



**JAIPUR VIDYUT VITRAN
NIGAM LTD.**



RFP Version 2

“Deployment of Smart Office (E-office) System on SAAS (System as a Service) Basis”

Purchaser:



Jaipur Vidyut Vitran Nigam Ltd (JVNL), Jaipur

**Office of the Superintending
Engineer (IT), JVNL, Jaipur**

NOTICE INVITING TENDER

Notice Inviting Tender

Reference No: TN-67

Jaipur Vidyut Vitran Nigam Ltd. [“JVNL”/ “Jaipur Discom”] invites bids from competent Agency for work of “ **Deployment of Smart Office (E-office) System on SAAS (System as a Service) Basis**”.

The contract period shall be initially for Five years. The contract period may further be extended up to 2 years as per mutual agreement.

Mode of Bid Submission	Online through e-Procurement/e-Tendering system at http://eproc.rajasthan.gov.in
Tendering Authority	Superintending Engineer (IT) Jaipur Vidyut Vitran Nigam Ltd. Old Power House, Banipark, JAIPUR-302016.
Estimated cost of Project per annum (Approx.)	Rs. 2 Crores per annum
Contact Persons	1) Ram Avatar Sharma SE (IT) Office: 0141-2205412
Submission of Banker’s Cheque/ Demand Draft for Tender Document Fee (including GST@ 18%) with AO(IT&RE) in favour of AO(IT&RE), JVNL, Jaipur (non-refundable), payable at Jaipur, Rajasthan	Rs:5900/- before 24.4.18 upto 3 PM
Submission of Demand Draft for e-Tender Processing Fee(including GST@ 18%) with AO(IT&RE) in favour of M.D, RISL payable at Jaipur(non-refundable)	Rs: 1180/- before 24.4.18 upto 3 PM
Submission of Earnest Money through DD in favour of AO(IT&RE), JVNL or Bank Guarantee from schedule bank in the name of SE(IT),JVNL.	Rs. 20 lakhs before 24.4.18 upto 3 PM
Publishing Date/Time	11.10.17 at 5.00 pm
Revised Publishing Date/Time	05.04.18 at 5.00 pm
Last date of receipt of clarification/queries	Within 7 days from date of uploading of tender document
Bid submission Last Date/ Time	25.4.18 upto 2 PM
Date & Time of Opening of Technical Bids	25.4.18 at 3 PM

Date & Time of Opening of Financial Bids	To be intimated later
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	http://eproc.rajasthan.gov.in . http://www.jaipurdiscom.com
Bid Validity& EMD Validity	Bid Validity: 90 Days from the date of Financial Bid Opening EMD Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended.

The prospective bidder should have the necessary competence, adequate financial standing, sufficient experience and expertise as per Qualification Requirement detailed in this document.

Before bidding under this bid, bidder should ensure that they

1. They are qualified as per QR mentioned in this document.
2. The offered solution meets the technical requirement laid down in this document.

NOTE:

1. The bid shall only be submitted through online tendering system of www.eproc.rajasthan.gov.in.
2. Bidders who wish to participate in this tender will have to register on <https://www.eproc.rajasthan.gov.in> To participate in online tenders, Bidders will have to procure Digital Signature Certificate (Type – II or Type – III) as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency i.e. TCS, Safecrypt, Ncode etc. or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan for future assistance. Bidders who already have a valid Digital Certificate need not to procure a new Digital Certificate.

Contact No. 0141 – 4022688 (Help desk of RISL - 10.00 AM to 6.00 PM on all working days)

E-mail: eproc@rajasthan.gov.in

Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur.

3. Bidders should go through the website <https://www.eproc.rajasthan.gov.in> should refer to the website and go through the link “Help For Contractors”, “Information About DSC”, “FAQ” and “Bidders Manual Kit” and **Section-I** to know the process for submitting the electronic bids at the website.
4. The ‘Instructions to bidders’ and other terms and conditions of this tender pertaining to the bidding process generally follow the guidelines of e-tendering system of the government of Rajasthan, available at URL <https://www.eproc.rajasthan.gov.in>. However, wherever there is any anomaly between the conditions referred to in this tender document and the GoR e-tendering system, the latter shall be final.

5. The complete tender document has been published on the websites, www.jaipurdiscom.com and <https://www.eproc.rajasthan.gov.in> for the purpose of downloading.
6. The downloaded tender document shall be considered valid for participation in the bid process subject to submission of required Tender fees, e-Tender Processing Fee & EMD as mentioned in the NIT Section table. A copy of receipt of the tender fees, e-Tender Processing Fees & EMD must be enclosed along with the Technical bid/ proposal failing which the bid will be summarily rejected. The last date of submission of these Original instruments is mentioned in the NIT Table. The Bidder must take due care in submitting the instruments and collecting receipts from Jaipur Discom so that the Originals are submitted in hard copy and receipt scans are uploaded with the Technical Bid, before the Bid Submission Deadline.
7. All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally by the Bidder. The Technical and Financial Bid which is uploaded on eproc portal must be signed and stamped on each relevant page by the designated Authorized Representative of the bidder. The name, designation and authority of the designated Authorized Representative of the Bidder shall be stated in the Bid.
8. No contractual obligation whatsoever shall arise from the tender document/bidding process unless and until a formal contract is signed and executed between the purchaser and the successful bidder(s).
9. JVNL disclaims any factual/ or any other errors in this tender document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bids.
10. Bids will be considered only in the prescribed manner. Bids not submitted in the prescribed format will be summarily rejected without further evaluation.
11. Copies of various documents to be enclosed along with the bids must be legible and be self-attested by the authorized signatory with official seal. Claims made by bidder related to the project experience and other requirements shall be considered only when appropriate supporting documents are provided.
12. All the communication/correspondence including the Bid (Technical and Financial Bid) must be signed and stamped on each page by the designated Authorized Representative of the bidder failing which the bid will be summarily rejected.
13. The Bids can be submitted up to date and time given as specified in the NIT Table.
14. The complete bidding process is defined in the tender document.
15. In case, a bidder imposes conditions which are in addition or at variance or in conflict with the terms and conditions as specified in this tender document, all such bids will be summarily rejected.
16. Tendering Authority reserves the complete right to accept or reject in part or full any or all the bids without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the tendering authority.

17. In case, a dispute arises with regard to interpretation/ omission/ error in this tender document, bid submitted, other documents; the decision of SE (IT), JVVNL, JAIPUR will be final and binding upon the bidders.
18. Interested bidders may obtain further information from the office of **TheSuperintending Engineer (IT), Jaipur Vidyut Vitran Nigam Ltd, Old Power House Banipark, Jaipur.**

Superintending Engineer (IT)

Jaipur Vidyut Vitran Nigam Ltd.
Old Power House, Banipark, JAIPUR-302006.

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SECTION – I INTRODUCTION & OBJECTIVE

JAIPUR VIDYUT VITRAN NIGAM LIMITED (Jaipur Discom) is an undertaking of GoR engaged in distribution and supply of electricity in 12 districts of Rajasthan, namely Jaipur, Dausa, Alwar, Bharatpur, Dholpur, Kota, Bundi, Baran, Jhalawar, Sawaimadhopur, Tonk and Karauli (Except Kota City & Bharatpur City).

Over the past years JVVNL has adopted many IT Solutions and Systems in automating its various departments, functions & Processes which would not only take the best advantage of latest IT developments but also would bring in more transparency, efficiency and consumer and stakeholder satisfaction.

Background:

Currently there is no IT System available with JVVNL to automate, digitalise & document online the Correspondence/DAK Management, Document Management, File Management, Office Not Management, Court Case Management, Legislative Queries/Correspondence, RTI, Meeting Management, Collaboration & Messaging etc. The information/documents are either documented in terms of stand-alone electronic documents or printouts in the files. The communication with various stake holders is usually through written communication or occasionally vide email as a backup. There is no work flow management and the flow of information is usually guided through the internal rules of JVVNL.

Objective:

The scope of implementation of Smart Office (e-office) envisages a complete turnkey solution which may inter-alia includes supply, Install and maintain Smart Office(e-office) software, third party software (if any), customisation of the Smart Office(e-office) system, system integration, training to end users and supply, install, configuration of the various instances, commissioning of the required hardware for implementing the project. The entire software shall be hosted in a cloud.

Smart Office Solution shall create a long term foundation of having an integrated platform for performing key business functions. Following is the vision of Electronic Office System in a matured state:

1. Establish a centralized document repository & route them electronically, to reduce paper based working & achieve Paperless Office functioning in the company.
2. Provide a platform to perform business transactions in paperless manner.
3. Provide a sustainable and interactive environment for automation of various business processes.
4. Provide platform for configuring dynamic, interactive and real-time processes.
5. Provide a unified platform for the users to transact with inter/intra division and existing or upcoming IT systems.
6. Provide a central repository of all Documents.
7. Provide platform for generation of various MIS reports.

The Bidders are advised to study the tender document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

General Information of Bid :

- i. Qualification will be assessed upon meeting all the qualification criteria regarding the applicant's general and particular experience, personnel capabilities, infrastructure availability, financial position, system proposed, methodology and plans to be adopted as detailed in the Bidder's Technical Bid.
- ii. The Bidder, while submission of the Bids, has to ensure that, all the pages of the Bids are signed by the competent authority and also all the pages are numbered and properly indexed. Jaipur Discom clarified that-the Bid of those bidders, who do not fulfil the requirements shall be considered as disqualified.
- iii. If any bidder fails to fulfil the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.
- iv. Merely meeting the qualification requirements does not indicate that the Bidders shall be short listed for opening of financial bid. The technical solution proposed by the Bidder must commensurate with the requirements laid down in the Tender document.
- v. The short listing shall be made considering all the technical parameters furnished by the bidder along with the technical offer.

SECTION-II QUALIFICATION REQUIREMENTS (QR)

The Bidder must possess following credentials prescribed as Pre-Qualification Criteria. If any bidder fails to fulfil the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.

A. Qualification Requirement for the Bidder:

S.No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporated under applicable Companies Act /Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act.	Self-Declaration along with the following: <ul style="list-style-type: none"> • Copy of Self-Attested Incorporation Certificate in case of Company • Copy of Self-Attested Partnership Deed • Copy of Self-attested latest Income Tax Return
2.	The bidder should have successfully executed a design, development, integration, implementation, support and maintenance of web based software solution minimum one out of the following : <ul style="list-style-type: none"> (i) ERP (ii) Revenue & Billing System (iii) E-Office System In the last 3 years in India which is live as on the date of the tender. Start-up Companies which are registered with GOI/any State are exempted from this qualification requirement	<ul style="list-style-type: none"> • Work Award on Bidders name with relevant performance certificates.
3.	The Bidders shall have following valid certificates : <ul style="list-style-type: none"> (I) ISO 27001:2013(for IT solutions and Services) (II) ISO 9001:2008 (for IT solutions and Services) 	Valid Certificates to be uploaded.

4.	<p>i. The Bidder should have a minimum average annual turnover of Rs. 3 Cr (Gross Turnover of 9 Cr) in last three Financial Years (2014-15, 2015-16, 2016-17)</p> <p>ii. The Bidder should have positive net worth as on 31st March, 2017</p> <p>Start-up Companies which are registered with GOI / any State are exempted from this qualification requirement</p>	<ul style="list-style-type: none"> • Copy of the audited statement of accounts (P&L Account & Balance Sheet) duly certified by the Chartered Accountant along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof. If final accounts of FY 2016-17 are not available provisional certificate duly certified by CA shall be submitted as a proof. • Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided. <p>Note: Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</p>
5.	The Bidder should not have been black listed by any power utility in India during the last 5 years.	Self-Declaration for No Blacklisting on the appropriate stamp paper.

B. Qualification Requirement for the PRODUCT

S No.	Criteria	Supporting Documents Required
1.	The quoted Smart Office Solution shall be only COTS(Commercially Off the Shelf) solution. No BESPOK / In House Solution shall be allowed.	<ul style="list-style-type: none"> • Undertaking with the details of the quoted solution
2.	<p>The proposed Smart office shall have mandatorily following credentials:</p> <p>(i) Should have been implemented the solution in at least three State Govt/ Central Govt/ State Govt or Central PSU/ Utilities in India.</p> <p>(ii) The implemented solution should have following solution modules mandatorily</p> <p>a. File Management</p> <p>b. Correspondence/DAK Management</p> <p>c. Document Management.</p> <p>(iii) The implemented solution should have at least one of the following solution modules:</p> <p>a. Office Note Management</p> <p>b. RTI Management</p>	<ul style="list-style-type: none"> • Work order/performance certificates • Certificate / work order / Document to establish the modules of the solution • Certificate / work order / Document to establish the modules of the solution

NOTE: -

- 1. In case of non-furnishing of requisite document along with the bid the bid will be considered as non-responsive and bid may be summarily rejected.**

SECTION –III INSTRUCTION TO BIDDER

1. GENERAL INSTRUCTIONS

- 1.1. Tendering authority will receive bids in respect of services as set forth in the accompanying Tender document.
- 1.2. All bids shall be prepared and submitted in accordance with terms and conditions of this Tender Document.
- 1.3. The Bidder, in his own interest is requested to read very carefully these instructions and the terms and conditions as incorporated in General Conditions of Contract and Technical specification before filling and submitting the Bids.
- 1.4. If the bidder has any doubt as to the meaning of any provisions or any portion thereof, he shall before submitting the Bid, may refer the same to the Tendering Authority in writing, well in time before the specified date of opening of Bids so that such doubts may be clarified.
- 1.5. Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing this Tender document unless otherwise specifically indicated/ commented by him in his Bid.
- 1.6. Bids submitted after the time and date fixed for receipt of bids as set out in the invitation to Bid shall be rejected and returned to the bidders.
- 1.7. The works referred herein shall cover the entire scope of the proposal which include commissioning and erection of equipment including the successful completion of performance and guarantee tests which the Discom desires to get executed.

2. FIELD CONDITIONS

- 2.1. The geographical conditions of the Jaipur Discom is not same and have different terrain. The details of the area covered is mentioned in the table at the Introduction Section.
- 2.2. The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy it regarding the existing system.
- 2.3. For ascertaining the existing system, condition's etc., the agency may contact the Tendering Authority.
- 2.4. No claim from Bidder or Agency for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated by them at the time of submitting the bids.

3. SUCCESSFUL IMPLEMENTATION AND GOOD PERFORMANCE

Any work if specifically not mentioned but reasonably implied for the successful implementation and good performance of the proposed work is deemed to be included and has to be executed within the ordered price.

4. **PREPARATION OF BIDDING DOCUMENT**

4.1. **EARNEST MONEY DEPOSIT (EMD):**

- a. The Bidder shall furnish EMD as per the prescribed in NIT section.
- b. The Bidder shall **deposit/submit** the EMD in prescribed format to the Accounts Officer (IT & RE), JVVNL, Jaipur within the stipulated date & time, and obtain a receipt.
- c. Bid uploaded but not accompanied by a copy of the receipt for depositing EMD shall be rejected and the Bid will not be opened.
- d. In case of bidders who are declared as non-responsive, EMD will be refunded on production of the original receipt within 15 working days after opening of financial bid.
- e. Adjustments/proposals for acceptance of EMD, if any, **already** lying with the Discom in connection with some other bids/orders shall not be entertained. Also, the Discom will not adjust the EMD under this tender with the previous dues of bidder if any.
- f. No interest shall be payable on EMD.
- g. Jaipur Discom reserves the right to forfeit EMD, if successful bidder either has not accepted the work order or not completed the contractual requirement within the specified period.

4.2. **TENDER DOCUMENT FEE& TENDER PROCESSING FEE**

The bidders are permitted to download the bid document from websites <https://www.eproc.rajasthan.gov.in>, www.jaipurdiscom.com but must pay the cost of Tender document fee and e-Tender processing fee as mentioned in NIT table within the stipulated date & time in the office of Accounts Officer (IT&RE), Jaipur and obtain acknowledgement thereof. Such processing fee shall be sent to RISL by AO (IT&RE).

5. **CLARIFICATIONS AND AMENDMENTS & DEVIATION FROM TENDER DOCUMENT**

5.1. **CLARIFICATIONS TO THE TENDER DOCUMENT**

- 5.1.1 Verbal clarifications and information given by the Discom or his employee(s) or his representative(s) shall not in any way be binding on the owner.
- 5.1.2 The bidder is required to carefully examine the Terms & Conditions including specifications of this Tender document and fully inform himself as to all the terms and conditions which may in any way affect the Work or the cost involved thereof.

5.2. **CLARIFICATIONS TO THE BID**

- 5.2.1 To assist in the examination, evaluation, comparison and post qualification of the bids, the Tendering Authority may, at its discretion, ask any bidder for a clarification of his bid. The tendering authority's request for clarification and

the response shall be in writing or e-mail of the Authorized Signatory of the Bidder.

- 5.2.2 Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the Tendering Authority shall not be considered.
- 5.2.3 No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Bids

5.3. AMENDMENT OF TENDER DOCUMENT

- 1.3.1 At any time prior to the deadline for submission of the Bids, if the Tendering Authority deemed it necessary to amend the Tender document, it shall do so by issuing appropriate Corrigendum/Addendum.
- 1.3.2 Any Corrigendum/Addendum issued shall be a part of the Tender document and shall be published on the website of Jaipur Discom & e-proc portal.
- 1.3.3 To give prospective Bidders reasonable time to take a Corrigendum/Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- 1.3.4 Any change in date of submission and opening of bids would be published through Jaipur Discom's website and e-proc portal.

5.4. DEVIATION FROM BID DOCUMENTS

- 5.4.1 The bidder should comply all requirements set out in the bidding document and NO TECHNICAL and COMMERCIAL Deviation shall be entertained.
- 5.4.2 The Bids with Deviation from the requirement laid down in this document shall be considered as NON Responsive.

The offer must have 'No Deviation' certificate as per bid document.

6. SUBMISSION AND OPENING OF BIDS

6.1 COST OF BIDDING: The Bidder shall bear all the risks and costs associated with the preparation and submission of its Bid, and the Tendering Authority shall not be responsible or liable for those risks and costs, regardless of the conduct or outcome of the bidding process.

6.2 LANGUAGE OF BIDS: The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Tendering Authority, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

6.3 BIDS ARE TO BE SUBMITTED IN TWO PARTS

6.3.1 The Bid shall be submitted within the specified time on <https://www.eproc.rajasthan.gov.in> in electronic format in the following manner:

6.3.2 Part- A (Technical Bid): will contain

- a) Cover 1: Fees (to be uploaded in pdf format)
 - (i) Copy of receipt of submission of Tender document fees
 - (ii) Copy of receipt of submission of Tender processing fee
 - (iii) Copy of receipt of submission of EMD (DD & BG)
- b) Cover 2: Techno-Commercial Bid (to be uploaded in pdf format):
 - (i) Complete Technical Bid comprising information in specified formats and schedules (Except the price schedule) including details & design of the proposed system(s) to meet out the work requirement together with its capabilities.
 - (ii) Supporting documents to ascertain the eligibility / qualification as per the QR requirements of this tender

The Tendering Authority may require any bidder to furnish the documents in original or copy duly attested by Notary as the case may be for verification, in physical form on short notice of three working days.

