any custom made software, the source code will be given and for those software which subsription based, a subsription license will be extended till the validity of the contract. Bidder requests acceptance of this understanding.<br>TCS:What would be the limit on efforts for CRs ? This can not be open ended ,TCS:What will be the maximum number of Change Requests, for which 'selected SI-S' is expected to consider in the scope of work? ,TCS:Need to define the number of batches and also the tenure of each training ,TCS:Any changes beyond agreed scope of work would need a change request. Would request ORGI to consider this and also include additional man month efforts for the CRs over the contract period at an agreed person month rate. ,TCS:D. Perpetual usage rights ORGI/DCO shall have perpetual usage rights of software application and its source code, even after expiry of contract and after all the releases provided till the end of project/contract. The software development will take place in the premises of NDC, ORGI under the supervision of officers of ORGI. ,TCS:Any changes beyond agreed scope of work would need a change request. Request ORGI to get man-month rates for additional man month efforts for the CRs for the complete duration of the project?<br>Infosys:It is assumed that necessary Infrastructure components including but not limited to compute, storage, networking and security components required for deploying the web and mobile applications will be provided by ORGI/DCO including the OS licenses as per sizing inputs given by the bidder. All the necessary changes required in underlying infrastructure to meet the applications prerequisites will be facilitated by ORGI/DCO through the appropriate channel. Please clarify ,Infosys:Change Requests to be discussed and agreed before implementing. The change requests should be implemented by utilizing skills of existing team.<br>Comp-01: As we understand that these data collection dynamic forms can change from time to time and have to be localized as per the regional needs (language, parameters etc.) and data capture forms needs to be responsive so that they can be accessed from the desktop browser as well as tablet.<br><br>So our understanding (and recommendation/suggestion) is that the Platform for creating data updation forms should be agile and easy to use so that these forms should be available as online (HTML5), offline (PDF) and offline/online in Android/Windows & iOS App using the same source code of the form (for ease of maintenance). Also, since frequent changes could be required in the collection forms, Platform should be highly configurable to accommodate changes related to validations, form fields from a single authoring interface so that changes are consistently reflected both in desktop browser based online application as well as Android/iOS/Windows app. Please confirm ,Comp-01: Please clarify whether during data updation if there is any requirement for attaching documents (ID proofs, photos, videos etc.) both in desktop offline and online and mobile app modes? ,Comp-01: The RFP requires Multi-lingual forms, managing their versions, role based access, built-in dynamic workflow capability with rules , conditional routing of data capture forms, validation checks/rules, dynamic tasks assignment. Our recommendation is that preference should be given to a Platform/Out of the Box Solution capability with minimal customization to meet timelines. Please confirm ,Comp-01: Based on requirement our understanding is that the data capture module should support adding dynamic sections, sub-sections within the forms and showing, hiding these sections based on the conditions (rules) - across mobile web, desktop web and in all the three flavours of mobile app, while keeping the common source code of the forms. Please confirm ,Comp-01: Based on requirement our understanding is that apart from audit log for capturing user login and other details, department will also need audit logs of the changes done while entering the data in the data collection forms. Please confirm ,Comp-01: Based on requirement mentioned in the RFP, our understanding is | As per RFP<br>The source codes/licences of all applications designed and developed, customised /procured for ORGI including mobile app, shall be handed over by SI-S to NDC, ORGI and same will not be used by SI-S for any other customer, without written permission of ORGI. Thus the prerpetual and Intellectual rights for these would rest with ORGI.<br><br>If anything new has to be done beyond the scope of work requiring new skill sets, then ORGI may consider the rates as mutually agreed by taking into account the rates of various skill sets already provided by SI-S.<br><br>Necessary Infrastructure components including, but not limited to, compute, storage, networking & security, required for deploying the web and mobile applications will be provided by ORGI/DCO including the OS licenses<br>Change Requests to be discussed and agreed before implementing to the extent possible. Preferably the change requests will be implemented by utilizing skills of existing team.<br>It is clarified again that the SI-S has to design, develop and implement the Mobile and Web application as per requirement of ORGI. SI-S has to do complete architecture of Applications as per requirement, as mentioned in the RFP, in consultation with ORGI. However, the prototype application develop in-house by ORGI can be provided with source code to the selected bidders for refrence and better understanding of the rquirement. |

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| 10 | 19 | Annexure-S1.F.10 ,Annexure-S1.F.10 ,Annexure-S1.F.2 ,Annexure-S1 (F,8) ,Annexure S1; part F, Item 7 ,F. ,Annexure-S1.F.10 ,Annexure-S1.F.2 ,Annexure-S1 F ,Annexure-S1 F 15 | Key features of “Mobile/Web Application” , for Census of India 2021 ,Mobile Application for Census of India 2021 , | HP: Please give more clarification, what is meant/expected by census indicators.<br>HP: Is there any active directory service available that needs integration, or all the roles and users need to created.<br>Liferay India:Please give more clarification, what is meant/expected by census indicators. ,Liferay India:Is there any active directory service available that needs integration, or all the roles and users need to created.<br>NewGen:As per mentioned in the RFP document, major emphasis has been given to Open Source technology. So Limiting the platform and technology stack for the application will restrict the other solutions built on open technologies, as published by DeitY, from participating in this tender and thus limit the competition in terms of features of the solution.<br>So kindly confirm whether the department requires the proposed solution built using open standard and open technology defined as part of the Deity guidelines or not. Please confirm. ,NewGen:As mentioned in the RFP, the application shall facilitate the payment to census functionaries. The webservices/APIs shall be provided for integration with payment gateway.<br>Please Confirm. ,NewGen:For user/role management, is there any existing active directory?<br>Please confirm.<br>,NewGen:Kindly confirm if these 16 languages are character encoding UTF - 8 compliant. ,NewGen:As per the RFP, user friendly graphical user interface is required. Do you need Report generation and exporting capabilities in mobile app ? Please confirm. ,NewGen:Kindly confirm if Email alerts or SMS alerts or both are required?<br><br>Do you have an existing workflow/process running in the backend ?<br>Please confirm. ,NewGen:As per mentioned in the RFP document, "Web application should be open on mobile/tablet browser, web browser."<br><br>As the project timelines are very stringent, where Houselisting and Housing Census need to be complete by April to September, 2020 and poplulation Enumeration by February, 2021. So having this requirement into consideration, we suggest that department has the requirement for enterprise mobile framework in which mobile applications and its services can be configured/ managed centrally. So for the ease of manageability and change management, we recommend that department requires Enterprise Mobility framework so that changes can be done by just doing the configurations instead of writing/modifying the lines of code.<br><br>Please confirm our understanding. | Any component mentioned or derived one from the Census questionarrie for which data is being collected can be used as Census Indicator.<br>SI-S has to do complete architecture of Applications as per requirement, as mentioned in the RFP, in consultation with ORGI. |

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| 11 | 20 | Annexure-S1.F.17 ,Annexure-S1.F.17 ,Annexure-S1 ,Annexure-S1 | The ownership of source code lies with the ORGI/DCO and the selected bidder shall provide the source code in open format at the time of leaving or at any time the ORGI/DCO asks ,The ownership of source code lies with the ORGI/DCO and the selected bidder shall provide the source code in open format at the time of leaving or at any time the ORGI/DCO asks,Key features of “Mobile/Web Application” | TCS:Are we looking at 24X7 support or 8 hours support ,TCS:The mention of zero down time? Is it part of SLA? TCS' understanding is that it is 'not' as SLAs are defined in section IV (page 63). Pls clarify ,TCS:The bidder to provide software/tools/license with perpetual license to use the software at a cost. Request one additional line item be included in the commercials.<br><br>HP: In case of COTS application only customisation done for ORGI will be handed over to ORGI, kindly confirm<br>NewGen:As mentioned in the RFP, in addition to Image capturing, do you need document upload from gallery, canvas for capturing signature, filters on the go, image quality control and batch Capture ? | As per RFP<br>Zero downtime is applicabe for application availability for Mobile & Web App.<br>Commercial off-the-shelf application only customisation done for ORGI will be handed over to ORGI and same will not be used for any other customer without written permission from ORGI.<br>As SI-S has to do complete architecture of Applications as per requirement, as mentioned in the RFP, in consultation with ORGI, so user friendly and economical requirement has to be assessed by the SI-S. |
| 12 | 21 | Annexure-S2: Web Application for Census of India 2021 ,Annexure-S2: Web Application for Census of India 2021 ,Annexure-S2 (f) | Near Real time information on Collection of data through Mobile App on android/iOs based smart phone with all open ended questions during House listing Operations, Population Enumeration, finalization and uploading of master data up to village/town level along with administrative boundaries at the time of Census taking place;<br><br>Web Application for Census of India 2021 | TCS:Need to elaborate on this.<br>Comp-01: With so many Forms required to work in online and offline mode (either on desktop/laptop or tablets), it is not practical to code these forms multiple times to Web, Desktop and Mobile App. Similarly, the Forms must be allowed to be filled in offline on desktop also (in case where internet connectivity is poor). The application must let department users capture the data both in online and offline modes using an eForms platform with Out of the Box capabilities/functionalities. Please confirm. | As per RFP<br>Data Collection will be undertaken by government officals. Accepting data entered by user using desktop (self enumeration) is also in the scope of work for SI-S, for which SI-S has to develop the software module as off-line/on-line mobile and web App.<br>ORGI will provide the hardware (including workstation) basic software called Automated forms based electronic Flow of Document (eFlow)- Intelligent Character Recoginition (ICR) For Digitization of data filled in paper. |

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| 13 | 22 | Annexure S-2(b), ,Annexure- S1 | Training Module ,Key features of "Mobile/Web Application" | NewGen:As per mentioned in the RFP document, mobile apps on Window, IOS and Android system respectively. Hence we recommend, to go with hybrid mobile apps designing through Mobility Frameworks which can run on multiple platforms like iOS, Android, Windows etc after designing it once.<br><br>Please confirm our understanding. | As per RFP<br>SI-S has to do complete architecture of of Mobile App and Web Portal Applications as per requirement, as mentioned in the RFP, in consultation with ORGI, therefore the development and use of framework etc depends on the SI-S. |
| 14 | 25 | ,Annexure-s2.I.d ,Annexure-S2. item L | Specific Requirements of CMMS Web Application/ Data Analytics ,Tools for the Data Analytics to be brought by System Integrator | Infosys:The RFP does not contain sufficient information on the expectation on Data Analytics. We understand Ministry has shared specific manpower requirement. But this clause expects SI-S to bring the Analytics tools. It would be difficult to design what tools will be required without the requirements.<br>HP: Along with ELearning Module, shall the application contain modern facilites like wikis/blogs and message boards etc for easy access of personnels<br>Liferay India:Along with ELearning Module, shall the application contain modern facilites like wikis/blogs and message boards etc for easy access of personnels | Yes. E-learning tools has to be developed by the SI-S in consultation/discussion with ORGI. The Data Analytics tools like R Programming, Python, SAS, Tableau Public etc. may be used, after mutual consultation with ORGI. If need be, accordingly, licenses for the requisite tools for Data Analytics will be procured by ORGI.<br>E learning module has to be application specific. |

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| 15 | 28 | Annexure-S4 , | Setting up of Temporary Setup for Scanning facilities Temporary infrastructure (for 1-2 scanner setup) includes the following:<br>f) Installation of portable DG Set of 10 KVA capacity as a Power Backup.<br>g) Fixing of necessary fire-fighting/safety equipments.<br>h) Required furniture for receipt, pre-scanning/scanning operations and manpower.<br>Annexure-S4: Setting up of Temporary Setup for Scanning facilities Temporary infrastructure (for 1-2 scanner setup) includes the following:<br>a) Laminated Partition to cover around 650 to 800 Sq. ft. area for Receipt/Pre-scanning purposes at Storage Location.<br>b) Laminated partition to cover around 150 to 200 Sq.ft. area to install at least | : Infosys:It is assumed that facility management services and electrical power for the temporary scanning centers will be provided by ORGI/DCO. Please clarify ,Infosys:Please clarify the run-time /battery backup time to be considered for the UPS. ,Infosys:Please clarify the run-time to be considered for the DG Set. ,Infosys:PLease clarify on the duration for which DG-Sets are required, three years or five years<br>HP: 1. We understand the adequate space for setting up the temporary setup at ten locations will be provided by ORGI/DCO only. Please confirm.<br>2. Who will provide the media to transfer the scanned images to the data center?<br>3. We understand that the department representattive will receive the data in media to get this transferred to DC. Please confirm. ,HP: We understang besides other items DG Set too is required to be purchased new for the activity by the bidder as per the clause. We request the department to accept/keep DG Set also after completion of the project so that bidder may include the costing of DG Sets as well to BOQ accordingly. ,<br>HP: 1. Upto How many scanners can be deployed by the bidder?<br>2. If scanners will be deployed more than 18, like 2 or more scanners per locations, can all scanners be invoiced and taken by the department after closure of the activity? Please confirm. ,<br>HP: We understand that the department has already setup the scanning/processing centers at 8 locations and remaining 10 locations will be identical considering the required infra and space. If depatment will provide the detail requirement with detail specification /compliance of all items, like furnitures, partitions etc., this will be helpful to maintain the standard or identical processing center. Also, will it be possible for bidders to visit one of the present processing centers to get an idea of how the new 10 locations needs to be setup.<br>Capital Business Systems:1. We understand the adequate space for setting up the temporary setup at ten locations will be provided by ORGI/DCO only. Please confirm.<br>2. Who will provide the media to transfer the scanned images to the data center?<br>3. We understand that the department representattive will receive the data in media to get this transferred to DC. Please confirm. ,Capital Business Systems:We understang besides other items DG Set too is required to be purchased new for the activity by the bidder as per the clause. We request the department to accept/keep DG Set also after completion of the project so that bidder may include the costing of DG Sets as well to BOQ accordingly. ,Capital Business Systems:1. Upto How many scanners can be deployed by the bidder?<br>2. If scanners will be deployed more than 18, like 2 or more scanners per locations, can all scanners be invoiced and taken by the department after closure of the activity? Please confirm. ,Capital Business Systems:We understand that the department has already setup the scanning/processing centers at 8 locations and remaining 10 locations will be identical considering the required infra and space. If depatment will provide the detail requirement with detail specification /compliance of all items, like furnitures, partitions etc., this will be helpful to maintain the standard or identical processing center.:<br>NewGen:As per the RFP, documents shall be scanned at a temporary location, Scanning of physical documents would require a strong and integrated capture solution. Therefore, we recommend that the scanning solution should have support for the following features :<br>• Both bulk and web scan capabilities<br>• Automatic extraction of data using OCR<br>• Automatic file and document separation using blank page separator, barcode separator and fix page<br>• Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning<br><br>Please confirm. | 1. The adequate space for setting up the temporary setup at ten locations will be provided by ORGI/DCO.<br><br>2. Media to transfer the scanned images to Data Capture Center will be provided by the SI-S.<br>3. Scanning locations and Data Processing locations are either adjoing building or in same city, and scanned images has to be transferred by the SI-S from Scanning locations to Data Capture Centre.<br>In the RFP it is clearly mentioned that the storage space and electricity will be provided by ORGI/DCO, however, UPS and DG Set has to be procured by the SI-S for temporary setup. The battery backup of UPS should be min. 30 minutes. The cost of Diesel for DG Set will be re-imbursed after production of valid & certified Invoices (by ORGI/DCO officers). Scanning facility alongwith all infrastructure facilities will be required till the completion of scanning & ICR Processing.<br><br>**Bidders are requred to refer RFP for details.** |

