

Tele: 2338 5536  
Reply should be addressed to  
Director (IT)

**TATRAKSHAK MUKHYALAYA**  
Coast Guard Headquarters  
National Stadium Complex  
New Delhi – 110001

Quoting: **CGHQ/IT/SIMHA/2017-18**

25 Jan 18

M/s -----  
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**OPEN TENDER ENQUIRY NO. CGHQ/IT/SIMHA/2017-18**  
**DESIGN, DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF**  
**ENTERPRISE MIDDLEWARE PLATFORM WITH DISTRIBUTED DATABASE**  
**(PROJECT SIMHA) FOR INDIAN COAST GUARD**

Dear Sir/Madam

1. "**Online bids**" (**Under two bid system**) are invited by the **Directorate of IT, Coast Guard Headquarters** for supply of services listed in **Part II** of this RFP. **Manual bids shall not be accepted. Tenders from black listed/ banned firms shall not be accepted.** Tender document can be viewed and downloaded from **Indian Coast Guard web site [www.indiancoastguard.gov.in](http://www.indiancoastguard.gov.in)** (for reference only) and **CPPP site <https://eprocure.gov.in/eprocure/app>** as per the schedule given in **CRITICAL DATE SHEET** mentioned below:-

**CRITICAL DATE SHEET**

<b>SL.</b>	<b>DESCRIPTION</b>	<b>DATE &amp; TIME</b>
(a)	Published Date	25 Jan 18 (1600 HRS)
(b)	Bid Document Download / Sale Start Date	25 Jan 18 (1630 HRS)
(c)	Clarification Start Date	26 Jan 18 (1000 hrs)
(d)	Clarification end date	04 Feb 18 (1600 hrs)
(e)	Pre-bid meeting	05 Feb 18 (1430 hrs)
(f)	Bid submission start date	07 Feb 18 (0900 hrs)
(g)	Bid Document Download / Sale End Date	13 Feb 18 (1100 hrs)
(h)	Bid Submission End Date	14 Feb 18 (1030 hrs)
(j)	Technical Bid Opening Date	16 Feb 18 (1030 hrs)
(k)	Opening of Commercial Bids	Will be intimated in due course after technical evaluation by TEC

2. The address and contact numbers for sending bids or seeking clarifications regarding this RFP are given below:-

The Director General  
{for Director (IT)}  
Coast Guard Headquarters  
National Stadium Complex  
New Delhi-110001  
Tele/ Fax : 011 23385536  
Email : [vprotect@indiancoastguard.nic.in](mailto:vprotect@indiancoastguard.nic.in)

3. This RFP is divided into five Parts as follows:

**a.** Part I - Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.

**b.** Part II - Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.

**c.** Part III - Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

**d.** Part IV - Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

**e.** Part V - Contains Evaluation Criteria and Format for Price Bids.


4. This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.

5. Part I, II, III, IV & V of the RFP are enclosed herewith. Bid should be submitted with covering letter as per **Appendix-'E'** along with checklist in **Annexure-1 of Appendix-'E'**.

6. Para marked with "Blank" will not be considered as part of RFP. Bid documents may be scanned with 100 dpi with black and white option, in PDF format which helps in reducing size of the scanned document. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

7. Tenderer/Contractor are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at 'https://eprocure.gov.in/eprocure/app'.

Yours sincerely,

  
(D. Dinakaran)  
Commandant  
Director (IT)  
For Director General

**Enclosures: -**

- (a) **Appendix-'A'** : Functional Requirements
- (b) **Appendix-'B'** : Non Functional Requirements
- (c) **Annexure 1 to Appendix-'B'** : Release Management Artefacts
- (d) **Annexure 2 to Appendix-'B'** : Documentation and Interactive Training Material
- (e) **Annexure 3 to Appendix-'B'** : Project Management Standards
- (f) **Appendix-'B/01'** : Enterprise Portal
- (g) **Appendix-'B/02'** : Enterprise Service Bus (ESB)
- (h) **Appendix-'B/03'** : Application Server (AS)
- (j) **Appendix-'B/04'** : BPM with case management (BPM)
- (k) **Appendix-'B/05'** : Content Management System (CMS)
- (l) **Appendix-'B/06'** : Digital Asset Management (DAM)
- (m) **Appendix-'B/07'** : Record Management System (RMS)
- (n) **Appendix-'B/08'** : Identity and Access Management (IAM)
- (p) **Appendix-'B/09'** : Mobility
- (q) **Appendix-'B/10'** : App performance and monitoring
- (r) **Appendix-'C'** : Proof of Concept Tests
- (s) **Appendix-'D'** : Penalty Clauses
- (t) **Appendix-'E'** : Covering Letter to Bid Submission
- (u) **Appendix-'F'** : Covering Letter to Technical Bid

- (v) **Appendix-'G'** : Technical Bid Compliance Sheet
- (w) **Appendix-'H'** : Covering Letter to Commercial Bid
- (x) **Appendix-'J'** : Commercial Bid Format
- (y) **Appendix-'K'** : Terminology
- (z) **Appendix-'L'** : Abbreviations
- (aa) **Appendix-'M'** : Instructions for Online Bid Submission

## **PART I – GENERAL INFORMATION**

**1. Last date and time for depositing the Bids: As per critical date sheet.**

The online Bids (both technical and Commercial, in case two bids are called for) should be uploaded as per this RFP by the due date and time. The responsibility to ensure this lies with the Bidder.

**2. Manner of depositing the Bids:** Online Bids should be scanned and uploaded on CPPP website <https://eprocure.gov.in/eprocure/app> before due date and time. Late tenders will not be considered. No responsibility will be taken for technical delay or not uploading of bids or Bid documents. Bids sent by FAX or e-mail will not be considered. Samples and EMD to be deposited manually at addressed mentioned in para 2 ibid before opening of Technical bid.

**3. Time and date for opening of Bids: As per critical date sheet.**

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the bids will be opened on the next working day at the same time or on any other day/time, as intimated by the buyer).

**4. Address for submission of EMD: CGHQ, Reception (Room No 49, Directorate of IT)**

**5. Place of opening of the Bids: CGHQ (Directorate of IT).**

**6. Two-Bid system: Yes**

(a) The case is being processed on two-bid system and, the technical bids shall be opened as per critical date sheet mentioned in this tender document. The evaluation of technical Bid based on requisite documents received online by the tenderers will be carried out by a board of officers. The details of firms found compliant after TEC evaluation will be uploaded on the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>).

(b) The Commercial Bids of only those Bidders whose technical bids meet all the stipulated (Technical) requirements shall be opened. The date of opening will be intimated to the Bidders through Central public Procurement Portal(<https://eprocure.gov.in/eprocure/app>).

**7. Forwarding of Bids:** Bids should be prepared, signed, scanned and uploaded by the Bidders on their original memo / letter pad. The copies of PAN No, TIN No, CST & VAT, bank details and other enclosures as per part II of RFP and are to be signed/self attested and scanned with 100 dpi in black and white option in PDF format.

**8. Details of Pre-bid Meeting: As per critical date sheet.**

A pre-bid meeting will be held to answer any queries or clarify doubts on RFP and submission of proposals. The authorized representatives are requested to attend.

Particulars of personnel (only Indian nationals) attending the pre bid meeting is to be communicated for necessary arrangements at least two days in advance.

**9. Clarification regarding contents of the RFP:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing by the clarifications as per critical date sheet at address at mentioned above.

**10. Modification and Withdrawal of Bids:** The Bidder may modify (resubmit) his bid on line after submission, as per the provisions available on the portal. No bid shall be modified after the deadline for submission of bids.

(a) If bidder desires to withdraw before bid submission closing date/time, he may do so **online** in the portal. EMD (in case) submitted in physical form shall be returned offline. However, the cost of the tender will not be refunded to the firm.

(b) No bid may be withdrawn in the interval between the deadline for submission of bids and expiry of the period of the specified bid validity.

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

**12. Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

**13. Unwillingness to quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.

**14. Validity of Bids:** The Bids should remain valid for for **180 days** tenders from the last date of submission of the Bids.

**15. Earnest Money Deposit:—** Bidders are required to submit Earnest Money Deposit (EMD) for amount of **Rs. 45,00,000 (Rupees Forty five lakh only)** in **favour of PCDA (Navy), New Delhi payable at New Delhi** along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per Form DPM-16 (Available in MoD website and can be provided on request). EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of

Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender.

**PART II – ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED**

1. **Schedule of Requirements** – List of items / services required is as follows:-

- (a) Design, development, implementation and support of Enterprise Middleware platform with distributed database (Project SIMHA)
- (b) Development of unified intranet enterprise portal and natively integrate with OEM provided middleware
- (c) List of items/ services for delivery as follows.

<b>Srl.</b>	<b>Item ID</b>	<b>Description</b>	<b>Qty</b>	<b>Unit</b>
		<b>(A) MIDDLEWARE PLATFORM LICENSES</b>		
(i)	A-01	Native middleware OEM platform including Portal, ESB, App Server, IAM, DMS, RMS, Imaging and BPM. Sizing for 14,000 users.	1	Set
(ii)	A-02	Native middleware OEM platform including Portal, ESB, App Server, IAM, DMS, RMS, Imaging and BPM. For offline/online deployment at Ships for 25 users.	2	Set
(iii)	A-03	Native middleware OEM platform including Portal, ESB, App Server, IAM, DMS, RMS, Imaging and BPM. For offline/ online deployment at Remote offices of 100 users each. Warranty support for 01 year.	1	Set
		<b>(B) ORACLE DATABASE PLATFORM</b>		
(iv)	B-01	Oracle database Enterprise of 16 core with Partitioning, Advanced Security, Label Security, Data Vault, RAC in HA at Data Center and ADG at DR Data Center and Golden Gate with Coast Guard Ships & Remote Offices. Warranty & ATS for 01 years.	1	Set
(v)	B-02	Oracle database Enterprise with Golden Gate, Advanced Security, Label Security, Data Vault, RAC in HA at Coast Guard ships for 25 Users. Warranty & ATS for 01 year.	2	Set
(vi)	B-03	Oracle database Enterprise with Golden Gate, Advanced Security, Label Security, Data Vault, RAC in HA at Coast Guard units for 100 Users. Warranty & ATS for 01 year.	1	Set
		<b>(C) HARDWARE, SOFTWARE FOR ON-CAMPUS CLOUD</b>		



<b>Srl.</b>	<b>Item ID</b>	<b>Description</b>	<b>Qty</b>	<b>Unit</b>
(vii)	C-01	Blade servers on HPE C7000/ C3000, Dual Processor, 20 Core, 256 GB memory, All SSD Storage. All required accessories for HA including provisioning/ upgrade of L3 switches.	4	No.
(viii)	C-02	Cloud software for supplied blade servers. SDDC to include hypervisor, virtual networking. Native connector to HPE 3PAR storage and native connector to enterprise Virtual NGFW software. Hypervisor should natively support 'Open Stack' cloud software. Required licenses for 'Open Stack' integration to be included.	4	No.
		<b>(D) CUSTOMISATION, IMPLEMENTATION AND SUPPORT</b>		
(ix)	D-01	Customisation, Development, Configuration, Installation, Testing and Commissioning including 01 year warranty support	1	No.
		<b>(E) MANPOWER</b>		
(x)	E-01	Onsite OEM middleware certified manpower of L1 support for middleware platform during normal working hours (8hrs x 5days) at Delhi NCR	1	No.
(xi)	E-02	Onsite Oracle Certified Professional (OCP) certified manpower for Oracle Database administration L1 support for middleware platform during normal working hours (8hrs x 5days) at Delhi NCR	1	No.

2. **Technical Details:**

(a) **Technical Specifications:** - As per Appendix-'A' of Functional Requirements and Appendix-'B' of Non-Functional Requirements.

(b) **Preliminary Examination of Bids:** - The Buyer will examine the bids to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the tender, will be rejected by the Buyer and shall not be included for further consideration. Initial Bid scrutiny will be held and bids will be treated as non-responsive, if bids are:

- (i) Not submitted in format as specified in the tender document
- (ii) Received without the Letter of Authorization (Power of Attorney)
- (iii) Found with suppression of details
- (iv) With incomplete information, subjective, conditional offers, and partial offers submitted
- (v) ICG specific MAF certificate (**Annexure-II of Appendix-'G'**) issued by OEM for middleware, database and OEM consultancy services

- (vi) Submitted without the documents requested
- (vii) Non-Compliant to any of the clauses mentioned in the tender
- (viii) With lesser validity period
- (ix) Without EMD

(c) **Prequalification Criteria for Middleware Platform and System Integrator:**

<b>Sl.</b>	<b>Prequalification Criteria</b>	<b>Supporting Documents</b>	<b>Doc. Provided (Y/N)</b>
(i)	The bidder must be incorporated and registered in India under the Indian Companies Act 1956/ LLP Act 2008 / Partnership Act 1932 and should have been operating for the last five years as on the date of publishing of Tender/ RFP notice (including name change/impact of mergers or acquisitions).	Certificate of Incorporation / Copy of Registration Certificate (s)	
(ii)	The Bidding firm must be a profit making with annual turn-over of minimum of 20 Crores company since the last three financial years: (2016 – 2017, 2015 – 2016 & 2014 – 2015)	Certificate from CA firm / P&L statement and Balance sheet approved by the auditor	
(v)	The Bidder should not be blacklisted by Central/ State Government Ministry/ Department/ PSU/Government Company. Bidder also should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/Department/ PSU/ Government Company.	Self-declaration from the bidder in company letter head, signed by authorized signatory as per Annexure-XI	
(vii)	The Bidder should have ISO 9001:2008/CMMI-3/CMMI-5	Valid copy of certificate at the time of bidding.	
(ix)	The Bidder to host and maintain web based detailed project plan in MS Project Server/equivalent including WBS, Resources assigned, Baselines, Critical Path, Stakeholders, Agile sprints, Project Milestones, Activity associated with SDLC till Go-Live and stabilization. The web based project plan should be maintained by on-site project manager duly concurred by off-site project technical lead and on-site Middleware OEM Consultant. A dedicated	Undertaking by Bidder	

Sl.	Prequalification Criteria	Supporting Documents	Doc. Provided (Y/N)
	login for the Buyer should be provided from the date of signing of contract.		
(x)	Oracle authorised reseller with OEM issued MAF for ICG project	MAF by OEM as per Appendix-'G'	
(xii)	Middleware authorised partner with OEM issued MAF for ICG project	MAF by OEM as per Appendix-'G'	
(xiii)	The Bidder should develop the project based on Agile methodology with clearly elaborated sprints. All customisation related code IPR shall be with ICG. The Bidder should host, maintain web based Application Lifecycle Management (ALM) software JIRA for Agile development Jira with Bit-bucket source code control and provide dedicated access to ICG over internet from the date of signing of contract. The agile development plan should be concurred by on-site project manager and on-site ERP OEM consultant at every stage of project development.	Undertaking by Bidder	
(xiv)	The OEM of the proposed Middleware COTS should have at least three (3) certified implementation partners' / system integrators associated with it for minimum last five (5) years and should have done at least one (1) implementation of the proposed Middleware COTS.	Certification/ Declaration by OEM with the names of the three (3) implementation partners' / system integrators	
(xv)	Middleware OEM should have at least Five (5) Implementation Partners in India working in Public sector in last 3 years	Self-certification and documentary proof signed by OEM	
(xvi)	Middleware OEM must be incorporated in India under the Companies Act 2013	Certificate of Incorporation	
(xvii)	Offered Middleware product should have at least 10 Operational (as on bid submission date) Middleware Application Customers in India with at least 300 users in each customer. Out of these, 4 customers shall be in Public Sector	Self-certification/relevant completion documents signed by authorized signatory by OEM	
(xviii)	Offered Middleware platform should be web enabled	Self-certification signed by authorized signatory by OEM	
(xix)	Offered Middleware Application should have <b>localized</b> version to support latest India	Self-certification/ relevant completion	

Sl.	Prequalification Criteria	Supporting Documents	Doc. Provided (Y/N)
	specific legal requirements on TDS, GST & other taxation accounting, Payroll, GPF, Salary TDS (Form 16 & 24) certificates etc.	documents signed by authorized signatory by OEM	
(xx)	OEM should have product development and support centre in India	Self-certification/ documentary proof signed by authorized signatory by OEM	
(xxi)	OEM should have SLA based support for various product related issues. The support should be 24x7x365.	Self-certification/ documentary proof signed by authorized signatory by OEM duly signed by	
(xxii)	Average Annual Turnover of Middleware OEM during the last three (3) financial years (FY 14-15, FY 15-16, FY 16-17) as per the balance sheets of INR 1000 Cr. or more	Self-certification/ documentary proof signed by authorized signatory by OEM	

3. **Two-Bid System:** - In respect of Two-bid system, Bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. The Bidders are advised to submit technical compliance statement as per Technical Bid format in **Appendix-'D'**.