6.3.3 Part- B (Financial Bid): will contain the Financial Bid for carrying out the scope of work defined for this project. The Financial Bid is submitted in excel file of BOQ. The Financial Bid will be opened only for the Bidders shortlisted on the basis of Technical Bid. The date of opening of such Financial Bids will be intimated on the eproc website

6.4 SUBMISSION OF PROPOSALS

6.4.1 Bidder shall submit their bid in electronic format, which shall be digitally signed and further signed & stamped on each page by the designated authorized representative of the Bidder. Bidder shall procure Digital Signature Certificate (DSC) as per the provisions mentioned in Note 2 of the NIT table.

6.4.2 Physical submission of bids is not allowed. If asked by Tendering Authority the bidder is required to submit original technical bid in hardcopy which shall be the exact replica of online bid submitted. In case of any discrepancy between online and hardcopy Bid, the Bid submitted online shall prevail.

6.5 FILLING OF BIDS

6.5.1 Bids shall be uploaded on e-portal with the formats and schedules given in the Tender document duly filled in. The completed formats and schedules shall be considered as part of the contract documents in case the same Bidder becomes Successful Bidder. The Bids which are not in conformity to the schedules and formats of the Tender document, may not be considered.

6.5.2 No alteration should be made to the format and schedules of the tender document. The Bidder must comply entirely with the Tender document.

- 6.5.3** Tender should be filled in only with ink or typed and must be submitted online after signing digitally.
- 6.5.4** All additions, alterations and over-writing in the bid must be clearly signed by the authorized representative of the bidder otherwise bid shall be summarily rejected.
- 6.5.5** The bidder must quote the prices strictly in the manner as indicated herein, failing which bid is liable for rejection. The rate/prices shall be entered in words as well as in figures. These must not contain any additions, alterations, over-writing, cuttings or corrections and any other marking which leave any doubt and further may result in rejection of such Bid.
- 6.5.6** The Tendering Authority will not be responsible to accept any cost involved in the preparation or submission of bids.
- 6.5.7** All bids and accompanying documents shall be addressed to Jaipur Discom.

6.6 ALTERNATIVE BIDS

Alternative bids shall not be considered at all.

6.7 BID PRICES

- 6.7.1** All the prices should be quoted only in Indian Rupees (INR) Currency.
- 6.7.2** The prices quoted in BOQ.xls should be inclusive of service tax / GST and other government levies as applicable. The present rates of applicable taxes shall be indicated by the bidder in its Bid, which is subject to statutory variation and shall be borne by Discom..
- 6.7.3** The bidder will furnish the break-up of the quoted price in Financial Bid according to the Financial Bid Format, indicating rate and type of each tax clearly, as per the rates prevailing within 7 days before the bid date. Any statutory variation and imposing of new tax by government subsequent to bid submission/currency of Contract shall be on Discom account.

7. PERIOD OF VALIDITY OF BIDS

- 7.1** The bid validity period is provided in the table mentioned in the NIT section. Bids mentioning a shorter validity period than specified are likely to be summarily rejected.
- 7.2** Tendering Authority may ask for extension in validity period. The Bidder will be at liberty to accept it or not. In case Bidder agrees to extend the validity period without changing his original offer, he will be required to extend validity period of the Bank Guarantee submitted against the EMD suitably.

8. SIGNATURE OF BIDDER

- 8.1** The bid must contain the name, address and place of business of the Bidder and must be signed and sealed by the designated Authorized Representative of the Bidder. The name of such person should also be typed or printed below the signature.
- 8.2** Bid by a partnership firm must be furnished with full names of all partners.

- 8.3 Bids by corporation/ company must be signed by the Authorized representative of the Bidder with the legal name of the corporation/ company.
- 8.4 Satisfactory evidence of authority (Power of Attorney) of the person signing on behalf of the Bidder shall be furnished with the bid.
- 8.5 The Bidder's name stated on the proposal shall be exact legal name of the firm.
- 8.6 Bids not conforming to the above requirements of signing shall be disqualified.

9. DELAY IN BID SUBMISSION

The tendering authority shall not consider any bid that arrives after the deadline for submission of bids as indicated in the NIT. Any bid received by the tendering authority after the deadline for submission of bids shall not be accepted.

10. RECEIPT OF BIDS

Bids shall only be received through <https://www.eproc.rajasthan.gov.in> website.

11. WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

A Bidder may substitute or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per the e-tendering process but bidder cannot withdraw his bid after submitting it once.

12. BID OPENING

- (i) Jaipur Discom shall perform the Bid opening at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.
- (ii) Only the bids of those bidders who qualifies post the Technical Bid evaluation shall be eligible for Financial Bid opening. The date and time of Financial Bid opening to the technically qualified Bidders would be intimated later. The bidder who has quoted lowest shall be termed as the successful bidder.

13. EVALUATION AND COMPARISON OF BIDS

The evaluation of bids will be made in the following manner:

A. Evaluation of Qualification and Technical Requirements

- I. Each bid shall be evaluated to ascertain the qualification of bidder with respect to the requirements laid down in this RFP.
- II. Consequent upon identifying the bidders who are found eligible IN QUALIFICATION REQUIREMENT evaluation shall be carried out in following manner.
- III. Availability for No-Deviation Certificate. If any deviation is found, the bid shall be declared as non-responsive.
- IV. Technical details and proposals submitted by the bidders shall be critically examined in line with objectives & scope of work mainly but not limited to the following criteria:
- (i) A detailed write up which shall include that how the compliances shall be made to the flow diagram given in this RFP
- (ii) Description of the technical solution with make and model of each equipment.
- (iii) Compliance to the Functionalities of system offered.

- (iv) Compliance to the proposed Hardware as per the RFP along with the OEM, Make & Model.
- (v) Experience of the key professionals along with CV to be deployed.
- (vi) Adherence with the time period as per schedule of deliveries defined in the RFP along with the work break down schedule.
- (vii) To ascertain the technical capabilities of the solution, JVVNL may interact with the prospective bidders, during such interaction the bidders shall demonstrate the technical capabilities of the system being offered. If required JVVNL shall call the bidder for such interaction by giving minimum 24 hours notice.

B : Financial Bid Evaluation:

The Financial Bids which are opened shall be evaluated. The Purchaser will correct arithmetical errors during evaluation of Financial Bids on the following basis:

1. 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, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
2. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
3. If there is a discrepancy between words and figures, the amount in words shall prevail. However, where the amount expressed in words is related to an arithmetic error, the amount in figures shall prevail subject to (1) and (2) above.

If there is a discrepancy between percentage and figures related to various taxes or levies, the percentage shall prevail over figure mentioned. However, where the amount expressed in percentage is related to an arithmetic error, the amount in figures shall prevail subject to (1) and (2) above. It should also be noted that at time of payment against, the prevailing tax/levy rates will be used as on the date of approval of payment

Except as provided in sub-clauses (1) to (3) herein above, Tendering Authority shall reject the Price Proposal if the same contains any other computational or arithmetic discrepancy or error.

If the Bidder does not accept the correction of errors, its Bid shall be disqualified and its EMD shall be forfeited

13.1.5 The bids will be evaluated and awarded as per the evaluation criteria that “The Bidders having lowest financial quote during Financial Bid Evaluation shall be considered as the L1 Bidders”.

13.1.6 The EMD of the other technically qualified Bidders shall be returned within 15 working days from the date of signing of Contract by the Discom with the successful Bidder.

14. CONFIDENTIALITY

- i. Information relating to the examination, evaluation, comparison, and post qualification of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract award.
- ii. Any attempt by a bidder to influence the tendering authority or other officials of Discom in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions shall result in the rejection of his bid.
- iii. From the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Tendering Authority on any matter related to the Bidding process, he is allowed to do so in writing.

15. NON-MATERIAL NON-CONFORMITIES

Provided that a bid is substantially responsive, the Tendering Authority may request the bidder to submit the necessary information or documentation provided that the required information was in existence as on date of opening of bid. No new information created after opening of bid shall be considered, within a reasonable period of time, to rectify omission in the bid related to requisite documents.

16. DISQUALIFICATION

Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any bidder/ bid from the bid process on following grounds

- i. Any action on the part of the bidder to revise the rates/prices and modification in technical or commercial substance of Bid, at their own.
- ii. Submission of any supplementary information unless & otherwise asked for at his own instance after the opening of the Bid may result in rejection of the Bid and also debar him from submission of Bid to the Discom at least for one year.
- iii. The Bidder has been disqualified from any other Discom for any violation of code of conduct.
- iv. In case of bidder not adhering to the format of financial offer given with this document the bid / offer may be rejected / non-responsive.
- v. In case of any mis-apprehension at bidder level which may lead to wrong price bidding, Discom reserve the right to reject the bid or take necessary loading / unloading to arrive the correct price as per aspersions of Discom / tender specification. Accordingly the bidders are advised to ask to clarify about any mis-apprehension before bidding. No excuse shall be considered in this regard.
- vi. Does not meet the Qualification Requirement (QR) as mentioned in the bidding document.
- vii. During validity of the bid or its extended period, if any, increases his quoted prices.
- viii. Has imposed conditions in his bid.
- ix. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- x. Has been black listed, by any utilities of India during Last 5 financial years.
- xi. Has submitted bid which is not accompanied by required documentation and EMD/Tender document fees/Processing fees

Note: Bidders may specifically note that while processing the bid documents, if it is found, expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay/ holding up the processing of bids then the bidders so involved are liable to be disqualified for the contract as well as for a further period of two years from participation in any of the bids floated by any department, Govt. of Rajasthan.

17. AWARD OF CONTRACT

17.1 ACCEPTANCE OF THE TENDER/BID AND NOTIFICATION OF AWARD

- 17.1.1. After the selection of the Successful Bidder by the Tendering Authority within the validity period of Bid, the Tendering Authority shall inform such Bidder in writing by issuing Letter of Intent (LOI).
- 17.1.2. The Successful Bidder shall send an acknowledgement the LOI to the Discom, post which Discom shall prepare and send a detailed work order to the Successful Bidder. In case, the Successful Bidder refuses at the issue of LOI, the intent to perform the scope of work, it shall be rejected with forfeiture of its EMD and offer may be extended to the L2 Bidder and so on.
- 17.1.3. Discom shall issue Work Order to the Successful Bidder requiring him to do the following things within specified timeline. If the Bidder fails to do the following things within specified timeline, EMD of such Bidder shall be forfeited and Tendering Authority of Discom may consider the next ranked bidder.
- 17.1.4. Written Letter of Acceptance of Work Order along with duly signed and sealed copy of such Work Order as token of such acknowledgement within 7 working days.
- 17.1.5. Submission of Performance Guarantee as required to be submitted under the Contract within 15 working days.
- 17.1.6. Signing of the Contract (based on the terms & conditions of this Tender Document) with the Discom within 15 working days after issue of Contract format by Discom to the Successful Bidder. In case any of the party (Discom and the Successful Bidder) is unable to sign the Contract within 15 working days, it shall inform the other party in advance regarding the same alongwith the reason and suitable time for signing of the Contract.
- 17.1.7. Decision on bids shall be taken within original validity period of offers. If the decision on acceptance or rejection of a bid cannot be taken within the original bid validity period due to unavoidable circumstances, all the bidders shall be requested to extend validity period of their bids up to a specified date. It is discretion of bidder to accept the extension or not. Those bidders who do not accept shall be discontinued form the bid process and their EMD may be refunded.
- 17.1.8. Until a formal Contract is prepared and signed, the Work Order/ LOI shall constitute a binding Contract.

18. SIGNING OF CONTRACT

The successful bidder will, on receipt of Work Order from the Discom enter into a contract with the DISCOM by jointly signing the Contract.

- 1..1. The draft of the Contract based on the terms & conditions, detailed in Section-II and Section-III will be forwarded to the successful bidder for execution by the Discom.
- 1..2. The Contract will be signed within fifteen days thereafter. The person to sign the Contract must be duly authorized by the Bidding entities.

19. **RESERVATION OF RIGHTS**

To take care of unexpected circumstances, Tendering Authority shall reserve the rights for the following:

- i. Extend the last date & time for submission of the bids.
- ii. Amend the Tender Document at any time prior to the last date & time of submission of Bids.
- iii. To reject any bid without assigning any reasons.
- iv. Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bids.
- v. Seek the advice of external consultants to assist Jaipur Discom in the evaluation or review of bids.
- vi. Make enquiries of any person, company or organization to ascertain information regarding the bidder and its bids.
- vii. Reproduce for the purposes of the procedure the whole or any portion of the bids despite any copyright or other intellectual property right that may subsist in the bids.
- viii. Note: Direct or indirect canvassing on the part of the Bidder or his representative would be a ground for disqualification of such Bidder from this process.

20. **LACK OF COMPETITION**

A situation may arise where, after evaluation of Bids, the Tendering Authority may end-up with one responsive bid only. In such a situation **the Tendering authority act as per RTPP Rule 2013 CLAUSE 68 “Lack of Competition”**

21. **General**

- 21.1 Discom does not bind itself to accept the lowest or any bid or any part of the bid and shall not assign any reason(s) for the rejection of any bid or a part thereof.
- 21.2 The fact of submission of bid to the Jaipur Discom shall be deemed to constitute an agreement between the Bidder and the Discom whereby such bid shall remain open for acceptance by the Discom and Bidder shall not have option to withdraw his offer, impair or derogate the same. If the Bidder is notified during the period of validity of bid that his bid is accepted by the Discom, he shall be bound by the terms of agreement constituted by his bid and such acceptance thereof by the Discom, until formal contract of the same bid has been signed between him and Discom in replacement of such agreement.

- 21.3 The successful bidder will have to sign the contract agreement for the proper fulfilment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the Tender Document/ Bid, interpretations as may be advantageous to Discom may be taken, if satisfactory clarification is not furnished within the prescribed period.
- 21.4 Discom will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
- 21.5 Jaipur Discom reserves the right to:
- Reject or accept any bid.
 - Cancel the bid process and reject all applications.
 - Jaipur Discom shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of the above actions.

22. SPECIAL CONDITIONS OF TENDER

- The system or entire solution shall be deployed on the cloud.
- The system shall be developed on SOA architecture and shall have all the standard integration features inbuilt for integrating with other systems.
- The Service provider shall maintain the confidentiality of data base. A separate NDA (Non-Disclosure agreement) shall be signed by the service provider.
- Data migration of live Purchase orders shall be considered as part of the scope.
- No additional payment shall be made to any change requests during the tenure of the contract.
- All the required license, license updates / Licenses renewal / AMC of Licenses, Hardware AMC, software updates, Change request updating is the responsibility of vendor within the quoted price till currency of contract.
- The system shall have provision to send SMS, EMAIL, Alerts etc., both for the enterprise users and Vendors. The necessary SMS packages and SMS gateway shall be provided by the DISCOM and the Email gateway shall be arranged by bidder at its own cost.

SECTION-IV TERMS & CONDITIONS

The Terms and Conditions of the contract shall prevail and shall be binding on the Agency and any change or variation expressed or impressed howsoever made shall be in operative unless expressly sanction by the Jaipur Discom. The Bidder shall be deemed to have fully informed himself and to have specific knowledge of the provisions under terms and Conditions of this Tender Document mentioned hereunder:

1. DEFINITION OF TERMS:

- 1.3 1.1 In constructing these general conditions and the annexed specification, the following words shall have the meaning here in assigned to them unless there is anything in the subject of context in consistent with such construction. "Jaipur Discom" shall mean the Jaipur Vidyut Vitran Nigam Limited or JVVNL, represented by Chairman/Managing Director and shall include their legal personal representative, successors and assignees.
- 1.4 The "Bidder" shall mean and include one or more persons or any firm or any company or body in corporate who has submitted the tender in response to "Invitation of Tender".
- 1.5 The "Agency" shall mean the Bidder whose Bid has been accepted by Discom and shall include its heirs, legal representative, successors and assignees approved by the Discom.
- 1.6 The "Chairman/Managing Director" shall mean the Chairman/Managing Director, Discom.
- 1.7 The "Engineer" shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, Discom or other Engineer or Officer for the time being or from time to time duly authorized and appointed in writing by the customer to act as engineer or Inspector for the purpose of the contract. In case where no such engineer has been so appointed, the word "Engineer" shall mean the Discom or his duly authorized representative.
- 1.8 "Works" mean and include the work or works to be done by the Agency under the contract.
- 1.9 The "Contract" shall mean and include the following:
- i. Notice Inviting Tender
 - ii. Complete Tender document including its amendments if any.
 - iii. Bid submitted by bidder.
 - iv. EMD.
 - v. Letter of Intent and its acknowledgement.
 - vi. Security Deposit/ Performance Guarantees.
 - vii. Detailed Work order.
 - viii. Addenda that may hereafter be issued by the Discom to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discom.
 - ix. The agreements to be entered as per Tender Document.
 - x. Requisite Power of Attorney in favor of the authorized signatory of the Bidder.

- 1.10 The “Specification” shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
- 1.11 The Month shall mean, English calendar month i.e. period of 30 days and week shall mean a period of 7 days.
- 1.12 The “Site” shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.
- 1.13 “Acknowledgement of Letter of Intent” shall mean the Bidder’s letter conveying his acceptance of it being successful bidder and its intent to perform the contract.
- 1.14 “Acknowledgement of Work Order” shall mean the Bidder’s letter conveying his acceptance of the tender as per the terms and conditions as been stated therein.
- 1.15 The “Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
- 1.16 “Letter of Intent” Letter issued by Discom to the successful bidder informing him that the bidder is successful bidder.
- 1.17 “Work Order” shall mean the Discom’ letter which may be issued in the way of letter containing detailed terms and conditions of the work and such other particulars which the Discom may like to convey to the Agency pending signing of a formal written Contract.
- 1.18 “Writing” shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
- 1.19 The Work “Codes” shall mean the Indian Electricity Act/Electricity Supply act and Indian Electricity Rules and the rules made there under applicable in the State of Rajasthan on the date of Letter of Intent with such special modification thereof as may be specially stipulated by competent State Authorities i.e. Chief Electrical Inspector of Rajasthan.
- 1.20 Works importing “PERSON” shall include firms, Companies, Corporations and other bodies whether incorporated or not.
- 1.21 Words importing the singular only shall also include the plural and vice version where the context requires.
- 1.22 Terms and expressions not herein defined shall have the same meaning as one assigned to them in the Indian Contract Act (Act IX of 1872) and falling that in the General Clause Act, 1897).
2. **CONTRACT:** After the selection of successful bidder Discom will issue Letter of Intent and subsequently a detailed Work Order to such bidder. A contract shall be entered into between Discom and the successful bidder.
3. **CONTRACT VALUE:** Contract Value shall be termed as total order value as quoted / accepted by the Successful Bidder in the Financial Bid.
4. **CONTRACT PERIOD:** The contract period shall be initially for a period of Five years from the date of award of contract. The contract period shall be extendable for further 2 years, on mutually agreed conditions.

5. **IMPLEMENTATION PERIOD:** The implementation period of project for shall be defined in this document where in all the hardware, software, resources etc. should be installed/deployed.
6. **TERMINATION OF CONTRACT:** If the services of the vendor are not as per the awarded work for three consecutive months after commencement of work then Discom will have liberty to terminate the contract.
7. **FALL BACK ARRANGEMENT:** In the event of failure of the Agency to fulfil its obligations, duties and responsibilities as per the terms & conditions of the Contract, Discom shall **interalia** have the right, at any time to resort to fall back arrangement. Under such arrangement, Discom shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the Contract and can recover from the BGs & other holding of agency with Discom, the losses suffered due to such failure. If the BGs & other holding of agency is insufficient, the Agency shall pay the difference to Discom failing which Discom shall have right to recover the sum through legal or other means.