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| 16 | 29 | ,Annexure-S5 (d) ,Annexure-S5: SITC and Comprehensive maintenance of High Volume Production Scanners , | SITC and Comprehensive maintenance of High Volume Production Scanners Depending upon the speed and availability of spaces at ORGI locations, the total number of scanners should not exceed 18 ,Warranty ,B) | HP: Bidder requests a clarification on commencement of the warranty from the date of completion of delivery. ,HP: Please confirm exactly how many scanners have to be deployed at all 18 locations?<br>AT page 92 of "ANNEXURE-T3: Technical Specifications" states that "Scanners offered should be new and of same make at all the 18 locations with a maximum of 2 scanner per location. Depending upon the speed and availability of spaces at ORGI locations, the total number of scanners should not exceed 36)."<br>Integra Micro Systems:As per bid,document needs ot be scanned is of A3 size, then can we know the reason of specifying speed for both A4 & A3 sizes.<br>Integra Micro Systems:As per BOM only 18 scanners are mentiond.Need clairifcation on total scanner to be purhcased by RGI through SI & maximu scanners to be put..Mentioned statements are contracdicting each other:<br>Capital Business Systems:Please confirm exactly how many scanners have to be deployed at all 18 locations?<br>AT page 92 of "ANNEXURE-T3: Technical Specifications" states that "Scanners offered should be new and of same make at all the 18 locations with a maximum of 2 scanner per location. Depending upon the speed and **availability of spaces at ORGI locations, the total number of scanners should not exceed 36**)."<br>Comp-02:Please clarify scope of warranty and what all does it include. | Warranty from the date of Acceptance by ORGI/DCO.<br>Even though it was clairfied during Pre-Bid meeting, that Warranty for Scanners include repair/replacement of any components of the scanner including consumables.<br>**Presently, 18 scanners of given specifications are to be installed for the project**, however, maximum 2 scanners at any location can be installed to meet any unforeseen situation/workload.<br>For rest of the items Bidders are requested to refer RFP for details. |

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| 17 | 30 | Annexure-S6-Supply of manpower for Pre-Scanning, Scanning and ICR Processing Annexure-S6 d | ,Supply of manpower for Pre-Scanning, Scanning and ICR Processing/Point# (h) ,Supply of manpower for Pre-Scanning, Scanning and ICR Processing<br>The selected bidder has to provide the suitable manpower and the services for the work<br>related to Receipt, pre-scanning, scanning, archiving, processing, is divided in two phases<br>namely:<br>Phase-1 comprises of Housing Census starting in May, 2020<br>Phase-2 comprises of Population Enumeration Schedule starting in April 2021<br>Providing the services and manpower for:<br>d) Scanning and archival of approximately Sixty Eight Lakh Housing Census schedules. Likely date of start is May, 2020, and scanning has to be completed within one month of receipt of | : ,HP: Please clarify if the SI-S wants to perform scanning and Data Extraction activities simultaniously as well? It will help the Sevice Provider to quote the best possible rates, which in-turn would reduce the manpower and the costs related to it. Please also clarify if the Dept. will approve and provide the required application for Data Extraction at the time of Scanning.<br>Request the department to please demonstrate the complete process cycle during meeting. ,HP: As far as documents of scanning is concerned what is difference between documents pertaining to "Phase-1 comprises of Housing Census starting in May, 2020" and documents pertaining to<br>"Phase-2 comprises of Population Enumeration Schedule starting in April 2021"? : Integra Micro Systems:Need clarification on clear deliverable & formats required from the scanning center.It means scanning will be done first then ICR process has to be carried out.:<br>Capital Business Systems:Please clarify if the SI-S wants to perform scanning and Data Extraction activities simultaniously as well? It will help the Sevice Provider to quote the best possible rates, which in-turn would reduce the manpower and the costs related to it. Please also clarify if the Dept. will approve and provide the required application for Data Extraction at the time of Scanning. ,Capital Business Systems:As far as documents of scanning is concerned what is difference between documents pertaining to "Phase-1 comprises of Housing Census starting in May, 2020" and documents pertaining to<br>"Phase-2 comprises of Population Enumeration Schedule starting in April 2021"?: NewGen:As mentioned in the RFP, there shall be archival of about 60 lakh housing census schedules hence we recommend that the department requires the integrated Records Management System which has the below mentioned capabilities:<br><br>a. Capability to define retention policy, disposition policy etc<br>b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc.<br>c. Capability to track Physical records movement<br>d. Compliance with standards like DoD 5015.2, ISO 15489, VERS, NRAA Oman etc.<br><br>Please confirm. | Yes, Scanning and data extraction will go simultenously.<br>If need be department can show the software and how it works.<br>Rest of the points have already been clairfied during pre-bid meeting . |

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| 18 | 31 | Annexure-S6 | Details of Form, Volume, Expected Target Time & Tentative Manpower Requirement for ICR Processing/Point# (b)/Sub-point (ii) ,Details of Form, Volume, Expected Target Time & Tentative Manpower Requirement for ICR Processing/Point# (b)/Sub-point (ii) ,Details of Form, Volume, Expected Target Time & Tentative Manpower Requirement for ICR Processing | : ,HP: Please clarify that in-case of any requirement of additional scanners arises due to the increase in workload, then who'd take the responsibility of the scanner and the cost related to it? ,HP: We have to scan and process less Household schedule than the actual available/expected schedule. Why we are not getting complete schedule? ,<br>Capital Business Systems:Please clarify that in-case of any requirement of additional scanners arises due to the increase in workload, then who'd take the responsibility to provide the scanner by the department and the cost related to it? Or SI need to be provide it. ,Capital Business Systems:We have to scan and process less Household schedule than the actual available/expected schedule. Why we are not getting complete schedule? | As per RFP<br>As payment is per form basis and cost of scanners will be born by ORGI on prorata basis as per exisitng terms and conditions. However,SI-S has to ensure that for each location, per-day scanner output should not be less than as specified in the Annexure-T3 (at Page 92), before installing any additional scanner. |
| 19 | 32 | Annexure-S7: Mobile & Web Application for Updation of NPR – 2020 ,Annexure-S7 c | Creation of facility to send bulk SMS to all the users based on their roles and responsibilities ,U ,Mobile & Web Application for Updation of NPR – 2020 | : HP: SMS Gateway to be provided by ORGI, kindly confirm :<br>Integra Micro Systems:Can we get the specification of the Workstation to be given for the scanning station so that we can check whether they meet specifcation pre-requistes for the high speed scanner<br>NewGen:As mentioned in the RFP, MIS reporting is a major part for mobile/web application hence we recommend, a monitoring tool for creating real time dashboards, drill down reports for providing business intelligence. Process improvement is also achieved through extensive process performance reporting.<br>A monitoring tool shall allow process owners to easily design reports, define KPIs, set control charts and helps them monitor the process both at real time through dashboards and offline through alerts and notifications. Alerts and notification are defined based on user roles.<br>Pls Confirm. | SMS Gateway will be provided by ORGI.<br>The specification of the workstations (Scanning Station) attached with scanner is available at Page No.93-94 of the RFP. However, for better performance SI-S may bring higher version of the workstations (Scanning Station).<br>SI-S has to do complete architecture of Applications as per requirement, as mentioned in the RFP, in consultation with ORGI. |

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| 20 | 33 | Annexure-S7: item U | Except scanners, ORGI will provide the rest of the hardware (Server, Storage, Workstation); | : Infosys:It appears the Hardware specifications and sizing have been pre-estimated. What will happen if the HW sizing and specifications do not meet the solution proposed by SI-S. Are we to understand that SI-S should design their solution to conform to the HW/OS? For e.g. Redhat OpenShift requires CoreOS. But CoreOS is not included in Annexure M2. ,Infosys:The comment specifically calls out Server, Storage and Workstation. What about network equipment's - load balancers, switches, firewalls. ,Infosys:We would like to know who will own and provision the Network bandwidth including the low-latency link between NDC and DC? ,Infosys:We would like to know who will own the provisioning of application and infrastructure monitoring tools? This will be needed for SLA measurement<br>HP: Will Licenses of below be provided by ORGI:<br>1. Operating System<br>2. Database<br>3. Virtualisation (if required)<br>4. Web Server<br>5. App Server ,HP: Will ORGI provide machines on all 18 locations as well, kindly confirm | Yes<br>**For complete information, details and specifications on the hardware & software being made available to SI-S (for implementation of the project), including Compute, Storage, Network & Security, OS and other Software, please refer to amended RFP for System Integrator - Hardware (SI-H), published by ORGI on CPP portal and visit ORGI website: https://www.censusindia.gov.in** |
| 21 | 36 | 16 | Rejection of Bids | TCS:16. Rejection of Bids: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeited of EMD. Any commercial condition having financial implication in the tender will be rejected. | As per RFP |
| 22 | 37 | 2.1 | SECTION II/INSTRUCTIONS TO BIDDERS/ General Instructions/Point# 19 | : HP: As per the BOQ, it is mentioned that rates are to be quoted "per manpower". It is therefore suggested that please incorporate the rates to be quoted as Per page scanned and data extraction. For better and competative overall quote.<br>Capital Business Systems:As per the BOQ, it is mentioned that rates are to be quoted "per manpower". It is therefore suggested that please incorporate the rates to be quoted as Per page scanned and data extraction. For better and competative overall quote. | As per RFP |
| 23 | 38 | 26 | SECTION II: INSTRUCTIONS TO BIDDERS. 26. Goods and Service Tax (GST): | TCS:Need clarification on this clause | As per RFP |
| 24 | 39 | 2.2(d) | Obligations of the Systems Integrator Services (SI-S) | : HP: In the event of change in minimum wages law by Central/ State government and consequent change in the cost of resources, parties will negotiate the revision in the consideration paid for the resources. | As per RFP |
| 25 | 40 | Section II (2.2, r) | Instructions to Bidders | TCS:What would be the limits of such efforts | The provison is made only for exigencies or to deal with any unforeseen circumstances. |

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| 26 | 41 | 2.3, a, c | General | TCS:c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal mutually agreed written contract/agreement has been executed by or on behalf of ORGI. Any notification of preferred bidder status by ORGI shall not give rise to any enforceable rights by the Bidder. ORGI may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of ORGI. | Clause 2.3(a) (c) may be read as<br>"No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract/agreement has been executed by or on behalf of ORGI. Any notification of preferred bidder status by ORGI shall not give rise to any enforceable rights by the Bidder. ORGI may cancel this public procurement at any time (after serving one month notice to the SI-S)) prior to a formal written contract being executed by or on behalf of ORGI." |
| 27 | 42 | C | Completeness of Response | TCS:c. Completeness of Response a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. b) Failure to comply with the requirements of this paragraph may render the Proposal non- compliant and the Proposal may be rejected. Bidders must: i. Include all documentation specified in this RFP; ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP; iii. Comply with all requirements as set out within this RFP. | As per RFP |
| 28 | 44 | Section II ; 2.4 (c ) | 2.4 Pre-Bid Meeting and Clarifications c. Tenure of the Contract | TCS:Need clarity on "contract may be extended for successive months". What would be the minimum and maximum duration of the extension. It would be difficult to hold on to the bid prices for longer duration of extension. ,TCS:c. Tenure of the Contract The contract would be valid for three years from the date of signing of contract agreement or project “Go-Live” whichever is earlier. It will cover IT application maintenance & data analytics. In addition, the contract may be extended for successive months with mutual consent as per price bid and on mutually agreed same terms and conditions. “Go-Live” will mean: I. Successful deployment, commissioning and UAT (User Acceptance Test) of the mobile & web application II. Successful deployment and commissioning of the Hardware and hosting in order to make the application operational. The application shall be hosted in ORGI Data Centre. The cost of hosting (if any) will be borne by ORGI. III. Training of all the trainees as per list shared by the ORGI/DCO (approximately 600 people) IV. Submission and acceptance of Project documents 2.5. Bid ,TCS:Request ORGI to define the period for which the contract might be extended? :<br>HP: Bidder requests for clarification on the validity / definite tenure of the contract. | the Sentence at Clause 2.4 (c) may be read as<br>"... In addition the contract may be extended for **24 successive months** with mutual consent as per price bid and on same terms and conditions….". |
| 29 | 46 | F. | Earnest Money Deposit | TCS:f) The EMD may be forfeited: i. If a bidder withdraws its bid during the period of bid validity. ii. In case of a successful bidder, if the bidder fails to submit the performance bank guarantee and/or sign the mutually agreed contract in accordance with this RFP. | As per RFP |

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| 30 | 47 | Section II; 2.7 | SECTION II: INSTRUCTIONS TO BIDDERS. 2.7. Consortium is not allowed but sub-contracting is allowed with a maximum three nos. of sub-contractors, of which maximum one sub-contractor should be an Original Equipment Manufacturer (OEM) for the Scanners being used in this project, and maximum two subcontractor should be the companies of repute having more than five years experience in scanning & digitization work (of turnover more than 100 crores during each of the last five years). | ECIL:The lead bidder must have strength of at least 1000 IT professional in Mobile & Web development/Software Development & implementation/Appliction etc<br>TCS:The professional manpower (Software developers etc. and software engineers) should be on the roll of the main bidder at the time of onboarding.<br>,TCS:Request ORGI to modify the clause to:<br>The professional manpower (Software developers etc and software engineers) should be on th roll of the main bidder at the time of signing of contract.<br>TechM :Since there is a Turnover clause for the prime bidder, so requirement of 100 cr for the sub contractor should be removed. Also turnover of scanning / digitization vendor of 100 cr is very very high. No sub contrator may qualify for this. We request you please either remove turnover for scanning and digitization vendor or change it to 50 Crore in cumulative of last five year for sub-contractor exclusively from scanning and digitizing.<br>Infosys:Can we please increase the number of partners?<br>HP: Bidder requests sub-contratcing to be allowed subject to written approval of the ORGI without restriction. As seeing the huge quantum of the project, Bidder may need more partners to execute the job at local levels ,HP: We request you please change it to 100 Crore in cumulative of last five year for sub-contractor exclusively from scanning and digitizing.:<br>DPH: Since there is a Turnover clause for the prime bidder, so requirement of 100 cr for the sub contractor should be removed. Also turnover of scanning / digitization vendor of 100 cr is very very high. No sub contrator may qualify for this. Our company DPH Software Pvt Limited is engaged in Document Scanning services and as you are aware we have done scanning in Census 2011. We have also done scanning and digitizing of Missions all over the world. Our company has cumulative turnover of Rs 50 crore in last 5 years. We request you please eitehr remove turnover for scanning and digitization vendor or change it to 50 Crore in cumulative of last five year for sub-contractor exclusively from scanning and digitizing. :<br>Hibird:As per MSME guideliness no. F.No. 22(1)/2003/EP&M dated 29.7.2003, organisations registered under MSME are exempted from Turnover for elligibility. Hence, request you to remove the turnover requirement for MSME regsitered scanning and digitization companies. Further, to this there is anyway a Turnover clause for the prime bidder.<br>Capital Business Systems:Please change the clause as,<br>Consortium is not allowed but sub-contracting is allowed with a maximum three nos. of<br>sub-contractors, of which maximum one sub-contractor should be an Original Equipment<br>Manufacturer (OEM) for the Scanners being used in this project, and maximum two subcontractor<br>should be the companies of repute having more than five years experience in scanning & digitization work (of turnover more than 75 crores during each of the last five years): | The clause 2.7 Consortium may be read as<br>"Consortium is not allowed but sub-contracting is allowed with a maximum five nos. of sub-contractors, of which maximum one sub-contractor should be an Original Equipment Manufacturer (OEM) for the Scanners being used in this project. However, the agency involved in setting up the temporary setup will not be counted as sub-contractor. Maximum four sub-contractor should be the companies of repute having more than five years experience in scanning & digitization work, having cumlative turnover not less than Rs.50 Crore in last five years as on 31/03/2019. However, the overall responsibility of the project lie with ....." |