4. **Delivery Period** – The job is to be completed within **04 months** from the date of issue of job/ work order. Please note that contract can be cancelled unilaterally by the buyer in case the job is not completed within the contracted period. Extension of contracted period will be at the sole discretion of the buyer, with applicability of LD clause.

5. **INCOTERMS for Delivery and Transportation:** - PCDA (N), Mumbai & CGHQ.

6. **Consignee details** - **The Director General  
{for JD(IT)}  
National Stadium Complex, New Delhi**

### **PART III – STANDARD CONDITIONS OF RFP**

The bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful bidder (i.e. seller in the Contract) as selected by the buyer. Failure to do so may result in rejection of the bid submitted by the bidder.

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
3. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9 (Available in MoD website and can be provided on request).
4. **Penalty for use of Undue influence:** The seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the buyer or otherwise in procuring the contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present contract or any other contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present contract or any other contract with the Government of India. Any breach of the aforesaid undertaking by the seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the seller) or the commission of any offence by the seller or anyone employed by him or acting on his behalf, as defined in chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the buyer to cancel the contract and all or any other contracts with the seller and recover from the seller the amount of any loss arising from such cancellation. A decision of the buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the seller towards any officer/employee of the buyer or to any other person in a position to influence any officer/employee of the buyer for showing any favour in relation to this or any other contract, shall render the seller to such liability/ penalty as the buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the buyer.
5. **Agents / Agency Commission:** -The Seller confirms and declares to the Buyer that the Seller is the original manufacturer of the stores/provider of the services referred

to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts:** - In case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

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

8. **Liquidated Damages:** In the event of the seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc. as specified in this contract, the buyer may, at his discretion, withhold any payment until the completion of the contract. The buyer may also deduct from the seller as agreed, liquidated damages to the sum of **0.5%** of the contract price of the delayed/undelivered stores/services mentioned above for every **week** of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than **10%** of the value of delayed stores.

9. **Termination of Contract:** The buyer shall have the right to terminate this contract in part or in full in any of the following cases: -

(a) The job is not completed for causes not attributable to Force Majeure for more than (one month) after the scheduled date of completion.

(b) The seller is declared bankrupt or becomes insolvent.

(c) The job is not completed due to causes of Force Majeure by more than (two months) provided Force Majeure clause is included in contract.

(d) The buyer has noticed that the seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

(e) As per decision of the Arbitration Tribunal.

10. **Notices:** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting:** NA

12. **Patents and other Industrial Property Rights:** NA

13. **Amendments:** No provision of present contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this contract and signed on behalf of both the parties and which expressly states to amend the present contract.

14. **Taxes and Duties:**

(a) **In respect of Foreign Bidders:** - N/A

(b) **In respect of Indigenous bidders**

**(i) General**

1. If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entreated after the opening of tenders.

2. If a bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

3. If a bidder is exempted from payment of any duty/tax upto any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such

duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

4. Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the buyer by the seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the seller.

**(ii) Customs Duty:-** As applicable

**(iii) Excise Duty:-** NA.

**(iv) GST:-** As applicable.

**(v) Octroi Duty & Local Taxes:-**

1. Normally, materials to be supplied to Government Departments against Government Contracts are exempted from levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies. The local Town/Municipal Body regulations at times, however, provide for such Exemption only on production of such exemption certificate from any authorised officer. Seller should ensure that stores ordered against contracts placed by this office are exempted from levy of Town Duty/Octroi Duty, Terminal Tax or other local taxes and duties. Wherever required, they should obtain the exemption certificate from the Buyer, to avoid payment of such local taxes or duties.

2. In case where the Municipality or other local body insists upon payment of these duties or taxes the same should be paid by the Seller to avoid delay in supplies and possible demurrage charges. The receipt obtained for such payment should be forwarded to the Buyer without delay together with a copy of the relevant act or bylaws/ notifications of the Municipality of the local body concerned to enable him to take up the question of refund with the concerned bodies if admissible under the said acts or rules

15. **Pre-Integrity Pact Clause:-** N/A



## **PART IV – SPECIAL CONDITIONS OF RFP**

The bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful bidder (i.e. seller in the Contract) as selected by the buyer. Failure to do so may result in rejection of Bid submitted by the bidder.

1. **Performance Guarantee:**

(a) **Indigenous cases:** The bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to **10%** of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty. The specimen of PBG is given in Form DPM-15 (Available in MoD website).

2. **Option Clause:** - The contract will have an Option Clause, wherein the Buyer can exercise an option to procure an additional 50% of the original contracted quantity in accordance with the same terms & conditions of the present contract. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the Buyer to exercise this option or not.

3. **Repeat Order Clause** – The contract will have a Repeat Order Clause, wherein the Buyer can order upto 50% quantity of the items under the present contract within six months from the date of supply/successful completion of this contract, the cost, terms & conditions remaining the same. The Bidder is to confirm acceptance of this clause. It will be entirely the discretion of the Buyer to place the Repeat order or not.

4. **Tolerance Clause** – To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Buyer reserves the right to 20% plus/minus increase or decrease the quantity of the required goods upto that limit without any change in the terms & conditions and prices quoted by the Seller. While awarding the contract, the quantity ordered can be increased or decreased by the Buyer within this tolerance limit.

5. **Payment Terms** - It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website). The stage wise payment will be made as per the following terms and production of the requisite documents:

<b>SL</b>	<b>% of payment</b>	<b>Duration</b>
(i)	10% cost of the project (Delivery time: T*+01 Month)	(a) After completion of system requirement study (SRS) and acceptance by ICG.  (b) Vendor submission of Design artefacts as per UML standards, detailed project timeline in

SL	% of payment	Duration
		MS Project, test plan, ICG login on software project ticketing & monitoring portal and acceptance by ICG.  (c) On submission of PBG
(ii)	60% cost of the project (Delivery time: T+02 Months)	Software features, middleware software licenses, Oracle database licenses and relevant user acceptance trial (UAT), acceptance by ICG and Go-Live.
(iii)	Remaining 30% cost of the project (Delivery time: T+04 Months)	After 3 months of successful implementation, completion of training, submission of source code, manuals, documents as per Appendix-C etc

Note. \* - Date of work order is considered as 'T'

6. **Payment terms for Foreign Sellers:** - NA
7. **Advance Payments:** No advance payment(s) will be made. Stage wise payment as per para 5 above.
8. **Paying Authority:** CDA(Navy), New Delhi.
9. **Fall clause** - The following fall clause will form part of the contract placed on successful bidder -
  - a. The price charged for the services provided under the contract by the seller shall in no event exceed the lowest prices at which the seller provides service or offer to services of identical description to any persons/Organisation including the purchaser or any department of the Central government or any Department of state government or any statutory undertaking the central or state government as the case may be during the period till jobs as per the orders placed during the currency of the rate contract is completed.
  - b. If at any time, during the said period the service provider, provides service to any person/organisation including the buyer or any Department of central Govt. or any Department of the State Government or any Statutory undertaking of the Central or state Government as the case may be at a price lower than the price chargeable under the contract, the shall forthwith notify such reduction in service provided to the Director general of Supplies & Disposals and the price payable under the contract for the services of such reduction of service shall stand correspondingly reduced.
  - c. The seller shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the Rate contract – "We certify that there has been no reduction in services charged to the Government under the contract herein and such services have not been offered/sold by me/us to any person/organisation including the purchaser or any department of Central Government or any Department of a state Government or any Statutory Undertaking of the Central or state Government as the case may be upto the date of bill/the date of completion

of job against all orders placed during the currency of the Rate Contract at price lower than the price charged to the government under the contract.

10. **Exchange Rate Variation Clause:** - NA

11. **Risk & Expense clause:** -

1. Should the software / media stores or any installment thereof not be delivered within the time or times specified in the contract documents, or if defective delivery is made in respect of the stores or any installment thereof, the Buyer shall after granting the Seller 45 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

2. Should the software/media or any installment thereof not perform in accordance with the specifications / parameters provided by the SELLER during the check proof tests to be done in the BUYER's country, the BUYER shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

3. In case of a material breach that was not remedied within 45 days, the BUYER shall, having given the right of first refusal to the SELLER be at liberty to purchase, manufacture, or procure from any other source as he thinks fit, other stores of the same or similar description to make good: -

a. Such default.

b. In the event of the contract being wholly determined the balance of the stores remaining to be delivered there under.

4. Any excess of the purchase price, cost of manufacturer, or value of any stores procured from any other supplier as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the SELLER. Such recoveries shall not exceed 2% of the value of the contract."

12. **Force Majeure clause:** a. Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

c. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning

and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

d. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

e. If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

13. **Buy-Back offer** : - NA

14. **Specification**: - The following Specification clause will form part of the contract placed on successful Bidder –

a. The Seller guarantees to meet the specifications as per Part-II of RFP and to incorporate the modifications to the existing design configuration to meet the specific requirement of the Buyer Services as per modifications/requirements recommended after the Maintenance Evaluation Trials. All technical literature and user manuals shall be amended as the modifications by the Seller before supply to the Buyer. The Seller, in consultation with the Buyer, may carry out technical upgradation/alterations in the design, technical literature/user manuals and specifications due to change in manufacturing procedures, indigenisation or obsolescence. This will, however, not in any way, adversely affect the end specifications of the equipment. Changes in technical details, repair and maintenance techniques along with necessary tools as a result of upgradation/alterations will be provided to the Buyer free of cost within (30) days of affecting such upgradation/alterations.

15. **OEM Certificate**: - Manufacture Authorisation Form (MAF) certificate to be obtained from OEM of COTS software. OEM should authorise the vendor for tender specific towards vendor capability, availability of required certified skillset and undertaking to support the product for minimum of 05 years.

16. **Export License**: - NA

17. **Earliest Acceptable Year of Manufacture**: - NA

18. **Buyer Furnished Equipment**: - NA

19. **Transportation**: NA

20. **Air lift**: - NA

21. **Packing and Marking**: - NA

22. **Quality**: The quality of the software with media provided according to the present Contract shall correspond to the technical conditions and standards valid for the deliveries of the same services for in seller's country or specifications enumerated as per RFP and shall also include therein modification to the services suggested by the buyer. Such modifications will be mutually agreed to. The seller confirms that the services to be

provided under this Contract shall be latest and shall incorporate all the latest improvements and modifications thereto.

23. **Quality Assurance:** - N/A.

24. **Inspection Authority:** The inspection will be carried out by Directorate of Information Technology on completion of the job. The mode of inspection will be departmental inspection

25. **Pre-Dispatch Inspection:** - NA

26. **Joint Receipt Inspection:** - NA

27. **Franking clause:** - NA

28. **Claims:** - NA

29. **Warranty:** -

a. The following Warranty will form part of the contract placed on the successful bidder –

i. Except as otherwise provided in the invitation tender, the seller hereby declares that the goods, stores articles sold/supplied / services provided to the Buyer under this contract shall be of the best quality and workmanship and new in all respects and shall be strictly in accordance with the specification and particulars contained/mentioned in contract. The seller hereby guarantees that the said services (including fixing of bugs) would continue to conform to the description and quality aforesaid for a period of **12 months** from the date of provisioning of the said services to the buyer and notwithstanding the fact that the buyer may have inspected and/or approved the said services, if during the aforesaid period of ~~36~~/15 months the goods, stores articles sold/supplied are discovered not to conform to the description and quality aforesaid not giving satisfactory performance or have deteriorated, and the decision of the buyer in that behalf shall be final and binding on the seller and the buyer shall be entitled to call upon the seller to provide the entire services or such portion thereof as is found to be defective by the buyer within a reasonable period, or such specified period as may be allowed by the buyer in his discretion on application made thereof by the seller, and in such an event, the above period shall apply to the services provided from the date of rectification mentioned in warranty thereof, otherwise the seller shall pay to the buyer such compensation as may arise by reason of the breach of the warranty therein contained.

ii. The seller warrants that the goods/software supplied/installed under the contract conform to technical specifications prescribed and shall perform according to the said technical specifications.

iii. The seller warrants for a period of 24 months from the date of installation and commissioning, that the goods/stores/ software developed and installed/ supplied under the contract and each component used in the manufacture thereof shall be free from all types of defects/failures.

iv. If within the period of warranty, the goods are reported by the buyer to have failed to perform as per the specifications, the seller shall either replace or rectify

the same free of charge, within a maximum period of 45 days of notification of such defect received by the seller, provided that the goods are used and maintained by the buyer as per instructions contained in the Operating Manual.

v. The seller shall associate technical personnel of the Maintenance agency and Quality Assurance Agency of the buyer during warranty repair and shall also provide the details of complete defects, reasons and remedial actions for defects.

30. **Product Support:** - The following Product Support clause will form part of the contract placed on successful Bidder –

a. The Seller agrees to provide Product Support for the software, subcontracted from other agencies/ manufacturer by the Seller for a period of **03 years** after the delivery and commissioning of software application as part of software supply.

b. In the event of any obsolescence during the above mentioned period of product support in respect of any component/ sub-system/ software, it is the liability of the seller to provide the alternate in free of cost.

c. Any improvement/modification/ up gradation being undertaken by the Seller or their sub suppliers on the software being purchased under the Contract will be communicated by the Seller to the Buyer and, if required by the Buyer, these will be carried out by the Seller at Buyer's cost.

31. **Annual Maintenance Contract (AMC) Clause :** - N/A

32. **Engineering Support Package (ESP) clause :** - NA

33. **Price Variation (PV) Clause:** - NA

## **PART V – EVALUATION CRITERIA & PRICE BID ISSUES**

1. **Evaluation Criteria** - The broad guidelines for evaluation of Bids will be as follows:
  - (a). Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.
  - (b). The Lowest Bid will be decided upon the lowest price quoted by the particular bidder as per the Price Format given at Para 2 below. The consideration of taxes and duties in evaluation process will be as follows:
    - i. In cases where only indigenous Bidders are competing, L1 shall be decided on overall cost of complete package consists of all bill of material and at base cost.
  - (c). The Bidders are required to spell out the rates of Customs duty, Excise duty, VAT, Service Tax, etc in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of Customs duty / Excise Duty / VAT is intended as extra, over the quoted prices, the bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duties will be entrained after the opening of tenders. If a bidder chooses to quote a price inclusive of any duty and does not confirm inclusive of such duty so included is firm and final, he should clearly indicate the rate of such duty and quantum of excise duty included in the price. Failure to do so may result in ignoring of such offers summarily. If a bidder is exempted from payment of Customs duty / Excise Duty / VAT duty upto any value of supplies from them, they should clearly state that no excise duty will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of Customs duty / Excise Duty / VAT, it should be brought out clearly. Stipulations like, excise duty was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a bidder that excise duty will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of excise duty which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders. The same logic applies to Customs duty and VAT also.
  - (e). If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
  - (f). The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the buyer. The buyer will have the right to award contracts to different Bidders for being lowest in particular items. The buyer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest bidder is not in a position to supply full quantity in stipulated time.
2. **Price Bid Format:** The Price Bid Format as per **Appendix-'J'** and bidders are required to fill this up correctly with full details.

**FUNCTIONAL REQUIREMENTS - DESIGN, DEVELOPMENT, IMPLEMENTATION  
AND SUPPORT OF ENTERPRISE MIDDLEWARE PLATFORM WITH  
DISTRIBUTED DATABASE FOR INDIAN COAST GUARD**

**Background.**

1.0 Indian Coast Guard (ICG) as part of ongoing digitization efforts intend to design, implement & manage software application platform predominantly with enterprise middleware platform to provide unified single software application platform consists of enterprise portal, application server, service bus, DMS, RMS, DAM, IAM and Distributed database. It is intended to achieve digital access to all ICG personnel, units irrespective of their location. Required software platform is studied and developed into ICG specific platform called 'Secure Integrated Management for Hosting Applications (SIMHA) Framework'. Scope of the project is intended to implement SIMHA platform for ICG.

**Scope of work.**

2.0 Vendor should design, develop, deploy and support on ICG preferred software stack of ECM, DMS, RMS, BPM, Portal, ESB, Distributed Database and J2EE Server. Detailed functional and non-functional requirements are detailed in succeeding paragraphs.

**3.0 General features.**

3.1 Coast Guard logo and themes for sites. Provide place holders for software applications likely to be deployed on SIMHA

3.2 Blogs

3.3 Wiki

3.4 Documents

3.5 Discussion forum

3.6 Photo, Video gallery

3.7 Tags

3.8 RSS, ATOM feed aggregator

3.9 Provide multiple themes for day view, night view, customised accessibility themes, User defined themes

3.10 Print view for all pages

3.11 Broadcast of news, blogs and contents by higher level nodes in hierarchy



3.12 Inline switching between sites

3.13 Integrate with ICG Active Directory

3.14 Design, implement Identity Access Management and integrate with ICG Active Directory

3.15 Design, develop, implement complete end-to-end stack of Enterprise middleware platform including distributed database and provide support.