The Discom shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other agency as it may deem fit and no claim of Agency for compensation in this respect shall be entered.

The Discom shall have the right in such circumstances to blacklist/bar/disqualify the Agency from submission of Bid to the any Discom(s) at least for one year.

8. **HANDING OVER ON TERMINATION/ PROJECT COMPLETION:** The Contract shall require the Agency to cooperate in handing back the facilities, records, data backup and documents, latest software with documentations, manuals, etc. in good working order to Discom after termination of Contract.

Upon termination of the Contract, the Agency's authority to act in the area shall immediately cease. In order to smoothen the handing over process and not hampering the work, Discom shall arrange to award the Contract to other firm or may execute the work departmentally at-least 6 months before expiry of this Contract, the Agency/Discom staff may require to work along with the new agency for remaining period of Contract to enable the new agency to understand the process.

Upon Termination of the Contract, following equipment / items shall be handed over on A-IS-Condition as On last day of contract:

- (i) All Utility Specific Data including Archives
- (ii) All Desktop PCs , UPS, Scanners and Printers and furniture
- (iii) Transfer the license for COTS and Database
- (iv) Transfer the Source Code and Software for Non COTS Software.

9. **PERFORMANCE BANK GUARANTEE:**

- 9.1. A Performance Bank Guarantee equivalent to 7% (Seven percent) of annual Contract value shall be provided by the Successful Bidder within 15 days of receipt of Work Order from Discom, in cash or by crossed Bank Draft or by way of Bank Guarantee. The Performance Bank Guarantee shall be valid for three months in addition to the entire contract period. In

case if the successful bidder provides a Performance Bank Guarantee for shorter duration (not less than 12 months) then it would be the sole responsibility of the Successful Bidder to get the Performance Bank Guarantee extended well in advance to maintain the validity time. Discom may invoke the Performance Bank Guarantee without giving any information if validity of such Performance Security expires.

- 9.2. The Bank guarantee in the prescribed format must be from the branch of any Nationalized/Scheduled Bank located in Rajasthan. The Agency may furnish Bank Guarantee on stamp paper of Rajasthan state and shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of that Rajasthan State.

10. AGENCY TO INFORM HIMSELF FULLY

The Contract shall be considered to have come into force from the date of its signing. The contractor shall be deemed to have carefully examined the Tender document including General Conditions, specifications and schedules. Also it shall be deemed to have satisfied himself with the nature and character of the work to be executed and where necessary, of the site conditions and other relevant matters and details. Any information thus had or otherwise obtained from the Discom or the Engineer shall not in any way relieve the contractor from his responsibility for the supplying of the hardware, software and other equipment and executing the work in terms of the contract including all details and incidental works and supply all accessories or apparatus which may not have been specifically mentioned in the contract but necessary for ensuring complete erection and safe and efficient working of the equipment.

11. CONTRACT DOCUMENTS

The order placed under this Tender document shall be governed by the terms and conditions as incorporated in this Tender document and as given in the detailed work order. The terms and conditions as specified in this Tender document if differ from the terms indicated in the detailed work order the later shall prevail.

The contract shall for all purposes be construed according to the Laws of India and subject to jurisdiction of Rajasthan Courts only. For the due fulfilment of the contract, the Agency shall execute the Contract in the prescribed form, in prescribed number of copies on Rajasthan State Non-judicial stamp paper bearing stamp duty as applicable. The expenses of completing and stamping the Contract shall be borne by the Contractor. Such Contract shall be executed and signed by the authorized signatory of the Agency on each page thereof.

Such complete agreement form along with the contract documents together with a “Power of Attorney” in favour of the Executants shall be required to be returned to the Discom within a period of 15 days from the receipt of order duly signed on each page. One copy of the executed agreement duly signed by the Discom shall be sent to the supplier for his reference.

The contract documents shall mean and include the following: -

- (I) Contract agreement along with Letter of Intent.
- (II) Work order & its annexures.
- (III) Terms and conditions of the specification.
- (IV) General Conditions of Contract of the specification and Instructions to Bidders.
- (V) Any subsequent modification / amendment / clarification

- (vi) Bid Proposal Form and Its schedules along with price schedule and completion schedule
- (vii) Power of Attorney in favor of signatory

12. GIFTS AND COMMISSIONS ETC.

Any gift, commission, or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the Discom, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the Discom resulting from any cancellation. The Discom shall then be entitled to deduct the amount so payable from any moneys otherwise due to the Agency under the contract.

13. COMPLIANCE OF LABOUR LEGISLATION:

The Agency shall discharge its liability of employer in respect of personnel to be engaged for delivering service under this Contract, as said out in EPF and MP Act, 1952 ESI Act, 1948 (in ESI implemented area), workmen's compensation act, 1923 (in non ESI implemented area) contract labour (R&A) Act, 1970, Payment of Wages Act, 1936, Minimum Wages Act, 1948 or any other Act, Rules, Regulations as may be applicable. The Agency is required to get separate code under the provision of EPF and ESI Acts, if not already taken and deposit the employer's contribution along with employee subscription, as per rule and submit copy of challans at the time of claiming payment, as per **Tender document**, failing which an amount equivalent to employer's contribution and employees subscription shall be deducted from his each bill and deposited with the concerned authorities. The Agency shall be solely responsible for any consequences arising out of breach of any applicable legislations.

The Agency shall deploy **Skilled / Highly Skilled manpower** with necessary qualifications and experience as mentioned in the Tender Document. Agency shall pay salaries / wages to the manpower deployed through cheque/online transfer and submit Circle wise, Division wise Sub Division wise and Employee wise salary statement with all details such as Basic, DA, Conveyance, Bonus, EPF, ESI, PT, TDS, Net Salary etc. to Discom. Payment of wages / salaries paid in cash is strictly not allowed.

Accounts Officer of respective circle shall ensure compliance by the Agency with respect to labour law, minimum wages, Accidental Insurance, Workman compensation, EPF and ESI etc. Accounts Officer shall verify and certify the monthly Circle wise, Division wise Sub Division wise and Employee wise salary statement for release of payments to Contractor

- 14. SAFETY OF SYSTEM:** The Agency shall be fully responsible for upkeep, operation, maintenance, security and safety of hardware, software, documents, data and other documents and records transferred to it and developed later. These documents and records shall be maintained in updated condition and handed over back to Discom in good working order on completion of the contract or time to time basis as per scope of works as and when required by the Discom. Agency shall compensate to Discom any loss suffered by Discom due to default of the agency in this respect.

15. **INSURANCE:**The agency at his own cost shall arrange, secure and maintain all insurance (Equipment & manpower) as pertinent to the works and obligatory in terms of law to protect its interest and interest of Discom against all perils. The validity of insurance shall be valid till expiry of contract
16. **REMEDY ON AGENCY'S FAILURE TO INSURANCE:** If the Agency fails to effect and keep in force insurance referred to in clause 16 hereof or any other insurance which he may be required to effect under the terms of contract then the Jaipur Discom may effect and keep in force any such insurance and pay such premium(s) as may be necessary for that purpose and from time to time deduct the amount so paid by the Discom as aforesaid from any money due or which may become due to the Agency or recover the same as debt from the Agency.
17. **LIABILITY FOR ACCIDENTS AND DAMAGES:**
- 17.1. The Agency shall be liable for and shall indemnify the Discom in respect of all injury to person or damage to property resulting from the negligence of the Agency or his workman or from defective work but not from any other cause.
- 17.2. Provided that the Agency shall not be liable for any loss or profit or loss of Contract or any other claim made against the Discom not already provided for in the contract, not for any injury or damage caused by or arising from the acts of the DISCOM or of any other person or due to circumstances over which the agency has no control, not shall his total liability for loss, damage or injury under this clause exceed the total value of the Contract.
- 17.3. The Agency will indemnify and save harmless the Discom against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other than such as may be attributable to the Discom or his employees) suffered prior to the date when the work shall have been taken over hereof by persons employed by the agency on the work, whether at common law or under the workman's compensation Act-1923 or any other statute in force at the date of contract relating to the question of the liability of employees for injuries suffered by employees and will if called upon to do so take out the necessary policy or policies of insurances to cover such indemnity.
- 17.4. The Agency shall insure against such liabilities with an insurer approved by the Discom and shall continue such insurance, during the whole of the time that any person(s) are employed by him on the works and shall when required produce to the Discom, such policy of insurance and the receipt for payment of the current premium.
18. **MAINTENANCE OF FACILITIES AND PERSONNEL:** The Agency shall maintain all requisite facilities at Jaipur of its own as required to carry out the work as per the Tender document.
- 18.1. The Agency shall provide and maintain a controlling office with requisite infrastructure at Jaipur with proper staff & facilities like telephone with fax, mobile phone, Internet etc. at its own cost and shall remain open at all reasonable hours to receive communications.
- 18.2. Space, Electricity, Water and other facilities at all concerned offices of DISCOM shall be provided by Jaipur Discom without any cost chargeable to Agency.

- 18.3. **PERSONNEL:** The Agency shall deploy exclusive supervisory and other personnel for efficient management of the work under contract. Apart from the personnel specified in the scope of work. However this contract is on service model, Agency shall be responsible for smooth & timely execution of work by appointing sufficient number of manpower.
- 18.3.1. Manager or an alternate shall be available for communication during 9 am to 7 pm.
- 18.3.2. Agency shall not change the Manager/nodal officer, provide that he has not left the service.
- 18.3.3. Agency shall immediately inform the respective office about any change of personnel/contact numbers through Email and post.
- 18.3.4. Agency shall issue identification cards (ID card) to all its personnel engaged in the work under the contract. The identification card duly signed by authorized signatory of managerial position of the agency. The format of such ID card shall be approved by concerned Discom Officer shall be consisting of key details of Resume and photograph of the concerned personnel along logo of the Agency. The Concerned Discom officer after countersigning these IDs, will return the same to the Agency for distribution to the concerned personnel. The IDs shall be handed over to the concerned Discom officer after the completion of work under the contract.
- 18.4. **NODAL OFFICER FOR EXECUTION OF PROJECT:** After award of contract, to interact between the field offices and Agency, Discom shall appoint a Nodal Officer if required. Similarly, the Agency shall communicate the name of the authorized person(s) that would act as a Nodal Officer(s) from his side.
19. **AGENCY'S RIGHTS:** The Agency will be given rights to operate in the area during the Contract period for carrying out the work, which shall cease to exist on completion of the said period or on termination of the Contract.
- The Agency's rights in the area will be working as an agent of Discom to implement the Smart office solution.
20. **CONTRACT AGREEMENT:**
- 20.1. The Contract shall set out specific events of default by one party that will entitle the other party to terminate the Contract. The party committing an event of default, which is capable of being remedied, will be given a reasonable opportunity to remedy the default.
- 20.2. The Contract can however be otherwise terminated by either party by giving six-month notice and on terms to be mutually agreed which may include payment of suitable compensation for losses suffered by the other party due to such termination.
- 20.3. Agency shall indemnify Discom against any claims, demands, costs and expenses whatsoever which may be made against it, because of failure of the Agency or its representatives in the performance of their duties and negligence, any accident or injury to any person.

21. Mode and Terms of Payment

- (a) The agency shall submit office wise monthly invoice in triplicate. The payment will be made as per the monthly rate indicated in the work award. The payment shall commence after notification issued by SE(IT) certifying the receipt of all license/agreements of all COTS software and acceptance of other hardware and software.
- (b) The invoice shall be accompanied by the following:
- (i) Employee wise monthly wages statement.
 - (ii) EPF statements and challan.
 - (iii) ESI statements and challan.
 - (iv) Certifying 100% amount to be released.
- (c) The payment terms shall be as under:

1. Implementation of the Smart Office :

1.1 95% of the implementation cost (including designing of SRS, and deployment of the system after defined testing and imparting training to the designated personnel) shall be paid in the following manner/ stages Post successful implementation of the system

S.No.	Implementation of the solution in the Stages as defined under	Deployment of solution in the Offices defined below	Name of Office	Percentage of the Implementation cost
1.	Stage I	Corporate Offices	1. Managing Director 2. Director Technical 3. Director Finance 4. Secretary (Admn.) 5. Company Secretary 6. DDP(Estt.) 7. DDP(Enq.) 8. CE(HQ) 9. CAO(FM-W&M) 10. CAO(R&B) 11. CAO(IA) 12. OSD(ATR) 13. Sr.AO(Rev.) 14. Sr.AO (ACtt.) 15. AAO(Tax) 16. Sr.AO CPC 17. AO(Budget) 18. AO(Rules) 19. AO(Exp.) 20. AO(Rev.) 21. AO(HTB) 22. AAO(EA)	25%

			23. AS(GAD) 24. AS(ACR) 25. AS(RTI) 26. AS(Rectt.) 27. SE(Comm.) 28. SE (Plan) 29. SE(IT) 30. SE(MIS) 31. SE(Legal) 32. SE(RM&DF) 33. LAO 34. PRO 35. XEn. Grievance 36. XEn(Tech. Audit) 37. CPO	
2.	Stage II	Offices at Old Power House along with their subordinate offices	1. ZCE(J/Z) 2. CE(MM) 3. Dy. CE(T&S) 4. SE(JCC) 5. SE(JPDC) 6. SE(TW) 7. SE (I&S) 8. SE(MM) 9. SE(Proc.) 10. SE(RA) 11. SE(TW) 12. SE(DDUGJY) 13. SE(RE) 14. SE(T&S) 15. SE(Civil) 16. SE(Vig.) 17. DDP (Pension) 18. Sr.AO(MM) 19. AO(IT&RE) 20. AO(Cash)	20%
3.	Stage III	Offices at various locations along with their subordinate offices	1. SE(M&P) , Jaipur 2. SE(M&P), Kota 3. SE(O&M), Dausa 4. SE(O&M), ALwar 5. SE(O&M), Dholpur 6. SE(O&M), Bundi 7. SE(O&M), Baran 8. SE(O&M), Jhalawar 9. SE(O&M) Tonk 10. SE(O&M) Karauli.	20%
4.	Stage IV	Offices at various locations along with their subordinate	1. ZCE(K/Z), Kota 2. SE(O&M) Kota 3. SE(O&M) SawaiMadhopur	15%

		offices		
5.	Stage V	Offices at various locations along with their subordinate offices	1. ZCE(BTP/Z) 2. SE(O&M), Bharatpur 3. Addl. SP Vigilance	15%

1.2 Balance 5% of the implementation cost shall be paid after successful implementation of the system as per the stages defined above and Go-Live of the Smart office solution.

The invoice for the same shall be submitted to the SE(IT). The SE(IT) shall verify the invoice on behalf of the system implementation report from the various offices and send the same for release of payment. The payment shall be made within 30 days of receipt of verified invoice.

2. Operation and Maintenance charges for Services as per RFP :

2.1 100% payment of monthly invoice shall be paid in following schedule.

- a. The invoice shall be submitted within 7th day of every month.
- b. The Nodal Officer shall verify the invoice by 15th of every month.
- c. 100% Payment shall be released by 7th of next month.

2.2 The commencement of the monthly O&M Charges shall take place after successful implementation and GO Live of the system as defined in item 1.1 of this clause.

The Operation and Maintenance charges for 5 years as quoted in Financial Bid shall be equally divided into 60 parts to arrive the amount of monthly invoice.

22. Implementation and Roll out Schedule with applicable penalty : The penalties shall be applicable on the Bidder viz-a-viz Implementation schedule shall be as under

I. IMPLEMENTATION PART

No	Particulars	Activities included	Time schedule desired	Penalty
A	Implementation of the system			
1	Implementation of the system in the offices defined in the Stage I	1 System study, develop system environment and implementation sequence, process definition/documentation, preparation of SRS document and signing of contract including SLA between JVVNL and bidder	1 Within 30 days from the date of awarding contract (detailed work order) Note: <i>If not furnished within 45 days, the order may be cancelled.</i>	1. Rs. 100000/- after 30 days to 45 days of awarding of contract.

		Implementation of the Solution in the Corporate offices as defined in Stage I	2 Within 90 days from the date of awarding contract	0.5% per week of the applicable amount of the payment of the stage I. If even after 5 weeks of delay the task is not completed, order may be cancelled and EMD may be forfeited.
2	Implementation of the system in the offices defined in the Stage II	Implementation of the Solution in the offices at Old Power House as defined in Stage II	Within 120 days from the date of awarding contract	0.5% per week of the applicable amount of the payment of the stage II.
3	Implementation of the system in the offices defined in the Stage III	Implementation of the Solution in the offices defined in Stage III	Within 150 days from the date of awarding contract	0.5% per week of the applicable amount of the payment of the stage III.
4	Implementation of the system in the offices defined in the Stage IV	Implementation of the Solution in the offices defined in Stage IV	Within 180 days from the date of awarding contract (detailed work order)	0.5% per week of the applicable amount of the payment of the stage IV.
5	Implementation of the system in the offices defined in the Stage V	Implementation of the Solution in the offices defined in Stage V	Within 210 days from the date of awarding contract	0.5% per week of the applicable amount of the payment of the stageV.
B	Implementation of Electronic Office			
	Deployment of complete system with GO Live of Smart Office.	1. Development, Integration with existing and upcoming IT system and customization. 2. Go-Live of the Smart-office system	Within 240 days from the date of awarding contract	0.5% per week of the applicable amount of the payment of the stage II. If even after 300 days, the task is not completed, order may be cancelled and EMD may be forfeited.

- II. **Operation and Maintenance Part:** A penalty of 5% of the total monthly invoice value for operation and maintenance services shall be applicable for not providing the services as define in the SLA in the RFP.

Note: The SLA for the O&M period is being worked out and shall be finalised before issuance of final version of RFP.

23. INSPECTIONS AND TESTING:

The following clauses shall be applicable as per the requirement of this Tender Document

- 1.1. Proof of concept by the designated committee.
- 1.2. Before commencement of operation, Discom, shall verify the system comprising infrastructure and equipment's as per this contract/tender terms and specification, subsequent to intimation about the same by the Agency.
- 1.3. The Agency has to arrange demonstration / Testing of software ascertaining compliances of various features of system or the entire solutions provided by it before deployment and incorporate requirements of Discom pertaining to work.

- 24. GOVERNING LAWS AND JURISDICTION:** the Indian Law shall govern the agreement. Only appropriate courts in Jaipur shall have exclusive Court Jurisdiction to deal with any matter arising out of or relating to the agreement or otherwise.

- 25. JURISDICTION FOR LEGAL PROCEEDINGS:** The contract shall be governed by the laws of India for the time being in force and be subject to the court of competent jurisdiction at Discom HQ. All disputes, differences questions whatsoever arising between the Discom and the agency upon or in relation to or in connection with the Contracts shall be deemed to have arisen at Discom Head Quarter only and no court other than court at Jaipur, Rajasthan shall have jurisdiction to entertain or try the same.

- 26. SETTLEMENT OF DISPUTES:** In any time any question, dispute or difference what so ever which may arise between Discom and the Agency, the same shall be decided by CMD/MD of Discom, or by the settlement committee constituted by him and shall be final and binding on both the parties.