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| 31 | 49 | SECTION III: QUALIFICATION & EVALUATION METHODOLOGY | The Bidder must have successfully executed one E-Governance Project during the last 3 years, worth a single contract value of at least INR 300 Crores. Bidder shall submit either of the Work Order OR Agreements OR Completion Certificate issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects. | : HP: We observe that there is a contradiction in eligibility ask on Page 49 of RFP The Bidder must have successfully executed experience of executing one E-Governance Project during the last 3 years, worth a single contract value of at least INR 300 Crores. and Page 51 of RFP with The bidder must have successfully completed at least five 'Turnkey IT projects' and 'similar' projects in past five years as on 31/03/2019. The total contract value of the 5 said projects shall be INR 500 Crores, and at least one project shall be of not less than INR 150 Crores. Out of the five 'Turnkey IT projects', one should be an eGovernance project during the last 5 years as on 31/03/2019, worth a single contract value of at least INR 50 Crores. Kindly Clarify | Page 51 of RFP may be read<br><br>The bidder must have successfully completed at least 3 'Turnkey IT projects' and 'similar' projects in past five years as on 31/03/2019.<br>The total contract value of the 3 said projects shall be INR 300 Crores, and at least one project shall be of not less than INR 100 Crores. Out of the 3 'Turnkey IT projects', one should be an eGovernance project during the last 5 years as on 31/03/2019, worth a single contract value of at least INR 20 Crores. |

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| 32 | 50 | 5 ,3.1 ,3.1 ,3.1 (2) ,3.1 (3) ,Clause 3.4 | Project Experience In Scanning & Digitization ,SECTION III: QUALIFICATION & EVALUATION METHODOLOGY 3.1 Pre-Qualification Eligibility Criteria 2 ,SECTION III: QUALIFICATION & EVALUATION METHODOLOGY 3.1 Pre-Qualification Eligibility Criteria 3 ,Pre-Qualification Eligibility Criteria-Financial Turnover ,Pre-Qualification Eligibility Criteria-Financial Net Worth ,Technical Qualification Criteria for Scanner | TCS:Request the turnover details be self certified by TCS authorised signatory instead of CA Certificate. ,TCS:Request the networth details be self certified by TCS authorised signatory instead of CA Certificate. ,TCS:Request ORGI to accept certificate from CS for annual turnover and turnover from software development including Mobile & Web based Application, Software development & support with data processing, Data Analytics & Database Management, Implementation & Support ,TCS:Request ORGI to accept certificate from CS on Net Worth. TechM :As the total expected volume of scanning in the RFP is only 13.52 cr, hence, the requirement of 100cr documents scanned in last 10 years is very very high for a scanning vendor. Scanning orders are normally of not very high value. Hence, this should be reduced to maximum 50 cr documents or even less during last 10 years. Else please make it 100 cr documents during last 12 years. ,TechM :We have a Single customer agreement of more than 100 cr value but having mulitple PO copies for multiple locations. Supportings for this value can be given in terms of customer agreement copy, PO copies of the locations and payment receipts. Please confirm if this is OK. ,TechM :ELSE Please allow a Single PO value of minimum 25 Cr during last 12 years. ,TechM :ELSE Please allow a single PO of value minimum 10 Cr during last 10 years. ,TechM :Or you may allow 2 PO copies having value minimum 10 cr during last 10 years<br>DPH: As the total expected volume of scanning in the RFP is only 13.52 cr, hence, the requirement of 100cr documents scanned in last 10 years is very very high for a scanning vendor. Scanning orders are normally of not very high value. Hence, this should be reduced to maximum 50 cr documents or even less during last 10 years. Else please make it 100 cr documents during last 12 years. ,DPH: We have a Single customer agreement of more than 100 cr value but having mulitple PO copies for multiple locations. Supportings for this value can be given in terms of customer agreement copy, PO copies of the locations and payment receipts. Please confirm if this is OK. ,DPH: ELSE Please allow a Single PO value of minimum 25 Cr during last 12 years. ,DPH: ELSE Please allow a single PO of value minimum 10 Cr during last 10 years. ,DPH: Or you may allow 2 PO copies having value minimum 10 cr during last 10 years: Hibird:As the total expected volume of scanning in the RFP is only 13.52 cr, hence, the requirement of 100cr documents scanned in last 10 years is very very high for a scanning vendor. Scanning orders are normally of not very high value. Hence, this should be reduced to maximum 50 cr documents or even less during last 10 years. Else please make it 100 cr documents during last 12 years. ,Hibird:We have a Single customer agreement of more than 100 cr value but having mulitple PO copies for multiple locations. Supportings for this value can be given in terms of customer agreement copy, PO copies of the locations and payment receipts. Please confirm if this is OK. ,Hibird:ELSE Please allow a Single PO value of minimum 25 Cr during last 12 years. ,Hibird:ELSE Please allow a single PO of value minimum 10 Cr during last 10 years. ,Hibird:Or you may allow 2 PO copies having value minimum 10 cr during last 10 years Integra Micro Systems:We represents Fujitsu Document scanner who doesn'y have scanner in Flatbed or Low volume range.They are having worldwise 50% market share but in India market is divided into different player,hence meeting 100% Cr only through scanner sale is difficult.Request to amend it to 20 Cr+ figure. : | Certificate from Company Secretary is also acceptable in addtion to certificate by CA.<br><br>Project Experience in Scanning & Digitization:During the last five years the lead bidder (or concerned sub-contractors) must have implemented/completed, scaning & digitization work in any 3 Central/State/PSU organisation/BSFI, having into this businesss for last 5 years in India, having more than 40 crore documents scanned during last 5 years. |

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| 33 | 51 | 3.1 Pre-Qualification Eligibility Criteria ,10 ,3.1, 10 ,3.1, 10 ,3.1, 10 ,3.1, 10 ,3.1, 10 ,3.1, 10 ,3.1, 10 ,3.1, 10 ,3.1 ,3.1 (7) ,3.1 ,3.1 | The Lead Bidder (and all its sub-contractors) must hold following Certificates continuously for five years as on 31/03/2019 and at the time of submission of bid.<br>.a. CMMi Level-5<br>b. ISO 9001:2015<br>c. ISO/IEC 20000<br>The Lead bidder must have strength of at least 10,000 IT Professionals in Mobile & Web development /Software Development & Implementation/application development / system administration / database administration / IT Infrastructure experts, having Full Time B.E./ B.Tech. in IT/CS/ECE, MCA /M. Tech-IT /M.Sc.-IT, in its payroll as on 01/04/2019. ,Pre-Qualification Eligibility Criteria (Certifications)/Point# 10 ,Certifications ,SECTION III: QUALIFICATION & EVALUATION METHODOLOGY | TCS:A certificate from HR dept stating have strength of at least 10,000 IT Professionals in Mobile & Web development/Software Development & Implementation/application development / system administration / database administration / IT Infrastructure experts, having Full Time B.E./ B.Tech. in IT/CS/ECE, MCA /M. Tech-IT /M.Sc.-IT, in its payroll as on 01/04/2019.<br>Request employee wise details clause be removed. ,TCS:It will be difficult to provide the details (like Employee Name, Qualification, Certification, Year of Experience, joining date) for all the IT professionals. We can provide a certificate from Head of HR on the number of technically qualified professionals employed by the company. Request ORGI to delete the requirement of providing details of the employees?<br>TechM :The period of 5 years to be reduced to last one year ,TechM :CMMi Level 5 to be removed for the sub contractor / scanning and digitization vendor. This is applicable for Software development and is already a part of the prime bidder requirement. ,TechM :ISO / IEC 20000 a global standard that describes the requirements for an information technology service management (ITSM) system. Certificate is for Information Technology. This has got no relevance to Scanning and Digitization vendor. However, ISO/IEC 27000: 2013 is for Providing IT Services including Data Processing, Scanning, Recovery services for Data, Data process Outsourcing Services & Business Support, Web mining etc Hence, ISO 27000 is more relevant for this RFP of scanning services. Please remove ISO 20000 and Add ISO 27000. Else make it ISO 27000 / ISO 20000<br>: HP: We request you to modify this clause to : The lead bidder must have<br>a. CMMi Level-5<br>b. ISO 9001:2015<br>c. ISO/IEC 20000<br>certificate at the tim eof bidding. ,<br>HP: We request you to modify this clause to : The Lead bidder & all its subsidiaries/entities must have strength of at least 1,000 IT Professionals in Mobile & Web development /Software Development & Implementation/application development / system administration / database administration / IT Infrastructure experts, having Full Time B.E./ B.Tech. in IT/CS/ECE, MCA /M. Tech-IT /M.Sc.-IT, in its payroll as on 01/04/2019. ,HP: Bidder requests to relax certification requirement for sub-contrators to one of the three mentiond certificates as of date of submisison of the bid.:<br>DPH: The period of 5 years to be reduced to last one year ,DPH: CMMi Level 5 to be removed for the sub contractor / scanning and digitization vendor. This is applicable for Software development and is already a part of the prime bidder requirement. ,DPH: ISO / IEC 20000 a global standard that describes the requirements for an information technology service management (ITSM) system. Certificate is for Information Technology. This has got no relevance to Scanning and Digitization vendor. However, ISO/IEC 27000: 2013 is for Providing IT Services including Data Processing, Scanning, Recovery services for Data, Data process Outsourcing Services & Business Support, Web mining etc Hence, ISO 27000 is more relevant for this RFP of scanning services. Please remove ISO 20000 and Add ISO 27000. Else make it ISO 27000 / ISO 20000:<br>Hibird:The period of 5 years to be reduced to last one year ,Hibird:CMMi Level 5 to be removed for the sub contractor / scanning and digitization vendor. This is applicable for Software development and is already a part of the prime bidder requirement. ,Hibird:ISO / IEC 20000 a global standard that describes the requirements for an information technology service management (ITSM) system. Certificate is for Information Technology. This has got no relevance to Scanning and Digitization vendor. However, ISO/IEC 27000: 2013 is for Providing IT Services including Data Processing, Scanning, Recovery services for Data, Data process Outsourcing Services & Business Support, Web mining etc Hence, ISO 27000 is more relevant for this RFP of | The following amendments have been made in the clause 3.1 Pre-Qualification<br><br>3.1 (2) The lead bidder should have an average annual turnover of at least **Rs.1,200 crore,** including....<br>Word "Completion Certificate" may be read as "**Completion Certificate/Copy of Final Bill"**<br><br>3.1 (5) During the last **five years** the lead bidder (or concerned sub-contractors) must have implemented/completed, scaning & digitization work in **any 3 Central/State/PSU organisation/BSFI**, having into this businesss for last **5** years in India, having more than **4**0 crore documents scanned during last **5** year.<br>a. Single order of value **40 Crore** or more; OR b. Two orders each having minimum value of **20 Crores** or more; OR c. Three orders each having minimum value of **15 Crores** or more<br><br>3.1 (7) The Lead bidder must have strength of **more than 5,000 manpower including atleast 1,000 IT Professionals in…..**<br>Certificate from Head of HR Dept stating strength of **more than 5,000 manpower including atleast 1,000 IT Professionals in….. is acceptable**.<br>Employee wise details is not required during bidding. ESI/EPF number etc will be required when these persons are deployed at ORGI/DCOs .<br>**3.1 (10) CMMI 5 is applicable to the Main Bidders only.**<br>**Certifiction of ISO/IEC 27000: 2013 to be applicable only for sub-contractors for Scanning & Digitization work**. |

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| 34 | 52 | 3.1 Pre-Qualification Eligibility Criteria ,3.1 Pre-Qualification Eligibility Criteria ,3.2 | The Lead Bidder (and all its sub-contractors) must hold following Certificates continuously for five years as on 31/03/2019 and at the time of submission of bid.<br>.a. CMMi Level-5<br>b. ISO 9001:2015<br>c. ISO/IEC 20001<br>,Integrity Pact | TCS:3.2 Integrity Pact The Bidder should submit the undertaking as provided in Annexure-G11, that he has not given offered or promised to give, directly or indirectly, any gift, consideration, reward commission, fees, brokerage or indecent to any person in service of the ORGI or otherwise in procuring the Contracts or forbearing to do or for having done of forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking 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 offers by the Bidder or anyone 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, 1986 or any other Act enacted for the prevention of corruption shall entitle the ORGI to cancel the contract and all or any other contracts with the Bidder and recover from the Bidder the amount of any loss arising from such cancellation. A decision of the ORGI or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of the ORGI or to any other person in a position to influence any officer/employee of the ORGI for showing any favour in relation to this or any other contract, shall render the Bidder to such liability/penalty as the ORGI may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the ORGI. :<br>HP: Bidder requests to modify the clause as :<br>All sub-contractors should have atleast one of the mentioned certifications. | As per RFP |

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| 35 | 53 | 3.3 Technical Qualification Criteria for Manpower | Average annual turnover in INR including turnover from Software Development, including Mobile & Web based Application, Software Development & Support with Data Processing, Data Analytics & Database Management, Implementation & Support in last 5 financial years (Turnover in INR Crores) as on 31/03/2019. | : ,HP: Bidder requests to modify the clause to : Average annual turnover of the company in last 5 financial years (Turnover in INR Crores) as on 31/03/2019. | NR may be read as INR.<br><br>Distribution of Marks may be read as:<br>> 4000 crores: 15 Marks<br>>2500 - 4000 crores: 12 Marks<br>>= 1200 - 2500 crores: 8 Marks |
| 36 | 54 | 5 | SECTION III: QUALIFICATION & EVALUATION METHODOLOGY 3.3 Technical Qualification Criteria for Manpower Understanding of the requirements of and proposed solution | TCS:Total marks proposed is 25. However, aggregate marks of the 3 points mentioned is 10 only. | Distribution of Marks for Proposed technical Submission and Technical Presentation is as follows:<br>Project Understanding & Implementation Methodology - 9 Marks<br>2. Reproting and Custmization strategy and proposed system Architecture - 9 Marks<br>3. Value additions/New ideas/Demo - 7 |
| 37 | 58 | 2 a) ,3.4.5 | SECTION III: QUALIFICATION & EVALUATION METHODOLOGY 3.4 Technical Qualification Criteria for Scanner Technical Evaluation Process: OEM Turn Over | TCS:Annexure Ref is missing<br>Comp-02:We request Department to Change OEM turn over 20 Crores during each fiscal year 2016-17, 2017-18 and 2018-19 from Document scanner instead of Scanner system because Scanner system also includes Cheese scanners, flatbed and MFP also. ,Comp-02:Kindly Clarify that turn over is India specific or Global turnover. | "Annexure-- Technical " maybe read as<br>As<br>"Annexure- T3: Technical Specification "<br>Turnover is India Specific. Turnover of OEM of scanners have been already amended.<br>Pleae refer amended RFP. |
| 38 | 59 | 3.4.7 ,3.4.8 | Branch Office ,Certifications | Comp-02:We request Department to change it to OEM/ASP offices where scanners to be installed ,Comp-02:Please provide more detail on these certifications | Clause 3.4 (7) may be read as<br>An OEM/Authorised Service Partner/Authorised Service Provider (ASP) should have branch office in at least 10 locations where scanner is to be installed during Population Enumeration i.e. Phase-2. |