#### **4.0 Enterprise Portal Features**

4.1 ICG intranet portal with ICG Logo & theme

4.2 Sites. Provide Personal sites, Group sites, Central sites with delegated admin rights at site level for site management

4.3 MS Exchange integration

(a) Personal, Designation and Shared email boxes integration on sites

(b) Calendar integration

#### **5.0 Document Management System (DMS) features**

5.1 Create, manage, versioning, check-in/check-out of Microsoft Office documents on desktop, browser on both offline/online modes

5.2 View, versioning of CAD files, PDF, CorelDraw, Adobe Photoshop, Adobe Illustrator files

#### **6.0 Digital Asset Management (DAM) features**

6.1 Storage, Streaming of videos like YouTube

6.2 Streaming of video on various formats, size, bit rates on the fly

#### **7.0 Governance**

7.1 Implement user groups as multiple organisation tree hierarchies with each node in hierarchy to have its own site, delegated admins

7.2 Design, and provide ICG specific Middleware platform management governing policy guidelines, so that platform and contents/ services/ portal sites/ structure is effectively managed/governed during its lifecycle.

**NON-FUNCTIONAL REQUIREMENTS - SIMHA PLATFORM**  
**FOR INDIAN COAST GUARD**

Srl.	Non-functional requirement	Complied (Yes/No)
<b>1.0</b>	<b>Middleware Platform</b>	
1.1	Enterprise Portal as per <b>Appendix-B/01</b>	
1.2	Enterprise Service Bus (ESB) as per <b>Appendix-B/02</b>	
1.3	Application Server (AS) as per <b>Appendix-B/03</b>	
1.4	BPM with case management (BPM) as per <b>Appendix-B/04</b>	
1.5	Content Management System (CMS) as per <b>Appendix-B/05</b>	
1.6	Digital Asset Management (DAM) as per <b>Appendix-B/06</b>	
1.7	Record Management System (RMS) as per <b>Appendix-B/07</b>	
1.8	Identity and Access Management (IAM) as per <b>Appendix-B/08</b>	
1.9	Mobility as per <b>Appendix-B/09</b>	
1.10	App performance and monitoring as per <b>Appendix-B/10</b>	
1.11	<u>Inter-Operability with 3<sup>rd</sup> party applications.</u> Entire stack middleware to expose all of its API (Application Programming Interface)/ functionality for 3 <sup>rd</sup> party developers to develop required modules/ plug-ins. All such API/ functionality should be available in technical manual and should be freely available in open domain. For example, 3 <sup>rd</sup> party application should be able to store/retrieve/manage records/files in RMS/DAM/CMS	
1.12	<u>Native stack of middleware.</u> All SIMHA middleware components should be natively provided from single OEM for better inter-operability, support, maintenance and seamless development/integration/deployment. SIMHA middleware components are Portal, ESB, J2EE Application Server, DMS, DAM, RMS, BPM with Case management,	
1.13	<u>Java Development IDE.</u> OEM should provide native development IDE for application design, development, testing and maintenance.	
1.14	<u>Native support for Java as SIMHA development language.</u> Open Source language Java to be used for software applications. Hence, entire stack should natively support Java.	

Srl.	Non-functional requirement	Complied (Yes/No)
1.15	Should be developed and deployed in <b>Java EE Application Server</b> and compatible with leading Java EE Application Servers.	
1.16	Enterprise Portal component shall be maintained by the vendor and shall be developed for ongoing new features by Coast Guard in-house software development team/ 3 <sup>rd</sup> party vendors as per requirement. Vendor should provide and support pre-configured native IDE & Eclipse IDE environment for development Enterprise Portal & SIMHA stack by Coast Guard.	
<b>2.0</b>	<b>Oracle Database</b>	
2.1	Deployment of Oracle Database as required at DC, DR and ROBO units	
<b>3.0</b>	<b>User Management</b> for sites	
3.1	<p>(a) <b>Central Admin</b> should be enabled for.</p> <ul style="list-style-type: none"> <li>(i) Create groups based on ICG Active Directory</li> <li>(ii) Default groups based on Organisational Unit (OU) of ICG Active Directory</li> <li>(iii) Create custom group on any combination of OU</li> <li>(iv) Delegate/ Invoke group admin to designated groups as available in ICG Active Directory</li> <li>(v) Same 'Group admin' may be admin for one or more modules.</li> </ul> <p>(b) <b>Group Admin</b> is responsible for administration of group of users belong to particular unit/ combination of units. 'Group Admin' are created and managed by 'Central Admin'. Group Admin shall have following functionalities.</p> <ul style="list-style-type: none"> <li>(i) Add/remove user/groups to pre-defined roles</li> <li>(ii) Assign privileges as required.</li> </ul>	
<b>4.0</b>	<b>Access Control List (ACL) features</b> for sites	
4.1	<ul style="list-style-type: none"> <li>(a) Basic components of ACL are 'Roles' and 'Privileges'</li> <li>(b) ICG units are to be organized as 'Unit' and managed by 'Group/Unit Admin'</li> <li>(c) 'Group/Unit Admin' created and managed by 'Central Admin'. 'Central Admin' may create 'Group/Unit Admin' and assign any particular group from ICG AD for administration</li> <li>(d) ICG users are added into particular 'Group/ Unit' by respective 'Group/Unit Admin' and assigned required privileges</li> </ul>	

Srl.	Non-functional requirement	Complied (Yes/No)
	<p>(e) 'Group/ Unit Admin' shall have view activities of all application deployed on SIMHA related to particular unit only and shall never have access to other 'Group/ Units'. Similar to multi-tenancy feature of software systems</p> <p>(f) Workflow may span across multiple units, users</p> <p>(g) Dashboard for 'Central Admin' and 'Group/Unit Admin' should have following features.</p> <p>(i) Should display graphical representation of entire 'Group/ Unit Admin' and assigned users/ roles with drill-down option.</p> <p>(ii) Should display graphical charts for user vs login counts, user vs module access counts, user vs business process counts, dormant user statistics, dormant business process statistics and least/most used business process statistics</p> <p>(iii) Detailed logs should be generated and made available for ICG SIEM software system to enable central monitoring of software usage pattern.</p>	
5.0	<b>Multi-tenant, federated instance features</b>	
5.1	<p>(a) System should support multi-tenancy to provide local instance of applications deployed in SIMHA suite to provide unified mail box, RMS and all key features.</p> <p>(b) All federated instances should be in sync with primary instance at ICG IDC and ICG IDR.</p> <p>(c) Designated federated installations should support local survivability to provide key features</p>	
6.0	<b>Support</b>	
6.1	<p>(a) Support for one year from the date of go-live as required by providing both onsite &amp; offsite manpower</p> <p>(b) Support to include minor feature updates, bug fixes</p> <p>(c) Support for Coast Guard in-house/ 3rd party developers for updating/ maintenance of SIMHA stack.</p>	
7.0	<b>Integration with ICG email</b>	
7.1	<u>Integration with email.</u> Vendor to integrate SIMHA stack with ICG MS Exchange Email server to enable users to access email, task, contacts & calendar from Portal of SIMHA platform.	
8.0	<b>Project management requirements</b> as per Annexure-3 of Appendix-'B'	
9.0	<b>Source code for Non-COTS features &amp; customizations.</b>	

Srl.	Non-functional requirement	Complied (Yes/No)
9.1	<p>(a) ICG shall hold Intellectual Property Rights (IPR) on source code &amp; documentation related to all 'Non-COTS' features and customisations. In case of disagreement on designation of 'Non-COTS' features, decision of ICG shall be final.</p> <p>(b) Should be in compliance to 'Software Development &amp; Re-Engineering Guidelines for Cloud Ready Applications Version 2.1 or latest as issued by Govt. of India' and ICG specifications. Decision of ICG is final in case of different interpretations of Government of India guidelines.</p> <p>(c) Software for each stages prior to Go-live/ Post Go-live should be compiled &amp; ported to ICG central version control software</p> <p>(d) Complete documentation to create initial release software &amp; subsequent builds.</p> <p>(e) Release artefacts as per <b>Annexure-1 of Appendix-B</b></p>	
10.0	<b>IT Service Desk for support.</b>	
10.1	<p>(a) Vendor should provide IT Service Desk portal for ICG on receipt of work order</p> <p>(b) IT Service Desk software should be in compliance with ITIL standards and the same to be explicitly highlighted on respective COTS product specification</p>	
11.0	<b>Service Level Agreement (SLA) requirements</b>	
11.1	<p>(a) Software application should be made available 24x7 basis and all service tickets raised through email/service portal should be responded within 04 working hours and to be resolved within 48 hours. Any specific request for change in response time should be concurred by Buyer on case to case basis</p> <p>(b) IT service desk portal should provide 24x7 ticket creation facility to Buyer. ITSM should generate automated email to Buyer given official email ID during entire lifecycle of ticket for key phases including creation, assigned, resolved, hold and closed.</p> <p>(c) Onsite support engineer should report to work at 0830hrs on all working days of Coast Guard</p> <p>(d) Onsite support engineer should not be changed without explicit concurrence of Buyer</p> <p>(e) Any replacement to support engineer should have obtained MAF Certified resource with required skillset and experience as per RFP clauses. Any delay in provision of</p>	

Srl.	Non-functional requirement	Complied (Yes/No)
	appropriate skilled manpower shall be treated as absent of service engineer and relevant penalty clauses shall be made applicable.	
11.2	Non-adherence of SLA shall invite penalty as mentioned	
12.0	<b>Enterprise Application Integration (EAI) requirement</b>	
12.1	ICG intend to build seamless integration between various software applications and avoid 'islands automation/information silos'. Hence, entire solution shall comply to EAI requirements of ICG	
12.2	<p>(a) Should support "<b>unrestricted sharing of data and business processes among any connected application including 3<sup>rd</sup> party applications or data sources in the enterprise</b>"</p> <p>(b) Should provide 'Data Dictionary', 'Business Process Dictionary' and detailed API interface specifications</p> <p>(c) Should support various web services API including RESTful</p> <p>(d) Should provide native ESB to act as ICG Primary ESB Application Integration Platform.</p>	
13.0	<b>Single-Sign-On (SSO) and Identity Access Management (IAM) features</b>	
13.1	<p>(a) Shall implement Central SSO and IAM for ICG</p> <p>(b) SSO to use ICG Active Directory as underlying Directory Services</p> <p>(c) Should have 'High-Availability (HA)' characteristics across primary &amp; DR server rooms of Coast Guard</p> <p>(d) Should integrate with Coast Guard Security Information and Event Management (SIEM) systems</p>	
14.0	<b>Miscellaneous non-functional requirements</b>	
14.1	<p>(a) Implementation, integration of on-campus PKI infrastructure</p> <p>(b) Database backup &amp; restore</p> <p>(c) On-campus cloud, virtualization compatible</p> <p>(d) High Availability configuration model</p> <p>(e) Active Directory integration information</p> <p>(f) Cloud-ready features/ compatibility metrics</p> <p>(g) User Management with switch role functionality</p>	

<b>Srl.</b>	<b>Non-functional requirement</b>	<b>Complied (Yes/No)</b>
	(h) Provide unified intranet portal which should be updated through ESB. It is required in compliance to ICG SIMHA unified architecture.	
<b>15.0</b>	<b>Training</b>	
15.1	Middleware administration training to batch of 05 ICG personnel at Delhi NCR.	
15.2	J2EE software development, integration, maintenance training to batch of 05 ICG personnel at Delhi NCR.	
15.3	Training shall be provided by OEM certified instructors.	
<b>16.0</b>	<b>Documentation</b> as per Appendix-2 to Appendix-B	

**RELEASE MANAGEMENT ARTEFACTS**

(IAW Para-2.8 of DeiTY, GoI Software Development & Re-Engineering Guidelines version 2.1)

1. Core Application
2. Packaged Installation
3. Application Code
4. Version Control Software deployment & compilation procedure
5. Unit Test Results
6. Test Suites
7. UAT Scripts & Test Cases
8. User Interface Testing Results
9. Performance Test Results
10. Security Test Results
11. Requirement Traceability Matrix
12. Deployment Scripts
13. Deployment Manual
14. User Manual
15. Technical Manuals including class, interface, object, database ER diagrams etc.
16. Release Notes
17. Standard Operating Procedures
18. Application Customization Guidelines
19. Quality Assessment Report
20. UAT Acceptance Benchmarks
21. Mapping sheet for defects/functionality and system test cases
22. Non-Functional Requirements Compliance sheet
23. Release note for Database changes done between builds



**DOCUMENTATION AND INTERACTIVE TRAINING MATERIAL**

1. **Documentation.** Documentation plays very important role in software acquisition and maintenance by Indian Coast Guard(ICG). Documentation need to comply to various relevant standards and interactive training materials as following.

- (a) Design standardards for documents:
  - (i) Software Requirement Specification (SRS) as per ISO/IEC/IEEE 29148-2011 specifications or latest
  - (ii) Modelling language should be based on UML version 2.5-2015 or latest. All design documents should be clearly documented & generated in CASE tools supporting UML 2.5-2015 or later.
  - (iii) Test plan should be based on IEEE 829-2008 or later.
- (b) Vendor to deliver required documents strictly within specified timeline for each stage. In case of delay, Buyer at liberty to terminate the contract.
- (b) Stage-I: Software Requirement Specification (SRS).
  - (i) SRS should be submitted within 05 days of date of Coast Guard work order. Vendor could enter into prior development initiate design & development phase only after obtaining approval of SRS
  - (ii) Initial version of EAI specifications to be provided
  - (iii) Artefact to be delivered: SRS
  - (iv) Timeline: 05 days from on receipt of work order.
- (c) Stage-II: Prior development phase.
  - (i) Documents should be prepared as per UML standards. Vendor to provide business use cases, detailed use cases, list of actors, wireframes designs and traceability matrix.
  - (ii) Traceability matrix should clearly indicate trace between business use cases/ use cases/ wireframe/ planned version/ timeline/ associated project members/ components/ test plan and source code repository details. Traceability matrix should have 'Use Case' as primary reference column.
  - (iii) Test cases, data dictionary, terminology specific to project, logical database design, logical ER-design diagram, RESTful services API definitions, class diagram, deployment diagram during development of software.
  - (iv) Updated version of EAI specification be provided
  - (v) On approval of documents by Buyer only Vendor should officially commence development. Buyer may terminate contract in case of delay Failure to submit documents as per Buyer requirement sh
  - (vi) Artefacts to be delivered: Business use case, Use cases (fully-dressed UML format), Wireframe design, list of actors, test plan, timeline in MS Project/ Equivalent format, Bi-weekly project review meeting format, Minutes of meeting format and traceability matrix

- (vii) Timeline: 10 working days of ICG from work order date.
- (c) Stage-III: During development. Class diagrams, package diagrams, interface, RESTful service related to use cases under development, updated wireframe, source code repository details, ALM ticket details related to bug/ minor enhancement/ minor changes as applicable for current development, regular updated test plan, updated EAI details, update ICG SDOT DMS as and when required to update related diagrams and project development documents.
- (d) Stage-IV: On release of each version of software. Update of ICG SDOT DMS document repository with all related documents, interactive multimedia video contents.
- (e) Stage-V: On Go Live. Vendor to provide design & developments artefacts as mentioned.
- (f) Interactive web documentation/ manual/ training. Buyer has deployed 'MediaWiki/ Equivalent' as standard documentation/ training knowledge repository as on-campus deployment inside militarised zone with no access over internet to Vendor. ICG MediaWiki/equivalent shall be made available to vendor at ICG campus. Vendor has to customise/ update as required to provide complete end-to-end maintenance/training material which should include step-by-step installation of application under development, project design documents such as wireframe/ details of project members/ use case diagrams/ project timeline/ screenshots of important setup/ configurations, maintenance steps, backup & recovery steps and detailed feature demonstrations.