The Discom has constituted settlement committee to settle the disputed cases. For the disputed amount up to Rs. 3.00 Lac the case may be referred to the CE level settlement committee and if the disputed amount is more than Rs. 3.00 Lac the case shall be referred to the corporate level settlement committee. The non-refundable fees for referring the case to the settlement committee are as given below or prescribed time to time:

- 1.4. Reference fee for CE level settlement committee - Rs. 500/-
- 1.5. Reference fee for corporate level settlement committee-Rs. 3000/-
- 1.6. Fee for review of cases by corporate level settlement committee- Rs. 5000/-
- 1.7. The settlement committee fees as shown above or prevailing at that time shall be deposited in cash with the concerned AO.

27. **CONDUCT OF AGENCY'S STAFF:** If any of the Agency's employees shall, in the opinion of Discom, is guilty of any misconduct or incompetence or negligence, then if so directed by Discom, the Agency shall at once remove such employee and replace him by anequally qualified and competent substitute.
28. **LIEN:** In case of any lien or claim pertaining to the work and responsibility of the Agency for which Discom might become liable, it shall have right to recover such claim amount from the Agency.
29. **FORCE MAJEURE CONDITIONS:** If at any time during the currency of the Contract the performance in whole or in part be prevented or delayed by reason of any war hostility acts of public enemy, civil commotion, sabotage, fire floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of god (hereinafter referred to as Events) then provided Notice and adequate proof of the production/dispatch having suffered on account of these events is given within 21 days from the date of occurrence thereof the provision of penalty Clause of this specification shall not be invoked by Jaipur Discom provided further that the deliveries under the contract shall be resumed, as soon as practicable after such event (s) has ceased to exist and the decision of the Jaipur Discom as to whether the deliveries have been so resumed or not shall be final and conclusive provided further that in case the strike/lockout prolongs beyond a period of seven days, the supplier shall immediately inform about the same to the Discom in which case the Discom reserves the right to procure the material equipment on order or part thereof from any other source at the risk and cost of the supplier.
30. **COMPLETENESS OF CONTRACT:** The contract shall be considered completed on termination of the contract period after full handing over of data, documents or material and clearing all dues towards the agency.
31. **GST:**The Bidder shall furnish details of applicable GST as on date of Bidding which shall be paid.
32. **SUSPENSIONS OF WORKS:** The Discomshall not be liable to pay the Agencyany compensation whatsoever arising from suspension of specified work or for idle labour.
33. **DEATH BANKRUPTCY ETC.:**
- 1.1. If the Agency shall die or dissolve or commit any act or bankruptcy or being a corporation commence to be wound up except for reconstruction purpose or carry on hits, business under a receiver, the executors successors, or other representatives in law of the state of the Agency or any such receiver, Liquidator, or any persons to whom to the contract may become vested shall forth-with given notice thereof in writing to the Discom and shall for one (1) month during which he shall take all reasonable steps to prevent stoppage of the work have the option of carrying out the Discom subject to his or their providing such guarantee as may be required by the Discom but not exceeding the value of the work for the time being remaining relieve unexecuted provided however that nothing above said shall be deemed to relieve the Agency or his successors of his or other their obligations under the contract under any circumstances. In the event of stoppage of the work the period of the option under this clause shall be seven (7) days only. Provided

that, should the above option be not exercised, the contract may be terminated by the Discom by notice in writing to the Agency and the same power and provisions reserved to the Discom as mentioned in the Tender in the event of taking the work out of the Agency's hand's shall immediately become operative.

- 1.2. Change of name of the Agency at any stage after Bidding Process, the Discom shall deal the same as per prevailing rules of the Discom.

34. GUARANTEE:

During the entire period of contract the Agency shall be responsible for satisfactory performance of the system and required maintenance / up-gradation / replacement / services shall be done by the Agency.

In the alternative, the defective or damaged materials shall be replaced free of cost within 72 hours from the date of receipt of the intimation from the Discom of such defects or damages.

When the whole or part of the materials are found to be defective/damaged or are not in conformity with the specification or sample, such defects or damages in the materials supplied shall be rectified within 72 hours from the time of intimation of defect/damage either at the point of destination or at the Agency's works, at the cost of Agency, against proper security and acknowledgement.

- 35. RULES & REGULATIONS:** The job shall be carried out as per the rules, regulations and other details for the system as prevailing in Discom, which shall be made available to the Agency. These rules and regulations may be modified by Discom from time to time and would be intimated to the Agency for incorporating the same into the System during the currency of Contract.

The Agency will also follow the labour regulations and the directions of Government and other authorities enforcing the regulations and comply with any other relevant legislation in force from time to time.

- 36. FAILURE TO EXECUTE THE CONTRACT:** Agency failing to execute the order placed on them to the satisfaction of Discom under terms and conditions set forth therein, will be liable to make good the loss sustained by the Discom, consequent to the placing of fresh orders elsewhere at higher rate, i.e. the difference between the price accepted in the contract already entered into and the price at which fresh orders have been placed. This is without prejudice to the imposition of Penalty/ Liquidated Damages and forfeiture of Performance Security.

- 37. NON-ASSIGNMENT:** - The Agency shall not assign or transfer the contract or any part thereof to any other agency/ personnel during the contract period.

- 38. EFFECTING RECOVERIES:** Any loss, arising due to non-fulfilment of this contract or any other contract, will be recovered from the Performance Security held and or any other amount due to the Agency from the Discom from this Contract as well as from other contracts.

- 39. CLIMATIC CONDITIONS:** The system are for use in various geographical area of Discom and should be satisfactory for operation under tropical conditions of Rajasthan and shall be able

to maintain the desired output and withstand a wide range of temperature & climatic experience in the area under scope.

The climatic conditions are prone to wide variation in ambient condition and equipment's offered under this specification shall be suitable for installation at any of the location in the area of Discom.

40. CLOSURE PROCEDURES: After completion of Contract, in order to close the Contract the following procedure shall be adopted:

- 1. All the equipment and relevant Hardware as detailed below shall be handed over within 15 days of expiry of contract.**
- 2. The System Integrator has to provide Data and handholding period of one month to new SI for smooth transition of operations.**

After **handholding period** and once operations start running as usual, SE (IT) JVVNL will process the case further for closure of Contract and shall issue release order of pending BGs and payment within 30 days of operations by new SI.

SECTION – V DETAILED SCOPE OF WORK

The scope of implementation of Smart office envisages a complete turnkey solution which may inter-alia includes supply, Install and maintain Smart office software, third party software (if any), customisation of the Smart office system, system integration, training to end users and supply, install, configuration of the various instances, commissioning of the required hardware for implementing the project.

Electronic Office Solution shall create a long term foundation of having an integrated platform for performing key business functions. Following is the vision of Electronic Office System in a matured state:

- Establish a centralized document repository & route them electronically, to reduce paper based working & achieve Paperless Office functioning in the company.
- Provide a platform to perform business transactions in paperless manner.
- Provide a sustainable and interactive environment for automation of various business processes.
- Provide platform for configuring dynamic, interactive and real-time processes.
- Provide a unified platform for the users to transact with inter/intra division and existing or upcoming IT systems.
- Provide a central repository of all Documents.
- Provide platform for generation of various MIS reports.

The software supplied must include:

1. Electronic Office Solution Modules
 - a. Correspondence/DAK Management
 - b. Document Management
 - c. File Management
 - d. Workflow Management
 - e. Office Note Management
 - f. Committee & Meeting Management
 - g. Collaboration & messaging suite
 - h. Knowledge Management
 - i. RTI / Assembly
 - j. Parliament Questions Management
2. Database Software
3. Backup Solution
4. Software for Application Server, Middleware (if required) etc.
5. Cloud infrastructure for hosting the Smart Office

5. All the modules as mentioned in RFP and additional modules required to meet the functional and technical requirements of the Paperless Office.

6. Any other software as part of the required solution.

To achieve project objectives, bidders shall offer an appropriate Paperless Office solution consisting of Paper based document/ files scanning solution, ECM (Enterprise Content Management), BPM (Business Process Management), Applications software, Database etc. This solution will provide a platform to store companywide paper based documents & other electronic contents with proper indexing & Meta data for their easy retrieval, as & when required. This solution will also help in the automation of day to day office activities and processes on the digital platform, eliminating movement of Papers & files in physical form.

General Requirement

1. Bidder shall consider following requirements to offer a suitable solution:

- a. The offered solution shall meet the functional & technical requirements as laid out in the Annexure 1 of the RFP.
- b. The proposed solution shall use enterprise class components which are suitable to scale up to meet large requirements of JVVNL.
- c. The solution shall incorporate industry best practices and be compliant to legal, regulatory and statutory requirement of working in Paperless environment and digital transactions.
- d. The solution must be scalable to meet the growth in business and document volume for the life-time of the system, as per requirements given in RFP and specifically Design criteria.
- e. The solution should be based on multi-tier architecture with following indicative layers:
 - Presentation/ Client / Web
 - Application
 - Middleware
 - Database
- f. The solution shall be web based and provide interface with ERP and other existing & upcoming core and business IT systems, to push or pull data from respective systems.
- g. The infrastructure for paperless solution shall be designed in High Availability (Active – Active) Mode with no single point of failure. Application servers shall be configured in HA (Active-Active) Mode in separate physical servers to enable redundancy.
- h. The proposed setup shall have separate environments for Development, Test and Production.
- i. The bidder shall be responsible for operationalizing the proposed solution in JVVNL environment. The bidder is expected to carry out the necessary due diligence to assess the current state of IT environment at JVVNL before submitting the bid. The bid must clearly mention the requirements to be provided by JVVNL to operationalize the solution e.g. x86 based Servers, Storage, LAN/ WAN, additional Bandwidth for each work Centre etc.

- j. The bidder shall provide onsite support for operations and maintenance of the system after roll-out/ go-live as specified in Part-IV-A (II). Backend support from OEM shall also be made available, as & when required.
- k. The required cloud infrastructure at GOI empanelled cloud service provider shall be provided.

2. Following activities will be in the scope of work for the successful bidder:

- a. Supply of Paperless Office Solution and associated components, including cloud infrastructure for hosting the application software.
- b. Devise solution architecture to meet the required performance parameters and sustain the growing requirement. The bidder shall also have to perform hardware and bandwidth sizing.
- c. Planning, design, implementation, installation & commissioning of Paperless solution and associated hardware/ software configurations at Cloud (with high-availability) and DR Cloud.
- d. Conduct site visits at various offices for business analysis of the processes to be implemented.
- e. Design workflows for the interlinked processes as per timeline. Provide re-usable workflow templates to be used for carrying out business activities in current environment or re-use the templates for future business processes.
- f. Perform necessary integration with existing IT and operational systems at JVVNL.
- g. Operation & maintenance of the paperless solution, as per Scope given.
- h. Enable high speed scanning and digitization of physical files.
- i. Conduct user acceptance test and associated trainings for hand-over the system to JVVNL.
- j. Post-implementation (go-live) handholding support as per implementation timelines mentioned in RFP.
- k. Carry out change management and control for customizations required during the contract period.
- l. Support transition for exit management after completion of contract period or at premature termination of contract.
- m. Provide all technical and functional documentation created during implementation of the project and for maintenance and operations.
- n. The successful bidder is expected to provide an end to end integrated Paperless Office System which shall include all software, database, backup solution hardware, antivirus etc. The bidders are expected to provide complete details of the proposed solution in the bid.

3. The scope components identified below have been elaborated in the next section. The scope of work also includes the responsibility matrix and exit management scope.

- a. Supply of Software/ Licences for proposed Paperless Office Solution, (including peripheral applications, database, middleware, environmental software, or any other similar component as required in the proposed solution.)
- b. Hardware and Bandwidth Sizing
- c. Paperless Office Solution – Implementation Services
- d. Paperless Office Solution – Roll-out & Stabilization Services
- e. Paperless Office Solution – Operations and Maintenance Services
- f. Enablement center/ platform for scanning documents/ files

4. Supply of Software/Database/Middleware Licenses

- a. Implementation of E-office solution across all offices of JVVNL with an enterprise solution and there shall be no constraint of number of user licenses¹.
- b. The successful bidder shall supply enterprise wide* licenses for all the modules of the system all the software licenses required for the proposed Paperless Office solution including ECM, BMP, database, environmental software and any other related software required for successfully operationalizing the solution proposed in the bid. All the licenses supplied by the successful bidder should be verified and validated by the respective OEM. Compliance Certificate from OEM, in this regard, has to be enclosed in the bid.
- c. The proposed software/ licenses should meet the requirement of JVVNL, as indicated in the RFP. The bidder may use the information provided in the RFP to estimate the requirements for the proposed software.
- d. The solution to be offered shall include:
 - i. Paperless Office Solution (ECM, BPM, Document Scanning etc.)
 - ii. Database Software
 - iii. Backup Solution
 - iv. Software for Application Server, Middleware (if required) etc.
 - v. All the modules as mentioned in RFP and additional modules required to meet the functional and technical requirements of the Paperless Office
 - vi. Any other software as part of the required solution
- e. Successful bidder may setup a Helpdesk tool or use existing Service Desk to meet the requirements captured in RFP. The bidder must provide access to Helpdesk tool and data (pertaining to JVVNL) to JVVNL.
- f. Following considerations must be taken for supply of software components:

¹* An enterprise wide solution: there shall be no constraint of number of user licenses.

- i. All the software components proposed are required to be on-premises software licensed to “Jaipur Vidyut Vitran Nigam Limited”.
- ii. The software supplied must be the latest version of the software available with the OEM at the time of supply.
- iii. Beta versions of any software shall not be accepted.
- iv. The bidder shall ensure that the software licenses supplied in their bid shall adequately cover the needs of Discom as per the requirements in the RFP. The bidder may refer to the below information provided in the RFP.
 - Functional requirements
 - Expected function wise user base
 - List of major current IT and operational systems at Discom
- g. The successful bidder shall offer & provide any additional software licenses free of cost required for the successful implementation of the Paperless Office System.
- h. The proposed database software may be restricted to paperless office system, to gain commercial advantage.
- i. The successful bidder shall provide complete documentation (including legal documentation) of all subsystems, licensed system software, licensed utility software and other licensed software. The documents at a minimum should include hard copies and soft copies (two sets each) to be supplied along with Paperless Office Solution licenses and associated solution software of the following:
 - Technical manuals.
 - Installation guides.
 - User manuals.
 - System administrator manuals.
 - Toolkit guides and Troubleshooting guides.
- j. The successful bidder shall supply all customization scripts to JVVNL for all custom developments made during the course of the implementation. JVVNL shall possess all rights including changes to the script, if any, as and when required.
- k. After successful completion of the project, successful bidder shall provide one year warranty and one year AMC support.
- l. The AMC Support for the paperless Solution shall include Software support from OEMs and O&M Support.
- m. The O&M Support and Software support from OEM (Software AMC) would include all version upgrades, patches/fixes, upgrades, 24 X 7 support for paperless office solution within SLAs, compliance of mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.), performance fine tuning, problem resolution for the database, middleware and the application software for total solution etc.

5. Supply Hardware

- a. The successful bidder is required to supply the necessary list hardware to operationalize the complete E-office as proposed in the bid.
- b. The bidder shall confirm/certify that the hardware offered by them for the E-office solution should be adequate to fulfil the JVVNL's requirement and is as per the Industry best practices.
- c. Wherever applicable the bidder should also get the confirmation from E-office OEM vendor regarding hardware sizing proposed.
- d. The scope of hardware supply shall include supply, handling, installation, configuration, testing commissioning, integration and support of components supplied.
- e. Bidder should consider high availability architecture at DC. The architecture at DR should be a mirror image of production environment at DC.
- f. The hardware supplied must include:
 - i. Cloud Infrastructure Including all components like Application Servers, Database Servers, Back Up Servers, Storage, Band Width, Firewall etc. (at both DC and DR)
 - ii. The Cloud Infrastructure shall be scalable for optimum performance.
 - iii. Bidder may carry out necessary site visit and due diligence at their own cost to prepare bill of material and all specifications of required infrastructure for proposed E-Office system.
 - iv. The successful bidder shall provide complete documentation (including related legal document) of all the Cloud components provided and the agreements between the bidder and cloud service provider.

6. Implementation Scope

The implementation scope refers to installation, deployment, testing and integration with existing systems, handover and associated services to be provided by the bidder to operationalize the proposed paperless office solution at JVVNL. The business requirements for implementation of Paperless Office Solution are mentioned below:

Implementing of enterprise solution of e-office across all offices of JVVNL.

As part of the project, JVVNL intends to implement Electronic Office system in corporate office, which shall lead to:

- Processing of files/documents electronically
- Workflow management
- Easy Tracking and Monitoring of each file/document
- Easy search of files/documents and conversations
- Reduced file processing time and hence accelerated decision making process
- Establishment of a central repository of common files/documents
- Additional security of files/documents

- Enable digitization by providing the technology platform
- Integration and interfacing with core IT systems (such as ERP, E-mail, Intranet etc.). Key-business documents generated and stored in Paperless system with tagging to relevant file, process or document.

7. Functional Scope

The Successful Bidder should implement the paperless office solution in-line with Functional and Technical requirements of the RFP. The requirements have been classified into following features:

- a. Document Management
- b. File Management
- c. Business Process Management
- d. Committee and Meeting Management
- e. Correspondence Management
- f. Office Note Management
- g. Case Management

The bidder shall provide the confirmation from the proposed paperless office solution's OEM vendor that proposed solution is adequate to meet the Discom's functional requirements.

8. Integration Scope

- a. The proposed Electronic Office solution shall integrate and interface with various existing and upcoming IT systems and applications, as per details given below:
 - Integration with standard ERP solution (like SAP, ORACLE, IFS etc.)
 - Integration with XX email- Mail messaging Solution
 - Integration with intranet portals and other systems: Documents related to these systems/portals shall be stored in the ECM system which shall be accessible for both of them. It shall also be possible to post web contents generated and approved under ECM workflow to JVVNL web portal.
 - Integration with other standard BPM solution.
 - Integration with Digital Signature (Class III with signing and encryption)
- b. The integration with third party application should be done using standard connectors/equivalent mechanism.
- c. In addition to above, JVVNL has existing files and document repository (XX DMS). Data from such repository along with meta-data shall have to be migrated to proposed Electronic Office Solution. After migration existing system shall be phased out. However, any incremental data in this system in the transition phase (Use migration from current to new system) shall be directly stored in proposed E-office solution through the same user interface.

9. Geographical Scope

The E-office solution shall be used by the end-users across all the all offices of JVVNL.

The successful bidder shall have to deploy appropriate resources to respective offices and key units during different stages of the project (if required).

10. Enablement of Digitization and Scanning

The successful bidder shall set up scanning centre at specified offices of JVVNL for high volume scanning of physical file. Each scanning centre(Corporate Office, Zonal Chief office, Circle, Division) should have at least one scanner and should be able to digitize at least 100,000 pages a day. However, the successful bidder should deploy sufficient scanners and resources to meet the project timelines as mentioned in RFP. JVVNL shall be responsible for civil and electrical infrastructure for the scanning centres.

The bidder needs to provide the specification of scanner and additional bandwidth requirement for uploading documents, to enable such activity. The bidder also needs to quote for such digitization activity on service model in the format provided in Price Schedule. The successful bidder will arrange for all necessary hardware and man-power for carrying out the digitization activity including, but not limited to, unbinding the physical file, de-stapling, scanning, meta-data entry and rebinding the physical file in same format. The successful bidder will return the physical file in same condition as given to it and provide the digital file with relevant documents attached to it, along with meta-data entry on all the documents and files.

11. Project Preparation

The successful bidder shall prepare a Project Management Plan including detailed project plan, indicating all activities with resources required, their roles and responsibilities and time schedule of deliverables at the start of the project and submit to JVVNL for approval.