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| 39 | 60 | Section 3.5 ,3.5 (b) | Financial Bid Evaluation & Award Criteria | IBM:We request the evaluation should be based on QCBS as the technical solution will play a key role in delievry and implementation.: IBM:We request the evaluation should be based on QCBS as the technical solution will play a key role in delievry and implementation. Comp-01: This is a prestigious National project. We recommend that focus be on Quality bids, Technical competence and proven Solutions. Therefore, it is suggested that Bid evaluation should be on QCBS methodology: | As per RFP |
| 40 | 61 | Section III; 3.8 ,3.8 ,3.9 ,3.1 | Performance Guarantee ,Signing of Contract ,Failure to agree with Terms and Conditions | TCS:3.8 Performance Guarantee ORGI will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 15 days from the Notification of award, for a value equal 10% of total contract value. Performance security should remain valid from date of execution of Contract to the expiry of 1290 days after the date of completion of all contractual obligations including warranty obligations. The Performance Guarantee shall contain a claim period of 1290 days from the last date of validity. Extension of validity of PBG should be 45 days before its expiry. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, ORGI at its discretion may cancel the order placed on the selected bidder without giving any notice. ORGI shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or ORGI incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions. ,TCS:It is assumed that successful bidder would be signing the mutually agreed Service Level Agreement (SLA) with ORGI before getting the final order from ORGI. After ORGI notifies the successful bidder that its proposal has been accepted, ORGI shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal / deviations of the bidder between ORGI and the successful bidder. ,TCS:3.10 Failure to Agree with the Terms and Conditions of the RFP Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event ORGI may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, ORGI shall invoke the EMD of the most selected bidder. : , HP: Bidder requests to provied a cure period of 30 days before invoking the PBG. The request is in line with the provisions of Clause 4.15 (iv). | The first sentence in Clause 3.8 (Performance Bank Guarantee) at Page 61 may be read as: "ORGI will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within **21 days** from the Notification of award, for a value equal 10% of total contract value……"<br><br>The last sentence in Clause 3.8 (Performance Bank Guarantee) at Page 61 may be read as: "ORGI shall also invoke the performance bank guarantee (taking into account the cure period, if given in other clauses of amended RFP) in case the selected Vendor fails to discharge their contractual obligations during the period of contract or ORGI incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions." |

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| 41 | 62 | Section 3.11 ,A) | Project Schedule ,SECTION IV: SE A) Pre-Operation SLA/Liquidated Damage for Mobile & Web Application | TCS:Total penalty for delay against project timelines to be limited to 10% of the Manpower Cost for Mobile & Web Application :<br>HP: The timelines for both applications go-live is same T+3 months,kindly suggest | Clarified during pre bid meeting |
| 42 | 63 | Section IV.(A).1 | Project Operationalization | : Infosys:What is the breach level? The RFP simply states delay against project timelines. Please clarify. ,Infosys:We assume this is applicable for the Go-Live milestone only. Kindly confirm. (Not any intermediary milestones) | This caluse is applicable for mobile and Web application only. Yes it is for the Go-Live milestone only. |
| 43 | 64 | ,Section IV.(B).2 ,Section IV.(B).3 ,Section IV.(B).5 ,Section IV.(B).5 | New Change Requests ,Security Breach or loss of data ,Data entry form submission | : Infosys:We see that the breach level is 7 days? But for what activity. Does this mean all change requests must be designed, developed and implemented in production in 7 days? ,Infosys:We see that the penalty is 3%. Is this for every change request? For e.g. there were to be 2 change request in a month and each took 2 weeks (14 days), then are we looking at 2 x 3% + 2 x 1% = 8%? ,Infosys:We suggest that the penalty should be waived in case of Zero-day attacks where the SI-S has no reasonable means to have prevented it. ,Infosys:We are assuming this will also be measured on Live transactions and response time at the Data Center. Kindly confirm. ,Infosys:We assume this will be the average response time for all the transactions that happen in the month. Kindly confirm. | It is applicable only for Mobile and Web App which is already in the state of Go Live. However ORGI reserve the right to wave off the penalty after asssessing the reasonability of delay. |
| 44 | 65 | ii. ,iii. , ,i. ,Section IV.(B).7 ,Section IV.(B).9 ,Section IV.(B).10 ,Section IV Point (ii) & (iii) | SECTION IV: SERVICE LEVEL AGREEMENT (B) Post Operation SLA/Liquidated Damage for Mobile & Web Application ,Post Operation SLA ,Response time of Simple Report ,Manpower Availability ,Availability & visualization of data ,Total penalty for a Month will be limited to 10% of the Quarterly Payment (QP) | TCS:Total cumulative penalty for a Quarter will be limited to 10% of the Quarterly Payment (QP) ,TCS:In case of 10% or more penalty calculation for three consecutive Quarters, the performance of bidder will be considered as unsatisfactory and can be terminated. The decision of termination lies with ORGI. ,TCS:Request the overall cal on the Liquidated damages and penalty not to exceed 10% of the contract value ,TCS:i. Total Manpower Cost for Mobile & Web Application is calculated as mentioned at S.No. D (17-25) of Annexure-C2 (Price Schedule) ii. Total penalty for a Month will be limited to 10% of the Quarterly Payment (QP) iii. In case of 105% or more penalty calculation for three consecutive Months, the performance of bidder will be considered as unsatisfactory and can be terminated. The decision of termination lies with ORGI. Notwithstanding anything contained in this Agreement the total aggregate penalty shall not exceed 5% of the contract value.:<br>Infosys:Unlike SLA 4, 5, 6 and 8 which appear to be Average, this SLA (SLA-7) talks about 90%. Kindly confirm if this difference is intentional. ,Infosys:The RFP has sufficient SLAs for the outcome. We request that manpower based SLAs should be excluded from the contract. ,Infosys:We understand that the target in 99.9. Kindly elaborate how this SLA will be measured. (It may be noted that SLA(1) stipulates that the application itself should be 99.5% available.) Why higher availability for visualization of data? ,Infosys:Does it mean that there can be upto 30% penalty in a quarter? Please clarify. | **Sentence at page no 65 may be read as**<br>Total cumulative penalty for a Quarter will be limited to 10% of the Quarterly Payment (QP) for Mobile, Web Application and data Analytics…..Notwithstanding anything contained in this Agreement the total aggregate penalty shall not exceed 10% of the overall contract value.<br><br>**Sentence at Page 65 at SI no 10 may be read as**<br>Availability and visualization of data : The visualisation of analytical outcomes should be available & visible on the portal for 99.5% counted on monthly basis. |

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| 45 | 66 | 4.1 | Liabilities and Duties | TCS:4.1 Liabilities and Duties of SI-S a) The SI-S agrees to and does hereby accept full and exclusive liability for the payment of any and all taxes, duties etc., now or hereafter imposed, increased or modified from time to time, in respect of works and materials and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Governmental authorities or local authorities or any other body which are imposed with respect to or covered by the wages, salaries or other compensations paid to the manpower; b) The SI-S shall be responsible for the compliance with all obligations and restrictions imposed by the Labour Laws or any other law affecting employer-employee relationship and the SI-S further agrees to comply, and to secure the compliance of all sub-contactor's with all applicable Central, State, Municipal and local laws and regulations and requirements of any Central, State or Local Government agency or authority; c) The SI-S further agrees to defend, indemnify and hold harmless from any liability or penalty which may be imposed by the Central, State or Local authorities by reason of any violation by SI-S or Sub-Contractor of such laws, regulations or requirements and also from all claims, suits or proceedings that may be brought against ORGI arising under, growing out of, or by reason of the work provided for by this Contract, or by third parties or by Central or State Government or Local Authority or any administrative sub-division thereof; d) The SI-S shall comply and ensure strict compliance, by his employees and agents, of all applicable Central, State, Municipal and Local laws and Regulations, and undertake to indemnify ORGI from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against ORGI under Workmen Compensation Act, 1923, The Employees Provident Fund Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, etc. Shop and Establishment Act and any Labour Laws which would be amended/modified or any new Act, if it comes in force whatsoever, and all actions, claims and demands arising there from and/or related thereto; e) The SI-S shall ensure to keep and maintain all the Statutory Registers and records as required under provisions of Contract Labour(R&A) Act,1970, Minimum Wages Act and the rules made there under, Employees Provident Fund Act, 1952 and keep the same available for inspection by ORGI and Government Authorities. | As per RFP |

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| 46 | 67 | Section IV; 4.2(a) ,Section IV; 4.2(c) ,Section IV; 4.2(f) ,4.2, a ,4.2, g ,4.2 ,4.2(a) ,4.2(b) ,4.2(a) ,4.2(b) ,4.2© | General Conditions ,Deviations: ORGI shall have powers to make any deviations in the requirements viz., increase or decrease, which shall in no way vitiate or invalidate the contract and any such deviations, which the SI-S may be directed to do, shall form integral part of the contract as if originally provided therein, and the SI-S shall carry out the same on the same Terms & Conditions, in all respect on which it agreed to do the work under the contract; ,Replacement of Manpower: Should ORGI consider at its sole judgment that the manpower provided by the SI-S as unsuitable for the job, for whatsoever reason, ORGI will have the option either to terminate the Contract in part or as a whole or to request the SI-S for prompt replacement within 15 days at the cost of SI- | TCS:a) Deviations: ORGI shall have powers to make any deviations in the requirements viz., increase or decrease, which shall in no way vitiate or invalidate the contract and any such deviations, which the SI-S may be directed to do, shall form integral part of the contract as if originally provided therein, and the SI-S shall carry out the same on the same Terms & Conditions, in all respect on which it agreed to do the work under the contract; however any such deviation shall not exceed 2% of the contract value. ,TCS:g) Compliance of Labour and other laws: SI-S shall comply with all the statutory requirements as are applicable from time to time and shall be solely responsible for fulfillment of all legal obligations under various statutes including contract labour (Regulation & abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF and miscellaneous provisions Act, Shops & Establishment Act etc. The SI-S shall keep ORGI indemnified against any dues/compensation or any other liability of any nature whatsoever, due to non-fulfillment of any of the statutory provisions under any statute/byelaws/ notifications etc including industrial laws. ORGI shall have full right to recover any claim and liability incurred towards payment of any dues, compensation or cost from the SI-S and deduct it from his outstanding subsequent:<br>Infosys:Increase or Decrease in quantity needs to be mutually discussed mutually and agreed since we will be making the same agreements to the OEM's supporting us on the proposal as well. ,Infosys:Is this a FP or T&M, since this is a Fixed bid deal,We suggest that termination on the basis of resources provided should not be considered. ,Infosys:SI-S would like to submit that if there are any changes made to the deliverable during the contract, then it may impact the pricing and the predecided timelines for delivery of the services. SI_S based on the changes suggested by ORGI may have to revise the project quote provided at the beginning of the contract. ,Infosys:ORGI may recover from SI-S any dues for damage to property, only if such loss or damage is caused by the direct negligence, attributable solely to SI-S. ,Infosys:SI-S requests that in the instance ORGI is dissatisfied with the services being provided by SI-S's Manpower, ORGI to provide a formal written notice to SI-S for replacement of the manpower. SI-S within 4 weeks of receiving such notice shall provide the replacement:<br><br>IBM:The bidder requests for the following modification:<br>The SI-H shall comply and ensure strict compliance, by his employees and agents, of all applicable Central, State, Municipal and Local laws and Regulations, and undertake to indemnify ORGI from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against ORGI under Workmen Compensation Act, 1923, The Employees Provident Fund Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, etc. Shop and Establishment Act and any Labour Laws which would be amended/modified or any new Act, if it comes in force whatsoever, and all actions, claims and demands arising there from and/or related thereto":<br><br>IBM:The bidder requests for the following modification:<br>The SI-H shall comply and ensure strict compliance, by his employees and agents, of all applicable Central, State, Municipal and Local laws and Regulations, and undertake to indemnify ORGI from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against ORGI under Workmen Compensation Act, 1923, The Employees Provident Fund Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, etc. Shop and Establishment Act and any Labour Laws which would be amended/modified or any new Act, if it comes in force whatsoever, and all actions, claims and demands arising there from and/or related thereto": | As per RFP |

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| 47 | 68 | Section IV; 4.3(b) (ii) ,4.2, I ,4.3 ,4.3 ,4.3(b) ,4.3(b)1 ,4.3(b) ii ,4.3 (b) iii ,4.3(b)vii | Indemnity ,General Instructions | TCS:I) ~~All the Terms & Conditions mentioned in the contract shall be as those mentioned herein and no change in the Terms & Conditions by the SI-S shall be acceptable;~~ ,TCS:Indemnity a) SI-S shall indemnify the ORGI against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/hardware/manpower etc. and related services or any part thereof. ORGI and its sub offices also shall stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower while working on the project; b) The SI-S hereby indemnifies, protects and saves ORGI and holds ORGI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from the following: ~~(i) An act of omission or commission of the SI-S, its employees, its agents, or employees of its sub-contractors in the performance of the services provided under this Agreement; (ii) Breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the SI-S; (iii) Bonafide use of the deliverables and or services provided by the SI-S;~~ (iv) Misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project; (v) Claims made by the employees who are deployed by the SI-S, under this contract; (vi) ~~Breach of confidentiality obligations of the SI-S~~; (vii) Gross negligence or grosswillful misconduct solely attributable to the SI-S or by any agency, contractor, sub-contractor or any of their employees by the SI-S for the purpose of any or all of the obligations under this agreement. The SI-S shall further indemnify ORGI against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on ORGI for malfunctioning of the equipment or software or deliverables at all points of time, provided however, (i) ORGI notifies the SI-S in writing immediately on being aware of such claim, (ii) the SI-S has sole control of defense and all related settlement negotiations; c) SI-S shall be responsible for any loss of data, loss of life, etc., due to acts of SI-S's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk. The SI-S shall indemnify ORGI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: 1. Non-compliance of the SI-S with Laws/Governmental Requirements. 2. Intellectual Property infringement or misappropriation. 3. Negligence and misconduct of the SI-S, its employees, sub-contractor and agents. 4. Breach of any terms of Agreement, Representation or Warranty. 5. Act of omission or commission in performance of service. 6. Loss of data. d) Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by ORGI arising out of claims made by its customers and/or regulatory authorities; e) SI-S shall indemnify, protect and save ORGI against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc., or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of any of the services/manpower provided/deployed by them to ORGI from whatsoever source, provided ORGI notifies the SI-S in writing as soon as practicable when ORGI becomes aware of the claim however (i) The SI-S has sole control of the defence and all related settlement negotiations; (ii) ORGI provides the SI-S with the assistance, information and authority reasonably necessary to perform the above and; SI- H shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) SI- H's compliance with ORGI's specific technical designs or instructions; (ii) inclusion in a Deliverable of any content or other materials provided by ORGI and the infringement relates to or arises from such ORGI provided | Clause 4.3 (b) (ii) may be read as "Breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the SI-S".<br>Clause 4.3 (c ) (4,5) have been dropped.<br>Clause 4.3 (d) first sentence is shifted to clause 4.12 "Limitation of Liability".<br>Please refer amended RFP |
| 48 | 69 | Section IV; 4.3(C) (4) ,4.3 ,4.3, C ,4.3 (d) | Indemnity ,SECTION IV: SERVICE LEVEL AGREEMENT<br>(C) General Terms & Conditions<br>4.3 Indemnity | TCS:The liability of Bidder 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 in the aggregate exceed the value of PBG.:<br>Infosys:In this entire clause, SI-S is agreeable only to be responsible for loss of life due to negligence. We request deletion of the rest. ,Infosys:SI-S proposes the deletion of the words "customer and/or" and qualify the rest stating "to the extent solely attributable to SI". HP: Same comment as above. | As per RFP |