**Annexure-3 to Appendix-B**

**PROJECT MANAGEMENT STANDARDS**

1. Detailed project timeline should be provided with SRS
2. Project timeline should be updated for every versions/ stages as per ICG requirement
3. Project data sheet should be compatible with Oracle Primavera/ MS Project Server. Vendor should submit/ upload into ICG project management servers as required by ICG
4. Skilled manpower to be assigned to project, should be available for fortnightly review/ as required by ICG. Details of project members alongwith standby members (atleast 01 for each) to be provided. **Project members should not be changed without explicit permission of ICG and violation of the same shall be treated seriously and contract may be terminated with forfeiture of bank guarantee alongwith other obligations.** Minimum composition of project management team should as be following.
  - (a) Project Manager, On-site with ICG at Delhi NCR
  - (b) Business Analyst
  - (c) Senior Java Developer
  - (d) Senior Test Engineer
5. On-site Project manager. Shall position on-site project manager (PM) from the date of release of work order by ICG. PM shall be responsible for overall project management till go-live, interact with all stakeholders including project development team members and ICG. PM should have atleast 03 years of experience in OEM middleware projects including installation and maintenance. PM to be available till final GoLive + minimum 03 months for stabilization.
6. Minute of meetings should be commented & concurred by official email by Enterprise architect, Certified Test-in-charge, GUI designer and Database designer. Such comments/ concurrences should be made available within 03 working days and exemption, if any with explicit approval of ICG.
7. ICG may resort to cancellation of work order with forfeiture of EMD/ PBG, penalty clauses as applicable and other contractual clauses as deemed fit for following situations.
  - (i) Change of project members without explicit concurrence of ICG
  - (ii) Failure to provide replacement manpower within committed timeline
  - (iii) Non-availability of project management manpower for review meeting
8. Not responding and not providing concurrence/ non-concurrence for 'Minutes of meeting' by project team members within ICG specified timeline

**ENTERPRISE PORTAL – TECHNICAL REQUIREMENTS**

<b>SI No.</b>	<b>Portal Features</b>	<b>Complied (Yes/No)</b>
<b>1</b>	<b>General specifications</b>	
1.01	The Portal platform should support deployment on Windows and Linux platform.	
1.02	Ability to provide single information view of the data coming from multiple sources such as web service, XML, SQL source, Web Pages and Spreadsheets. This would need ability to connect to multiple sources, defining rules and filtering conditions, applying visualization and then publishing in portal.	
1.03	Portal platform should provide tools that allow clipping of part or complete html of external website and reuse it as a portlet. The clipped portion can be personalized allow inline rendering and proxy authentication mechanism.	
1.04	Support for Web-based administration that can monitor data and events, monitor portal components such as HTTP server, Portal Cache, Portal Repository etc and maintain portal configuration files.	
1.05	Support for centralized, web based user provisioning ensuring single definition of users, roles, groups and access rights.	
1.06	Declarative Development of portal pages with Web 2.0 features.	
1.07	System shall have search capabilities that support powerful and comprehensive full-text searching, metadata searching or a combination of the two.	
1.08	It should natively support multiple databases like Oracle, SQL Server, DB2, etc.	
1.09	Portal architecture should support both .NET and Java platform	
1.1	Application Development using Application Development Framework based on standards like JSP, Java, J2EE etc.	
1.11	Should be able to manage portal content using web content management from common content management repository through out-of-the-box integrations.	
1.12	Portal search should support both content, keywords, full text & people search.	

<b>SI No.</b>	<b>Portal Features</b>	<b>Complied (Yes/No)</b>
1.13	Portal platform must provide ability to wire the portlets together. This means that various portlets on a portal page can be connected with each other using a parameter to produce a simple, contextual application that integrates data from disparate systems.	
1.14	Support for data from one data source to be used to drive the content and display of other portlets and pages.	
1.15	The portal solution should provide browser-based tools that would let business-level portal managers intelligently assemble, configure, and manage enterprise portals.	
1.16	The portal solution should provide the ability to change a site's user interface.	
1.17	The portal solution should provide the ability to change a site's user interface.	
1.18	The portal solution should provide several layers of caching infrastructure to provide content to users. Access to content should be cached to reduce the load and increase performance.	
1.19	Portal should support a stand-alone, service-oriented architecture	
1.2	Support for out of the box integration with Oracle Database	
1.21	Support for out of the box integration with the existing Enterprise Content Management solution technologies of the Records Management System	
1.22	Support for development of content-rich portlets	
1.23	Support for flexible user interface that could be easily rebranded	
1.24	Ability to support architecture that supports components running within portal container as well as remote	
1.25	Ability to create light weight portal from development environment to support high transactions and to selectively add Web 2.0 components based on business requirements	
1.26	Ability for users to edit content, create and modify pages at runtime	
1.27	Ability for users to connect portal pages and web pages to the portal navigation	
1.28	Ability for business users to interface content from the content repository in to the Portal	
1.29	Provides generic portal features as Services that can be easily integrated with existing portals to leverage additional portal capabilities	

<b>SI No.</b>	<b>Portal Features</b>	<b>Complied (Yes/No)</b>
1.3	Provides search capabilities to search portal content. Ability to integrate with external search engine for providing end user search.	
<b>2</b>	<b>Collaboration Features</b>	
2.01	Portal should provide a next generation portal framework built specifically for services like wikis, blogs and other Collaboration functionalities like Communities	
2.02	Support for linking, tagging and RSS feeds	
2.03	Support for discussion forums	
2.04	Ability to publish information from external as well as internal sources	
2.05	Support for dynamic Group Spaces and Personal Spaces	
2.06	Support for dynamic business communities to empower teams and individuals to efficiently collaborate and manage tasks	
2.07	Ability for end users to create Community Portal with predefined templates with or without approval	
2.08	Ability for business users to create/manage Wikis and Blogs	
2.09	Support for Community activities to be recorded, shared and extended to integrate custom activities	
2.1	Ability to share Message boards with groups of business users	
2.11	Ability for business users to quickly assemble a view of desired information (mashups) and put it in the context of how they need it, without any intervention of IT.	
2.12	Ability for users to consolidate calendar events from different communities (which he is a member) in one calendar	
2.13	The product should provide tools that can dynamically derive user experience. The tools should provide a visual interface to create scenarios that can query external content systems, user connection etc for details of user or application attributes. These attributes can then be used to assemble and delivers targeted content.	
2.14	The product should have tool or a proxy server that serves html or html page fragment stream to external users from internal systems through the portal server. The proxy server can be capable of URL rewriting for scripts, CSS files etc. to hide the internal system names. It should be capable of supporting configuration that allow parsing the html stream to remove unwanted elements and also allow injecting HTML elements into the html stream before rendering into the Portal page.	

<b>SI No.</b>	<b>Portal Features</b>	<b>Complied (Yes/No)</b>
2.15	The page fragments surfaced can be parameterized and should be configurable, with the intention to dynamically interact with other similar html stream that responds to user input using AJAX.	
2.16	Portal should be integrated with our WCMS system to deliver content into the Portal. It should support technologies that allow defining various templates to present the single or multiple content in various ways to the user.	
<b>3</b>	<b>Personalization and Analytic Features</b>	
3.01	The portal solution should support profile-driven personalization, i.e. creation of a rich user profile through aggregation of user profile attributes from multiple data sources at runtime. The solution should be able to pull actual values of those attributes simultaneously from multiple backend resources (such as an LDAP server, JDBC database and remote application for example).	
3.02	Support for personalization of home page using drag & drop functionality	
3.03	Support for display of the user's worklist information	
3.04	Support for role based personalization	
3.05	Support for personalized notifications and alerts	
3.06	Ability for business users to create and apply skins and UI components at runtime without application down time	
3.07	Support for driving the entire user experience enabling a simple way to adapt a single deployment to any target audience.	
3.08	The portal solution should provide analytics console for accessing portal metrics. The analytics console should be available as an integrated application so that the product is easy to learn and easy to deploy.	
3.09	The portal solution should provide secure and controlled access to the analytics console. Only portal administrators should be able to access the console without exposing data that might be sensitive or private.	
3.1	Portal should provide comprehensive analytics module to tracks portal/community traffic, searched keywords, system response time, document downloads, user turnover, visit duration, etc.	
<b>4</b>	<b>Platform</b>	
4.01	Supports an open standard and services based architecture	
4.02	The platform is certified with existing our Databases and existing our App Servers and Middleware technologies.	

<b>SI No.</b>	<b>Portal Features</b>	<b>Complied (Yes/No)</b>
4.03	Provides one unified, modern portal platform for both Business User & Developer Community	
4.04	Leverages a common management console to manage all distinct applications/modules and also monitor performance.	
4.05	Supports the WSRP Producer for .NET and Java	
<b>5</b>	<b>Search Features</b>	
5.01	Support for secure search across all the portal content	
5.02	Ability to show the most relevant search results on the top	
5.03	Support for basic search as well as advanced search	
5.04	Supports personalized search results based on the user and the query context	
5.05	Provides ability to perform Advanced Search based on multiple metadata	
5.06	Ability to display search keywords in bold within title and excerpt of search result page	
5.07	Support for cached pages during search	
5.08	Ability to perform search across web content, files on a file server, databases, IMAP email, document repositories and applications	
5.09	Supports secure crawling of the content sources and perform indexing	
5.1	Support for parallel querying to improve search query performance	
5.11	Search results are based on user's security role and display what the user is authorized to access	
5.12	Support for analytics on Search performed such as reports on most popular searches, documents not found etc. Based on this administrator can boost document relevancy and customize search results.	
5.13	Provides Secure Crawler SDK that can be used to enable crawler to crawl new repositories/custom sources	
5.14	Provides an Enterprise Search WSRP Portlet that can be embedded into portal pages for enabling enterprise search	
5.15	Support for embedding Search as a Service so that searches can be invoked via Service API	
5.16	Supports filters for extracting plain text from binary document such as office documents, pdf files etc.	



<b>SI No.</b>	<b>Portal Features</b>	<b>Complied (Yes/No)</b>
5.17	Supports ease of manageability through an administration user interface, APIs as well as command line interface	

**ENTERPRISE SERVICE BUS – TECHNICAL REQUIREMENTS**

<b>SI No.</b>	<b>Integration/Service Bus Features</b>	<b>Complied (Yes/No)</b>
<b>1</b>	<b>General requirements</b>	
1.1	Products should support heterogeneous Operating System to enable interoperability, robust security and better choice of platform.	
1.2	Proposed product should have development & support center in India.	
1.3	Proposed product should have training center in India.	
1.4	Industry benchmark of infrastructure products like application server and database should be available in public domain to enable better evaluation.	
1.5	Proposed product should have clear lifetime support policy for next 5 years	
<b>2</b>	<b>Integration from Services Platform perspective:</b>	
2.1	Should have separate Integration Infrastructure to enable Integration Hub to existing & future applications both internal & external to organization. This will enable Integration Service Infrastructure to enable common messaging services, adapter services, security services and common repository for monitoring.	
2.2	Proposed integration platform should use Industry Standards to enable integration with various applications.	
2.3	Integration platform should be implemented using SOA and must support ESB design patterns like VETO etc	
2.4	Integration platform should support adapters base framework mechanism to enable efficient integration	
2.4.1	Should provide OOTB adapters for databases, File, FTP, JMS, AQ,LDAP, email, MSMQ, MQ, Cache, event adapter & Socket	
2.4.2	Should support cloud integration platform via cloud adapter/SDK	
2.4.3	Should provide OOTB adapter for oracle eBusiness Suite, SAP etc	
2.5	Integration Platform should support single development platform for various styles of integration patterns (data integration, process integration, workflow, synchronous, asynchronous).	

<b>SI No.</b>	<b>Integration/Service Bus Features</b>	<b>Complied (Yes/No)</b>
2.6	Integrated development tool should provide design time discovery & configuration of ERP (eBusiness Suite, SAP etc) services required for integration	
2.7	Integration platform should support graphical user interface to configure various integration scenario.	
2.8	Integration platform should provide Business Activity Monitoring dashboards to monitor real time integration scenarios	
2.9	Integration platform should provide support for mobile-friendly standards (REST, JSON and also automated conversions REST/SOAP in terms of its usage in mobile enable integrations with back office applications	
3	Integration platform should provide event driven architecture to enable even correlation	
3.1	Integration platform should support central hub to monitor all integration scenarios from SLA's, audit & tuning perspective.	
3.2	Integration platform should be in Application integration leader's quadrant by leading analyst like Gartner, Forrester.	
3.3	Integration platform should support industry leading application server as an infrastructure. Application server should also be in leading analyst reports as leader.	
3.4	Integration platform should have single integrated management console to monitor all aspects of integration functionality ranging from integration touch points , application monitoring, database etc	
3.5	Integration platform should be hot-pluggable at infrastructure layer (Application server & database). It should support Application server like Oracle, IBM, JBOSS & database like Oracle, DB2, MS Sql Server etc.	
3.6	Integration platform should have built in caching technologies to enable Service Result Caching will dramatic improvement in performance and high availability through cached service results.	
3.7	Integration platform should support automated service pooling enable Fault detection automatically balancing service load across servers.	
3.8	Integration platform should have functionality of human workflow to enable exception handling flows to be modeled	
3.9	Single vendor accountability for Integration platform	

SI No.	Integration/Service Bus Features	Complied (Yes/No)
4	Integration platform should provide single end-to-end management and administration of integration layer in order to remove any disjointed components, which leads to higher TCO	
4.1	Integration Platform should support full transactional integrity features including compensation and roll back.	
4.2	Integration platform should have exception handling framework like way to define fault policies at end points etc	
<b>5</b>	<b>Integration Platform from connectivity perspective:</b>	
5.1	Provides wizards driven configuration to integrated various package applications	
5.2	Single Console to monitor run time components in terms of error handling, logging & troubleshooting	
5.3	Scalable architecture as it runs on top of application Server and leverage all scalability functions of it	
5.4	Should support both inbound & outbound interfaces.	
5.5	Integration platform should support adapters base framework mechanism to enable efficient integration	
5.6	Integration adapters should based on standard technology like JCA etc.	
5.7	Proposed product should include certified version of connectivity solution for Oracle E-Business Suite, PeopleSoft, Siebel & SAP.	
5.8	Proposed integration adapters should follow a meta-driven model for development, and deployment.	
5.9	Integration platform should provide cross-referencing and on-the-fly value mapping capabilities.	
5.11	Database connectivity solution certified with Oracle RAC?	
5.12	Should support end-to-end transactions across Oracle RAC DB and SOA nodes.	
<b>6</b>	<b>Integration Platform from Developer productivity perspective:</b>	
6.1	Should provide single package to install- development IDE, Application server, integration engine and management console	
6.2	Should provide Starter template to enable reuse templates across integration projects	
6.3	Should provide wizard to expose information as REST interfaces to be consume in mobile interfaces	

SI No.	Integration/Service Bus Features	Complied (Yes/No)
6.4	Should provide integration debugger to enable set break points, change variables while debugging, view payloads (XML/non-XML)	
6.5	Should provide integration testing framework to enable faster testing of integration scenarios	
<b>7</b>	<b>Integration Platform from Standards perspective:</b>	
7.1	Should be deployed on standard J2EE infrastructure.	
7.01	Should certified with industry J2EE containers	
7.02	Should access the XML descriptors generated by your integration platform and to verify its compliance to standards (XSLT, BPEL, SCA, etc.)?	
7.03	Should support hand-creation of artifacts such as BPEL, XSLT or SCA composites.	
7.04	Please state the level of support for SCA (Service Component Architecture) that your product offers.	
7.05	SOAP 1.1	
7.06	SOAP 1.2	
7.07	REST, JSON	
7.08	SOAP w/ Attachments (SwA), SOAP plus MIME attachments	
7.09	Universal Description, Discovery, and Integration version 3 (UDDI v3)	
7.1	Web Services Interoperability Basic Profile (WS-I BP) 1.0	
7.11	Web Services Interoperability Basic Security Profile (WS-I BSP) 1.0	
7.12	WS-Policy 1.1	
7.13	WS-ReliableMessaging 1.0	
7.14	WS-Security 1.1	
7.15	WS-Security: SAML Token Profile 1.0	
7.16	WS-Security: X.509 Token Profile 1.0	
7.17	WS-Security: Username Token Profile 1.0	
7.18	WS-SecurityPolicy 1.1	
7.19	Remote Method Invocation (RMI/IIOP)	
<b>8</b>	<b>Integration Platform should support Enterprise Grid Messaging:</b>	
8.01	Transaction Support: (JTA, XA)	

SI No.	Integration/Service Bus Features	Complied (Yes/No)
8.02	Unit of order, Unit of work	
8.03	Store and forward: from clients to server, or server to server.	
8.04	Clustering using Application Server.	
8.05	Distributed support, failover, and load balancing through Uniform Distributed Destinations.	
8.06	Automatic migration of cluster instances.	
8.07	Three levels of load balancing: network-level, JMS connections, and distributed destinations.	
8.08	Out of box integration with AQ.	
8.09	Out of box support for Message Drive Beans.	
8.1	Modular deployment of JMS resources, which are defined by XML.	
8.11	Message Lifecycle Logging allows viewing of message activity.	
8.12	Supports WS-Reliable Messaging as a transport.	
8.13	Maps other JMS providers so they appear in the JNDI tree.	
8.14	Integration platform should be able to route messages based on that messages content and rules associated with message types	
8.15	Facility to prioritize requests. The system to allow the developer to configure prioritization of requests where it make sense, in the workflow engine and automatically take care of processing in integration platform.	
8.16	Ability to virtualized underplaying web services, so clients do not learn the details of the services	
8.17	Facility to support graphical view of operations	
<b>9</b>	<b>Integration Platform from Orchestration perspective:</b>	
9.01	Should support BPEL 2.0	
9.02	Integration Process engine should execute both BPEL and BPMN using single runtimes	
9.03	The proposed solution should support Business Process Execution Language (BPEL) based Service Oriented Architecture (SOA) for orchestrating the business processes.	
9.04	The proposed solution should be able to define compensating transactions so that transactions should be in pending status and not committed until all the required steps are completed.	
9.05	The proposed solution should be able to expose process flows as reusable web services.	