- a. The project charter should also contain brief project description, approach and methodology, milestones, project organization, project risks and mitigation plans, and dependencies
- b. The project charter should include a detailed program for installing and implementing the Paperless Office Solution covered under this RFP. The program shall be in the form of a bar chart/ master network identifying key phases in various stages of the project.
- c. The successful bidder shall form a project team comprising the following key positions and minimum numbers as mentioned below:

i. Project Manager	- 1 Nos
ii. Team Lead	- 2 Nos
iii. Functional and Technical Consultants & Business Analysts	- 4 Nos
iv. Developers	- 8 Nos
v. Testers	- 2 Nos

Note: The above team size is the minimum requirement during implementation phase. Bidder shall independently size the RFP requirements and propose the team size accordingly. Project team members shall be deployed onsite till completion of corresponding stabilization period. Team members proposed for go-live phase - 1 should, in entirety, be a part of the team proposed till go-live for subsequent Phases (Rollout across India). The successful bidder should not release proposed resources, till rollout of the solution across all JVVNL locations.

12. Business Design

The Successful Bidder shall ensure following in Business Design Phase:

- a. Current state study of Business Processes. As a part of this study, the successful bidder shall understand the current set of activities/ processes and identify the fields of metadata to be captured and mention the same in the SRS document.
- b. Documentation of activities/ processes to be mapped in paperless office solution in consultation with JVVNL Core Team in terms of process standardization, flow-charts, MIS reporting requirements, Work-flow requirements etc. Also, successful bidder shall identify customization requirements in the standard Paperless Office Solution to fit JVVNL business requirements.
- c. Successful Bidder shall provide initial functional training to JVVNL core team to facilitate understanding of functionalities of proposed paperless office solution. This training will help Discom to analyse and assess the changes recommended by successful bidder in “Future State” and “Gap-Analysis” Documents.
- d. Successful bidder is expected to conduct workshops, give detailed presentations on the Business Blueprint, which will include the gap analysis, way forward to fill the gap and specific recommendations for adoption of new improved business processes by JVVNL.
- e. The successful bidder shall have to get the business blueprint document validated by the OEM.
- f. The successful bidder is required to get signoff from JVVNL on achievement of each milestone as defined in project plan.

13. Configuration and Customization

The Successful Bidder shall be responsible for installation of Paperless Office Solution, database, tools, and any other component (together referred as paperless office solution) required for making the Paperless Office Solution successfully operational as per JVVNL requirement. The system shall have a single-instance; centralized installation servicing the entire organization.

- a. Successful Bidder shall conduct a study of the JVVNL’s technical and functional requirements with process owners and then make the required system configuration & design modifications to implement the requirement in order to achieve the desired functionality. However the same must be tested, accepted and approved by JVVNL.
- b. JVVNL intends to implement the paperless office solution as per the leading practices available in industry, as far as practically possible.

- c. Successful Bidder is required to undertake customization that may be needed in line with the changed, improved or specific business processes requirement prepared during Business Design phase of the Paperless Office Solution Implementation.
- d. Successful bidder shall have to study the requirement for creating the forms and user interface and create such forms and user interfaces as part of implementation of paperless office solution.
- e. JVVNL reserves the right to seek customization to meet its unique requirements and validate the design or findings suggested as custom development by the successful bidder.
- f. JVVNL reserves the right to get the functional specifications and effort reviewed by an external consultant.
- g. JVVNL team also reserves the right to be fully associated for the configuration/ customisation of the system for enabling complete knowledge transfer.

14. Testing

- a. The Successful bidder shall provide details of tests being carried out during the implementation (e.g. including conference room pilots, unit tests, System integration tests, Stress tests and final user acceptance test) and associated test cases. The test cases shall be validated by Core Team.
- b. Successful bidder shall prepare documents capturing the strategy for performing testing for the Paperless Office Solution. This document would include, at minimum, testing plans, schedules, content and training approach and methodology. Testing strategy should define the requirements and goals of Paperless Office Solution's configuration, determine the tools and methods used to check that the system responds correctly, determine how and when the test will be performed and recommend how the approval process should happen.
- c. Successful bidder shall be responsible to identify and inform JVVNL regarding testing requirements and impacts.
- d. Successful bidder shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined.
- e. Successful bidder must ensure deployment of necessary resources and tools during the testing phases.
- f. The various testing which successful bidder has to perform are as follows:

15. Baseline Testing

The purpose of baseline scope testing activities is to plan and conduct testing to validate the baseline configuration. Baseline scope testing shall ensure that baseline configuration is valid, and shall support the business processes defined in the business design phase. Baseline testing scope shall include Unit testing for testing functionalities within modules and Scenario testing for testing of all business processes with scenarios. Baseline scope testing shall be carried out in three steps:

- a. Define baseline test cases:

- i. Successful bidder shall develop the baseline test plan with scenarios and test data, which will be used for testing based on the test templates finalized during project preparation phase along with JVVNL.
 - ii. For simple processes/ activities, testing (unit testing) shall be done straightforward during configuration and the results shall be recorded.
 - iii. For processes/ activities that are complex i.e. involving multiple screens, functions and variations, the successful bidder shall document the test cases and the test cases shall be tested with a business process procedure. The successful bidder shall also maintain the test cases with test conditions and any variations of the standard transactions/ case procedures.
 - iv. Successful bidder shall use the test scenario template at each step with input and output data to document process flows.
- b. Create baseline test plan
- i. Successful bidder shall organize and follow up the unit and scenario testing at the module level during Baseline scope testing.
 - ii. Successful bidder shall assign timeframes and resources for testing.
- c. Test Baseline
- i. Successful bidder shall use the Baseline test plan and the test cases to test Baseline configuration.
 - ii. Successful bidder shall update the status including date of completion, results and issues observed during the testing in the Baseline worksheet.

16. Development Testing

After development and customization of the Paperless Office Solution, the successful bidder shall conduct tests to demonstrate the readiness of the system which meets all the requirement specifications (functional and Non-functional) as brought out in this RFP. On the basis of these tests, a report would be submitted by the successful bidder for review and approval by JVVNL. Successful bidder should perform following as a part of the scope:

- a. The development testing shall cover all the custom developed functionalities as part of configuration/customization phase.
- b. Development should not only be tested by the developer but also by the process owner/ Core Team at JVVNL to make sure that the test results (output data) are correct, and reflect the business processes defined in the Business blueprint report.
- c. Successful bidder shall perform a code review for each of the custom development as a part of quality procedure and submit it to JVVNL
- d. After development testing is completed, all customer-specific programs and forms shall be included in the Final Integration Testing.

17. Integration and System Testing

The purpose of the integration test is to execute the integrated components, including simulation of live operations, and analyse the results that are important for the functional verification of the production system.

- a. Integration testing shall be accomplished through the execution of predefined business flows, or scenarios, that emulate how the system will run the processes/ activities practiced at JVVNL.
- b. The test shall be performed in a multifaceted computing environment comprising of Paperless Office Solution, third-party software, system interfaces and various hardware and software components.
- c. The integration tests shall build the necessary level of confidence that the solution is complete and will perform the business processes of JVVNL.
- d. Integration testing shall focus on cross-functional integration points, as well as end-to-end business processes/ activities.
- e. The final integration test plan shall start with the testing of the cross-functional integration points (touch points) and end with the end-to-end testing of critical business processes identified within the Business blueprint report.

18. Performance Testing

As part of performance testing, once the system integration testing of the configured and customized paperless office solution has been conducted successfully, load, scalability and stress testing would be conducted prior to commissioning & Go-Live.

Successful Bidder should use suitable simulation tools in accordance with the agreed test procedures keeping in view JVVNL projected load of end-users as proposed by successful bidder and agreed by JVVNL.

19. System Acceptance

The Successful Bidder shall develop acceptance test procedures for JVVNL approval. The purpose of this acceptance is to ensure conformance to the required process operations, response times, and integrity of the paperless office solution after installation, and to eliminate any operational bugs. Acceptance testing has to be conducted in the test system.

System Acceptance would also include:

- a. Fine tuning of the solution and assurance that all proposed supplementary software components are installed.
- b. All the acceptance tests should be carried out before Go-Live at respective sites.
- c. Bidder at its own cost shall get the Paperless Office Solution environment audited through a CERT-IN empanelled auditor. At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for migration and Go-live.

20. Training and Change Management

- a. The successful bidder will be responsible for training the designated core team (functional and technical) of JVVNL for the paperless office solution (ECM + BPM + Database etc.) covering product features, configuration, customization, parameterization, operations, management, error handling, system administration, etc. with respect to Paperless Office Solution through OEM.
- b. During the pre and post go-live support and stabilization period, the bidder shall identify the faculty for imparting training to the JVVNL users of that location. JVVNL shall make arrangement for training infrastructure and JVVNL users. This activity shall be for three months and the training shall be imparted on all working days.
- c. Power users of the locations shall be trained by successful bidder before the go-live at each phase. After the stabilization period these power users shall impart user trainings and support as and when required.
- d. The successful bidder shall also conduct a one day workshop (independent from the training session for primary team) for the senior management of JVVNL at Jaipur. This workshop shall cover the capabilities and functionalities of the implemented solution.
- e. With regard to activities under the scope of the bidder in this RFP; the bidder needs to provide a comprehensive training methodology document and the training should cover at least the following areas:
 - i. Functionality available in the solution
 - ii. Customization development
 - iii. Parameterization
 - iv. Data Migration
 - v. Impact analysis
 - vi. Auditing techniques
 - vii. Advanced user training
 - viii. Advanced trouble shooting techniques
 - ix. Deployment of various products/ packages as part of the solution
 - x. Techniques of generating various MIS reports from the solution provided
 - xi. Advanced training on database systems and network systems to be used by the proposed solution
 - xii. Log analysis and monitoring
 - xiii. Incidence analysis and reporting
 - xiv. Training for report writer facility to create new reports and modify existing reports
 - xv. System and Application administration at JVVNL facilities
- f. The training will be held at JVVNL's training centres, Zonal and Circle offices or head office locations specified by JVVNL.

- g. The successful bidder can use the training infrastructure at JVVNL's training centers and the IT infrastructure available at these training centers. The successful bidder is expected to set up the required infrastructure (including the client desktops) at the various training centers of JVVNL for the purpose of training. JVVNL shall not pay any additional amounts to the successful bidder for the same.
- h. The successful bidder will be responsible for providing the users with the requisite training material (for functional training, technical training, and end user training material, job card and other relevant material) in both hard and soft copies at least for the primary team. The onus of preparing the training material will be on the successful bidder.
- i. The successful bidder will be responsible for preparing, circulating and collecting training feedback forms from the participants and ensure analysis is performed and action is taken on the feedback provided.
- j. The feedback forms will be prepared by the successful bidder, reviewed and given to JVVNL. The changes, if any, suggested by JVVNL or its consultants, should be incorporated and implemented by the successful bidder.
- k. The successful bidder will provide a detailed training methodology & schedule to JVVNL for review and sign – off prior to commencement of the training.
- l. The successful bidder will have to measure effectiveness of training delivered through theoretical/ practical assessments and provide training completion certificates to the candidates.
- m. All training provided by the successful bidder as part of the scope will be in the form of either hands-on, class room or on-the-job training.
- n. The successful bidder should continuously refine and re-confirm the training needs with the JVVNL's project manager as the project progresses. The successful bidder should ensure full knowledge transfer to JVVNL team as and when required basis their roles and responsibilities.
- o. The successful bidder should ensure full knowledge transfer to JVVNL team as and when required basis their roles and responsibilities.
- p. The successful bidder shall also have to create a Computer Based Training (CBT). This training would be available on JVVNL's intranet/ training platform. The successful bidder shall have to update the CBT training in case of any upgrades/ modifications in the solution, if any.
- q. The minimum qualification for any trainer allocated to JVVNL against this RFP shall be 2 Years of Experience as a Trainer (Techno-Functional).

21. Documentation

The Successful bidder has to provide User manuals, including system instructions and use cases, how to run a program to perform specific task in the system with sample reports, screen formats etc. System Management – Volume and Stress Testing.

22. Final Preparation

- a. The Successful bidder shall perform System Management – Volume and Stress Testing
- b. The Successful bidder shall provide Detailed Project Plan
- c. The Successful bidder shall establish internal help desk
- d. The Successful bidder shall prepare a Project Management Final plan for go-live

The Successful bidder shall ensure Quality Check on the Final Preparation plan provided

23. Go-Live Plan

- a. The Successful bidder provide Go-Live plan
- b. The Successful bidder shall provide Standard Operational Procedure (SOP) manuals
- c. The Successful bidder provide full system documentation
- d. The Successful bidder provide System Administration Manuals
- e. The Successful bidder shall provide Toolkit guides and troubleshooting guides

24. Post Go-Live Support and Stabilization Phase

Post Go-Live support and stabilization shall span for 1 month from the Go-Live

- a. The Successful bidder shall provide post Go-Live support, as part of the scope of the project.
- b. The Successful bidder shall continue deploying the same technical & functional consultants at site for entire post go-live support and stabilization phase.
- c. During each post go-live support and stabilization period, the successful bidder shall help JVVNL users to correct any errors incurred while utilizing the paperless office solution, generating reports, handholding for one quarter closure or one month closure.
- d. The Successful bidder needs to update the required changes in user & configuration manuals and deliver to JVVNL prior to the completion of stabilization support.
- e. Stabilization period may be extended in case any critical issues are raised by JVVNL during the implementation phase. Subsequent to the successful closure of all the critical issues, JVVNL shall provide sign-off for the stabilization support phase.

25. Project Deliverables

The successful bidder shall submit a schedule for, but not limited to, milestones and deliverables mentioned that would be delivered during the course of the project plan. The successful bidder shall be bound with the proposed and finalized project plan and timelines for submission of deliverables. The successful bidder shall furnish detailed information regarding each deliverables of every step of activities proposed during and after the implementation of project.

Note: The acceptance criteria shall be specified for all the project phases proposed by successful bidder.

26. Exit Management Scope

In the event of termination or expiry of contract, the bidder shall be responsible for the following transition activities to be completed across a transition period of 6 months (within the contract period). These activities shall also be applicable in case of reduction in scope of services if applicable.

- a. The transition period shall begin when the successful bidder has completed the following:
 - i. List of Hardware and Software assets
 - ii. Handover of Technical documentation
 - iii. Handover of Configuration and design documents
- b. The successful bidder should provide knowledge transfer to new operations team through workshops, discussion sessions and responses to queries.
- c. The successful bidder should provide at least two month of shadow Operations and Maintenance Support services, where the new operations team and the successful bidder's operations team shall work in parallel.
- d. The bidder should ensure that its team has handed over administration rights/ passwords to the new operations team.
- e. The successful bidder shall ensure that the infrastructure (software and hardware (in case contract is terminated during post go-live support and stabilization phase)) are handed over to JVVNL in a complete operational condition to the satisfaction of JVVNL. In case successful bidder is unable to address such issues, JVVNL may levy penalty or invoke the Performance Bank Guarantee of the Successful Bidder.
- f. The Successful Bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, original licenses and all other documents in relation to the Works as per the agreed terms are kept up to date and all such documentation is handed over to JVVNL.
- g. In addition, any information/ data (such as business data, JVVNL specific information, internal policy documents, data from helpdesk tool etc.) gathered or generated by the successful Bidder during the term of the Contract would be the property of JVVNL and the same should be handed over to JVVNL in native format/ decrypted format at the end or termination of the Contract.
- h. JVVNL reserves the right to assign the contract for operations and maintenance to any third party on the termination or expiry of the contract.
- i. During transition phase, the successful bidder shall deploy a dedicated Transition Manager to enable the successful transition.
- j. In case JVVNL observes the lack of willingness to manage transit/ sharing of information or lack of support from Service Provider end (selected through this RFP), JVVNL shall have absolute discretion to levy severe penalties and deduct the amount from monthly billing or performance bank guarantee.
- k. During transition phase, the successful Bidder shall not change or remove their key resources at any location to enable the successful transition. In case of any such happening, JVVNL will have right to penalize the successful Bidder appropriately.

- l. The transition period being within the contract period, the bidder shall continue to be responsible for the in-scope activities under Operations and Maintenance support, unless otherwise specified by JVVNL.
- m. In case JVVNL decides to withdraw any solution component(s)/ service component(s) from the successful bidder's scope of work during the contract period, the successful bidder shall have to facilitate the transition of that solution component/ service components in compliance with above clauses.

Annexure 1

The offered solution shall have the following functionalities:

S No	Functional Requirements
A1	Document Scanning Features
1	The solution should have capability to
1.01	Scan paper/ physical files and digitize them via common imaging format including TIFF, JPEG, PDF etc.
1.02	Support documents with different paper sizes (A4, A3 etc.)
1.03	Handle scanning and storage, directly into the solution, of at least 100 – 150 pages per minute
1.04	Support duplex scanning of documents i.e. both sides of a two-sided document to be scanned in a single pass.
1.05	Multiple scan stations with data entry at respective stations
1.06	Support upload of documents scanned by 3rd party agencies into the solution
1.07	Support checking the quality of scanned document and rescan only select documents
1.08	Support scanning and indexing of bulk documents.
1.09	Support scanning through browser plug-in.
1.1	Scan multiple pages into batches (files) and addition/ deletion of pages within each batches at a later stage
1.11	Support commonly used scanners at the marketplace (all types of scanners - personal use and bulk use)
1.12	Support automatic segregation of batch as dockets based on barcode, blank-page or any other unique identifier
1.13	Assign different document/ file types (as application form / age proof / residence proof etc)
1.14	Easy to use GUI for setting the scanning properties like indexing parameters, document and folder nomenclature, zones for data extraction etc
1.15	Support automatic cropping/ masking of signatures photos from the customer documents.
1.16	Automatically categorize scanned images as different documents such as application form,

	Supporting documents, Field report etc
1.17	Support all the special image enhancement functionalities offered by the scanner through the driver interface.
1.18	Support web based scanning
1.19	Support scanning of the document in Black and White/ Colour/ Grayscale as per requirement
1.2	Ensure that electronic documents in all the required native formats can be captured, so that they can be declared and stored as electronic records
1.21	Scan images offline and upload in bulk. These images may be bulk upload from a file/ folder
2	Indexing Documents
2.01	The solution should have the capability to organize documents in an imaging solution in the following ways:
2.01.1	Ø Basis Index Fields
2.01.2	Ø Basis Full – text Indexing on printed and scanned files including those handwritten files (Optical Character Recognition)
2.01.3	Ø By Creating Folder / File Structure basis the predefined configuration of index parameters
2.02	Support automated creation of document database indexes (e.g. through bar coding, etc.) on configurable parameters
2.03	Allow users to customize/ add/ remove indexing parameters (e.g. users can create index fields based on customer name, customer number)
2.04	Ensure that processing of index should not effect the searching of documents (at the time of indexing) by the users
2.05	Support assigning validation (mandatory or unique) against index fields
2.06	Support user-defined indexes for easy search and retrieval of files and folders
2.07	Should have facility to add keywords with documents to act as quick reference for the documents
2.08	Support Auto indexing using CSV (Comma separated values) import from other applications
2.09	Support automatic indexing
2.10	Support simplified export of scanned batches into paperless office solution with auto folder/ subfolder creation and document filing and indexing on user defined fields
2.11	The solution should support metadata fields to describe digital materials such as video, sound, image, text and composite media as well
2.12	The solution should have the capability to amend inherited metadata attributes
2.13	The solution should have the capability to automatically assign barcode for each physical document scanned and stored in the paperless office solution.