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| 49 | 70 | Section IV; 4.6 (f) ,4.6 | Arbitration | TCS:4.6 Arbitration a) Any difference or disputes arising between the parties with regard to performance/non-performance of the contract under this Agreement shall be resolved amicably by mutual consultation at the designated level of the parties in the spirit of goodwill and cooperation; b) All disputes or differences between ORGI and the SI-S shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and award made in pursuance there of shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi; c) ORGI and the SI-S shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract; d) If ORGI and the SI-S are unable to resolve amicably any dispute arising out of the contract, even after a reasonably long period, then either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third and/or adjudication in an agreed national forum; e) In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. f) Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Sole arbitrator to be appointed by the parties mutuallyRG&CCI. g) The SI-S and the ORGI agree that an Award may be enforced against the SI-S and/or the Government, as the case may be, and their respective assets wherever situated; h) This Agreement and the rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder. : HP: Bidder requests that the arbitrator shall be appointed on mutually agreed basis. | The clause 4.6 (e) and (f) have been modified as under:<br>e) In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.<br><br>f) The disputes resolution mechanism to be applied shall be as follows:<br>i) In case of dispute and difference arising between ORGI and SI-S related to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by ORGI and the SI-S. The third Arbitrator shall be chosen by mutual discussion between both the Arbitrators, selected by ORGI and the SI-S;<br>ii) Arbitration proceedings shall be held at DELHI, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;<br>iii) The decision of the majority of the arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceeding will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceeding as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; |

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| 50 | 73 | Section IV; 4.12 ,4.12 ,4.11 ,4.12 | Force Majeure ,Limitation of Liability | TCS:4.12 Limitation of Liability The SI-S's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The SI-S (service integrator /System Integrator/ i.e. selected bidder) shall be liable to ORGI for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI-S and its employees, including loss caused to ORGI on account of defect in goods or deficiency in services on the part of SI-S or his agents or any person / persons claiming through or under said SI. However, such liability of SI-S shall not exceed value of submitted PBG except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud or gross negligence. Notwithstanding anything to contained in this Agreement or under any other document, neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue, loss of data), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. Notwithstanding anything contained in this Agreement the total cumulative liability of either party arising from or relating to this Agreement or otherwise shall not exceed the total amount paid to SI- H by the ORGI in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose); provided, however, that this limitation shall not apply to any liability for damages arising from (a) willful misconduct or (b) indemnification against third party claims for infringement.:<br>Infosys:A Force Majeure Event shall not relieve ORGI of its payment obligations for Services and Deliverables actually rendered by SI prior to the occurrence of the Force Majeure Event ,Infosys:1) We suggest the language to be modified as follows -The SI-S (service integrator /System Integrator/ i.e. selected<br>bidder) shall be liable to ORGI for damage occurred or caused on account of any act of omission on the part of the SI-S and its employees, including damage caused to ORGI on account of defect in goods or deficiency in services on the part of SI-S or his agents or any person / persons claiming through or under said SI. 2) We propose the addition of the following clause- In no event shall either party be liable for any damages for business interruption, loss of business profits or loss of business information and/ or any indirect, special, incidental, consequential or punitive damages, howsoever caused, arising out of or in connection with this Agreement and whether or not the party has been advised of the possibility of such damages.<br>HP: It is requested to clarify that neither party shall be liable for any indirect or consequential losses and that the liability shall be limited to Direct losses/damages alone. | As per RFP |

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| 51 | 75 | 4.15(b) ,4.15(a) ,4.15(a) | Termination of Contract ,Termination for Convenience ,Termination for default | TCS:4.15 Termination of contract ORGI may, terminate this contract in whole or in part by giving the SI-S at least three months prior written notice indicating its intention to terminate the contract under the following circumstances: a) Termination for Default ORGI may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of three month stating the reason for default to the SI-S and as it deems fit, terminate the contract either in whole or in part: i. If the SI-S fails to deliver any or all of the project requirements / operationalization / maintenance within the time frame specified in the contract; or ii. If the SI-S fails to perform any other obligation(s) under the contract; or iii. If there is a breach of SLAs beyond a limit; or iv. If there is a breach of representations & obligations Prior to providing a notice of termination to the selected bidder, ORGI shall provide the SI-S with a written notice of 30 days instructing the SI-S to cure any breach/ default of the Contract, if ORGI is of the view that the breach may be rectified. On failure of the SI-S to rectify such breach within 30 days, ORGI may terminate the contract by providing a written notice of three months to the SI, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to ORGI. In such event, the selected bidder shall be liable for penalty/liquidated damages imposed by the ORGI. The performance Guarantee shall be forfeited by the ORGI b) Default is said to have occurred i. If the supplier fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by ORGI. ii. If the supplier fails to perform any other obligation(s) under the contract iii. If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from ORGI (or takes longer period in-spite of what ORGI may authorize in writing), ORGI may terminate the contract/purchase order in whole or in part. In addition to above, ORGI may at its discretion also take the following actions: iv. ORGI may procure, upon such terms and in such a manner, as it deems appropriate, goods similar to the undelivered items/products and the defaulting supplier shall be liable to compensate ORGI for any extra expenditure involved towards goods and services to complete the scope of work in totality or 10% of the work order as cancellation charges whichever is higher. c) Termination for Convenience ORGI may in its own discretion, by provision of a written notice sent to the selected bidder, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for ORGI's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the pending dues and the payments up to the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any. d) Consequences of Termination In the event of termination of this contract for any reason whatsoever SI- H shall be entitled to all the payment that are due or spent under this Agreement, ORGI is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the Selected bidder shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to ORGI and/ or succeeding vendor, as may be required, to take over the obligations of the SI-S in relation to the execution/ continued execution of the requirements of this contract. e) Post termination rights and obligations of vendor All plans, drawings, specifications, designs, reports and other documents prepared by the Vendor in the execution of the contract shall become and remain the property of ORGI and before termination or expiration of this contract the SI-S shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to ORGI. SI-S shall also deliver proper knowledge transfer as mentioned in Termination in case of default and non payment of fees: SI- H may terminate this Agreement for cause if ORGI materially breaches this Agreement, provided SI- H gives ORGI notice of such breach and it remains uncured after 30 days following notice. If any amount due | As per RFP |

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| 52 | 76 | Section IV; 4.15 (b) ,4.15 ,4.15(a)iii ,4.15, C ,4.15 (d) | Termination of contract ,SECTION IV: SERVICE LEVEL AGREEMENT (C) General Terms & Conditions 4.15 Termination of contract ,Termination for default ,Termination | TCS:Request this clause be removed.: Infosys:SI requests that if ORGI wants to terminate the contract due to an SLA breach, ORGI to define the term beyond a limit as this term is very broad and open to interpretation. We request that ORGI puts in place qualifies that state what exactly constitutes a material breach of the SLA and the number of times the SLA breach must occur for the contract to be terminated ,Infosys:In the event of termination for whatsoever reason, ORGI must pay the SI all charges applicable for the services provided until the date of termination. In addition, SI shall charge ORGI for any termination assistance being provided. This provision shall apply to clause 4.11 ,Infosys:The clause is incomplete HP: Bidder requests a notice period of 3 months [in line with Clause 4.15(a)] before invoking Termination for Convenience. | As per RFP |
| 53 | 77 | Section IV; 4.19 ,4.19 ,4.19 ,4.18 ,4.19 | SECTION IV: SERVICE LEVEL AGREEMENT (C) General Terms & Conditions 4.19 Security Deposit and Delivery Schedule ,Patent Rights ,Security Deposit | ,TCS:Pl confirm whether the terms Security Deposit and PBG (Pg 61) are same. ,TCS:Delivery and installation should be completed within 45 days from the date of issue of Letter of Intent (LOI)/Purchase Order (PO) or such date as mutually agreed by bidder and ORGI ,TCS:4.18 Patent Rights The Bidder shall indemnify the Purchase against all third-party claims of infringement of patent, trademark or industrial design rights arising from the use of the Goods or any part thereof. ,TCS:4.19 Security Deposit and Delivery Schedule 19.1 Within 14 calendar days after the receipt of notification of award of the Contract from the Purchaser, the successful Bidder shall furnish Security Deposit to the Purchaser, which shall be equal to 10 percent of the value of the Contract. The Security Deposit shall be made in the form of Fixed Deposit/ Demand Draft/Bank Guarantee with any nationalized / Scheduled Commercial Banks in India pledged in the name of "Pay & Account officer (Census)" payable at New Delhi valid for a period of three months more than the stipulated project duration. In the event of non- supply, this deposit shall be forfeited to the extent of items not supplied. Further, if the purchaser has to procure the items or part of it from any other supplier because of failure to supply in full or part by the successful bidder, the difference in payment may be made good from this security deposit. The purchaser, against security deposit, can also make any other adjustments for default on part of seller. The EMD of the successful bidder will be returned once the Security Deposit is complied. The Security Deposit shall be released/returned as the case may be after the successful completion of project. No interest will be payable for the Security Deposit by the purchaser. 19.2 Delivery and installation should be completed within 45 days from the date of issue of LOI. 19.3 Failure of the successful bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid Security Deposit. 19.4 On supply of the Scanners by the successful bidder it will be the property of the purchaser. Even in case the successful bidder withdraws from the contract subsequently due to any reason the equipment will not be returned. : HP: Bidder requests deletion of the requirement of depositing Security Deposit. The Bidder is already submitting PBG of 10% of the TCV and this requirement is duplication in the RFP.<br><br>Also, we request that any risk purchase shall not exceed 10% of the quoted value of undelivered portion of work. | Security Deposit and PBG are same and used interchangbly. |

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| 54 | 78 | 4.23 ,4.27.B,b) ,4.20. ,4.21 | Incidentail Services ,Payment will be made quarterly, on the basis of 'Cost per form' for the 'actual number of scanned & successfully processed forms'. No payment would be made for forms rescanned, wrongly scanned or reprocessed. ,Testing and Acceptance ,Spare Parts | TCS:4.23 Incidental Services The Bidder is required to rectify any bugs/shortcomings detected by the purchaser/user community in the Counting machine/Scanner/customized application free of at a cost.: Infosys:Need to understand the definition of rescanned here, since the rescan can be caused due to error in document as well ,Infosys:If no written notification of material non-conformance is received by SI within ten (10) business days from commencement of the acceptance period or if the services/deliverables are utilized (for purposes other than testing) by ORGI, the services/deliverables shall be deemed accepted by ORGI. ,Infosys:This clause is not applicable to this RFP, since this RFP only pertains to the provision of software related services. Hence SI requests that this clause be deleted | As per RFP<br>Errors in scanning may lead to wrong extraction of data and will be noticed during ICR processing work. Therefore rescanning of such census schedule is necessary. Pre scanning is the stage where SI-S has to take care of damged/wrongly placed document, if any. |

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| 55 | 79 | Section II ; 4.27 ,Section IV; 4.25 ,4.27, A ,4.27, B b) ,4.27, A ,4.27, B b) ,4.27, A ,4.27, B b) ,a) ,b) ,4.25 ,4.27 A. ,4.27 ,4.25 | A. Payment for Scanners & Temporary Setup ,A. Payment for Scanners & Temporary Setup ,B. Payment for Manpower deployed for Scanning Work & ICR Processing ,Proprietary rights ,Payment terms ,SECTION IV: SERVICE LEVEL AGREEMENT (C) General Terms & Conditions 4.27 Payment Terms | TCS:The bidder will bill 100% of the amount upon delivery of all the HW. Payments to be made as per milestones defined in the RFP. ,TCS:Rest 30% cost of all the hardware (including those which have been installed/setup during Phase-1) to be paid after the completion of Phase-1 work. ,TCS:4.25 Proprietary rights Intellectual property rights: All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any SI- H's proprietary products or components thereof any development carried out by SI- H thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of SI- H and ORGI shall not acquire any right title or interest of any nature therein except to the extent provided herein. SI- H shall however grant in favour of ORGI the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes ORGI to (a) separate SI- H pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the SI- H pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the SI- H in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the SI- H pre-existing IP. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ SI- H's licensor and ORGI shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. The Bidder shall indemnify the Purchaser against all third party claims of infringement of patent, copyright, trademark, license or industrial design rights, software piracy arising from use of goods or any part thereof in the Purchaser's country. ORGI will be the owner of all the software developed for this project by SI/Core Team. ,TCS:Request ORGI to modify the clause to:<br>a) Initial 85 % Invoice price of the scanners alongwith scanning stations and temporary scanning setup, henceforth referred as Hardware, shall be released on Supply & Installation and after successful completion of the acceptance test of these items at concerned locations for different phases separately.<br>b) Rest 15% cost of all the hardware (including those which have been installed/setup during Phase-1) to be paid after the completion of successful scanning work of Phase-2 work.:<br>Infosys:The number of forms scanned may be impacted by a variety of factors such as citizen participation, availability of documentation etc. hence we request that the payment for scanning can be made as a fixed fee per month. Additionally some documents may need to be rescanned because of quality of the document and hence may be charged based on agreed metrics.<br>b. We also request to remove: the clause If the actual nos. of schedules are increased by more than 10% during Phase-1 and/or Phase-2, then the Cost Per Form (as calculated in Para 4.27 c & d above) will be revised, by taking into account using the actual nos. of schedules, instead of Estimated Schedules separately, i.e. 68 Lakh and 13 crore for Phase-1 and Phase-2 respectively. ,Infosys:SI will be procuring software from authorized vendors to be used as part services. Hence, we do not foresee such an issue arising and request deletion of this clause.<br>HP: Bidder request to change invoice term as<br>1. 70% on Supply Supply & Installation and after successful completion of the acceptance test<br>2. 20% on completion of Phase 1<br>3. 10% on completion of Phase 2<br><br>Also all the invoices raised under this contract will be paid within 30 days from the date of Invoice<br>, | Clause 4.27 (A) may be read as<br>a) Initial 70 % Invoice price of the scanners alongwith scanning stations and temporary scanning setup, henceforth referred as Hardware, shall be released on Supply & Installation and after successful completion of the acceptance test of these items at concerned locations for different phases separately.<br>b) 20% cost of all the hardware (of Phase-1) to be paid after the completion of successful scanning work of Phase-1 work<br>b) Rest of the cost of all the hardware to be paid after the completion of successful scanning work of Phase-2 work. |

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| 56 | 80 | 4.27 C ,4.2.7. B. e.) | SECTION IV: SERVICE LEVEL AGREEMENT (C) General Terms & Conditions 4.27 Payment Terms C. Payment for Manpower deployed for Mobile App & Web Applications,If the actual nos. of schedules are increased by more than 10% during Phase-1 and/or Phase-2, then the Cost Per Form (as calculated in Para 4.27 c & d above) will be revised, by taking into account using the actual nos. of schedules, instead of Estimated Schedules separately, | TCS:The milestone payments do not aggregate to 100%. Suggested milestones 1 Successful Design, Development & Implementation of Mobile & Web Application - 15% of the Cost of Software development 2 Training to officers 5% of the Cost of Software development 3 Completion of Field work pertaining to Phase-1 alongwith successful entry of Data & uploading on real-time basis development - 25% of the Cost of Software development 4 Completion of Integration of data collected through various sources in Phase-1 - 25% of the Cost of Software development. 5 Completion of Integration of data collected through various sources in Phase-2 - 20% of the Cost of Software development. 6. Completion of data analytics and house keeping of Census of India 2021 data and NPR updation, alongwith knowledge transfer and documents handover - 10% of the Cost of Software development.: Infosys:We request that the Completion of Field work pertaining to Phase-1 along with successful entry of Data & uploading on real-time basis development is made as 15 % of the Cost of Software development 4 Completion of Integration of data collected through various sources in Phase-1 - 5% of the Cost of Software development as the majority of the effort will be on development. ,Infosys:The total percentage in section C totals upto 80%. We request to clarify when does SI receive remaining 20%? ,Infosys:The implications of this clause is not very clear. Kindly elaborate. For example, if SI-S quotes 10 Crore Rupees, and the actual number goes up by 6%, then SI-S will get 10.06 Crores. But if the actual goes up by 50%, (1.5 times more work), then SI-S will only get 10 Cores. | Clause may be read as 1 Successful Design, Development & Implementation of Mobile & Web Application - 15% of the Cost of Software development 2 Training to officers 5% of the Cost of Software development 3 Completion of Field work pertaining to Phase-1 alongwith successful entry of Data & uploading on real-time basis development - 25% of the Cost of Software development 4 Completion of Integration of data collected through various sources in Phase-1 - 25% of the Cost of Software development. 5 Completion of Integration of data collected through various sources in Phase-2 - 20% of the Cost of Software development. 6. Completion of data analytics and house keeping of Census of India 2021 data and NPR updation, alongwith knowledge transfer and documents handover - 10% of the Cost of Software development. |