SI No.	Integration/Service Bus Features	Complied (Yes/No)
9.06	The proposed solution should allow multi-step approval routing.	
9.07	The proposed solution should support human workflows.	
9.08	The proposed solution should be able to send notifications when manual intervention is required in a workflow.	
9.09	The proposed solution should interface with email systems supporting SMTP for sending out notifications and IMAP for receiving the notification responses.	
9.1	It should be possible to sign approvals in the proposed solution using X.509 certificates for legal purposes	
9.11	The proposed solution should provide a drag and drop GUI based design tool to define and alter business workflows.	
9.12	The proposed solution should support both synchronous and asynchronous integration flows.	
9.13	The proposed solution should support SOAP, WSDL, HTTP and UDDI	
9.14	The proposed solution should be able to bind to SOAP (Web) services as well as JMS and JCA	
9.15	The proposed solution should be able to manipulate XML documents using XPATH, XSLT and XQuery standards.	
<b>10</b>	<b>Integration Platform from RELIABILITY, AVAILABILITY, SCALABILITY &amp; PERFORMANCE perspective:</b>	
10.01	Should provide high availability & scalability across all integration service components like integration engine, orchestration engine, JMS etc.	
10.02	Should provide load balancing	
10.03	Should certified with Oracle DB RAC	
<b>11</b>	<b>Integration Platform from MANAGEMENT &amp; MONITORING perspective:</b>	
11.01	Should provide Single console to monitor integration, application server, database components	
11.02	Should support enterprise scheduler service to enable scheduling integration jobs	
11.03	Should provide dashboards, Instance tracking, error hospital	
11.04	Should provide support for defining SLA's & alerts	

<b>SI No.</b>	<b>Integration/Service Bus Features</b>	<b>Complied (Yes/No)</b>
11.05	Integration Platform should provide Unified Management & Monitoring tool to monitor transactions and processes in real time.	
<b>12</b>	<b>Integration Platform from SECURITY perspective:</b>	
12.01	Should supports a full range of encryption, authorization features in addition to SSL, WS-Security, including:	
12.01.1	AES-128, AES-256, 3-DES,	
12.01.2	Message digests: MD5, SHA-1,	
12.01.3	Username, X.509, SAML	
12.02	PKI: Key encryption: RSA OAEP-MGF1P, RSA V1.5	
12.03	Signature algorithms: RSA (PKCS #1) (1024-, 2048-bit keys), DSA	
12.04	Platform should provide Encrypt inbound and Decrypt outbound data based on sensitivity of the data	
12.05	Should integrate with industry standards LDAP stores like oracle, Active Directory etc	



**APPLICATION SERVER – TECHNICAL REQUIREMENTS**

<b>Sl. No.</b>	<b>Software Specification -Application Server</b>	<b>Complied (Yes/No)</b>
<b>1</b>	<b>Architecture</b>	
1.1	Should be completely Java EE 6 Compliant – with Web and Full profile both	
1.2	Should also support standalone mode with server management console	
1.3	Application server should support third party integration of LDAP	
1.4	Application server should provide integration of messaging infrastructures - like JMS using C/C++ Application	
1.5	Application server should support load balancing with hardware based carrier class ADC's	
1.6	There should be a mechanism to prioritize or constraint business process or thread functionality and to do so there should be minimum change in application code.	
1.7	Should provide Map visualization/rendering component	
1.8	Application Server should support Multitenant to enable container-like capabilities for Java applications to support application consolidation strategies, while still utilizing application server facilities, such as clustering, transaction management, and security.	
1.9	Application Server should support Continuous Availability as an integrated solution for building maximum availability architectures (MAA) that span data centers across distributed geographical locations.	
1.1	Application Server should provide database connection enable, to minimized downtime & faster load balancing	
1.11	Application Server should support database multitenant features for Pluggable database	
1.12	Application Server should support WebSocket Protocol (RFC 6455), which provides simultaneous two-way communication over a single TCP connection between clients and servers, where each side can send data independently from the other devices/systems.	
1.13	Application Server vendor should provide industry independent benchmark report on various hardwares	
1.14	Zero Downtime Patching—Provides an automated mechanism to orchestrate the rollout of patches while avoiding downtime or loss of sessions	

<b>Sl. No.</b>	<b>Software Specification -Application Server</b>	<b>Complied (Yes/No)</b>
<b>2</b>	<b>Standards</b>	
2.1	Java JSE 1.6	
2.2	J2EE 6 compatibility and certification in production version	
2.3	Application server should have published certification matrix available for different hardware software and operating systems	
<b>3</b>	<b>Web Services Technologies</b>	
3.1	Java API for RESTful Web Services (JAX-RS) 1.1	
3.2	Enterprise Web Services 1.3 JSR 109	
3.3	Java API for XML-Based Web Services (JAX-WS) 2.2	
3.4	Java Architecture for XML Binding (JAXB) 2.2	
3.5	Web Services Metadata for the Java Platform JSR 181	
3.6	Java API for XML-Based RPC (JAX-RPC) 1.1	
3.7	Java APIs for XML Messaging 1.3	
3.8	Java API for XML Registries (JAXR) 1.0	
<b>4</b>	<b>Web Application Technologies</b>	
4.1	Java Servlet 2.5	
4.2	Java Servlet 3.0	
4.3	JavaServer Faces 1.2	
4.4	JavaServer Faces 2.0	
4.5	Facelets as JSF View Handler	
4.6	JavaServer Pages 2.1	
4.7	JavaServer Pages 2.2/Expression Language 2.2	
4.8	Debugging Support for Other Languages 1.0	
4.9	Standard Tag Library for JavaServer Pages (JSTL) 1.2	
<b>5</b>	<b>Enterprise Application Technologies</b>	
5.1	Contexts and Dependency Injection for Java (Web Beans 1.0)	
5.2	Dependency Injection for Java 1.0	
5.3	Bean Validation 1.0	
5.4	Enterprise JavaBeans 3.0 and 3.1	
5.5	EJB Interceptors 1.1	
5.6	Java EE Connector Architecture 1.5	

<b>Sl. No.</b>	<b>Software Specification -Application Server</b>	<b>Complied (Yes/No)</b>
5.7	Java EE Connector Architecture 1.6	
5.8	Java Persistence 2.0	
5.9	Common Annotations for the Java Platform 1.1	
5.1	Java Message Service API 1.1	
5.11	Java Transaction API (JTA) 1.1	
5.12	JavaMail 1.4	
<b>6</b>	<b>Management and Security Technologies</b>	
6.1	Java Authentication Service Provider Interface for Containers - JSR 196	
6.2	Java Authorization Contract for Containers (1.1 ,1.3)	
6.3	Java EE Application Deployment 1.2	
6.4	Java Management Extension (JMX Version 1.0/1.2/1.4 /2.0)	
6.5	J2EE Management 1.1	
<b>7</b>	<b>Java EE-related Specs in Java SE</b>	
7.1	Java API for XML Processing (JAXP) 1.3	
7.2	Java Database Connectivity 4.0	
7.3	JavaBeans Activation Framework (JAF) 1.1	
7.4	Streaming API for XML (StAX) 1.0	
<b>8</b>	<b>Other standards to be supported</b>	
8.1	OSGI	
8.2	IP v6	
8.3	All Leading and Major Databases including Open Source Databases	
8.4	LDAP v3	
8.5	Should be built for Standards and Interoperability: Supports a wide range of Java EE and Web Services standards.	
<b>9</b>	<b>Development</b>	
9.1	Support for multiple development platforms like Eclipse, Net beans, Jdeveloper- latest	
9.2	Integration of development platform with SVN and Trac(Bug Management/Issue Management)	
9.3	Maven based build system for build, reporting and documentation of application.	
9.4	Detail documents should be available for development platform	

<b>Sl. No.</b>	<b>Software Specification -Application Server</b>	<b>Complied (Yes/No)</b>
9.5	Development platform should provide choice of development frameworks as well as run-time platforms to suite various scenarios	
9.6	Development platform should support open standards based methodology and also comply to open architecture for better interoperability across/with ecosystems	
9.7	Should come with integrated support model to take care of the production as well as development support requirements	
9.8	Should allow developers to choose the programming models and frameworks that best fit their needs.	
9.9	Should support functionality to redeploy application faster without bring application server down during development	
<b>10</b>	<b>High Availability</b>	
10.1	Should support Industry standard web servers	
10.2	It should support dynamic software load balancing connector and communication protocol.	
10.3	Support for Out-of-the-box Clustering, Caching, Fail-Over & Load Balancing support.	
10.4	Automatic discovery and management of cluster nodes	
10.5	Failover and load balancing for JNDI, RMI, and all EJB types	
10.6	Stateful session bean state replication	
10.7	HTTP session replication	
10.8	High-availability and JMS Clustering Support	
10.9	DataSource failover	
10.1	Dynamic Application Update without downtime	
10.11	Support for Dynamic Clustering	
10.12	Application Server should support runtime version management of applications deployment executable where transaction instanaces can managed gracefully without loosing any transactions	
10.13	Application Server should provide database connection enable, to minimized downtime & faster load balancing	
<b>11</b>	<b>Installation</b>	
11.1	There should be a standard graphical installer	
11.2	It should be possible to fully automate the text-based installer with a 'response file' containing user-supplied configuration information.	

<b>Sl. No.</b>	<b>Software Specification -Application Server</b>	<b>Complied (Yes/ No)</b>
11.3	Should support standard text-based installer to support 'headless' installations.	
11.4	There should be a production profile which starts typical production services with typical production settings, to Minimise the amount of post-install configuration	
11.5	Installation procedure for various deployment architecture should be well documented	
<b>12</b>	<b>Monitoring and Administration</b>	
12.1	Should provide RASP (reliability, availability, scalability and performance) combined with easy Manageability features	
12.2	Common management Console for web server, application server & Database to reduce user learning curve & faster troubleshooting.	
12.3	There should be a unified configuration & management.	
12.4	Should support Execution Context ID to help troubleshooting transaction across application server & database for faster and more contextual troubleshooting	
12.5	All administrative operations should be accessible via remote, secure Web-based User Interface,secure Command Line Interface (CLI), secure programmable API	
12.6	The management console should support multiple administrative users with discrete access control rights	
<b>13</b>	<b>Operations and Management</b>	
13.1	Should come with a leading support mechanism to avoid costly breakdowns	
13.2	Should be able to deploy applications in multiple application server on a single click	
13.3	Scripting of Administrative task should be possible	
13.4	Server management should have performance and diagnostic viewer	
13.5	Should be able to raise unlimited production as well as development support tickets for timely resolution	
13.6	Consistent and powerful management should be available out of the box	
13.7	Should support backup and restore of the servers configuration repository	
13.8	The server management infrastructure should be resilient to failure	

<b>Sl. No.</b>	<b>Software Specification -Application Server</b>	<b>Complied (Yes/ No)</b>
13.9	It should be possible to apply patches to an instance and those patches would be staged until the instance (re)starts at which point they will be effective.	
13.1	It should be possible to roll-back the last batch of patches – restoring the instance to it's previous state on (re)start.	
13.11	All log messages should have a common log format and common categories.	
13.12	It should be possible to manage the JVM configuration – ie. JVM parameters	
13.14	By design goal: configuration changes should be dynamic – ie. Take immediate effect and not require a restart. Exceptions should be clearly documented and the administrative UI's should make it clear that a restart is required	
13.15	All network ports used by all services should be configurable and clearly documented	
13.16	All components of Application Server should be configurable through the administrative Infrastructure	
13.17	The CLI should allow for remote invocation.	
13.18	The CLI should use the same authentications mechanism(s) as the Admin GUI.	
13.19	All administrative operations for a single domain should be accessible via a remotable, secure programmatic API	
13.2	Proposed Application Server software should have a life cycle of 7 Years	
13.21	Proposed Application Server should be certified on leading JVM's , Operating System	
<b>14</b>	<b>Security</b>	
14.1	For Administrative Security – it should be possible to integrate with and make use of existing infrastructure; eg. need to connect to existing corporate LDAP	
14.2	Capability to have separate administrative roles and limit scope of actions (superuser, monitor, configurator, operator)	
14.3	Multiple security domains	
14.4	HTTPS, SSL v3, TLS 1.2,JAAS 1.0 Full, X.509 v3	
14.5	All modifications through the administrative infrastructure should be audited	

<b>Sl. No.</b>	<b>Software Specification -Application Server</b>	<b>Complied (Yes/ No)</b>
14.6	All administrative operations will be logged in order to provide an Auditable record of changes made to a domain configuration.	
<b>15</b>	<b>Scalability</b>	
15.1	Vertical scalability (on SMP machines)	
15.2	Horizontal scalability (across clusters and non-cluster of machines)	
15.3	Ability to define cluster groups for in memory state replication.	
15.4	The web server connector should support dynamic addition of Application Server nodes	
15.5	Clusterwide JNDI naming service	
15.6	Web caching (static HTML, servlet, JSP, full page, URL-based, file type-based)	
15.7	Thread pooling, connection pooling, customized pools	
15.8	Ability to distribute HTTP client requests across multiple web containers	
15.9	Ability to distribute RMI-IIOP client requests across multiple EJB servers	
15.1	Ability to distribute JMS client requests across multiple JMS servers	
<b>16</b>	<b>Performance</b>	
16.1	High Volume References	
16.2	Memory Leak analysis	

**BUSINESS PROCESS MANAGEMENT (BPM) - TECHNICAL REQUIREMENTS**

<b>SI No.</b>	<b>Business Process Management (BPM) suggested features</b>	<b>Complied (Yes/No)</b>
1	Should enable Service Oriented Architecture based application and BPM development	
2	BPM platform should conform to industry workflow standards like BPEL, BPMN2.0. It shall provide a web interface should not require any proprietary software to be installed on client machines.	
3	The proposed BPM platform should provide inbuilt SOA based integration to integrate with external and internal systems platform.	
4	The proposed BPM platform should provide industry proven scalable application server for strong foundation of the system	
5	Should conform to Web Services standards – WSDL, SOAP, UDDI, WS-* etc	
6	Web Based Process Modelling should be available, along with capabilities for Simulation, Business Rules Definition, process document generation.	
7	Built-in Approval workflow for the modelled process, with online collaboration/sharing of process to multiple stakeholders in the Business Analyst/Process Owner Teams	
8	Process Modelling tool should allow capturing snapshots of the modelled process to later revert to an earlier version, if needed	
9	BPM Solution must support the following kinds of processes:	
9.1	1. Human Workflows	
9.2	2. Document Workflows	
9.3	3. Integration Workflows (STP)	
9.4	4. Decision Centric Workflows	
9.5	5. Event Based Workflows	
9.6	6. Case Management based Workflows	
10	BPM solution must have support for Web Forms	
11	The escalation and notification mechanism in the BPM solution should have support for:	
11.1	1. Email	
11.2	2. SMS	



<b>SI No.</b>	<b>Business Process Management (BPM) suggested features</b>	<b>Complied (Yes/No)</b>
11.3	3. Voice	
11.4	4. Instant Messenger	
12	The solution should allow the running process instance to be stepped back, when needed, without having to redeploy the process	
13	BPM solution should have the capability to define a custom algorithm for task routing, based on custom attributes.	
14	The task routing capability in BPM should support default algorithms like round robin, least busy, most efficient etc.	
15	BPM platform shall support easy to use design interface (e.g. —drag and drop of workflow components) for designing / modifying process models by authorized users over web browser	
16	BPM platform should allow integration with standard portals and allow single sign-on`	
17	System should simultaneously support multiple types of workflow systems and should be able to manage and monitor multiple workflows concurrently	
18	Should provide web-based analytics capability for business activity monitoring component with support for dashboards	
19	The workflow shall allow multi-step approval routing	
20	System shall allow workflow roles to be configurable and assignment of roles to user profiles. Multiple user roles shall be supported	
21	System should have the flexibility to dynamically change any process	
22	System shall support specifying workflows with target dates and times assigned to individual workflow steps	
23	System shall support workflow steps to be activated automatically upon completion of previous steps	
24	System shall allow workflows to be re-routed and /or activated based on time. The time thresholds for re-routing should be configurable	
25	System shall allow workflows to be re-routed and /or triggered based on external events and data inputs for other systems	
26	User should be able to view updates / reminders / alerts etc as and when notified by designated authorities	
27	System shall support attachments that are shared by all workflow instances in some cases and attachments that are specific to a workflow instance in some cases	