3	Document Acquisition Features
3.01	The solution should support bulk Import of image and electronic documents through an integrated functionality
3.02	The solution should have functionality to support automatic acquisition of incoming fax (and allocate to the concerned executive(s)) as images through an integrated functionality and should also automatically index on required parameters
3.03	The solution should have capability to store the captured document in commonly used formats including TIF, JPEG, PDF etc.
3.04	The solution should have functionality of image enablement in order to transform electronic documents such as those generated from word processor, spreadsheet documents or from any other application, into a permanent raster (picture) image for storage in compressed format in the solution.
3.05	In case of image enablement, solution should generate a complete text file, while retaining the visual formatting and layout of the original file.
3.06	The solution should support tagging of unlimited custom fields (document meta-data) against each document type in the system
3.07	The solution should support custom field types (text, date, numeric, and drop down etc) for various meta-data fields
3.08	The solution should allow the user to search the document basis any of the metadata parameters
4	Version Management
	The proposed solution should have following features in relation to version management:
4.01	The solution should have capability to create and maintain version(s) of documents and thereby enable the user to track the document and revisions made.
4.02	The solution should support controlling of major and minor version(s) based on pre-defined parameters/ user defined inputs
5	Search and Retrieval
5.01	The solution should have capability to support searching of text documents based on user-input, character strings, keywords, metadata parameters etc.
5.02	The solution should have capability to support search based on multiple parameters using Boolean operators (e.g. AND, OR and NOT, wildcard) and fuzzy text search.
5.03	The solution should have feature to save previously defined search queries or search results. The solution should allow the user to save and publish common searches for quick access
5.04	The solution should have capability to search on multiple parameters, within the search results
5.05	The solution should support export of search results in excel or any other format

5.05.1	<p>The solution should support:</p> <ul style="list-style-type: none"> - Full text search on word or phrase in the document - Fuzzy Logic search - Wildcard search - Proximity search - Lines of context <p>The search result should highlight the hit parameters</p>
6	Document View
	The proposed solution should have following functionality with respect to viewing the stored documents
6.01	The solution should support applet(s) for viewing Image documents
6.02	The solution should allow the user to view documents in an in-built viewer or in native application
6.03	The solution should allow the users to put text, graphic and image annotations with features like highlighting, marking text, underlining, image stamps etc. on documents in office files. The system should maintain a log (information such as modifier name, date and time etc.) against each document for all changes made to the document
6.04	The solution should support typical document imaging annotations which include:
6.04.1	∅ Highlighting images and text in various colors to emphasize words or sections
6.04.2	∅ Redacting (blacking-out or whiting-out) images and text to preserve confidentiality
6.04.3	∅ Stamping images with words such as, but not limited to, FAXED or CONFIDENTIAL, or with signatures denoting approval or denial
6.04.4	∅ Attaching sticky notes that contain additional comments
6.05	The solution should support standard Image Operations such as deskew, despeckle, rotate, invert, zoom-in/ zoom-out, zoom percentage etc without any impact on the readability of the document
6.06	The solution should support Image Editing operations such as page insertion, deletion, merging, splitting of pages, etc.
6.07	The solution should support annotations such as highlighting, stamps or sticky notes, and who can see through redaction. All annotations should be overlaid and not change the actual image.
6.08	The solution should support, at minimum, all the common printer and fax drivers and should be able to print images, text and annotations.
6.09	The solution should support automatic stamping of annotations with user name, date and time of putting annotations.
6.1	The viewing of annotation should be user based (specific user/user-set should be able to view). The solution should store annotations without tampering the original document. The solution should provide facility of taking print outs with or without annotations.

6.11	The solution should provide for securing annotations for selective users/selective types of documents.
6.12	The solution should allow the user to zoom-in/ zoom-out, modify zoom percentage and manage zoom lens to zoom in on a part of image and other image operations such as invert, rotate etc.
6.13	The solution should have the ability to cross reference the related documents on user defined inputs or pre-defined configurable parameters. The documents linked to particular document should be visible from the UI
6.14	The solution should enable users to manipulate the data in the required manner without compromising the basic data.
6.15	The solution should facility to view the stored documents through any of the applications being used by JVVNL.
7	Documents handling
7.01	The solution should have the capability to provide:
7.01.1	Web-based interface utilizing web 2.0 or latest technology
7.01.2	Drag and drop interface for move, copy, and delete, edit
7.01.3	Drag and drop multiple documents
7.01.4	Context menus provide quick access to common actions
7.01.5	Single document upload (optimized for larger files)
7.01.6	Web-based multi-file upload
7.01.7	Multiple file download
7.01.8	Document export utility
7.01.9	Ability to define record retention rules
7.01.10	Role-based security with inheritance
7.01.11	Email subscriptions to notify changes in the document
7.02	The solution should have the capability to modify document identifiers if needed
7.03	The solution should allow the user to either save the document as 'Draft' with publish later option or directly publish the document.
7.04	The solution should have the capability to define various categories of documents for different parameters like key-unit wise, region wise etc.
7.05	The solution should only allow the document owner, authorized user group and the Admin User to update/ modify the document.
7.06	The solution should enable users to work collaboratively on files/ documents
7.07	The system should allocate a unique ID and Metadata against each file AND document entered into the solution repository. Files with same content but different file names should be treated as duplicate. Documents should be indexed to aid rapid retrieval.

7.08	The solution should be able to identify and enforce document stages like reviewed, approved, published, technically audited, archived and required.
7.09	The solution should support annotation (without affecting the original document image) and automatic cropping / masking of whole/any part of the document. This ability should be user defined and also document wise.
7.10	The solution should support creation of user defined structure to store documents
7.11	The solution should support splitting of document into multi-page documents
7.12	The solution should support merging of multi-page documents into a single document
8	Document Delivery and Distribution
	the solution should support following features in relation to delivery and distribution
8.01	The solution should Support rendering of document through links or attachments
8.02	The solution should Support Email dynamic links to documents with viewing by authorized users only
8.03	The solution should Support sharing of documents scanned across several offices/ departments on web-based platform
8.04	The solution should have the capability to file email attachments solution's centralized document repository. The bidder is expected to propose adequate mechanisms to organize email attachments within the paperless office solution which shall allow for easy browsing, sorting and retrieval of the stored files.
8.05	The integration between mail messaging solution with the paperless office solution should allow attachments send via email to be attached and retrieved as links to documents existing in Solution document repository
8.06	The solution should have the capability to link one document to the other
8.07	The solution should Support print by page or by document object.
8.08	The solution should Support remote print/ fax services based on rights
8.09	The solution should Support distribution of documents through commonly used mail messaging solutions
8.1	The solution should Ensure that transmission of documents on network should be encrypted and secure. Bidder should highlight the security mechanism in the technical bid.
8.11	The solution should Support page-wise streaming for optimization user experience and optimizing bandwidth utilization
8.12	The solution should Allow images to be easily sent with any MAPI (Mail Application Program Interface) compliant e-mail solution and read by recipients who do not have imaging solutions.
8.13	The solution should Allow the users to enter comments/ modifications and maintain audit trail capturing variables including Date, Time, User etc.
8.14	The solution maintain the audit trail at user and document level

8.15	The solution should Support users to collaboratively work on documents, files etc.
8.16	The solution should provide users the ability to make comments against items (Documents, Transmittals and distribution processes) in the solution.
8.17	Allow the user to describe the comment textually or attach an external file to the comment or both
8.18	The solution should Allow the user to make a response to an existing comment and maintain and display a comment and its responses in a single comment thread.
8.19	The solution should Support tracking of progress against comments/ inputs made throughout a lifecycle which will indicate the status (new, open, closed and rejected comments) of the comment/ input.
8.20	The solution should Provide an indication that a comment (or comment response) has been made against a document during a particular review cycle
8.21	The solution should Allow a user to edit a comment they have made against an item in the solution. The solution should allow the user to change the comment only if the same user is trying to edit the comment and if the comment which is being modified has not been acted upon by any user
8.22	The solution should Allow a user to delete a comment (or comment response) they have made against an item in the solution. The solution should allow to delete a comment only if the same user who created that comment is trying to delete that comment and if the comment which is being deleted has not been acted up on by any user
8.23	The solution should Enable the user to filter on the Comments tab such that the solution will allow a user to filter the list of comments basis multiple parameters such as, but not limited to comment status, corresponding user, date of comment etc.
8.24	The solution should Ensure basic levels of security on comments. The controls include, but are not limited to, access to view the comments, permissions to create/ edit/ delete a comment etc.
8.25	The solution should automatically generate a log of comments (comment train) i.e. consolidation of comments for submission as part of outgoing correspondences
9	Data Capture, Identification & Extraction Features
9.01	The solution should provide a variety of recognition capabilities including, but not limited to, patch codes, barcodes (including 2D), check boxes (Optical Mark Recognition), OCR (Optical Character Recognition), and hand print (Intelligent Character Recognition)
9.02	The solution should provide automatic identification of the document/ page type.
9.03	The solution should provide snippet capability to aid document indexing
9.04	The solution should support export of images in a variety of file formats, including PDF and TIFF
9.05	The solution should provide capability to extract part of the image file
9.06	The solution should provide capability to blackout/ hide/ unhide part of the image file

9.07	The solution should be able to detect blank pages
9.08	The solution should provide a thin client, web-enabled interface.
9.09	The solution should Allow the user to add document (electronic documents, images, pdf, scanned documents etc.) and related information (summary) under various predefined categories and affix Meta Tags/ keywords.
9.10	The web interface should support Firefox, Netscape, Internet Explorer, Chrome, Safari and other leading web browsers
9.11	The solution should allow to manage the functionality of a Client basis user role, thereby enabling certain client functions to be turned on or off depending on user role
9.12	The web interface should provide multiple views of the content according to user preference and IT permission sets.
9.13	The solution should provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organize their documents.
9.14	The solution should support version control of documents. When saving the document, a version control check should be performed and a new version should be created. Solution should the capability to version metadata associated with documents.
9.15	The solution should maintain make version history of a file easily accessible to relevant users and allow the relevant users to retrieve/ restore old version of documents
9.16	The solution should support drag and drop facility for bulk file content import.
9.17	The solution should provide support for unlimited file formats
9.18	The solution should allow ability to seamlessly view content in its native form using a built-in viewer
9.19	With respect to annotations, the solution's security model should allow to separate access rights to content from access right to annotations
9.20	The solution should support document creation from templates stored in the repository
9.21	While editing, the solution should ensure that the document be locked-out from the repository, preventing other users from making changes at the same time
9.22	The solution should, however, allow users to continue viewing the document when a document is locked out for modification. The solution's user interface should provide a visible symbol indicating the lockout and an attribute to indicate who locked out the document
9.23	The solution should support a configurable session timeout which mandates a user to log back in after a period of time to ensure security. In case of timeout, the system should ensure no loss of work.
9.24	The solution should allow users to work offline and synchronize their edited or newly created documents with the repository. The offline client should provide conflict resolution options to assist users to resolve conflicts during synchronization

9.25	The solution should monitor scanning quality (clarity, orientation and other parameters) of document by using inbuilt or third party document quality monitors, thereby ensure that documents with inferior scanning quality are not added to the solution's repository
9.26	The solution should support conventional computer operations such as, but not limited to Mouse Right Click, Keyboard Shortcuts, Thumbnail & Detailed View etc.
9.27	The solution should provide interface for users to put sticky notes and annotation to add comments/ inputs on documents/ files
9.28	The solution should allow to separately store and manage access levels for annotations added
9.29	The solution should provide asynchronous content transfer from clients.
9.30	Solution should support page wise serving of multi-page documents so that users doesn't have to wait for a long document to download entirely before viewing it.
9.31	The solution should support exporting of metadata about repository lists, including directory locations and search results to .CSV or excel files
9.32	The solution should provide GUI tools for development and deployment of user interfaces and form creation
9.33	The solution should support document creation from templates stored in the repository. The solution should also provide template based authoring interface.
9.34	The solution should have the ability to create and store users id and password in the solution repository
9.35	The solution should provide a common integrated repository to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc.
9.36	The solution should provide a policy engine that can execute storage placement and migration policies to optimize storage, while reducing the content storage cost to the business and maintain accessibility and compliance needs as its value changes over time
9.37	The solution should provide inbuilt capabilities for providing Hierarchical Storage Management.
9.38	The solution should provide content storage policy creation and management tools through a unified, web-based administration client.
9.39	The solution should provide policy-based content placement and migration capabilities across storage devices
9.40	The solution should have the capability to automate content archival according to storage policies based on business value and information
9.41	The solution should allow the administrator should be able to control storage allocation of content based in any default or custom attribute.
9.42	The solution should allow to tagging of metadata fields enables each different type of documents to have common and unique Metadata fields

9.43	The solution will allow a Document to have multiple renditions of any format and will allow a Document to have multiple renditions of the same format.
9.44	The solution will allow nominated business users(s) the ability to add, remove or edit (the names of) renditions
9.45	The solution will generate a PDF rendition of certain Documents at the point a Document is created and other configured states (e.g. Approved)
9.46	The solution will allow nominated business users(s) the ability to request a PDF rendition is generated on an ad hoc basis.
9.47	The solution will allow users to create versions of a Document within the solution; a version can be added as the same version, a new minor version or a major version.
9.48	The solution will allow a user to view a list of all the versions that exist for a particular Document and allow the user to view the content and properties of a specific Document version (provided the user has the required permissions on the specific version).
10	Calendar
10.01	The solution should have the capability to incorporate an organizational calendar, in which all dates relevant for employees will be tracked.
10.02	An easy-to-use but comprehensive filter mechanism will enable users to make only those types of calendar entries visible which are of their particular interest.
10.03	The solution should have the capability to include organization wide events (staff meetings, committee meetings, public holidays etc.)
10.04	The solution should have the capability to include external events
10.05	The solution should have the capability to include workshops and formal briefings
10.06	The solution should have the capability to include special announcements and events
10.07	The solution should have the capability to include staff movement (on deputation, leave etc.)
10.08	The solution should have the capability to manage visit of VIP guests to the company premises
10.09	The solution should have the capability to automatically sync calendar with application available at JVVNL.
11	RSS Feeds
11.01	The solution should have the capability to feature RSS news feed on the user dashboard

11.02	The solution should have the capability to enable users to receive keyword email alerts on new activities or changes in: (a) Workspaces (b) Files movement (c) Events (d) Document libraries (e) Calendar (f) Discussion Forums (g) Blogs (h) Wikis (i) Individual documents (j) Project tasks
11.03	The solution should have the capability to automatically update the RSS feed
12	External Correspondence Management
12.01	The solution should provide the ability to formally distribute documents and to record the receipt of a documents from an external party into the solution.
12.02	The solution should associate a system generated number which will be used to identify and track a documents/ files received/ transferred.
12.03	The solution should allow the same document to be attached to a an outgoing document set more than once only if each instance of the attached Document specifies a different revision or different rendition selection.
12.04	For outgoing documents/ files, the solution should provide the ability to generate comment sheets using comments made against the Documents attached to the Document Set/ File.
12.05	In case the document set/ file is being forwarded to a group as a recipient, the solution should send the document set/ file to each solution user who is a member of the selected group.
12.06	The solution will enable the user to create a distribution rule to be applied to a document set/ file in order to filter the recipients corresponding to each document in the set/ file
12.07	The solution should generate a coversheet for all outgoing correspondences based on a pre-defined Template
12.08	The solution should allow users to request the generation of the coversheet for an outgoing document set/ file when the set/ file is in its delivery/ transmission so that the user may preview the coversheet.
12.09	Prior to issuing documents to an outgoing doc. Set/ file, the solution should validate the documents as to whether the document can actually be issued e.g. checks Documents are at the correct status to be issued.
12.1	The solution will allow an outward correspondence to be created based on an existing outward correspondence or an existing review process.
12.11	The solution will allow a user to create an outward correspondence by selecting one or more

	documents and by applying a distribution matrix/ rule set corresponding to them.
12.12	The solution should create templates for coversheets and comment sheet for an on outward correspondence. The template should contain placeholders that the solution will process and replace with data values at the point of generation.
13	Management of Engineering Drawing/ Maps/ Geology Modelling Outputs
13.01	The solution in order to authorize the reviewing of files should possess the capabilities:
13.02	Allow the user to navigate easily within the document - zoom, scroll, rotate etc.
13.03	Allow the user to open different files in their native format or through a universal viewer
13.04	Allow the user to search in a file and perform the following operations
13.04.1	choosing layout
13.04.2	managing layers
13.04.3	managing display of reference files
13.04.4	managing display of layers of reference files
14	Records Management
14.01	The solution should be compliant to DoD 5015.2-standard
14.02	The solution should allow the user to define retention timelines/ schedules
14.03	The solution should have the capability to manage the document across its lifecycle i.e. creation to disposal
14.04	The solution should allow/ support the user to electronically sign the documents
14.05	The solution should allow the user to classify documents into various folders i.e. favourites, frequent usage etc.
14.06	The solution should have the capability to provide spell check function for notes and documents
14.07	The solution should have the capability to add metadata attributes to the definition of records
14.08	The solution should have provide capability to view the record content (based on security/access rights)
14.09	The solution should assign a unique key/ ID against each document
14.10	The solution should provide the ability to specify metadata requirements for each record type and modify the metadata's defined
14.11	The solution should have the ability to manage physical records including documents, folders and boxes.
A.2	File Management
1.01	The solution should allow the user to create/ open a new electronic file.