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| 57 | 81 | d) & e) ,g) 4.27.D.b ,4.27.D.m | SECTION IV: SERVICE LEVEL AGREEMENT (C) General Terms & Conditions 4.27 Payment Terms (C) General Terms & Conditions D. Clarification on Payment ,Clarification on Payments ,Clarification on Payment/Point# f ,Clarification of payment ,Clarification of payment | TCS:Request Service tax be replaced with GST ,TCS:Should there be a requirement for extension of services of manpower, beyond the contract date, then payments shall be made as per mutually agreed terms ,TCS:d) However, the benefits realised by SI-S due to lower rates of Service taxes shall be passed on by the SI-S to ORGI and any increase in the GST shall be to the account of ORGI; All invoices and bills for the Application Software will be raised by SI- H as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments are to be made by demand draft/cheque favouring TATA CONSULTANCY SERVICES LIMITED. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, SI- H also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by ORGI and any such withholding by the SI- H shall not be treated as breach by it of the provisions of this Agreement. All fees payable to SI- H are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, ORGI shall be responsible to pay or reimburse SI- H the amount of such taxes. Where applicable, SI- H shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the ORGI. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the ORGI. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.: Infosys:Due to revenue recognition issues, we do not agree to automatic set offs. We request that SI shall issue credit notes for any amounts due to ORGI. ,Infosys:Due to revenue recognition issues, we do not agree to automatic set offs. We request that SI shall issue credit notes for any amounts due to ORGI<br><br>Capital Business Systems:We understand that the on-roll minimum wages responsibility will of SI-S, how does it ensure that they are providing minimum wages salaries? It would also be difficult for SI-S to tranfer the entire manpower of 10,000 professionals for this Project for scanning & data Extraction work. our submission to relex this clause for subcontractors who are involve in scanning & Data extrection activities. | Taxes means GST<br>Manpower for scanning & data extraction to be provided by Sub-contractor having project experience in Scanning & Digitization as mentioned in clause 3.1 (5). |

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| 58 | 82 | Section IV; 4.27 E(c), (d) and (e) ,n) ,D ,E ,4.27.E ,4.27.D.n ,4.27.E.f | Penalty SECTION IV: SERVICE LEVEL AGREEMENT (C) General Terms & Conditions 4.27 Payment Terms D. Clarification on Payment ,Penalty ,a penalty @1% of total Contract amount shall be imposed for each week's delay. In case the delay exceeds four weeks, ORGI reserves the right to cancel the order unilaterally; | TCS:Request no amount of the bidder be withheld or retained by way of a lien against any claim of ORGI such other person or persons in respect of payments of sum of money arising out of or under any other contract made by the SIS with ORGI. ,TCS:n) Any sum of money due and payable to the SI-S (including the security deposit returnable to him) under this contract, may be withheld or retained by way of lien by ORGI, against any claim of ORGI or such other person or persons in respect of payments of sum of money arising out of or under any other contract made by the SIS with ORGI. The sum of money so withheld or retained under this clause by ORGI will be kept withheld or retained as such by ORGI till his claim is mutually settled however such payment shall be settled within 15 else SI-S shall suspend the services. ,TCS:C E. Penalty a) The deduction in payment, if any (as mentioned above), will be made, except exempted by ORGI in view of the extraordinary circumstances beyond the control of the SI-S, provided that permission is sought by the SI-S, in advance and in writing with justification, to exempt the delay in providing Satisfactory Services/Performance Norms; b) For failure of anything mentioned in the contract on behalf of SI-S by more than 30 days, may cause the termination of the contract and forfeiting of Security Deposit/Bank Guarantee or Black listing or combination of both; c) If the SI-S does not manage to complete the manpower requirement at required sites within a month of placement of order, or such authorised extension of period as may be permitted by ORGI in writing, ORGI shall impose a penalty @1% of the total value of the Work Order for each week's delay. In case the delay exceeds two weeks, ORGI reserves the right to cancel the order unilaterally; d) In case, the SI-S is not able to sustain the supply of manpower during the contract tenure, a penalty @1% of total Contract amount shall be imposed for each week's delay. In case the delay exceeds four weeks, ORGI reserves the right to cancel the order unilaterally; e) In case, the deployed manpower is not able to meet the Performance Norms (fixed for each deployed manpower), the SI-S should compensate the same by deputing extra manpower or extending the duty hours/day for such manpower without any extra cost to ORGI. However, the SI-S will ensure that the nos. of MANDAYS lost, due to below Performance Norms, pertaining to any month is compensated in the next two months (following the month, for which the shortfall was reported/observed). Failure to do so, penalty @10% of cost of such loss of MANDAYS will be imposed on the SI-S. Notwithstanding anything contained in this Agreement the maximum penalty shall not exceed 5% of the contract value and shall be levied only for the default which is solely attributable to SI-S.:<br><br>Infosys:The mentioned penalty is too high propose to change to 0.5% per week's delay ,Infosys:We would like to agree to this provided it applies only to the disputed portion of amount raised. ,Infosys:We propose the addition of a new clause- Any payment of penalty shall be subject to the overall liability cap.<br><br>HP: Bidder requests a clarification that the penalty outlined here will be capped in the manner provided under Section IV (ii), i.e., total penalty for a month will be limited to 10% of the Quarterly Payment (QP). Also request to change total penalty fpr a month limited to 10% of 1/3rd of the quarterly payment (QP) | As per RFP |
| 59 | 83 | 4.31 item vii | all proposed solution components, software and tools used or needed for the solution would be provided along with required OEM licenses for the entire contract period ,all proposed solution components, software and Security compliant and STQC certified | : Infosys:RFP precludes Freeware / trial-ware /adware. But what about community edition of Open Source software. Some of the components are so mature that it does not require enterprise support - e.g. NGINX, Redis, DROOLS rule engine. ,Infosys:Our understanding is that SI will engage and bear the cost of STQC certification. Please clarify. | As per RFP |

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| 60 | 89 | 17 | Annexure - T1 | TCS:17. Do you agree to Sole Arbitration by Secretary, Ministry of Home Affairs or by some other person appointed by him as provided in Clause 24 of the General Conditions of Contract Form GeM (Revised) (Your acceptance or non-acceptance of this clause will not influence the decision of the tender. It should, however, be noted that an omission to answer the above question will deemed as an acceptance of the Clause). | Please refer modified clause 4.6 ( e) and (f) t Sl no 49 of this response sheet. |
| 61 | 91 | Annexure - T2 | Bid Form | TCS:ANNEXURE-T2: Bid Form Date:__/__/__ The President of India Acting through Registrar General & Census Commissioner, India, Office of the Registrar General, India Ministry of Home Affairs, NDCC-II Building, A Wing, 1st Floor, Jai Singh Road, New Delhi – 110 001. Sir, Having examined the Bidding Documents of RFP No. XXXXXXXXX, we, the undersigned, offer to supply and deliver _____ (Description of Goods and Services) in conformity with the said Bidding Documents for sums as may be ascertained in accordance with the Schedule of Prices provided in the Commercial Bid. We undertake, if our bid is accepted, to commence delivery within _____ days and to complete delivery of all the items specified in the Contract within _____ days calculated from the date of receipt of your Notification of Award. If our bid is accepted we will submit a fixed deposit from a Nationalized or Scheduled Commercial Bank for a sum equivalent to 10% of the Contract Price for the due Performance of the Contract. We agree to abide by this bid for a period of 120 days from the date fixed for bid opening under Clause 7 of the instructions to Bidders and it shall remain binding upon us and may be accepted at any time before expiration of that period. Until a formal mutually agreed contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award and the deviations, shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any bid you may receive. We also understand that you have the right to vary the quantities and/or split the total order among the Bidders. Dated _____ day of _____2019_____ | RFP No. may be read as RFP No. 35201/02/2019-DPD(SI-S) |
| 62 | 92 | b) SCANNING STATION ,ANNEXURE-T3 (a.7) ,ANNEXURE-T3 (a.8) ,b) SCANNING STATION ,ANNEXURE-T3: Technical Specifications ,Annexure-T3 a | Scanner Specification ,,a) SCANNER ,Technical Specifications Scanner | : Infosys:Few of the specifications mentioned may not be generic or not supported by all OEMs/vendors, Pls clarify if the bidder is free to choose a High speed scanner considering the specifications mentioned as not mandatory but as desired specifications. Please clarify<br><br>HP: 1. Is bidder required to purchase new scanning workstation (PCs) with given specification or this may be assumed that the specification given is indicative?<br>2. In case bidder has to purchase the workstation along with the scanners, how these workstations will be invoiced?<br>3. Is bidder required to purchase computer systems for fiorm processing as well and if yes, is there any specification for those systems as well, also how these syatems will be billed post completion of the project? ,<br><br>Capital Business Systems:1. Is bidder required to purchase new scanning workstation (PCs) with given specification or this may be assumed that the specification given is indicative?<br>2. In case bidder has to purchase the workstation along with the scanners, how these workstations will be invoiced?<br>3. Is bidder required to purchase computer systems for fiorm processing as well and if yes, is there any specification for those systems as well, also how these syatems will be billed post completion of the project?:<br><br>NewGen:As per the RFP, the number of documents to be digitized has been mentioned. Kindly, confirm the size of the documents to be digitized.<br><br>Comp-02:Please Elaborate on capture software features and functionality expected. ,Comp-02:Please confirm that you want bar code only for document separation or you want to use bar code value for file management, kindly explain also. | As scanners are to be provided by SI-S and cost is included in Bid, therefore SI-S may bring any scanner which is equal or higher to the specification prescribed in the RFP.<br>Scanner Cost is inclusinve of Cost of one Workstation (Scanning Station) attached with it, it has to be best of configuration as specified by the Scanner OEM.<br>For Form processing, workstations will be provided by the ORGI/DCOs therefore no question of billing for these workstations. |

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| 63 | 93 | ,ANNEXURE-T3: Technical Specifications | Recommended Production volume per day on A3 size forms ,b) SCANNING STATION | : Infosys:Kindly consider including a SSD for better performance and faster response.<br>HP: 1. The volume 70,000 per page means 70,000 Household schedule (double sided) or 70,000 Images?<br>2. The productivity decided is based on per scanner per day per location or 2 scanners per day per location? ,<br>Capital Business Systems:1. The volume 70,000 per page means 70,000 Household schedule (double sided) or 70,000 Images?<br>2. The productivity decided is based on per scanner per day per location or 2 scanners per day per location? | Means A3 size 70000 Schedules (double sided)(i.e. 1 crore 40 lakh Images).<br>Productivity is decided per day per scanner per location. |
| 64 | 94 | ANNEXURE-T3: Technical Specifications | V) OTHER ACCESSORIES | : Infosys:Please clarify if the required External Hard Disk Drives will be connected to Workstations using USB drives | Yes but transfer will take place through application |
| 65 | 99 | Annexure T7; 2 (i) ,2(ii) | Annexure-T7: Undertaking by the Bidder | TCS:The bidder will take the insurance cover covering transit and 30 days from delivery at site. Thereafter, the insurance needs to be obtained by ORGI : HP: Bidder requests a clarification that extension of warranty for any defective supply shall be extended for first replacement only. | The insurance cover after 30 days from delivery will be applicable as per government norms. |
| 66 | 111 | Annexure C2 | Price Schedule | : Infosys:Please clarify how the number in the pricing schedule are arrives at? Please provide the mapping of 162 supervisors to 3400 verification personnel. ,Infosys:Please clarify what is the requirement for 162 support engineers and what are the tasks expected to be performed by them. In addition to this 16 developers have been requested for a period of 24 moths although the mobile app and web development timeline is much shorter than this. Please clarify. ,Infosys:We request you to remove the following clause - The indicated manpower is minimum. However, the SI-S can deploy additional manpower, upto 10% or one person (whichever is higher), without any financial implication to ORGI, to complete the (stages of) project within prescribed time limit, and to avoid penalty in this regard | It is based on expereince of 2001 and 2011 and the parameter specified in the Eflow Automatic Form processing softwareavailable with ORGI |
| 67 | 114 | Annexure -C4 , III | Schedule of Requirements for Scanning & ICR Processing | TechM :As ypu are aware that during the last census 2011 digitization process, counting machine was a total failure and finally the schedules were counted manually. Suggest to remove the use of counting machine for counting of schedules. This will also reduce the overall cost of the project.<br><br>DPH: As ypu are aware that during the last census 2011 digitization process, counting machine was a total failure and finally the schedules were counted manually. Suggest to remove the use of counting machine for counting of schedules. This will also reduce the overall cost of the project.:<br><br>Hibird:As ypu are aware that during the last census 2011 digitization process, counting machine was a total failure and finally the schedules were counted manually. Suggest to remove the use of counting machine for counting of schedules. This will also reduce the overall cost of the project. | It is not mandatory but counting of forms are mandatory. |

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| 68 | 122 | Receipt/Pre Scanning/Scanning | Qauality Check | : ,HP: Please clarify the data capturing in two phases and who will do QC and Computer Assisted Coding | It is to be done by SI only for the stipulated manpower for each phase. However overall QC will be done by ORGI/DCO officials. |
| 69 | 123 | Annexure M1 to M14 | Annexure M1 to M14 | : HP: As per RFP Server Storage etc will be provided by ORGI, Kindly check if these setcions are required in this RFP | Server, Storage etc will be provided by ORGI/DCOs but are kept for the information of Bidders |
| 70 | 127 | Annexure-M2 | Server with Enclosure Type 1 for 3 Main Data Centres | : NewGen:As per the RFP, the integration with virtualization, open source software and server management has been mentioned.<br>Kindly confirm if any other integrations shall be required for mobile/web application. | Integration of security features/encryption etc has to be done as the need be.<br>Mentioned specification in Page No.127 relates to Hardware specification. |
| 71 | 159 | Annexure-G3 | Estimated Volume for Scanning & ICR Processing | TechM :Where the counting machine cost has to be added? It is not mentioned in the BOQ - (It is not the part of the temporary setup cost , or the hardware cost or the manpower cost ). ,TechM :Also there is no mention of the payment terms for this item<br><br>DPH: Where the counting machine cost has to be added? It is not mentioned in the BOQ - (It is not the part of the temporary setup cost , or the hardware cost or the manpower cost ). ,DPH: Also there is no mention of the payment terms for this item: Hibird:Where the counting machine cost has to be added? It is not mentioned in the BOQ - (It is not the part of the temporary setup cost , or the hardware cost or the manpower cost ). ,<br>Hibird:Also there is no mention of the payment terms for this item | SI overhead. Counting machines are not procured by ORGI, but it is required to speed-up counting of schedules. |
| 72 | 160 | Annexure-G5: Category-wise Minimum nos. of Manpower to be deployed by SI-S for Facility Management/ Scanning/Image Processing for 3 Shift Operations during | | : HP: Please confirm if SSC and DCC would be same location or different? As bidder has to setup SSC at 10 provided locations, which responsibility is to provide DCC?<br>Capital Business Systems:Please confirm if SSC and DCC would be same location or different? As bidder has to setup SSC at 10 provided locations, which responsibility is to provide DCC? | Normally, City will be same but location may be different in some cases. |
| 73 | 162 | Annexure-G6: Image based automatic Form Processing Software<br>Name of Software: TIS eFlow Version 4.0/4.5 (Available with the ORGI)<br>Functional Capabilities of TIS eFlow ICR Software: | Image based automatic Form Processing Software | : Infosys:As per RFP SI is to utilize eFlow application for ICR. There are also performance requirement stated for the same. SI request to provide the current features and performance metrics of the eFlow application. Please clarify.<br>HP: 1. we understand that the bidder will be given extensive training on working of the software.<br>2. will there be manual intervension post ICR process to check if the data has been captured properly form by form to verify?<br>Capital Business Systems:1. we understand that the bidder will be given extensive training on working of the software.<br>2. will there be manual intervension post ICR process to check if the data has been captured properly form by form to verify? | Bidder's officials will be given three days training to work on ICR software. No manual intervention is forseen at present. |