<b>SI No.</b>	<b>Business Process Management (BPM) suggested features</b>	<b>Complied (Yes/No)</b>
28	System should provide facility of communication between the assignor and the assignee at any given point during the workflow, through the workflow communication (e.g. comments)	
29	System should allow users to register the work completion status of various assignments upon which they are working. The system should automatically capture the time spent on each assignment on a continuous basis	
30	System shall maintain separate to-do for each user and send out notifications	
31	System shall have provision for generating reports and track status of workflow instances	
32	Should provide a common browser-based UI for System Administration	
33	Should support scalability, caching, failover and high-availability	
34	Should support browser-based rules management interface and templates	
35	It should support Human workflow/ Human tasks	
36	The solution should be able to support connectivity using protocols like HTTP/HTTPS, Secure FTP, FTP, SMTP, LDAP, SOAP etc	
37	Facility to prioritize requests on the basis of business requirements	
38	BPM Platform must support escalations in form of Email, SMS etc	
39	BPM Platform must support case modeling using common designer tool for BPM & case	
40	BPM Platform must provide case management artifacts like	
40.1	- Case as Object	
40.2	- Case Activities/Tasks	
40.3	-Case Events	
40.4	-Case Stakeholders	
40.5	-Case Milestones	
40.6	-Case UI	
40.7	- Case integration with Content management	
40.8	- Case specific collaboration space	
41	System should provide digital signature as part of service with task management	

<b>SI No.</b>	<b>Business Process Management (BPM) suggested features</b>	<b>Complied (Yes/No)</b>
42	All rules and policies relating to processes should be centralized at one place and should be reusable across multiple applications. The rules can be of type work Assignment or jurisdiction, delegation rules, process flow rules, computation rules, run time rules like vacation, delegation etc	
43	Should have the capability to write time/date effective rules and should also have a capability to address retrospective changes of rules and policies with support of versioning	
44	Should be SOA compliant, and should be able to integrate with other applications using SOAP requests	
45	The rules written once should to be available for deployment over the web which should allow the users a wizard based self service approach with inbuilt validations. The solution should also allow a wizard approach for correct and consistent selection of rule	
46	BPM Platform should have built in testing framework to test process end to end like Web forms, process flows, business rules while designing the processes	
47	Clear lifetime support/roadmap for the proposed solution / products for next 5 years should be documented by the OEM	
48	Should support Windows, Linux, UNIX	

**CONTENT MANAGEMENT SYSTEM (CMS) - TECHNICAL REQUIREMENTS**

<b>Sl. No.</b>	<b>Content Management System</b>	<b>Complied (Yes/No)</b>
1	Supports a robust metadata model and provides a method to better organize and add additional structure to managed content.	
2	Provides check-in/check-out functionality and ensures only one person at a time can make changes to content.	
3	Support for revision control that allows to easily track new revisions and roll back to previous versions.	
4	Provides subscription capabilities that enable users to subscribe and receive automatic email notifications when items change or when new content is added to the system.	
5	Provides comprehensive security including role-based, account based, rule-based and content-level security models, ensuring only the right people can access protected information.	
6	Supports integration with enterprise standards such as Active Directory, LDAP.	
7	Provides automatic conversion of over common file formats to consumption-friendly formats such as HTML, XML and PDF.	
8	Supports an integrated graphical workflow engine that enables creating workflows more efficiently.	
9	Support for tagging and taxonomy. Content should have metadata associated when checked-in.	
10	Supports personalization based on user security and rules that can be defined by an administrator.	
11	Provides ability for automatic indexing of content immediately upon check-in, resulting in quick and easy retrieval.	
12	Support for both full-text and metadata searches.	
13	Provides ability for administrators to archive and backup content.	
14	Supports audit trails for content items including system reports.	
15	Ability to support a single Security model for the content repository that is used to manage documents, records as well as other content.	
16	The Content Server should support a services based architecture	
17	Ability to create single-step as well as multi-step approval workflow process	

<b>Sl. No.</b>	<b>Content Management System</b>	<b>Complied (Yes/No)</b>
18	Support for criteria workflows that get triggered based on a certain criteria such as content type match during check-in.	
19	Product should support single metadata store for all Modules(Document Management, Web Content Management, Records Management, Digital Asset Management)	
20	The ability to create and administer documents, records and Web content within one application via a single user interface simplifies the administration experience,	
21	Administration services such as archiving and removal, configuration migration, audit trails and system reports, and back-up and recovery capabilities are available for all content management applications, using one Web-based user interface.	
22	Content items should be indexed immediately upon check-in, resulting in quick and easy retrieval with full-text and metadata searches. Regardless of the query, all searches are automatically filtered by user's security privileges.	
23	Revision control should allow to easily track new revisions and roll back to previous versions.	
24	Product should support creation of thumbnails automatically to easily search and retrieve files that helps end users to find information quickly via searching for both text and utilizing visual recognition.	
25	System should support conversion of legacy images to Web-friendly formats while retaining the original file along with its new renditions	
26	Product should have ability to move content (all types) from Database to File system/SAN/NAS or vice versa based on metadata values.	
27	Ability to convert multiple document into single PDF	
28	Ability to render documents to PDF automatically based on defined business rules	
29	Support for the separation of conversion services to other servers and underlying hardware	
30	Ability to control PDF options and provide choice of native application or include rendering software for documents rendered to PDF	
31	Natively manage a document and its renditions as a single object	
32	Ability to render documents to HTML	
33	Personalization based on security and rules or defined by the user or administrator provides users with dynamic, tailored and relevant content should be supported. This helps in increasing productivity and better user experience.	

<b>Sl. No.</b>	<b>Content Management System</b>	<b>Complied (Yes/No)</b>
34	Content items can be indexed immediately upon check-in, resulting in quick and easy retrieval with full-text and metadata searches.	
35	Ability to support a single metadata model for any type of content.	
36	Ability to support a single Security model for the content repository that is used to manage documents, records as well as web content.	
37	Ability to expose Content Server services as Web Services	
38	The Content Server should support a services based architecture	
39	Ability to integrate with enterprise scale Business Process Management application	
40	Ability to assemble, track and access logical groupings of multiple content items in virtual Content bundle	
41	Should support unified repository for all types of content - including document management, record management, web content management and digital asset management, where all these modules have the same interfaces and leverage a common set of published content services.	
42	It shall be possible to directly ingest the document from Microsoft Office Application into DMS Repository.	
43	It shall be possible to directly edit the document in DMS Repository from Microsoft Office Application.	
44	It shall be possible to directly compare the documents in DMS Repository from Microsoft Office Application.	
45	Shall allow creation of document class/type and assign the metadata attributes to them	
46	The user shall be able to select the document class/type at the time of ingesting the document and shall fill the required metadata attributes associated with the document type	
47	It shall be possible to create a compound document in the Document Management System.	
48	Ability to create folder hierarchy and it shall allow to create documents or folders in it.	
49	Shall provide capability to attach metadata attributes to Folders	
50	The Ingested document shall be placed in a user specified location in the folder hierarchy.	
51	The system shall support drag and drop features in the browser based interface - both for adding documents from outside the DMS (like	

<b>Sl. No.</b>	<b>Content Management System</b>	<b>Complied (Yes/No)</b>
	moving documents from Windows Explorer to DMS repository) and for moving documents within the folders of the DMS repositories	
52	Search and retrieve content using full text or metadata	
53	Product shall provide Menu-level integration with Content Authoring tools like Microsoft Word, Excel and PowerPoint. (Example: Enter and save a content through Microsoft Office).	
54	Product shall support for bulk upload of static files. This applies to importing existing files	
55	Product shall provide build in RSS capability which can be consumed from readers and other applications	
56	Product shall provide In-built authoring environment for content entry	
57	Product support in-context editing with rich content capability.	
58	Product shall product got the ability or tools to design (create and modify)workflow / business process	
59	Product shall support annotations/comments during the workflow without changing the content	
60	Ability to monitor the status of the workflow tasks in execution	
61	Product shall provide the ability to escalate or delegate tasks within a flow/process	
62	Product shall provide support for fixed and relative deadlines with ability to automatically trigger escalation workflows	
63	Product shall provide support for email notifications when events have completed / new tasks have arrived	
64	Product shall provide out of the box workflow reporting tool	
65	Ability to determine Backlog and usage reports to monitor and track pending workflows	
66	Product shall provide the ability to check-in/check-out documents via Windows Explorer.	
67	Product shall provide the ability to provide View,edit, approve content based on roles	
68	Provide the ability for admin to override & release the lock on the checked-out content	
69	Provide ability for user to check-in/check-out via desktop & web based user interface including WebDAV	
70	Provide UI for editing metadata fields	

<b>Sl. No.</b>	<b>Content Management System</b>	<b>Complied (Yes/No)</b>
71	Product shall support indexed batching	
72	Provide support for scheduling indexing	
73	Supports full text search for all types of content	
74	Ability to save and execute (saved searches) search conditions	
75	Support for auditing usage of content	
76	Ability to set expiration dates on the contents	
77	Provide ability to alert users when content changes	
78	Shall provide a web based administration interface	
79	Product shall support multi-tiered architecture	



**DIGITAL ASSET MANAGEMENT (DAM) - TECHNICAL REQUIREMENTS**

<b>Sl. No.</b>	<b>Digital Asset Management System</b>	<b>Complied (Yes/No)</b>
	<b>General features</b>	
01	Shall allow to store, find, view, and use digital assets and rich media	
02	Content, collateral, and individual digital asset items shall be made available instantly in appropriate formats for use on websites, in print materials or in other programs	
03	- Assets shall be protected and controlled through rich and configurable access control	
04	- Automates routing tasks, such as the process of creating multiple renditions	
05	- Automatically create thumbnails for easy search and retrieval of assets	
06	- Convert high-resolution legacy images and videos to web-friendly format	
07	- Pinpoint specific video scenes using storyboard	
08	- Automatically create multiple rendition sets for multiple users	
09	- Select assets and download in one operation	
10	- Automatically format images to appropriate size, shape, resolution, and aspect ratio	
11	- Easily search and retrieve files	
12	- Reduce storage space and decrease bandwidth usage by compressing files	
13	- Quickly create renditions of digital content by turning large images, video, or audio	
14	files into high-resolution, low resolution, resized, or thumbnail versions based upon your	
15	business needs	
16	- Workflow, version control, security, archiving, subscriptions, content conversion,	
17	collaboration, record disposition, and Web publication	
18	- Content check-in and accessibility from anywhere with Web-based and Windows	
19	Explorer interfaces	
20	- Compression of content to decrease bandwidth demands	
21	- Automatic categorization of assets for easy searchins	
22	- Quick identifying of files via automatically created thumbnail renditions	

Sl. No.	Digital Asset Management System	Complied (Yes/No)
23	- Secure content distribution with ease	
<b>Image Management Application</b>		
24	- Manage popular image formats such as PSD (Photoshop document), CAD files, JPEG, GIF, BMP, and TIFF files	
25	- Store unlimited image renditions in one source for quick reuse of any format size; automatically format images to the appropriate size, shape, resolution, or aspect ratio	
26	- Multiple renditions, including thumbnails, Web versions, and print versions, are automatically created and compressed at the time check-in for use in HTML pages	
<b>Video Management Application</b>		
27	- Shall manage common video formats such as MPEG, QuickTime, Windows Media, and MP3 files	
28	- Pinpoint specific scenes of video using a storyboard and view immediately	
29	- Create and store multiple renditions of video in one source for various bandwidth and size requirements and integrate resulting files with streaming servers	

**RECORD MANAGEMENT SYSTEM (RMS) – TECHNICAL REQUIREMENTS**

<b>Sl. No.</b>	<b>Records Management Features</b>	<b>Complied (Yes/No)</b>
1	System should be able to classify any piece of content as a record	
2	System should be able to automatically define records using criteria (i.e. "implicit" records management)	
3	Ability to Search, view and print audit trail information and file plan details right from the Web browser	
4	Ability to create file plans with any number of record categories or folders and assign disposition schedules	
5	System security should distinguish between record viewing, record creation and file plan creation/administration	
6	Ability to bring in search Results that are relevant to business functions rather than a popularity ranking	
7	Solution to support search taking into consideration complexity of enterprise security policies	
8	Solution should provide ability to check user credentials at search time	
9	Solution should provide ability to integrate with application security at time of index, time of search, or both	
10	System should ensure that as search results list is built, user authentication is checked to verify their ability to see each result - either crawl time or query time authentication may be implemented, or both	
11	System should support smart productivity folders	
12	The product should support ease of installation and administration	
13	Supports the creation, declaration, classification, retention and destruction of business records	
14	Consolidates records and retention administration	
15	Manages file plans, policies, and business rules from a central console	
16	Centralizes holds, dispositions and discoveries	
17	Provides audit trails and certificates of destruction	
18	Provides ability to apply records and retention policies to all relevant content across the enterprise	

<b>Sl. No.</b>	<b>Records Management Features</b>	<b>Complied (Yes/No)</b>
19	Provides ability to apply legal discovery and holds to all relevant content across the enterprise	
20	Supports a central policy engine that serves as a single source for all record schedules and retention policies	
21	Supports user-friendly integrations with desktop tools and applications such as Windows Explorer and MS-Office	
22	Support a single interface for managing retention schedules, disposition actions and audit histories	
23	Ability to apply retention policies to content based on criteria such as expiration date, content usage, and specific events	
24	Enables the compliance and legal teams to apply litigation or audit holds to the content/records	
25	Provides the ability to "freeze" records	
26	Ability to apply retention policies to content based on criteria such as expiration date, content usage, and specific events	
27	Ability to define disposition rule for each type of business record	
28	Supports automated notifications to relevant users when records need to be destroyed or archived based on disposition rules	
29	Ability to create a File Plan based on different types of business records	
30	Ability to define additional attributes for handling different type of records in the File Plan	
31	Supports creation of Retention categories that define the retention periods	
32	Ability to discover all the records that can be archived or deleted according to the schedules	
33	Ability to search all the records with holds applied	
34	Supports generation of reports for Record Managers as well as audit trails	
35	The product shall provide consistent records and retention management for electronic and physical content across multiple systems with centralized policy management	
36	The product shall provide records managers with a single view into all retention schedules, disposition actions, and audit histories, facilitating the process of identifying and declaring records.	

**IDENTITY ACCESS MANAGEMENT (IAM) - TECHNICAL REQUIREMENTS**

<b>SI No.</b>	<b>LDAP and Identity Access Requirement Description</b>	<b>Complied (Yes/No)</b>
1	The Identity Manager architecture should be an N Tier Architecture to allow portability between Operating systems and Application servers.	
2	Solution must be comprehensive with user provisioning, de-provisioning and password management tools	
3	Solution should be able to authenticate heterogeneous platforms proposed by the Bidder as part of the solution	
4	Both the User Provisioning and Access Management [SSO and Operating System Access Control] solution must be a part of an integrated "Identity and Access Management" solution. Bidder should own the responsibility for the Identity & Access Management Suite. As the current solution involves both provisioning tools and Access Management tools, it is required that tighter integration and ease of administration is available	
5	The solution for identity lifecycle management should support Web Services standards	
6	Provisioning tool must support and provide business role based provisioning.	
7	Solution must support "Delegated" model of administration to support user administration based on department, type of user (intranet / extranet), location etc.	
8	Solution should use Workflow engine to define workflow to the user management processes.	
9	Solution must provide flexibility to allow users(only internal) to self-register for less sensitive applications / modules with a pre-defined workflow. Solution must also allow users to reset their passwords on those applications / modules that they have accounts on without the intervention of the administrators / helpdesk.	
10	Must provide password management capabilities like, password resets, password synchronization	
11	Solution should support for delegation of authority and mechanisms to review delegations	
12	It is required that all provisioning activities are tracked by the provisioning tool for subsequent analysis if the need arises.	

<b>SI No.</b>	<b>LDAP and Identity Access Requirement Description</b>	<b>Complied (Yes/No)</b>
13	Solution should support generation of audit reports without the target resources being available	
14	Solution should support offline reporting. Reporting should be available for target systems where provisioning is done even when the target systems are not available.	
15	Support for automatic detection of accounts which haven't been used / not owned by anyone etc	
16	Historical data should be readily available with minimal customization. Support historical reports such as who has/had what, when why and how, privilege reports, Access Reports, delegations, exceptions etc.	
17	Solution for single sign on should integrate with LDAP server and products that are part of solution.	
18	Solution should support agentless or agent based Single Sign On facility.	
19	The solution must provide central configuration of client.	
20	The Solution should provide integrated Identity Management, smart provisioning, business role management, access management (web single sign-on), OS access Management.	
21	Solution should provide real-time visibility into the end-to-end operation of Access Management infrastructure. It should monitor the availability, health and performance of web agents, policy servers and back end data stores that are used by the access management solution.	
22	The solution should monitor web access management infrastructure around the clock, detect availability and performance problems proactively, and enable quick analysis when issues arise. The solution should provide comprehensive, real-time metrics such as:	
22.1	- Agent availability	
22.2	- Agent performance per operation	
22.3	- Agent cache status	
22.4	- Policy server availability, policy server performance per operation, policy server queue, thread, socket, and cache	
22.5	- Errors generated by back end data stores	
22.6	- Performance of calls to back-end data stores	
22.7	- The solution should collect this information and provides a single view that enables administrators to gain visibility into their access management operations and take action when problems arise.	
23	Solution provide capabilities to define password policies e.g. password expiration, composition etc.	