1.02	The solution should support creation of both general subject file as well as specific business files. The solution should enable the user to classify the files based on type/ purpose of creation
1.03	The solution would request the user, at minimum, file Subject, while creating/ opening the file. The solution should allow the solution administrator to add or reduce the number of mandatory fields required at the time of file creation.
1.04	The solution should allow the user to classify files (and documents) for security and access. Each file/ document should be mandatorily tagged against one among the following indicative list : Confidential, Restricted, Internal, Public etc.
1.05	The solution should allow the user to create both main and part file.
1.06	The solution should allow the user to save a file in a desired folder in the solution.
1.07	The solution should allow the user to add documents/ other files in the File.
1.08	The solution should have a facility to let the user search a file based on parameters such as, but not limited to, File number, file subject, owner department, year/ month of creation etc.
1.09	The solution should have a repository/ index table of all files created
1.1	The solution should support creation of any types of specific business files such as, but not limited to, project files, employee files, vendor file, contract file etc.
1.11	The solution should associate a pre-defined metadata against each file in the system. The meta-data parameters should be customizable and scalable (in number).
1.12	The solution should have the facility to associate different types of metadata - mandatory, recommended, optional etc.
1.13	The solution should have a provision to define searching attributes for each type of special file
1.14	The solution should ensure that the electronic files created provide similar user experience as attained while working with Physical file/ documents. Foreg. File components on one side and Green Note Sheet on other side of the screen.
1.15	The solution should provide facility to users to append their notes, which should be automatically stamped with user name, date and time
1.16	The solution should provide facility to secure notes in File View
1.17	The solution should provide facility to users to add notes/ comments/ inputs to any document, file and previous notes, so that corresponding objects can be directly opened from the note view
1.18	The solution should let the user to link a note to a particular page of a image document
1.19	The solution should allow users to users to append notes in the same paragraph (append

	paragraphs)
1.2	The solution should provide security on notes so that Noting/comments once written, signed and forwarded should not be amendable by any user including originator, however if a new note has not been forwarded, the user should be able to modify the latest note, which he is writing.
1.21	The solution should support digital signatures and hence allow the users to integrate digital signature on Note sheets
1.22	The solution should allow the user to print/ save note sheet
1.23	The solution should allow the user to add new documents in the file by calling native application such as, but not limited to Word, Excel etc. from the same interface.
1.24	The solution should allow the user to open multiple documents simultaneously in different window
1.25	The solution should have the capability to route the file as per defined routes
1.26	The solution should provide allow the user to recall a File from other user (only if no action has been taken by the current file owner)
1.27	The solution should allow to search the status of a file in a workflow.
1.28	The solution should provide a facility to track a department where a File is pending, as well as corresponding details, such as aging etc.
1.29	The solution should provide a comprehensive view of the documents inside file, Noting / commenting, change trail etc. and also allow the user to edit file properties
1.30	The solution should have the capability to automatically create and update file register
1.31	The solution should have the capability to automatically generate and update file movement slip/ file movement trail
A.3	Business Process Management
1	General
1.01	The solution should provide an interface for approvals/ other appropriate actions from mail messaging solution
1.02	The solution should provide a graphical interpretation of the processes being executed by the users (for completion status, current actor details, aging of file/ document at a particular step)
1.03	The solution should allow the user/ process modeler to configure alerts basis required parameters

1.04	The solution should modify the status of process automatically
1.05	The solution should allow the user to associate tasks with users, rules etc.
2	Graphical Route Designer
2.01	The solution should allow the users to create/ configure workflows via an effective and user friendly process modeler (using drag and drop facilities)
2.02	The process modeler in the solution should also allow the user to design/ modify complex rules and conditions for workflow routing (using drag and drop facilities and no programming/ coding)
2.03	The solution should have the facility to copy and paste work steps along with all its properties.
2.04	The solution should have the facility to define documents viewed and to be attached at each step in a process.
2.05	The solution should have the facility to define multiple archival stages to archive selected documents and indexes in underlying paperless office solution at any stage of workflow process.
2.06	The solution should allow process designers to design properties for each work stage like default document view, form view or Exception view etc.
2.07	The solution should allow users to define entry-level settings like Increase of priority or sending an email trigger on the basis of pre-defined conditions or setting up particular variable or property etc.
2.08	The solution should support the definition of roles and allow many-to-many relationships between users and roles to be defined.
2.09	The solution should support the capture of a standard case process, including its graphical representation in a case folder.
3	Form Designer
3.01	The solution should allow the user to design Custom forms that can be attached to one or more stages of workflow.
3.02	The solution should allow the user to define text boxes, Combo boxes, radio buttons, Drop down etc. while creating custom forms
3.03	The solution should support field level calculations at form level
3.04	The solution should have the facility to use scripts for defining field level validations
4	Automatic Escalations
4.01	The solution should have the capability to define multi-level escalation matrix
4.02	The solution should have the capability to define deadlines to individual work stages and escalation to respective or group of individuals, if desired action/ instance is not processed in pre-defined time frame

4.03	The solution should provide facility to define multi-level escalations on the basis of deadlines i.e. Level 1 escalation after specified time and Level 2 escalation after specified time.
4.04	The solution should have the facility to raise custom triggers using following, but not limited to, Email, fax, SMS etc. for escalations.
4.05	The solution should have the capability to define holidays and working hours and the escalations and reminders that should be raised on the basis of this i.e. if the escalation time is set for 2 days and there is Sunday in between then it should not be included
5	Task Management
5.01	The solution should allow specific users to define tasks for individual or group of users with deadlines.
5.02	The solution should allow users to define check lists for individual stage/ whole process with option to make particular checklist items as mandatory. The solution should not enforce any limit on the number of documents in the checklist
5.03	The solution should have the capability to raise triggers as per the checklist/ corresponding validations on checklist items
5.04	The solution should have the capability to send email and SMS notifications to users when the user is/ has not logged into the system
5.05	The solution should have the capability to send automatic reminders to concerned users for delegated tasks.
5.06	The solution should allow definition of audit stages to audit work of new users. The users should be able to define percentage of work to be audited on the basis of which, random instances should be picked up and sent to auditing supervisor.
5.07	The solution should allow the users to route/ re-route the jobs to one or more other users by job and by users (e.g. on long leave, resignation).
5.08	The solution should have the capability to automatically route temporary jobs to one or more other users (e.g. temporary covering of duties).
6	Multiple Initiation Methodologies
6.01	The solution should support multiple initiation methodologies for different user groups or document types.
6.02	The solution should support automatic initiation of incoming faxes as separate instance with the fax document as an attachment.
6.03	The solution should support automatic initiation on the basis of incoming emails with email as an attachment.
7	Architecture and Technology
7.01	The solution should have a multi-tier, open, scalable architecture.
7.02	The solution should support web based interfaces.
7.03	The solution should have the ability to integrate through messaging.

7.04	The solution should have the ability to integrate through APIs.
7.05	The solution architecture should be scalable and can support increasing number of users and concurrent transactions.
7.06	The solution should run in a clustered environment.
7.07	The solution should be Unicode compliant and should also support customizing the interface in Local languages.
8	Process Management
8.01	The solution should support complete administration through a web browser interface.
8.02	The solution should allow administrators to manage users, groups, roles and other document management operations etc.
8.03	The solution should allow administrators to suspend, resume and control various processes from the same interface
8.04	The solution should maintain an audit trail to capture history of all transactions performed on the solution.
8.05	The solution should allow the user/ administrator to define turnaround time for the complete process and also for the individual work stages for efficient monitoring
8.06	The solution should allow the users to set audit percentage for multiple users at different stages, so that the specified percentage of work randomly goes for work audit.
8.07	The solution should give a facility to review the audit done by different auditors.
8.08	The solution should allow the process definitions to be stored as templates for future use/ reference
8.09	The solution should allow importing process definitions from other products
8.1	The solution should have the capability to export process definitions stored as templates to other products
8.11	The solution should have the capability of maintaining versions of process templates as well
8.12	The solution should support once process to be invoked as a sub-process of another process
8.13	The process definitions created in the system should be platform independent
8.14	The solution should provide flexibility to make versions/ modifications to an existing process through a simple configuration without any additional programming
9	Application Access Control
9.01	The solution should provide comprehensive access control mechanism.
9.02	All users of the solution should be able to access to their own work areas and other work areas with access granted by the workflow administrator. They should not be able to delete assigned tasks from the work areas.
9.03	The solution should log all the actions done by individual users with user name, date and time and the administrator should be able to generate detailed audit logs and history of the

	process instance.
9.04	The solution should allow process owners/ initiators and other authorized users to track task status, types of action required (approval, acknowledgement, etc.), task in progress/completed task, etc.)
10	Process Monitoring and Reporting
10.01	The solution should be able to track status of work item(s), date/time the jobs are started and ended, the creation and archival date of the documents.
10.02	The solution should provide dashboard/ graphical and tabular tools to view progress of each individual process
10.03	The solution should provide a facility to configure dashboard for individuals basis roles/ designations etc. e.g. dashboard for Chairman, dashboard for GMs, dash board for DGMs, etc.
10.04	The dashboard in the solution should provide real time monitoring of various activities, file movement, DAK movement etc.
10.05	The solution should not require any customization to create dashboard. User should be able to configure dashboard without any coding.
10.06	There should not be any limit on the number of reports that can be created
10.07	The solution should allow the user should be able to drill down in a report for specific information analysis
10.08	The solution should support the generation of statistical and management reports like: Number of pending files Number of cases completed Time taken to complete each task Process History Report User Performance Report Average Process Time Report Participant Report Participant Processing Time Report Process Definition Summary Report Exception Details Report Expired Work item Report
10.09	The solution should support statistical reports i.e. parameters such as total turnaround time and delay report for complete process or specific work stages etc.
10.10	The solution should support definition of new customized reports based on existing data points.
11	User Management and Security
11.01	The solution should support integration with Lightweight Directory Access Protocol (LDAP) for domain level authentication and single sign on.

11.02	The solution should support integration with database- based authentication
11.03	The solution should support extensive password validations i.e locking of user account after specified number of unsuccessful login attempts, password history, password expiry, passwords should be alphanumeric and of minimum character length etc.
11.04	The solution should have the capability to authenticate users using both standard credentials and/ or advance authentication methods (industry best practices) and/or single sign-on frameworks
11.05	The solution should support SSL, HTTPS and session timeouts.
A.4	Committee and Meeting Management
1	General
1.01	The solution should have the capability to constitute the committee with its members and convener details.
1.02	The solution should have the capability to capture various details of the committee such as term of reference, tenure, committee members etc.
1.03	The solution should have the capability to define the role of the each committee member.
1.04	The solution should have the capability to define the committee members from the internal departments as well as external users along with required details.
1.05	The solution should have the capability to define the message template for sending the notification to respective committee members.
1.06	The solution should have the capability to create and saving the templates for different type of notification messages.
1.07	The solution should have the capability to define the approval process for committee constituted.
1.08	The solution should allocate an inbox against each user so that each committee members/ approvers can view the pending request for approval.
1.09	The solution should have the capability to attach the required documents with various committees constituted.
1.10	The solution should have the capability to circulate the office memorandums with the respective to committee members/ stake holders having details about/ members of the committee.
1.11	The solution should have the capability to define the meeting details such as Agenda, date, time, venue, priority etc. along with the required documents.
1.12	The solution should have the capability to link the members with meeting from the list of pre-approved committees.
1.13	The solution should have the capability to define the approval workflows for meeting scheduled.
1.14	The solution should have the capability to define the meeting invitation templates for

	sending the notifications to all the committee members.
1.15	The solution should provide the calendar view having details about the meeting schedule on weekly/ monthly basis.
1.16	The solution should provide the capability to submit the response about the availability for the meeting scheduled.
1.17	The solution should have the capability to capture the Minutes of Meeting and circulate the same with appropriate users.
1.18	The solution should have the capability to assign and track the actionable to the respective committee members.
1.19	The solution should provide the capability to define the deadlines of submitting the response for defined actionable.
1.20	The solution should provide the capability to designing the template for circulating the Minutes of Meeting (MOM).
1.21	The solution should provide the capability to send the MOM notification through email.
1.22	The solution should provide the capability to track the actionable assigned to the respective committee members.
1.23	The concerned official should be able to raise the request through the solution for the event/ meeting by filling all the details for the meeting including details like tentative number of attendees and any special arrangements that needs to be done.
1.24	The solution should be able to process the request in accordance to the facilities available inside the office and their availability with respect to the request raised.
1.25	If facilities, internal to the office are available for requested event or meeting then solution should inform the requestor about the same.
1.26	If the facilities are not available internal to the office, then the solution should provide message for non-availability of facilities and solution should check for existence of empanelled vendors for the same.
1.27	The solution should provide the provision to select an empanelled vendor for raised request of organizing event/ meeting.
1.28	The solution should be able to forward the request for the event/ meeting along with the results of the above findings to the concerned official. Solution should send an alert to official regarding receiving the request.
1.29	The concerned official should be able to take the required action to organize the event/meeting through the solution, based on the findings of the solution.
1.30	The solution must provide collaboration features which can enable transparent and secure communication between various offices or a department within secure repository.
1.31	The solution should allow the concerned/ authorized user to allocate and track actionable/ work items against each meeting/ committee member

1.32	The solution should be able to generate report for —Details of request for organizing events/ meetings
2	RTI Management
2.01	The RTI modules should be built using Enterprise Content Management & Business Process Management framework.
2.02	The solution should provide facility to link cross-related documents like Application form, RTI Response and reply sent etc.
2.03	The solution should be able to automatically set a deadline and priority for the resolution of RTI request based on the type of RTI request as per the departmental policy and provide option for setting deadlines and priority for exceptional cases.
2.04	The solution should have capability to delegate responsibilities to an alternate user in the absence of the assigned user (applicable to other modules as well)
2.05	The solution should allow the user who reviews the RTI request to assign the task of redressing the RTI to another defined user from a list, and optionally also assign a criticality level.
2.06	The solution should have capability to automatically escalate the RTI request to higher authorities on passing of the deadline for the RTI request resolution.
2.07	The solution should have the capability to initiate the process for Sequential appeals that first appeal, second appeal etc.
2.08	The solution should have the capability to assign the RTI request to concerned department/ user(s)
2.09	The solution should have capability to set an extended deadline for pending RTI requests based on inputs received from higher authorities.
2.10	The solution should have capability to inform the citizen by Emails that the RTI request has been redressed.
2.11	The solution should automatically generate call back lists when RTI request has been responded.
2.12	The solution should have the capability to define & generate the RTI Response/ Grievance Response Letter in a format from the solution itself.
2.13	The indicative list of reports that should be supported includes but not limited to: (a) Root cause analysis of most frequent queries/RTI request (b) Analysis of RTI request with longest turnaround time (c) Reports to provide evidence of SLAs (d) Average time in queue for each type of service. (e) Maximum time in queue for each type of service. (f) Average and total queuing time
A.5	Correspondence Management
1	General

1.01	The solution should have a repository or predefined folder/ area where all new correspondences are received after scanning
1.02	The solution should have a facility to create paper profile of a correspondence in the repository, in case it is not scanned.
1.03	The solution should have a facility to add correspondence in electronic format from local computer drive.
1.04	The solution should provide a facility to view a correspondence on one side of the screen and indexing fields other side.
1.05	The solution should have a facility to add a note to a correspondence
1.06	The solution should have a facility to save the correspondence (documents) in an existing file.
1.07	The solution should have a facility to route the correspondence (documents) using workflow feature of a solution.
1.08	The solution should support ad-hoc routing of a document
1.09	The solution should provide an interface to track & search the status of a correspondence (documents) in a workflow
1.10	The solution should have a facility to send the reminders.
1.11	The solution should have a facility to generate various reports w.r.t correspondence workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc
1.12	The solution should have a facility to track a department where the correspondence is pending.
1.13	The solution should provide an advanced search interface for tracing & searching a correspondence based on parameters such as, but not limited to, dates, subject, pending with, completed by, pending since etc
1.14	The solution should have a feature to recall a correspondence from other user (in case the physical form has not been dispatched/ other user has not received the correspondence)
1.15	The solution should automatically create and update a "Correspondence Register/ Log"
1.16	The "correspondence register/ log" should also indicate the file in which correspondence has been saved, present status, action taken etc
1.17	The concerned official should be able to forward the communication to be sent to Oil Ministry, Parliament, state Govt. SPVs, Private sector companies, banks, PSUs, firms or any other department/individual by the solution to the receipt & dispatch section
1.18	The solution should be able to make entry in the digital outgoing register for the communication to be send to Oil Ministry, Parliament, state Govt. SPVs, Private sector companies, banks, PSUs, firms or any other department/individual by the solution to the receipt & dispatch section.
1.19	The concerned official should be able to take print out of the physical communication to be sent, through the solution.

1.20	The printed communication should be able to send to the Communication authority/ Department/ organization as intended by the concerned department through courier/ Postal Dept/ by hand.
1.21	The receipt & dispatch section should be able to receive a written communication from Oil Ministry, Parliament, state Govt. SPVs, Private sector companies, banks, PSUs, firms or any other department/individual and concerned official should be able to make an entry in the solution regarding receiving document.
1.22	The solution should allow scanning of communications received and storing them in the paperless solution to be forwarded to the concerned recipient official
1.23	The solution should allow the concerned official of receipt & dispatch section to make entry for the communication received in the incoming register/ log
1.24	The solution should be able to generate MIS report for —Details of communications sent from JVVNL
1.25	The solution should be able to generate MIS report for — Details of communications received at JVVNL
A.6	Office Note Management
1	General
1.01	The solution should have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, color etc
1.02	The editor should have provision for templates for ready content
1.03	The solution should have a draft folder to save Office Notes that are created through in-built text editor.
1.04	Office Note in draft folder should be available to the user for editing.
1.05	The solution, by using workflow capabilities, should allow the user to route the Office Note for approval
1.06	The solution should have the capability to trigger an email for approvals along with alert in the system
1.07	The solution should allow the users to approve/ reject/ act on action requests received on email.
1.08	The solution, for each alert triggered in the system, should release an email notification of the same and allow the recipient of the email/ user whose action is required to act from the email itself i.e. without opening the paperless office solution
1.09	The solution should provide a facility to Add / Edit comment to a Note in a workflow.
1.10	The solution should provide a facility to attach reference/ supporting documents with Office Note in a workflow
1.11	The solution should ensure that the comments added should be appended to the main content of the Note.

1.12	The solution should have the capability to automatically capture the signature of user working on a Note
1.13	However, the solution should allow the solution administrator to manage the feature of automatically capturing the signature mentioned above
1.14	The solution should have a facility to approve a Note through some actionable control for eg. "Approve" button on the Note Sheet itself
1.15	The solution should provide an interface to search and check the status of a Note in workflow
1.16	The solution should have a facility to securely archive the Note on approval/ completion.
1.17	The solution should allow the users to create and release / forward the circulars to the appropriate users
1.18	The solution should have the capability to track and maintain revision history (on notes/ circulars)
A.7	Case Management
1	General
1.01	The solution should have the provision of forwarding/sending the application/ file/ document with comments to other concerned officer(s).
1.02	The solution should have the facility to generate case diary, interrogation report, investigation factual report etc.
1.03	The solution should provide a unique ID to each case and allows for a description.
1.04	The solution should have the ability to link related cases based on case information.
1.05	The solution should have the capability to initiate a work flow process based upon an attribute(s) in a case.
1.06	The solution should support initiation of a case from an external or internal event.
1.07	The solution should have the capability to filter and sort cases on metadata and documents, for example, case status, applicant name, date created, exhibit number, submitter etc.
1.08	The solution should have records management capabilities (retention and archiving).
1.09	The solution should have the capability to track duration of process steps, monitor deadlines, displays warnings or provide notification to staff of impending deadlines in the case.
1.10	The solution should provide the facility of access based online entry in case diary, interrogation report.
1.11	The solution should allow uploading of scan document, images linked to the case under investigation/ inquiry.
1.12	The solution should change the case status depending on the progress of the case/ investigation
1.13	The solution should maintain the audit trail of case based processes for future reference.