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| 74 | 165 | Annexure-G7: Tentative Time Schedule of HLO for Receipt, Pre Scanning, Scanning & Archiving of Housing Census schedules | | HP: This has been listed that only in 6 locations (Bhopal is being repeated, seems typo) form collection and scanning activity will be done which are, Delhi, Jaipur,Bhuwaneshwar, Bhopal,Gandhi Nagar, Bhopal, Phase-2 will be started from April, 2021 onwards.<br>Please confirm if in Phase-1 the setup has to be done at 5-6 locations only.<br>Capital Business Systems:This has been listed that only in 6 locations (Bhopal is being repeated, seems typo) form collection and scanning activity will be done which are, Delhi, Jaipur,Bhuwaneshwar, Bhopal,Gandhi Nagar, Bhopal, Phase-2 will be started from April, 2021 onwards.<br>Please confirm if in Phase-1 the setup has to be done at 5-6 locations only. | There are only 5 locations for Scanning of schedules in Phase 1.<br>Bhopal is appearing twice but allocated staes are different. |
| 75 | 167 | Annexure-G8: Address of Data Capture Centres (DCC) | | : HP: Total 19 locations/addresses have been listed. Please confirm number of locations where scanning and processing activity will be done? ,<br>Capital Business Systems:Total 19 locations/addresses have been listed. Please confirm number of locations where scanning and processing activity will be done? | In Phase-1 Scanning will be done at 5 locations and in Phase 2 it will be done at 18 Locations. |

| S. No. | RFP Page No. | RFP Reference Clause No. | RFP Description/ Topic of Clause | Points of clarification | Response of TPEC |
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| 76 | 170 | Annexure-G11; 1 (g) ,Annexure -G11 | Prevention of corruption, Undertaking by Bidder | TCS:Annexure-G11: Format for Undertaking by the Bidder/Contractor (To be submitted in the Stamp Paper) Undertaking by the Bidder/Contractor 1. Prevention of corruption (1) The Bidder/Contractor commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution: a) The Bidder/Contractor will not, directly or through any other person or firm, offer, promise or give to EMPLOYER, or to any of EMPLOYER's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange an advantage during the tender process or the execution of the contract. b) The Bidder/Contractor will not enter into any illegal agreement or understanding, whether formal or informal with other Bidders/Contractors. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or actions to restrict competitiveness or to introduce cartelization in the bidding process. c) The Bidder/Contractor will not commit any criminal offence under the relevant Anticorruption Laws of India; further, the Bidder/Contractor will not use for illegitimate purposes or for purposes of restrictive competition or personal gain, or pass on to others, any information provided by EMPLOYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. d) The Bidder/Contractor of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, involved directly or indirectly in the Bidding. Similarly, the Bidder/Contractor of Indian Nationality shall furnish the name and address of the foreign principals, if any, involved directly or indirectly in the Bidding. e) The Bidder/Contractor will, when presenting his bid, disclose any and all payments he has made, or committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and/or with the execution of the contract. f) The Bidder/Contractor will not misrepresent facts or furnish false/forged documents/informations in order to influence the bidding process or the execution of the contract to the detriment of EMPLOYER. g) The Bidder shall undertake that he is not supplying the similar systems or subsystems at a price lower than that offered in the present bid during the validity of period of bid in respect of any other Ministry/Department of the Government of India and if it is found at any stage that the similar system or sub-system was supplied by the Bidder to any other Ministry/Department of the Government of India at a lower price, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded. h) Integrity Pact lays down the punitive actions for any violation; (2) The Bidder/Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences. 2. Disqualification from tender process and exclusion from future contracts (1) If the Bidder, before contract award, has committed a serious transgression through a violation of Section II or in any other form such as to put his reliability or credibility as Bidder into question, EMPLOYER may disqualify the Bidder from the tender process or terminate the contract, if already signed, for such reason. (2) If the Bidder/Contractor has committed a serious transgression through a violation of Section II such as to put his reliability or credibility into question, EMPLOYER may after following due procedures also exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder/ Contractor and the amount of the damage. The exclusion will be imposed for a minimum of 12 months and maximum of 3 years. (3) If the Bidder/Contractor can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system, EMPLOYER may revoke the exclusion prematurely. 3. Liability for violation of Integrity Pact (1) If EMPLOYER has disqualified the Bidder | As per RFP |

| S. No. | RFP Page No. | RFP Reference Clause No. | RFP Description/ Topic of Clause | Points of clarification | Response of TPEC |
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| 77 | BOQ | A ,B ,C | Manpower Cost (Phase 1) for Image based Processing , Manpower Cost (Phase 2) for Image based Processing , Hardware Cost: | : HP: The rate sheet calculation for scanner is based on "Total Quantity Max." X " Period in Months Max." X "Unit cost". Please confirm followings:<br>1. Will department keep the scanners after completion of scanning work?<br>2. The department will pay the complete cost of the scanners or will pay the rent only? ,HP: Please detail the items which all will be considered for calculating the costing/rate. ,HP: The unit rate for scanning and form processing should be based on Per Image basis. The bidder can optimise the manpower according to the requirements.<br>Please consider the request. ,HP: The unit rate for scanning and form processing should be based on Per Image basis.<br>Capital Business Systems:The rate sheet calculation for scanner is based on "Total Quantity Max." X " Period in Months Max." X "Unit cost". Please confirm followings:<br>1. Will department keep the scanners after completion of scanning work?<br>2. The department will pay the complete cost of the scanners or will pay the rent only? ,Capital Business Systems:Please provide the detail the items, which all will be considered for calculating the costing/rate for scannign & Data extraction activities. ,Capital Business Systems:The unit rate for scanning and form processing should be based on Per Image basis. The bidder can optimise the manpower according to the requirements.<br>Please consider the request. | Buyback option is there. If required, some scanners may be retained as Buyback option after the project.<br>ORGI will pay the buyback value of scanners, for retained scanners only. |
| 78 | NA | NA | Training | : HP: Please clarify if ORGI have any existing Learning Management System for publishing the CBTs, or does the bidder need to provide one. | No it has to be provided by the Bidders, if need be |
| 79 | | Section IV; 4.27 E (b) ,section 1.4 | Penalty ,Scope of Work,SECTION IV: SERVICE LEVEL AGREEMENT<br>(C) General Terms & Conditions<br>4.27 Payment Term | TCS:Will data from the feld be captured through manual forms also? Or will it just be captured using mobile apps? And in case of manual data capture, pls elaborate on the process of input of data into the system. And will be the role of SI-S in this? Pls explain. ,<br>TCS:It is understanding of TCS that field work of capturing census data (even through mobile devices) will be the responsibility of the ORGI . Is this understanding correct? If 'not' then what is expected from SI-S under the scope of this RFP? Pls elaborate. ,TCS:Upon receipt of invices from the bidder, the ORGI would get the same processed within 30 days. :<br>HP: Bidder requests deletion of the consequence of black listing in case of breach of any terms and conditions of the contract. There are appropriate remedies prescribed for breach including invokation of PBG/ termination. | Data from field will be collected through Mobile App supported by Web App or Paper Schedule, depending upon the convenience/choice of feild worker (enumerator). Data collection procdure was explained during through presentation during pre-bid meeting. |

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| 80 | 9 | 1.3 | About the Project | , Xerox:As mentioned in the RFP, the collection of data is 33 crore for household and 136 crore for total estimated population, hence a Document Management System (DMS) should be one of the most important system in this project for managing the docs. Therefore we recommend that the DMS should be included with the below mentioned features:<br><br>• DMS should be scalable enough to manage millions of documents without effecting the performance of the system.<br>• Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder.<br>• Web based rights management for granting user/group/role based access to various functionalities.<br>• Server based Inbuilt Document Image Viewer for displaying image document without native viewer and stamping annotations on the documents like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.<br>The solution should be CMIS, WebDAV, ODMA etc. compliant.<br>Please confirm., , , NewGen:As mentioned in the RFP, the collection of data is 33 crore for household and 136 crore for total estimated population, hence a Document Management System (DMS) should be one of the most important system in this project for managing the docs. Therefore we recommend that the DMS should be included with the below mentioned features:<br><br>• DMS should be scalable enough to manage millions of documents without effecting the performance of the system.<br>• Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder.<br>• Web based rights management for granting user/group/role based access to various functionalities.<br>• Server based Inbuilt Document Image Viewer for displaying image document without native viewer and stamping annotations on the documents like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.<br>The solution should be CMIS, WebDAV, ODMA etc. compliant.<br>Please confirm., | Please refer to RFP. Data collection to be made in mix mode, through paper schedules and Mobile/Web App. |
| 81 | 18 | Annexure-S1, B(a) | Annexure-S1: Mobile Application for Census of India 2021- Maintenance and Technical Support | TCS:Any changes beyond agreed scope of work would need a change request. Request ORGI to get man-month rates for additional man month efforts for the CRs for the complete duration of the project? , , , , , | As per RFP |

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| 82 | 19 | Annexure-S1 F 15 | Mobile Application for Census of India 2021, Key features of “Mobile/Web Application” | , Xerox:As per mentioned in the RFP document, major emphasis has been given to Open Source technology. So Limiting the platform and technology stack for the application will restrict the other solutions built on open technologies, as published by DeitY, from participating in this tender and thus limit the competition in terms of features of the solution.<br>So kindly confirm whether the department requires the proposed solution built using open standard and open technology defined as part of the Deity guidelines or not.<br>Please confirm. ,Xerox:As mentioned in the RFP, the application shall facilitate the payment to census functionaries. The webservices/APIs shall be provided for integration with payment gateway.<br>Please Confirm. ,Xerox:For user/role management, is there any existing active directory?<br>Please confirm.<br>,Xerox:Kindly confirm if these 16 languages are character encoding UTF - 8 compliant.<br>,Xerox:As per the RFP, user friendly graphical user interface is required. Do you need Report generation and exporting capabilities in mobile app ?<br>Please confirm. ,Xerox:Kindly confirm if Email alerts or SMS alerts or both are required?<br><br>Do you have an existing workflow/process running in the backend ?<br>Please confirm. ,Xerox:As per mentioned in the RFP document, "Web application should be open on mobile/tablet browser, web browser."<br><br>As the project timelines are very stringent, where Houselisting and Housing Census need to be complete by April to September, 2020 and poplulation Enumeration by February, 2021. So having this requirement into consideration, we suggest that department has the requirement for enterprise mobile framework in which mobile applications and its services can be configured/ managed centrally. So for the ease of manageability and change management, we recommend that department requires Enterprise Mobility framework so that changes can be done by just doing the configurations instead of writing/modifying the lines of code.<br><br>Please confirm our understanding.<br><br>, , , NewGen:As per mentioned in the RFP document, major emphasis has been given to Open Source technology. So Limiting the platform and technology stack for the application will restrict the other solutions built on open technologies, as published by DeitY, from participating in this tender and thus limit the competition in terms of features of the solution.<br>So kindly confirm whether the department requires the proposed solution built using open standard and open technology defined as part of the Deity guidelines or not.<br>Please confirm. ,NewGen:As mentioned in the RFP, the application shall facilitate the payment to census functionaries. The webservices/APIs shall be provided for integration with payment gateway.<br>Please Confirm. ,NewGen:For user/role management, is there any existing active directory?<br>Please confirm.<br>,NewGen:Kindly confirm if these 16 languages are character encoding UTF - 8 compliant.<br>,NewGen:As per the RFP, user friendly graphical user interface is required. Do you need Report generation and exporting capabilities in mobile app ?<br>Please confirm. ,NewGen:Kindly confirm if Email alerts or SMS alerts or both are required?<br><br>Do you have an existing workflow/process running in the backend ?<br>Please confirm. ,NewGen:As per mentioned in the RFP document, "Web application should be open on mobile/tablet browser, web browser." | SI-S has to do the complete architecture of Applications as mentioned in the RFP in consultation with ORGI. Henceforth, open source technology/standard may be decided by SI-S, as per ORGI requirement.<br>If need be, generally, Webservices/API for integration woth Payment Gateway will be provided.<br>Being the data in multilanguages it has to be character encoding UTF - 8 compliant.<br>Prototype for workflow/process running in the backend exists.<br>**Minute details of the application will be discussed with selected SI-S.** |

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| 83 | 20 | Annexure-S1 | Key features of “Mobile/Web Application” | , Xerox:As mentioned in the RFP, in addition to Image capturing, do you need document upload from gallery, canvas for capturing signature, filters on the go, image quality control and batch Capture ?<br>Do you need "Document classification" for document recognition as well ?<br>Kindly Confirm. ,Xerox:Need more clarity on this point.<br>What functionalities (case assignment, work monitoring, communication etc.)will fall under team management ?<br>,Xerox:In addition to logical skipping for data entry, do you require automatic data entry via bar code/QR code or MRZ code to make data entry faster and easier?<br>Please confirm. ,Xerox:As mentioned in the RFP, the mobile app shall be required for Android and iOS based applications.<br>Kindly confirm the number of mobile apps required to be created. ,Xerox:As mentioned in the RFP, the bidder is responsible for maintaining the master data for the platform.<br>Kindly, specify the kind of platforms required for mobile/web application. ,Xerox:As per mentioned in the RFP, the image capturing capability is required through mobile application. So imaging features become the important requirement of mobile application framework. So our recommendation is that mobile application framework should have below mentioned features:-<br><br>a. Image compression, B/w conversion from color images<br>b. G4 compression for B&W, JPEG for color and gray scale<br>c. Multiple page document capture<br>d. Auto cropping, Auto orientation, perspective correction, noise removal, geo capture<br>e. Image capture setting ( camera resolution, image type)<br><br>Please confirm.<br>, , , NewGen:As mentioned in the RFP, in addition to Image capturing, do you need document upload from gallery, canvas for capturing signature, filters on the go, image quality control and batch Capture ?<br>Do you need "Document classification" for document recognition as well ?<br>Kindly Confirm. ,NewGen:Need more clarity on this point.<br>What functionalities (case assignment, work monitoring, communication etc.)will fall under team management ?<br>,NewGen:In addition to logical skipping for data entry, do you require automatic data entry via bar code/QR code or MRZ code to make data entry faster and easier?<br>Please confirm. ,NewGen:As mentioned in the RFP, the mobile app shall be required for Android and iOS based applications.<br>Kindly confirm the number of mobile apps required to be created. ,NewGen:As mentioned in the RFP, the bidder is responsible for maintaining the master data for the platform.<br>Kindly, specify the kind of platforms required for mobile/web application. ,NewGen:As per mentioned in the RFP, the image capturing capability is required through mobile application. So imaging features become the important requirement of mobile application framework. So our recommendation is that mobile application framework should have below mentioned features:-<br><br>a. Image compression, B/w conversion from color images<br>b. G4 compression for B&W, JPEG for color and gray scale<br>c. Multiple page document capture<br>d. Auto cropping, Auto orientation, perspective correction, noise removal, geo capture<br>e. Image capture setting ( camera resolution, image type) | As per RFP |