<b>SI No.</b>	<b>LDAP and Identity Access Requirement Description</b>	<b>Complied (Yes/No)</b>
24	Solution should monitor Policy Server and Agent performance and availability, correlates Web application performance with access management performance, and determines if access management solution is impacting application performance	
25	The solution should provide Monitoring and management and various reports and metrics for administrators like success/failed logins , response time etc.	
26	The solution should provide for SLA management including:	
26.1	- Define service levels	
26.2	- Single view of SLA compliance, service status, performance, and usage	
26.3	- Manage system availability and performance from single dashboard	
27	Solution should have facilities for enforced-change of password after first-time login including after password reset, automatic password outage after a fixed period of time, maintenance of unique passwords that neither resemble login ID nor any of the previously used passwords (last 3 passwords), a combination of upper & lower cases, numbers and special characters, etc.	
28	Solution should have ability to detect and report in near real-time local administrator account maintenance (creation, deletion, changes) made directly on local resources natively.	
29	Solution should have ability to notify designated personnel of access-rights changes made outside the provisioning Solution	
30	Solution should allow customization of the "Look and Feel" of the User Interfaces. Solution should also allow customization of the user entry screens which determine the fields and the layout of each task screen.	
31	System shall provide web access management should provide a centralized Single Sign-On for web users requesting for accessing various modules as per their roles and policy.	
32	Solution should support for the latest Web standards, such as Transport Layer Security (TLS), SOAP transactions and Web Services Security.	
33	Solution should provide OS security hardening and extra levels of access control to the platform.	
34	Solution should allow administrators to construct logical host groups and deployment rules for streamlined policy deployment	
35	Solution must be able to centrally manage policy	
36	Solution should provide centralized security policy enforcement of user entitlements by leveraging role- and rule-based access control	

<b>SI No.</b>	<b>LDAP and Identity Access Requirement Description</b>	<b>Complied (Yes/No)</b>
37	Solution must control the number of sessions a user may have open simultaneously on one or more workstations	
38	Solution should be able to prevent highly privileged users, including application DBAs and others, from accessing sensitive applications and data in the databases outside their authorized responsibilities. For e.g. Central data store that consolidates system audit information and reports for IT auditing	
39	Solution should provide high availability and failover capabilities to eliminate any single point of failure	
40	Solution should use multiple load-balanced policy servers, policy agents, and directory instances to do so	
41	Bidder should provide an integrated solution to deliver authentication, authorization, federation, Single Sign on & web services security	
42	Out of the box reports should be available for user creation, deletion, assignment of access, approvals done, pending violations, password resets etc	
43	The proposed product should be from the Leader's quadrant or wave of latest Gartner/ Forrester for IDM platform	
44	Should provide central store to capture user profile information for authentication	
45	Solution should support an unlimited number of password policies. Solution should allow you to configure SSL from clients. Solution should provide tailored views of directory data to applications	
46	Should support Windows, Linux, UNIX. Full use license of LDAP Integration platform should be propose with no restrictions	



**MOBILITY - TECHNICAL REQUIREMENTS**

<b>Sl.No</b>	<b>Mobility Features</b>	<b>Complied (Yes/No)</b>
1	Framework should support MVC architecture for mobile application	
2	Customization of Mobile applications should be supported	
3	Should be able to support multiple information sources in single mobile application	
4	Should support development of hybrid mobile applications	
5	Should support visual and declarative development	
6	Should have online/offline support	
7	Should have an embedded database in mobile application	
8	Embedded database should support encryption	
9	Should have built-in security for authentication, authorization and encryption support	
10	One single code-base could deployed to both iOS and Android	
11	Should have out of the box capabilities to leverage device services like camera, email, SMS, GPS etc.	
12	Framework should have capabilities to write business logic in Java	
13	Framework should support JavaScript	
14	Development could be done in atleast two IDEs	
15	Should have native support for Push Notifications	
16	Push Notifications should be tightly integrated with application lifecycle and business logic	
17	Framework should have out of the box reporting components like graphs, charts gauges etc.	
18	Drill-down reporting should be possible	
19	Should have capabilities of building custom UI components	
20	Should be able to consume SOAP and REST web Services	
21	Should be able to customize look and feel of the mobile app with CSS	
22	Framework should be able to consume server side generated URL or HTML	

<b>Sl.No</b>	<b>Mobility Features</b>	<b>Complied (Yes/ No)</b>
23	Framework should allow re-usability - package the UI, the integration, security, etc. as a reusable module package that can be imported in other apps, significantly reducing the complexity and time to market	
24	Should be able to integrate with Google Maps.	

**APPLICATION PERFORMANCE MONITORING SYSTEM - TECHNICAL REQUIREMENTS**

<b>SI No.</b>	<b>Application Performance Monitoring</b>	<b>Complied (Yes/No)</b>
1	Application Performance Management System must enable operators to identify, prioritize and resolve defective transactions - before they impact end-users - through real-time visibility into transactions and should be able to track end user response time SLAs.	
2	Solution should proactively monitor all user transactions for any web-application hosted in the application server; detect failed transactions; gather evidence necessary for triage and diagnosis of problems that affect user experience	
3	The proposed solution should determine if the cause of performance issues is inside the application, in connected back-end systems or at the network layer.	
4	The proposed solution should see response times based on different call parameters	
5	The proposed Solution must be able to correlate Application changes (code and configuration files) with change in Application performance	
6	The proposed solution must provide real-time monitoring of memory usage, servlets, caches, and DB connection pools.	
7	The proposed solution should support dynamic instrumentation of applications eliminating the need to restart the application server after every change.	
8	The proposed solution should allow data to be seen only by those with a need to know and limit access by user roles	
9	Should measure the end users' experiences based on real transactions	
10	Should provide visibility into user experience without the need to install agents on end user desktops.	
11	Should be deployable as an appliance-based system acting as a passive listener on the network thus inducing zero overhead on the network and application layer.	
12	Should have ability to detect user impacting defects and anomalies and reports them in real-time for Slow Response Time, Fast Response	

<b>SI No.</b>	<b>Application Performance Monitoring</b>	<b>Complied (Yes/No)</b>
	time, Low Throughput, Partial Response, Missing component within transaction	
13	Should have ability to pro-actively determine exactly which real users were impacted by transaction defects, their location and status.	
14	Should have ability to provide user usage analysis and show how user's success rate, average time and transaction count has changed over a specific period of time such as current week versus previous week.	

**SIMHA - PROOF OF CONCEPT TESTS**

Test ID	Category	POC Description	Qualified (Yes/No)
<b>General</b>			
01-00	Stack integration/ Service Bus	Install all SIMHA components as platform and show each components separately of Portal, ESB, App Server, CMS, RMS, IAM, BPM and App Performance Monitoring	
02-00	Service Integration/ Service Bus	(a) Write simple web API Java program <i>{Name: sayHello () return string}</i> exposing RESTful service. Function to generate 'Hello World!', 'Hello ICG!' in every minute and return string.  (b) Publish web API to Service Bus & display status of API	
02-01	Portal integration/ Portal	(a) Subscribe and listen to 'sayHello ()' API from ESB  (b) Display returned string from API. Display to toggle between 'Hello World!' to 'Hello ICG!' for every minute.	
03-00	Versioning/ CMS	(a) <u>Local storage</u> . Locally Create, Update, Save document MS Word document into CMS  (b) <u>Intranet</u> . Create, Update, Save document MS Word document from web into CMS  (c) <u>Sharing</u> . Set access rights of MS Word document. Login from other user, update the same document and save.  (d) <u>Restore</u> . View old versions created since document creation. Revert to any selected previous version of MS Word document.	
04-00	Media streaming/ DAM	(a) <u>Upload</u> . Upload video file larger than 200MB size.	

**DETAILS OF PENALTY CLAUSES**

1. SIMHA platform and application not made fully operational for more than 01 working day - Rs. 2000 per day. In case situation exceeds 02 working days, enhanced penalty of Rs.5000 per day is applicable.
2. Late reporting to work by onsite support engineer Rs. 500/- Per day (Support engineer need to report for work at 0830 hrs. In a month maximum ten late reporting is permissible for entire resident engineer subject to maximum 03 late reporting).
3. Non-availability of onsite project manager for review meeting without explicit permission by Buyer shall invite Rs.5,000 per person per meeting.
4. In the event of middleware support engineer, database administrator remaining absent/on leave without substitute there of - Rs 1500/ for each day of absence.
5. Failure to maintain/renew/extend performance bank guarantee - Rs 1000/- per day (PBG should be restored to 100% if it is dip below 70% within 10 days. PBG should not fall below 60%. In case of support extension, PBG should be renewed for the same value irrespective viz-a-viz of period of such extension, i.e pro-rata not applicable. Coast Guard not mandated to return PBG before the expiry of initial validity period, and it is the responsibility of vendor to arrange PBG accordingly without any break in PBG availability).
6. IT service desk portal should be updated on daily basis and each service ticket should be assigned with unique ticket ID by onsite support engineer. Failure to update - Rs.500 per day.
7. IT service desk portal should be available on 365x24x7 during the entire contract period with minimum availability of 99%. Non-availability of ITSM Portal for more than 24 hours – Rs.1000 per day. Mutually agreed maintenance periods and other justifiable circumstances as accepted by Coast Guard are exempted.
8. Application Lifecycle Management (ALM) portal should be available on 365x24x7 during the entire contract period with minimum availability of 99%. Non-availability of ALM Portal for more than 24 hours - Rs.1000 per day. Mutually agreed maintenance periods and other justifiable circumstances as accepted by Coast Guard are exempted.
9. In case the vendor is not in a position to provide alternate/standby facility, Buyer shall have the right to get the issues rectified by a third party without effecting the contractors' obligations for maintenance of the systems under the contract. The payment towards maintenance/ fix charges will be made to the third party and a sum equal to maintenance/ fix charges would be deducted from any outstanding bills/ PBG for the time actually lost.
10. All penalty amounts may be deducted from outstanding bills/Performance Bank Guarantee as applicable.

11. It may also be noted that in case of vender backing out in mid-stream without any explicit consent of the Buyer, the vender will be liable to recovery at higher rates vis- a-vis those contracted with, which may have to be incurred by Buyer on maintenance of SIMHA, related IT system for the balance period of contract by alternative means.
12. Under no circumstances, on each occasion within current year, the cumulative continuous penalty total shall not exceed 5% of the contract value including one-time and recurring costs.
13. Buyer at its discretion may entirely/partly waive-off penalty under justifiable circumstances.

Company letter head

[Date]

The Director General  
{for D(IT)}  
Directorate of IT,  
Coast Guard Headquarters  
New Delhi – 110 001

Dear Sir,

**SUB: DESIGN, DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF ENTERPRISE MIDDLEWARE PLATFORM WITH DISTRIBUTED DATABASE (PROJECT SIMHA) FOR INDIAN COAST GUARD**

1. Refer to your RFP No. CGHQ/IT/SIMHA/2017-18 dated 25 Jan 18.
2. This is to notify you that our company intends to submit a proposal for Design, development, implementation and support of Enterprise Middleware platform with distributed database (Project SIMHA) for Indian Coast Guard”.
3. Primary and Secondary contacts for our company are:-

	<b>Primary Contact</b>	<b>Secondary Contact</b>
<b>Name:</b>		
<b>Title:</b>		
<b>Company Name:</b>		
<b>Address:</b>		
<b>Phone:</b>		
<b>Mobile:</b>		
<b>Fax:</b>		
<b>Email:</b>		



4. We confirm that the information contained in this response as per **Annexure-1 of Appendix-'E'** or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the Indian Coast Guard is true, accurate, verifiable and complete.

Dated this Day of 2017

(Signature) (In the capacity of)

Duly authorized to sign

Sincerely,

[SYSTEM INTEGRATOR'S NAME]

Name

Title

Signature

Date

(Name and Address of Company) Seal/Stamp of System Integrator

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am ..... of the ....., and that  
..... who signed the above response is  
authorized to bind the corporation by authority of its governing body.

Date

(Seal here)

**Annexure-1 of Appendix-'E'**  
(Refer to Part-II, Para 3(e) of RFP, Para-4 of Appendix-'E')

**CHECKLIST & INDEX OF BID**

**1. RFP with enclosures**

Sl.	Details	Bid Page No.	Check (Yes/No)
(a)	Bid submission covering letter ( <i>Appendix-'B'</i> )		
(b)	Technical Bid with Covering letter. Covering letter & EMD to be placed inside sealed cover ( <i>Appendix-'C'</i> )		
(c)	RFP acknowledgement & compliance ( <i>Copy of RFP duly signed on each page</i> )		
(d)	Compliance to multi-tenancy, federated, local survivability/ off-line features requirement ( <i>Para-7 &amp; 8 of Appendix-'B'</i> )		
(e)	Technical Compliance ( <i>Appendix-'D'</i> )		
(f)	Technical Solution document		
(g)	Bill of Material & Sizing of Solution sheet ( <i>Annexure-II of Appendix-'D'</i> )		
(h)	Commercial Bid ( <i>Appendix-'F'</i> ) with Covering letter ( <i>Appendix-'E'</i> ). Covering letter to be placed inside sealed cover along with bid.		

**2. Technical Brochures/ Data Sheets/ Manuals**

Sl.	Technical Brochures/ Data Sheets/ Manuals	Bid Page No.	Check (Yes/No)
(a)	Detailed technical solution document		
(b)	Sizing of software and hardware document		
(c)	Brochure & Datasheet of Network and other components		
(d)	<i>Any other documents as required</i>		

**3. List of Enclosures**

Sl.	Appendix Description	Bid Page No.	Check (Yes/No)
(a)	Technical Offer with EMD, if applicable (In separate sealed cover)		
(b)	Commercial Offer (In separate sealed cover)		

**Note:**

- (a) The checklist as above is to be fully completed and enclosed along with the bid covering letter along with technical bid.
- (b) The technical bid shall, additionally, consist of the following documents in the sequence given below: -
  - (i) Index page indicating the technical bid contents with appropriate page numbers.
  - (ii) Deviations, assumption and exclusions from Scope of Work.
- (c) In case necessary documentary proofs are not enclosed the firm would be rejected during Technical Evaluation.