1.14	The solution should allow the facility of updating status to departmental officials depending on the progress of the case/ investigation and notify the progress to higher departmental authorities on real time basis as specified or required by department
1.15	The solution should allow that different subtypes can be made to enforce specific workflow with different data input requirements.
1.16	The solution should enable users to set reminders and tasks for themselves throughout the lifecycle of a process/ case if required
1.17	The solution should possess the facility of sending instant notification to concerned or designated officers whenever the fresh intelligence, inputs and alerts are inserted in the system.
1.18	The solution should allow the other officers to insert suggestion/ instruction to other officers on work.
1.19	The solution should maintain the records of instruction/suggestion made by officers.
1.20	The solution should allow the higher Officers to shift/divert/assign any ongoing task to other officers if they decide to do so on the basis of new inputs and alerts inserted in the system.
1.21	The solution should maintain the record of such cases category wise/date wise/officer wise/Team wise so it can be shared/produced/discussed as success stories/lesson learned with other officers/new entrant in department, after the due approval from the higher authorities.
1.22	The system should provide the capability to consolidate the decision and comments given by the multiple officials.
1.23	The solution should have in built rule engine for case routing and case prioritization.
1.24	The solution should have in built conversation sheet for informal collaboration among in context to the process/ activity
1.25	The solution should provide flexibility for changes during the process/ activity life cycle example changing performance measures, reassigning resources or overriding schedules.
1.26	The solution should have the capability to track a process/ activity based on different criteria example deadlines, process steps and duration.
1.27	The solution should provide the capability to search the process/ activity file based on a simple set of operators allowing more powerful queries to be constructed. (i.e. "AND", "NOT", "OR").
1.28	The solution should support the searching of the process/ case file based on set of multiple indexes/ process/ activity details.
1.29	The solution should support the searching based on the text mentioned in the process/ activity files.
1.30	The system should provide the capability to show the search result to different users based on their system privileges i.e different users may see entirely different results dependent

SECTION – VI TECHNICAL PROPOSAL SUBMISSION SHEET

Technical Proposal Submission sheets

Technical offer to be furnished by the bidder on its letter head and each page signed by the authorised signatory

To,
The Superintending Engineer [IT]
 Jaipur Vidyut Vitran Nigam Limited
 Old Power House Premises
 Near Ram Mandir
 Jaipur-302 006

SUB: Submission of Bid for “**Deployment of Smart Office (e-office) System on SAAS (System as a Service) Basis**” against TN-67.

Dear Sir,

We hereby submit our bid for “**Deployment of Smart Office (e-office) System on SAAS (System as a Service) Basis.**” against TN-67.

We, the undersigned, declare that:

A. Declaration

- 1) We have examined and have no reservations to the Bidding Document, including Addenda No. (if Any):____
- 2) We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule, and the specifications mentioned in the bid document.
- 3) We are submitting our bids for with complete set of enclosures.
- 4) We are submitting our Bid as Single Bidding company.
- 5) We agree for execution of tendered work as per the terms & conditions as specified in this Tender Document.
- 6) We hereby confirm that the bid comply all requirements set out in the bidding document and NO TECHNICAL and COMMERCIAL Deviation are contained in the Bid.
- 7) We understand that the Bids with Deviation from the requirement laid down in this document shall be considered as NON Responsive
- 8) The prices are as mentioned in BOQ.
- 9) The prices quoted are valid for a period of 90 days from the date of opening of “Financial-bids”
- 10) The quoted / agreed prices are inclusive of the following applicable Taxes (As per prevailing rates):

- Enclose details of taxes included in the prices

S. No.	Name of Tax/Charges	Rate of Tax/Charges
1	GST	

- 11) We have noted the standard terms of payment and undertake to abide by the same.
- 12) The execution of work shall strictly be in accordance with work completion schedule as given in the Tender Document. In case we fail to execute the work as indicated therein as per the tender specifications, the penalty provisions shall be applicable as per provisions of the Contract.

- 13) The material supplied by us shall conform your specification
- 14) We confirm that we agree to adhere to all the commercial terms and conditions as well as the technical stipulation of your specification and there is no deviation. Such acceptance has also been confirmed in prescribed schedules.
- 15) We confirm that we are qualified for bidding in terms of Qualification Requirements specified in the bidding documents and have submitted the requisite qualification Certificate & data / documents with the bid.
- 16) Until a formal contract is prepared and executed, this together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
- 17) We understand that the quantity mentioned in the financial schedule is just for evaluation purpose all charges shall be paid on actual work basis.
- 18) We understand that Jaipur Discom/Discom reserves the right to invite detailed proposals from any private entrepreneur-company; irrespective of the fact whether the company or entrepreneur has been pre-qualified.
- 19) We also understand that the Jaipur Discom reserves the right to reject any or all of the bids without assigning any reason thereof.
- 20) We undertake that we shall use the Smart Office Commercially Off The Shelf (COTS), which may be readily fine-tuned to the requirements of Discom. We undertake to carry out all necessary System Integration work to ensure that the COTS software offered meets all the requirements specified and needed for Jaipur Discom.
- 21) We understand that the prices quoted in the BOQ are as defined in the RFP & the financial evaluation of the L-1 bidder shall be per Bid Document.**
- 22) We agree to abide by all the conditions governing the proposals and decisions of the Jaipur Discom.

B. General Profile of the Bidder

Kindly attach a copy of latest RoC to substantiate the information furnished against general profile of the bidder

Details	Responses
Bidding Entity Nature	
Full legal name of the firm	
Year of establishment	
Registered Office Address	
Address for Correspondence	
Authorized person(s) to be contacted	
Telephone number(s)	
Email id	
Fax number	
Names, Addresses, Contact Emails and Mobile Nos. of the Key Management Personnel of Firm such as MD/Directors/CEO, etc.	
Type of the firm Private limited/Public limited/Government sector /other	
Whether registered under companies act, Partnership Act, or any other act applicable for registration of Firms in India	
Registration Number & Date	
Field organization and resources to be deployed for the proposed job	
No. of Projects executed in Utilities in past 5-years.	

We hereby certify that the above information is correct.

(Please enclose the ownership structure of the company, Incorporation Certificate, MOA, AOA duly attested by Company Secretary/ Director of the Company).

C. Financial Capabilities

CERTIFICATE OF FINANCIAL QUALIFICATION

S. No	Financial Year	Turn Over (In INR)	Whether Net Worth Positive or NOT (Select as applicable)	Whether Net Profit earned or not? (Select as applicable)
1	FY 2014-2015		YES/NO	YES/NO
2	FY 2015-2016		YES/NO	YES/NO
3	FY 2016-2017		YES/NO	YES/NO

(Turnover / Net Worth/ Net Profit shall be as per the currently applicable accounting standards prescribed by Institute of Chartered Accountants of India)

We hereby certify that the above information is correct.

(Signature of the Statutory Auditor of the Bidder)

(Note: Enclose audited Financial Statements/ Annual Report of the aforementioned FYs duly signed by the Chartered Accountant. If audited balance sheets for the FY 2016-17 are not readily available then the provisional balance sheets signed and certified by the company Chartered Accountant shall be submitted.).

D. Details of the Product Offered

Please provide a summary of versions of various modules, if the proposed solution is a product. Use following format:-

Table 4.1: Details of Product Offered

Name of product	Module details	Version and year of release

E. Approach and Methodology

The Approach and Methodology to be furnished with following parameter:

Understanding of Purchaser and its requirement with clear mention of the deliverables. Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.

F. Detailed work plan with timelines

Please refer Schedule of Completion for the format.

No	Particulars	Activities included	Time schedule desired	Yes / NO
A	Implementation of the system			
1	Implementation of the system in the offices defined in the Stage I	2 System study, develop system environment and implementation sequence, process definition/documentation, preparation of SRS document and signing of contract including SLA between JVVNL and bidder	3 Within 30 days from the date of awarding contract (detailed work order) Note: <i>If not furnished within 45 days, the order may be cancelled.</i>	
		Implementation of the Solution in the Corporate offices as defined in Stage I	4 Within 90 days from the date of awarding contract	
2	Implementation of the system in the offices defined in the Stage II	Implementation of the Solution in the offices at Old Power House as defined in Stage II	Within 120 days from the date of awarding contract	
3	Implementation of the system in the offices defined in the	Implementation of the Solution in the offices defined in Stage III	Within 150 days from the date of awarding contract	

	Stage III			
4	Implementation of the system in the offices defined in the Stage IV	Implementation of the Solution in the offices defined in Stage IV	Within 180 days from the date of awarding contract (detailed work order)	
5	Implementation of the system in the offices defined in the Stage V	Implementation of the Solution in the offices defined in Stage V	Within 210 days from the date of awarding contract	
B	Implementation of Electronic Office			
	Deployment of complete system with GO Live of Smart Office.	3. Development, Integration with existing and upcoming IT system and customization. 4. Go-Live of the Smart-office system	Within 240 days from the date of awarding contract	

G. Project Experience

Bidder shall provide details of projects with application modules and other requirements (as mentioned in Eligibility Criteria,) which have been successfully completed during the last 3 financial years.

Please do not supply the names of clients who are no longer using your product/system.

Bidders need to submit a separate sheet indicating for each project indicating.

Name of the Project	
Brief Scope necessarily including role played by Bidder, modules implemented, sector classification	
Owner of Project assignment (Client name)	
Cost of assignment	
Date of Awarded commencement	
Date of completion	
Was assignment satisfactorily completed	

H. Facility Management Services Plan

The detail plan for FMS shall be given in accordance with the tender Document. In case of deviations, the same should be clearly indicated in Deviation sheet.

I. Project Management Practices

Please provide high-level details of the project management practices that will be followed to manage the project. The project management practices would include (but not be limited to) details of:-

- Bidder must provide details of how they envisage the contract being managed including principles such as (but not limited to) joint planning and control mechanisms; regular and active review meetings; Project management of individual work streams and overall program management of the entire service; Performance reporting
- Bidder should outline their proposed governance structure and designate a Service Manager to co-ordinate their activities and provide a focal point of contact to which Utility can refer on any matter concerning the service.

- Reporting lines and decision-making powers within the bidder’s organization must be explained
- Reporting formats and templates that would be followed by the bidders
- Outline the proposed escalation procedures in the event that issues arise.

J. Quality Assurance

- Quality of service - Suppliers must provide details of their proposed approach to quality assurance to ensure the quality of services in accordance with the tender document. This should include:
 - Responsibility of quality of service;
 - How the supplier will ensure quality service is provided;
 - How quality will be measured
- Does your company (and consortium partner) have any quality certification / Assessment? If so, please provide your responses for the following:

Table16: Details of Certification

Description	Bidder’s Response
Certification / Assessment Name	
Who issued the certification/assessment?	
When was the certification/assessment obtained?	
Does this certification/assessment process involve periodic reviews and observations/ remarks after such review? If so, please provide details and specify when your company is due for its next quality review?	

Please specify your company’s process for product development and enhancements.

K. Documentation

Please provide a list and brief description of all user documents that will be provided along with the software package. This must include the following minimum documents:

- System and administration manuals
- Technical support handbook
- User Manuals
- Error Messages and their Meanings
- Training Manuals
- Analysis & Design Manuals with the relevant data flow diagrams, entity relationship diagrams, schemas etc.
- Additions/ changes to the documents after upgrades and
- Operations Manuals.

SCHEDULE OF DEVIATIONS

Technical Deviations

S. No	JVVNL'S specification clause	Deviation sought by the bidder
1		
2		
3		
4		
5		

Commercial Deviations

S. No	JVVNL'S specification clause	Deviation sought by the bidder
1		
2		
3		
4		
5		
6		
7		

**CONFIRMATION OF “NO DEVIATION” IN TECHNICAL / COMMERCIAL TERMS
AND CONDITIONS OF THIS TENDER**

(To be furnished on Bidder’s Letterhead.)

Bidder's Name & Address:

To
The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sirs,

Sub: Confirmation for “No Deviation” in Technical / Commercial terms & conditions of TN-67

We hereby confirm that there is no deviation in technical / commercial terms & conditions stipulated in the bidding documents and we agree to adhere the same strictly.

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :

UNDERTKAING FOR VARIOUS INFORMATIONFURNISHED

(To be furnished on appropriate non-judicial Stamp Paper of Rs. 100/-, duly notarized)

Bidder's Name & Address:

To
The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sir,

Sub: Undertaking for various information against TN-67

We hereby confirm that that all the information against all the schedules, Annexure and all other Certificates etc. furnished are correct and if in future Discom discover that any information furnished is not true, same may lead to the rejection of bid or termination of contract.

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :

BIDDERS'S AUTHORIZATION CERTIFICATE

(To be furnished on Bidder's Letterhead.)

To,

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

[Reference No.]

I/ We <Name/ Designation> hereby declare/ certify that <Name/ Designation> is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

Please attach the board resolution / valid power of attorney in favour of person signing this authorizing letter.

FORMAT OF BANK GUARANTEE FOR EMD

(To be stamped in accordance with Stamp Act(0.25% of value of bank guarantee), the Non-Judicial Stamp Paper should be in the name of the issuing Bank)

Bank Guarantee No.:

Date:

To: *(insert Name and Address of Employer)*

WHEREAS M/s. (insert name of Bidder)..... having its Registered/Head Office at (insert address of the Bidder) (hereinafter called "the Bidder") has submitted its Bid for the performance of the Contract for.....(insert name of the Package).....under.....(insert Specification No)..... (hereinafter called "the Bid")

KNOW ALL PERSONS by these present that WE *(insert name & address of the issuing bank)* having its Registered/Head Office at*(insert address of registered office of the bank)*..... (hereinafter called "the Bank"), are bound unto Jaipur Vidyut Vitaran Nigam Limited (hereinafter called "the Employer") in the sum of*(insert amount of Bid Security in figures & words)*..... for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Seal of the said Bank this day of 20....

THE CONDITIONS of this obligation are:

- (1) If the Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form; or
- (2) If the Bidder does not accept the corrections to arithmetical errors identified during preliminary evaluation of his bid pursuant to Tender document; or
- (3) If, as per the requirement of Qualification Requirements the Bidder is required to submit any Undertaking/Agreement and he fails to submit the same, duly attested by Notary Public of the place(s) of the respective executant(s) along with the Bid within ten days from the date of intimation of post – bid discussion; or
- (4) in the case of a successful Bidder, if the Bidder fails within the specified time limit
 - (i) to sign the Contract Agreement, in accordance with Tender document, or
 - (ii) to furnish the required performance security, in accordance with the Tender document. or

(5) In any other case specifically provided for in the Tender document.

We undertake to pay to the Employer up to the above amount upon receipt of its first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer will note that the amount claimed by it is due to it, owing to the occurrence of any of the above-named CONDITIONS or their combination, and specifying the occurred condition or conditions.

This guarantee will remain in full force up to and including (*insert date, which shall be the date 180 days from the date of Technical Bid Opening*)....., and any demand in respect thereof must reach the Bank not later than the above date.

For and on behalf of the Bank

[*Signature of the authorised signatory(ies)*]

Signature _____

Name _____

Designation _____

POA Number _____

Contact Number(s): Tel. _____ Mobile _____

Fax Number _____

email _____

Seal of the Bank _____

Witness:

Smart Office RFP

Signature_____

Name_____

Address_____

Contact Number(s): Tel. _____ Mobile _____

email _____

Note:

1. The Bank Guarantee should be in accordance with the proforma as provided. However, in case the issuing bank insists for additional paragraph for limitation of liability, the following may be added at the end of the proforma of the Bank Guarantee [i.e., end paragraph of the Bank Guarantee preceding the signature(s) of the issuing authority(ies) of the Bank Guarantee]:

Quote

“Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed _____ (value in figures)_____ [_____ (value in words)_____].
2. This Bank Guarantee shall be valid upto _____ (validity date)_____.
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (validity date)_____.”

SELF DECLARATION-NO BLACKLISTING

(To be furnished on appropriate non-judicial Stamp Paper of Rs. 100/-, duly notarized)

To,

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

In response to the NIT Ref. No. _____ dated _____ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. Of _____, I/ We hereby declare that presently our Company/ firm _____, has not been blacklisted by any power utility in India as on date of bidding .

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled

Thanking you,

Signature.....

In the capacity of.....

Duly authorised to sign Proposal for And on behalf of.....

Seal of the Organization: -

Date.....

Place.....

QUALIFICATION REQUIREMENT

A. Qualification Requirement for the BIDDER:

S.No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporated under applicable Companies Act /Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act.	<p>Self-Declaration along with the following:</p> <ul style="list-style-type: none"> • Copy of Self-Attested Incorporation Certificate in case of Company • Copy of Self-Attested Partnership Deed • Copy of Self-attested latest Income Tax Return
2.	<p>The bidder should have successfully executed a design, development, integration, implementation, support and maintenance of web based software solution minimum one out of the following :</p> <p>(i) ERP (ii) Revenue & Billing System (iii) E-Office System</p> <p>In the last 3 years in India which is live as on the date of the tender.</p> <p>Start-up Companies which are registered with GOI / any State are exempted from this qualification requirement</p>	<ul style="list-style-type: none"> • Work Award on Bidders name with relevant performance certificates
3.	<p>The Bidders shall have following valid certificates :</p> <p>(i) ISO 27001:2013(for IT solutions and Services) (ii) ISO 9001:2008 (for IT solutions and Services)</p>	Valid Certificates to be uploaded.
4.	<p>(i) The Bidder should have a minimum average annual turnover of Rs. 3 Cr (Gross Turnover of 9 Cr) in last three Financial Years (2014-15, 2015-16, 2016-17)</p> <p>(ii) The Bidder should have positive net worth as on 31st March, 2017</p> <p>Start-up Companies which are registered with GOI / any State are exempted from this qualification requirement</p>	<ul style="list-style-type: none"> • Copy of the audited statement of accounts (P&L Account & Balance Sheet) duly certified by the Chartered Accountant along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof. If final accounts of FY 2016-17 are not available provisional certificate duly certified by CA shall be submitted as a proof. • Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided. <p>Note: Net worth means the sum total of the paid up capital and free reserves (excluding</p>

		<i>reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</i>
5.	The Bidder should not have been black listed by any power utility in India as on date of bidding.	Self-Declaration for No Blacklisting on the appropriate stamp paper.

B. Qualification Requirement for the PRODUCT

S No.	Criteria	Supporting Documents Required
1.	The quoted Smart Office Solution shall be only COTS (Commercially Off the Shelf) solution. No BESPOK / In House Solution shall be allowed.	<ul style="list-style-type: none"> Undertaking with the details of the quoted solution
2.	<p>The proposed Smart office shall have mandatorily following credentials:</p> <p>(iv) Should have been implemented the solution in at least three State Govt/ Central Govt/ State Govt or Central PSU/ Utilities in India.</p> <p>(v) The implemented solution should have following solution modules mandatorily</p> <p>a. File Management</p> <p>b. Correspondence/DAK Management</p> <p>c. Document Management.</p> <p>(vi) The implemented solution should have at least one of the following solution modules:</p> <p>a. Office Note Management</p> <p>b. RTI Management</p>	<ul style="list-style-type: none"> Work order/performance certificates Certificate / work order / Document to establish the modules of the solution Certificate / work order / Document to establish the modules of the solution

NOTE: -

- In case of non-furnishing of requisite document along with the bid the bid will be considered as non-responsive and bid may be summarily rejected.**

FORMAT FOR FINANCIAL BID SUBMISSION

(Not to be filled here)

(Financial offer has to be furnished in BOQ excel file).

To,
The Superintending Engineer [IT]
Jaipur Vidyut Vitran Nigam Ltd.,
Old Power House Premises
Near Ram Mandir, JAIPUR-302 006.

SUB: “DEPLOYMENT OF SMART OFFICE (E-OFFICE) SYSTEM ON SAAS (SYSTEM AS A SERVICE) BASIS”
against TN-67

Dear Sir,

We have procured the bid documents for engagement of Agency for “**Deployment of Smart Office (e-office) System on SAAS (System as a Service) Basis**”. We are submitting our financial proposal as hereunder:

Figures in Rs.

S.No	PARTICULARS	Total Price in Rs.
A	Implementation of the Smart Office (One Time Cost) (Lump Sum)	
B	Total Operation & Maintenance Charges for the Services as per RFP for 5 years after GO Live	
	Grand Total (A+B)	

The quoted prices are inclusive of GST any statutory variation and imposing new tax by government shall be on Discom account.

The prices quoted in the BOQ are as defined in the RFP & the financial evaluation of the L-1 bidder shall be as per the Bid Document.

Name: _____

[Authorized Signatory]