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| 84 | 22 | Annexure- S1 | Key features of "Mobile/Web Application" | , Xerox:As per mentioned in the RFP document, mobile apps on Window, IOS and Android system respectively.<br><br>Hence we recommend, to go with hybrid mobile apps designing through Mobility Frameworks which can run on multiple platforms like iOS, Android, Windows etc after designing it once.<br><br>Please confirm our understanding., , , NewGen:As per mentioned in the RFP document, mobile apps on Window, IOS and Android system respectively.<br><br>Hence we recommend, to go with hybrid mobile apps designing through Mobility Frameworks which can run on multiple platforms like iOS, Android, Windows etc after designing it once.<br><br>Please confirm our understanding., | SI-S has to do the complete architecture of Applications as mentioned in the RFP in consultation with ORGI. |
| 85 | 28 | Annexure-S4 | Setting up of Temporary Setup for Scanning facilities | , Xerox:As per the RFP, documents shall be scanned at a temporary location, Scanning of physical documents would require a strong and integrated capture solution. Therefore, we recommend that the scanning solution should have support for the following features :<br>• Both bulk and web scan capabilities<br>• Automatic extraction of data using OCR<br>• Automatic file and document separation using blank page separator, barcode separator and fix page<br>• Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning<br><br>Please confirm., , , NewGen:As per the RFP, documents shall be scanned at a temporary location, Scanning of physical documents would require a strong and integrated capture solution. Therefore, we recommend that the scanning solution should have support for the following features :<br>• Both bulk and web scan capabilities<br>• Automatic extraction of data using OCR<br>• Automatic file and document separation using blank page separator, barcode separator and fix page<br>• Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning<br><br>Please confirm., | As per RFP |
| 86 | 30 | Annexure-S6 D | Supply of manpower for Pre-Scanning, Scanning and ICR Processing | , Xerox:As mentioned in the RFP, there shall be archival of about 60 lakh housing census schedules hence we recommend that the department requires the integrated Document and Records Management System which has the below mentioned capabilities:<br><br>a. Capability to define retention policy, disposition policy etc<br>b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc.<br><br>Please confirm., , , NewGen:As mentioned in the RFP, there shall be archival of about 60 lakh housing census schedules hence we recommend that the department requires the integrated Records Management System which has the below mentioned capabilities:<br><br>a. Capability to define retention policy, disposition policy etc<br>b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc.<br>c. Capability to track Physical records movement<br>d. Compliance with standards like DoD 5015.2, ISO 15489, VERS, NRAA Oman etc.<br><br>Please confirm. | As per RFP |

| S. No. | RFP Page No. | RFP Reference Clause No. | RFP Description/ Topic of Clause | Points of clarification | Response of TPEC |
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| 87 | 32 | Annexure-S7 C | Mobile & Web Application for Updation of NPR – 2020 | , Xerox:As mentioned in the RFP, MIS reporting is a major part for mobile/web application hence we recommend, a monitoring tool for creating real time dashboards, drill down reports for providing business intelligence. Process improvement is also achieved through extensive process performance reporting.<br>A monitoring tool shall allow process owners to easily design reports, define KPIs, set control charts and helps them monitor the process both at real time through dashboards and offline through alerts and notifications. Alerts and notification are defined based on user roles.<br>Pls Confirm.<br><br>, , , NewGen:As mentioned in the RFP, MIS reporting is a major part for mobile/web application hence we recommend, a monitoring tool for creating real time dashboards, drill down reports for providing business intelligence. Process improvement is also achieved through extensive process performance reporting.<br>A monitoring tool shall allow process owners to easily design reports, define KPIs, set control charts and helps them monitor the process both at real time through dashboards and offline through alerts and notifications. Alerts and notification are defined based on user roles.<br>Pls Confirm.<br><br>, | As per RFP |
| 88 | 44 | 2.4 C | Tenure of the contract | TCS:Request ORGI to define the period for which the contract might be extended?, , , , , | 24 Months |
| 89 | 47 | 2.7 Consortium | Consortium | TCS:Request ORGI to modify the clause to:<br>The professional manpower (Software developers etc and software engineers) should be on th roll of the main bidder at the time of signing of contract., Xerox:Request you to change the turnover criteria to atleast 500 crore during each of the last five years?<br>,Xerox:<br>Also request you for subcontractor to have atleast 1 Census project experience of value not less than 10 crore in the last 3 years?, , , , | As per RFP |
| 90 | 50 | 3.1 (2) | Pre-Qualification Eligibility Criteria-Financial Turnover Eligibility Criteria | TCS:Request ORGI to accept certificate from CS for annual turnover and turnover from software development including Mobile & Web based Application, Software development & support with data processing, Data Analytics & Database Management, Implementation & Support ,TCS:Request ORGI to accept certificate from CS on Net Worth., Xerox:Kindly change the qualification criteria for lead bidders to include turnover of 500 Cr from IT Sales, Operations and Maintenance ,Xerox:As we are a global organization and have handled global projects kindly consider international experience or experience of sub-continent. ,Xerox:Kindly consider project with international experience, , , , | Company Secretary Certificate is acceptable in addition to CA Certificate |

| S. No. | RFP Page No. | RFP Reference Clause No. | RFP Description/ Topic of Clause | Points of clarification | Response of TPEC |
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| 91 | 51 | 3.1 (7) | Pre-Qualification Eligibility Criteria-Technical Manpower | TCS:It will be difficult to provide the details (like Employee Name, Qualification, Certification, Year of Experience, joining date) for all the IT professionals. We can provide a certificate from Head of HR on the number of technically qualified professionals employed by the company. Request ORGI to delete the requirement of providing details of the employees?<br>, ,Xerox:Kindly have project reference in IT software and infrastructure maintainance rather than referring only to "Mobile & Web based Application Software Development & Support with<br>Data Processing, Data Analytics & Database<br>Management" ,Xerox:Kindly consider total IT workforce globally and also clarify if the workforce can be in any of the listed areas or combined workforce in all of the areas mentioned? ,Xerox:Request you to exempt subcontractors to have either of the certificates rather than all ?, , , , | Employee wise details is not required during bidding. ESI/EPF number etc will be required when these persons are deployed at ORGI/DCOs . |
| 92 | 58 | Clause 3.4 Pont No 2 ,5 | Technical Evaluation Process | , , , Fujutsu:Email Complained registration process ,Fujutsu:We represents Fujitsu Document scanner who doesn't have scanner in Flatbed or Low volume range. They are having worldwide 50% market share but in India market is divided into different player, hence meeting 100 Cr only through scanner sale is difficult. Request to amend it to 20 Cr+ figure., , | Clause 3.4 (2) may be read as "Bidder/ OEM of scanner must have a web based/email based (with auto ticketing/auto token) complaint registration monitoring system….The email based systems must generate auto token/ticket No. so that the status of complaint could be followed.<br>Clause 3.4 (5) may be read as "The average annual sales turnover of OEM from sale of Scanner/Document-Scanner System should be at least Rs.20 Crore during fiscal year 2016..... |
| 93 | 59 | Clause 3.4, Pont No. 7 | Technical Qualification Criteria for Scanner | , , , , , | Clause may be read as "An OEM/Authorised Service Provider/Partner (ASP) should have branch office in at least 10 locations where Scanner is to be (/has been) installed. |
| 94 | 60 | 3.5 (b) | Financial Bid Evaluation & Award Criteria | , , IBM:We request the evaluation should be based on QCBS as the technical solution will play a key role in delievry and implementation., , , | As per RFP |
| 95 | 62 | 3.11 Project Timelines | | , Xerox:The total timelines mentioned is quite stringent. Request the duration to be atleast 1 year, , , , | As per RFP |
| 96 | 63 | SECTION IV: SERVICE LEVEL AGREEMENT | (A) Pre-Operation SLA/Liquidated Damage for Mobile & Web Application ,(B) Post Operation SLA/Liquidated Damage for Mobile & Web Application | , Xerox:The liquidated damages are very high request you to relook at the same ,Xerox:Penalty charges are high kindly re-consider removal of additional penalty, , , , | As per RFP |

| S. No. | RFP Page No. | RFP Reference Clause No. | RFP Description/ Topic of Clause | Points of clarification | Response of TPEC |
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| 97 | 67 | 4.2 | General Conditions | , , IBM:The bidder requests for the following modification:<br><br>The SI-H shall comply and ensure strict compliance, by his employees and agents, of all applicable Central, State, Municipal and Local laws and Regulations, and undertake to indemnify ORGI from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against ORGI under Workmen Compensation Act, 1923, The Employees Provident Fund Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, etc. Shop and Establishment Act and any Labour Laws which would be amended/modified or any new Act, if it comes in force whatsoever, and all actions, claims and demands arising there from and/or related thereto", , , | As per RFP |

| S. No. | RFP Page No. | RFP Reference Clause No. | RFP Description/ Topic of Clause | Points of clarification | Response of TPEC |
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| 98 | 68 | 4.3 | Indemnity | TCS:Request ORGI to modify the clasue to:<br>a) SI-S shall indemnify the ORGI against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/hardware/manpower etc. and related services or any part thereof. ORGI and its sub offices also shall stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower while working on the project; b) The SI-S hereby indemnifies, protects and saves ORGI and holds ORGI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from the following: (i) An act of omission or commission of the SI-S, its employees, its agents, or employees of its sub-contractors in the performance of the services provided under this Agreement; (ii) Breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the SI-S; (iii) Bonafide use of the deliverables and or services provided by the SI-S; (iv) Misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project; (v) Claims made by the employees who are deployed by the SI-S, under this contract; (vi) Breach of confidentiality obligations of the SI-S; (vii) Gross negligence or grosswillful misconduct solely attributable to the SI-S or by any agency, contractor, sub-contractor or any of their employees by the SI-S for the purpose of any or all of the obligations under this agreement. The SI-S shall further indemnify ORGI against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on ORGI for malfunctioning of the equipment or software or deliverables at all points of time, provided however, (i) ORGI notifies the SI-S in writing immediately on being aware of such claim, (ii) the SI-S has sole control of defense and all related settlement negotiations; c) SI-S shall be responsible for any loss of data, loss of life, etc., due to acts of SI-S's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk. The SI-S shall indemnify ORGI (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: 1. Non-compliance of the SI-S with Laws/Governmental Requirements. 2. Intellectual Property infringement or misappropriation. 3. Negligence and misconduct of the SI-S, its employees, sub-contractor and agents. 4. Breach of any terms of Agreement, Representation or Warranty. 5. Act of omission or commission in performance of service. 6. Loss of data. d) Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities, compensation suffered by ORGI arising out of claims made by its customers and/or regulatory authorities; e) SI-S shall indemnify, protect and save ORGI against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc., or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of any of the services/manpower provided/deployed by them to ORGI from whatsoever source, provided ORGI notifies the SI-S in writing as soon as practicable when ORGI becomes aware of the claim however (i) The SI-S has sole control of the defence and all related settlement negotiations; (ii) ORGI provides the SI-S with the assistance, information and authority reasonably necessary to perform the above and; SI- H shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) SI- H's compliance with ORGI's specific technical designs or instructions; (ii) inclusion in a Deliverable of any content or other materials provided by ORGI and the infringement relates to or arises from such ORGI provided material; (iii) modification of a Deliverable after delivery by SI- H to ORGI if such modification was | Please refer modified clause 4.3 (Indemnity) in amended RFP |

| S. No. | RFP Page No. | RFP Reference Clause No. | RFP Description/ Topic of Clause | Points of clarification | Response of TPEC |
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| 99 | 79 | 4.27 A,C | Payment for Scanners & Temporary Setup ,Payment for Manpower deployed for Mobile App & Web Applications | TCS:Request ORGI to modify the clause to:<br>a) Initial 85 % Invoice price of the scanners alongwith scanning stations and temporary scanning setup, henceforth referred as Hardware, shall be released on Supply & Installation and after successful completion of the acceptance test of these items at concerned locations for different phases separately.<br>b) Rest 15% cost of all the hardware (including those which have been installed/setup during Phase-1) to be paid after the completion of successful scanning work of Phase-2 work. ,TCS:Request ORGI to modify the clause to:<br>1 Successful Design, Development & Implementation of Mobile & Web Application - 75% of the Cost of Software development<br>2 Training to officers 5% of the Cost of Software development<br>3 Completion of Field work pertaining to Phase-1 alongwith successful entry of Data & uploading on real-time basis development - 5% of the Cost of Software development<br>4 Completion of Integration of data collected through various sources in Phase-1 - 5% of the Cost of Software development.<br>5 Completion of Integration of data collected through various sources in Phase-2 - 5% of the Cost of Software development.<br>6. Completion of data analytics and house keeping of Census of India 2021 data and NPR updation, alongwith knowledge transfer and documents handover - 5% of the Cost of Software development., , , , , | Please refer modified clause 4.27(A) and (B) of amended RFP and S.No.55 and 56 of this response sheet. |
| 100 | 92 | Annexure-T3 a | Technical Specifications Scanner ,12 Imaging Features ,Technical Specifications Scanner | , Xerox:As per the RFP, the number of documents to be digitized has been mentioned.<br>Kindly, confirm the size of the documents to be digitized., , Fujutsu:This is the proprietary feature of a single Brand, NewGen:As per the RFP, the number of documents to be digitized has been mentioned.<br>Kindly, confirm the size of the documents to be digitized., | Means A3 size 70,000 Schedules (double sided) (1 crore 40 lakh Images). Productivity is decided per day per scanner per location. |
| 101 | 127 | Annexure-M2 | Server with Enclosure Type 1 for 3 Main Data Centres | , Xerox:As per the RFP, the integration with virtualization, open source software and server management has been mentioned.<br>Kindly confirm if any other integrations shall be required for mobile/web application., , , NewGen:As per the RFP, the integration with virtualization, open source software and server management has been mentioned.<br>Kindly confirm if any other integrations shall be required for mobile/web application., | Annexure-M2 provides the specifications of HW. However, Web based App including Mobile App has to be compliant to the HW/SW/OS made available. |

**Office of the Registrar General, India**

**NDC, D.P. Division, Shastri park Delhi**

Dated: 23-10-2019

Sub:-Submission of amended RFP for System integrator–Services (SI-S)

Ref.No. Tender Bid No. 2019_ORGI_506773_1 dated 27-09-2019

With ref to above, a corrigendum for the "responses to the queries" received from various SI/OEMs is being published on CPP Portal. The extension of last date of bid submission has already been published on 19.10.2019 and it is now being extended due to administrative reasons till 11.11.2019, 6.00 PM.

2. In addition to the "responses to the queries" as referred above, other items of clarification/modifications as suggested by TPEC members which could not be taken into account due to unforeseen errors/omission etc., have also been incorporated in the amended RFP for SI-S. Now for the complete reference of Bidder/OEMs the same is being published as an amended/retender RFP herewith.

(Jaspal Singh Lamba)

Deputy Director(EDP)

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