Signature with date & Stamp of Firm

**Covering letter format for Technical Bid**

(Company letter head) [Date]

To

The Director General  
{for D(IT) }  
Directorate of IT, Coast Guard Headquarters  
New Delhi-110 001

Dear Sir,

**SUB: TENDER ENQUIRY NO. CGHQ/IT/SIMHA/2017-18 FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF ENTERPRISE MIDDLEWARE PLATFORM WITH DISTRIBUTED DATABASE (PROJECT SIMHA) FOR INDIAN COAST GUARD**

1. Refer to your RFP No. CGHQ/IT/SIMHA/2017-18 dated 25 Jan 18.
2. Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for "Design, development, implementation and support of eOffice application for Coast Guard" as required and outlined in the RFP for Indian Coast Guard. To meet such requirements and provide such services as required are set out in the bid document.
3. We attach hereto the bid technical response as required by the bid document as per format in **Appendix-'G'**, which constitutes our proposal. We undertake, if our proposal is accepted, to provide all the functional and non functional requirements of the solution put forward in Part II of the RFP or such features as may subsequently be mutually agreed between us and Indian Coast Guard or its appointed representatives. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of SIX (06) MONTHS from the date of submission of bids and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Indian Coast Guard.
4. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to Indian Coast Guard is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in



**TECHNICAL COMPLIANCE SHEET**

(Note: Vendor to attach duly ink-signed copy of RFP along with technical compliance sheet. Details of following RFP clauses as per RFP issued by this Office)

Sl.	RFP Clause	RFP Requirement	Compliance (Yes/No), deviations if any
<b>01.</b>	<b>RFP Covering letter, Para-1 to 7</b>	Covering letter for RFP No. CGHQ/IT/SIMHA/2017-18 dated 25 Jan 18 of Coast Guard Headquarters, New Delhi	
<b>02.</b>	<b>Part-I of Encl.-I:- General Information</b>		
(a)	Para-1	Last date and time for depositing the Bids	
(b)	Para-2	Manner of depositing the Bids	
(c)	Para-3	Time and date for opening of Bids	
(d)	Para-4	Location of the Tender Box	
(e)	Para-5	Place of opening of the Bids: [CGHQ, New Delhi]	
(f)	Para-6	Two-Bid system	
(g)	Para-7	Forwarding of bids	
(h)	Para-8	Clarification regarding contents of the RFP	
(j)	Para-9	Modification and Withdrawal of bids	
(k)	Para-10	Clarification regarding contents of the bids	
(l)	Para-11	Rejection of Bids	
(m)	Para-12	Unwillingness to Quote	
(n)	Para-13	Validity of Bids	
(p)	Para-14	Earnest Money Deposit	
<b>03.</b>	<b>Part II – Essential Details of Items/Services required</b>		
(a)	Para-1	Schedule of Requirements.	
(b)	Para-2	Technical Details. Detailed compliance submitted as per <b>Appendix-'A'</b> .	
(c)	Para-3	Two bid system	
(d)	Para-4	Delivery Period	
(e)	Para-5	INCOTERMS for Delivery and Transportation	
(f)	Para-5	Consignee Details	
<b>04.</b>	<b>Part III – Standard Conditions</b>		
(a)	Para-1	Law	

<b>Sl.</b>	<b>RFP Clause</b>	<b>RFP Requirement</b>	<b>Compliance (Yes/No), deviations if any</b>
(b)	Para-2	Effective Date of the Contract	
(c)	Para-3	Arbitration	
(d)	Para-4	Penalty for use of Undue influence	
(e)	Para-5	Agents / Agency Commission	
(f)	Para-6	Access to Books of Accounts	
(g)	Para-7	Non-disclosure of Contract documents	
(h)	Para-8	Liquidated Damages	
(j)	Para-9	Termination of Contract	
(k)	Para-10	Notices	
(l)	Para-11	Transfer and Sub-letting	
(m)	Para-12	Patents and other Industrial Property Rights	
(n)	Para-13	Amendments	
(p)	Para-14	Taxes and Duties	
(q)	Para-15	Pre-Integrity Pact Clause	
<b>05.</b>	<b>Part IV – Special Conditions</b>		
(a)	Para-1	Performance Guarantee	
(b)	Para-2	Option Clause	
(c)	Para-3	Repeat Order Clause	
(d)	Para-4	Tolerance Clause	
(e)	Para-5	Payment Terms for Indigenous Sellers	
(f)	Para-6	Payment terms for Foreign Sellers	
(g)	Para-7	Advance Payments	
(h)	Para-8	Paying Authority	
(j)	Para-9	Fall clause	
(k)	Para-10	Exchange Rate Variation Clause	
(l)	Para-11	Risk & Expense clause	
(m)	Para-12	Force Majeure clause	
(n)	Para-13	Buy-Back offer	
(p)	Para-14	Specification	
(q)	Para-15	OEM Certificate	
(r)	Para-16	Export License	
(s)	Para-17	Earliest Acceptable Year of Manufacture	
(t)	Para-18	Buyer Furnished Equipment	
(u)	Para-19	Transportation	
(v)	Para-20	Air lift	
(w)	Para-21	Packing and Marking	

<b>Sl.</b>	<b>RFP Clause</b>	<b>RFP Requirement</b>	<b>Compliance (Yes/No), deviations if any</b>
(x)	Para-22	Quality	
(y)	Para-23	Quality Assurance	
(z)	Para-24	Inspection Authority	
(aa)	Para-25	Pre-Dispatch Inspection	
(ab)	Para-26	Joint Receipt Inspection	
(ac)	Para-27	Franking clause	
(ad)	Para-28	Claims	
(ae)	Para-29	Warranty	
(af)	Para-30	Product Support	
(ag)	Para-31	AMC Clause	
(ah)	Para-32	ESP Clause	
(aj)	Para-33	PV Clause	
<b>06.</b>	<b>Part V – Evaluation Criteria &amp; Price Bid issues</b>		
(a)	Para-1	Evaluation Criteria	
(b)	Para-2	Price Bid Format	



**Annexure-I to Appendix-'G'**  
(Refer to Para-3(a)&(b) of Appendix-'G')

**SCHEDULE OF REQUIREMENT & TECHNICAL SPECIFICATION COMPLIANCE**

<b>SL.</b>	<b>QR Requirement</b>	<b>QR Specification</b>	<b>Compliance (Yes/ No). Deviations, if any.</b>
01.	Schedule of Requirements <i>(Para-1, Part-II of RFP)</i>	(a) Design, development, implementation and support of Enterprise Middleware platform with distributed database (Project SIMHA)  (b) Development of unified intranet enterprise portal	
02.	Key Technical Requirements <i>(Para-2, Appendix-'A')</i>	As per Appendix-'A' of Functional Requirements and Appendix-'B' of Non-Functional Requirements.	

**Annexure-II to Appendix-'G'**  
(Refer to Para-2(b) of Part-II of RFP)

**MAF AUTHORIZATION BY OEM**

(Company letter head) [Date]

To  
The Director General  
(for Director(IT))  
Coast Guard Headquarters  
New Delhi-1

**Sub: Authorization of <company name of SI> to Provide Services Based on Our Product(s)**

Sir,

1. This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that <name of SI> ("SI") have due authorization from us to provide services, to Project SIMHA (Indian Coast Guard), that are based on our product(s) listed below as per Request for Proposal (RFP) document relating to providing of the "Design, development, implementation and support of Enterprise middleware platform with distributed database (project SIMHA) for Indian Coast Guard". We further endorse the warranty, contracting and licensing terms provided by SI to Indian Coast Guard.

<b>Sr. No.</b>	<b><u>Product Name</u></b>	<b><u>Qty.</u></b>	<b><u>Denom.</u></b>	<b><u>Remarks</u></b>
1.				
2.				
3.				

2. (for Middleware OEM only) We shall provide consulting services towards assisting the partner for

- (a) Preparing an architecture for the proposed software programs
- (b) Installation of the same in customer environment

OEM would provide \_\_ man days of services towards services as mentioned.

Yours faithfully,

Authorised Signatory  
Designation  
OEM's company name  
CC: SI's corporate name

**Covering letter format for Commercial Bid.**

Company letter head

[Date]

The Director General  
{for PD(IT) }  
Directorate of IT, Coast Guard Headquarters  
New Delhi – 110 001

Dear Sir,

**SUB: TENDER ENQUIRY NO. CGHQ/IT/SIMHA/2017-18 FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF ENTERPRISE MIDDLEWARE PLATFORM WITH DISTRIBUTED DATABASE (PROJECT SIMHA) FOR INDIAN COAST GUARD**

1. Refer to your RFP No. CGHQ/IT/SIMHA/2017-18 dated 25 Jan 18.
2. Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for "Design, development, implementation and support of Enterprise Middleware platform with distributed database (Project SIMHA) for Indian Coast Guard" as required and outlined in the RFP for Indian Coast Guard. To meet such requirements and provide such services as required are set out in the bid document.
3. We attach hereto the bid of commercial response as required by the bid document, which constitutes our proposal. We undertake, if our proposal is accepted, to provide all the functional and non functional requirements of the solution put forward in Part II of the RFP or such features as may subsequently be mutually agreed between us and Indian Coast Guard or its appointed representatives. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of SIX (06) MONTHS from the date of submission of bids and it shall be valid proposal till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Indian Coast Guard.
4. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to Indian Coast Guard is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Indian Coast Guard as to any material fact.



**COMMERCIAL-BID FORMAT**

1. **Item/ service bill of material**

(Note: - Format NOT to be altered, NO additional rows to be inserted)

Item ID	Description	Qty.	Unit	Unit Price	Total w/o Tax	GST Total	Total
	<b>(A) MIDDLEWARE PLATFORM LICENSES</b>						
A-01	Native middleware OEM platform including Portal, ESB, App Server, IAM, DMS, RMS, Imaging and BPM. Sizing for 14,000 users.	1	Set				
A-02	Native middleware OEM platform including Portal, ESB, App Server, IAM, DMS, RMS, Imaging and BPM. For offline/online deployment at Ships for 25 users.	2	Set				
A-03	Native middleware OEM platform including Portal, ESB, App Server, IAM, DMS, RMS, Imaging and BPM. For offline/online deployment at Remote offices of 100 users each. Warranty support for 01 year.	1	Set				
	<b>(B) ORACLE DATABASE PLATFORM</b>						
B-01	Oracle database Enterprise of 16 core with Partitioning, Advanced Security, Label Security, Data Vault, RAC in HA at Data Center and ADG at DR Data Center and Golden Gate with Coast Guard Ships & Remote Offices. Warranty & ATS for 01 years.	1	Set				
B-02	Oracle database Enterprise with Golden Gate, Advanced Security, Label Security, Data Vault, RAC in HA at Coast Guard ships for 25 Users. Warranty & ATS for 01 year.	2	Set				
B-03	Oracle database Enterprise with Golden Gate, Advanced Security, Label Security, Data Vault, RAC in HA at Coast Guard units for 100 Users. Warranty & ATS for 01 year.	1	Set				
	<b>(C) HARDWARE, SOFTWARE FOR ON-CAMPUS CLOUD</b>						

Item ID	Description	Qty.	Unit	Unit Price	Total w/o Tax	GST Total	Total
C-01	Blade servers on HPE C7000/ C3000, Dual Processor, Minimum of 20 Core, 256 GB memory, All SSD Storage. All required accessories for integration, HA including provisioning/ upgrade of L3 switches.	4	No.				
C-02	Cloud software for supplied blade servers. SDDC to include hypervisor, virtual networking. Native connector to HPE 3PAR storage and native connector to enterprise Virtual NGFW software. Hypervisor should natively support 'Open Stack' cloud software. Required licenses for 'Open Stack' integration to be included.	4	No.				
C-03	Virtual NGFW software with native connectivity to SDDC hypervisor to provide micro-segmentation	1	No.				
	<b>(D) CUSTOMISATION, IMPLEMENTATION AND SUPPORT</b>						
D-01	Customisation, Development, Configuration, Installation, Testing and Commissioning including 01 year warranty support	1	No.				
	<b>(E) MANPOWER</b>						
E-01	Onsite OEM middleware certified manpower of L1 support for middleware platform during normal working hours (8hrs x 5days) at Delhi NCR	1	No.				
E-02	Onsite Oracle Certified Professional (OCP) certified manpower for Oracle Database administration L1 support for middleware platform during normal working hours (8hrs x 5days) at Delhi NCR	1	No.				

**(Total of Rupees \_\_\_\_\_ only including all taxes)**

**Note:**

- (a) All prices should be Indian Rupees (INR) only.
- (b) One-time expenditure shall be paid in stages till go-live as per RFP
- (c) All components of Portal, ESB, Application Server, BPM, DMS and RMS to be provided with Enterprise support from respective OEM.
- (d) All recurring charges should be quoted for 01 year which may be extended for 02 years on annual basis. All **recurring payments shall be made on quarterly basis** on satisfactory rendering of IT services by the vendor.

- (e) SIMHA is considered as 'Turnkey' project and the Bidder is responsible to ensure all components are available without any gaps within the context of commissioning of project. All required hardware/ software towards blade servers, SAN storage, Operating System, Microsoft CAL licenses, Virtualisation, Cloud, Backup & Recovery, Email Software shall be provided by Coast Guard. Any other hardware/ software as required should be provided by the bidder as part of turnkey project.
- (f) Software, hardware should be provided with 03 years onsite warranty
- (h) **L1 shall be decided on overall cost of complete package consists of all bill of material and at base cost.**
- (j) Detailed breakdown of each item need to be provided as per Annexure-1 of Appendix-'J' format.
- (k) Individual taxes need to be added as separate columns.

**Annexure-1 to Appendix-'J'**

**Detailed breakdown Bill of Material/Services**

<b>Sl.</b>	<b>Item ID</b>	<b>Detailed Description of OEM items</b>	<b>Qty.</b>	<b>Unit</b>	<b>Make &amp; Model with Part No.</b>	<b>Unit Price(Rs)</b>	<b>Total w/o Tax</b>	<b>GST</b>	<b>Total with Tax</b>	<b>Total</b>
1	A-01		1	No.						
2	A-01		1	No.						
3	A-03	<i>(Any other items as required)</i>	0	No.	<i>Make as applicable</i>					

**Note:-**

- (a) 'Item ID' as per para-1 of Appendix-'F'
- (b) Line item should be as per OEM description along with respective 'Part No/ Code'



**TERMINOLOGY**

<b>Terminology</b>	<b>Description</b>
Global unified domain	Users irrespective locations, tenancy, federated instances, geographical locations should belong to single application domain, so that users could share common workflow and access to global database. Global unified domain may be realised using 'Multi-tenancy with single instance' or 'Multi-tenancy with federated instances' architectures
Multi-tenancy with federated instances	Multiple federated instances of software runs on servers at different locations and serves multiple tenants. Such an architecture to provide local survivability characteristics in case of network outage, non-availability of primary instance. Federated instances to be in sync with primary instance and provide global single domain
Multi-tenancy with single instance	Single instance of software runs on a server and serves multiple tenants <sup>[1]</sup> . All tenants should belong to global single domain
Replica	A copy of a database that, because it shares a Replica ID with another database, can exchange information with it through replication
Replicate	To update database replicas that are on different servers or on workstation and a server. EOffice/System to replicate the entire database, so that over time all database replicas are essentially identical, or select specific items or areas to replicate.
Replication	Replication is the process of exchanging modifications between distributed databases or applications. Through replication, application instance such as EOffice can modify all of the replicas to be essentially identical over time.

**ABBREVIATIONS**

ACL	Access Control List, is a list of permissions attached to an object
AD	Active Directory
AIAMC	All Inclusive Annual Maintenance Contract. It includes all support such as software fixes, upgrades, minor enhancements, hardware repair, spares, consumable items required to maintain the system, onsite/ remote support as required etc.
AS	Application Server (AS) is a software framework that provides both facilities to create web applications and a server environment to run them. For eOffice project, AS is Java AS such as JBoss, Web Logic
BPM	Business Process Modelling
BRASS	Basic Reference and Aids Simplified System. It is an unified DMS as part of SIMHA framework for ships and stations of Coast Guard which is designed to run on off-line mode
CAL	Client Access License
CDA(N)	Controller of Defence Account (Navy). Sub-ordinate offices of PCDA(N) located at various places of India
CGHQ	Coast Guard Headquarters, New Delhi
COTS	Commercially Off The Shelf
DCG-I	Digital Coast Guard, Phase-I. A project to build end-to-end IT infrastructure for Coast Guard including Data Centers, MPLS fiber connectivity and ERP
DISHA-I	Digital Infrastructure Services for Hosting Applications, Phase-I. An interim project of Coast Guard to deploy managed IT infrastructure. It shall merge with DCG-I in future
DMS	Document Management Software
DoPT	Department of Personnel and Training, Ministry of Personnel, Public Grievances and Pensions, Govt. of India
ECM	Enterprise Content Management
EMS	Enterprise Mailing System. Coast Guard has deployed MS Exchange System as EMS

ESB	Enterprise Service Bus is a set of rules and principles for integrating numerous applications together over a bus-like infrastructure
GPON	Gigabit Passive Optical Network
HA	High-Availability. A configuration to provide maximum availability of IT infrastructure & services.
HQ.	Headquarter
IAM	Identity and Access Management
ICG	Indian Coast Guard
IDC	Interim Data Center. Coast Guard Data Center co-located with RailTel datacentre at Gurgaon and is part of interim IT infrastructure
IDR	Interim Disaster Recovery Data Center. Coast Guard Disaster Recovery Data Center co-located with Coast Guard Headquarters server room at New Delhi and is part of interim IT infrastructure
INR	Indian Rupees
IT	Information Technology
L1	Lowest Bid
OEM	Original Equipment Manufacturer
PCDA(N)	Principle Controller of Defence Accounts (Navy). Defence accounting office for Indian Navy & Indian Coast Guard located at Mumbai
RFP	Request For Proposal
RHQ	Coast Guard Regional Headquarters
RMS	Record Management Software. RMS should comply to standards of ISO 15489, CMIS v1.1 and certified for US DoD 5015.2
SI	System Integrator
SIMHA	Secured Integrated Management for Hosting Applications. It is a framework defined by Coast Guard to achieve unified application domain across. SIMHA consists independent licensing components of Unified Portal, Application Server, Enterprise Service Bus, Distributed Database and Identity & Access Manager

**INSTRUCTIONS FOR ONLINE BID SUBMISSION**

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

2. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

3. **Registration**

(a) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.

(b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

(c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

(d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

(e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

(f) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

4. **Searching for tender documents**

(a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

(b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to

intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

(c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

5. **Preparation of bids**

(a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

(b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

(c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

(d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

6. **Submission of bids**

(a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

(b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

(c) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

(d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically

sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

(e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

(f) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

(g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(j) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

(k) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## 7. **Assistance to bidders**

(a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

(b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.