

Tele: 23385536
Reply should be addressed to
Director (IT)

TATRAKSHAKMUKHYALAYA
Coast Guard Headquarters
National Stadium Complex
New Delhi – 110001

Quoting: IT/3050/SDOT/MP-ALM

19 Feb 18

INVITATION OF ONLINE BIDS FOR OPEN TENDER ENQUIRY
NO.CG HQ/IT/MP/ALM/2017-18
PROVISION OF SOFTWARE DESIGNER/ DEVELOPER MANPOWER AND
DESIGN/ IMPLEMENTATION AND SUPPORT FOR APPLICATION LIFE CYCLE
MANAGEMENT (ALM) / SERVICE DESK - 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 items 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** (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

SL.	DESCRIPTION	DATE & TIME
(a)	Published Date	19 Feb 2018 (0900 hrs)
(b)	Bid Document Download / Sale Start Date	19 Feb 2018 (0900 hrs)
(c)	Clarification Start Date	19 Feb 2018 (1200 hrs)
(d)	Clarification end date	22 Feb 2018 (1430 hrs)
(e)	Pre-bid meeting	22 Feb 2018 (1030 hrs)
(f)	Bid submission start date	22 Feb 2018 (1430 hrs)
(g)	Bid Document Download / Sale End Date	12 Mar 2018 (0900 hrs)
(h)	Bid Submission End Date	12 Mar 2018 (1000 hrs)
(j)	Technical Bid Opening Date	13 Mar 2018 (1100 hrs)
(k)	Opening of Commercial Bids	Will be intimated in due course after technical evaluation by TEC

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

The Director General
{for Director (IT)}
Coast Guard Headquarters
National Stadium Complex, New Delhi-110001
Tele: 011-23385536, Fax: 011-23388090
Email: 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.

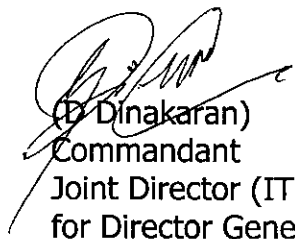
4. This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.

5. You are requested to comply with all the terms and condition mentioned in the RFP and certificate in this regard is to be endorsed on the quote submitted by your firm. Relaxation/deviation of terms/conditions if any, should be clearly brought out for consideration, however acceptance of same will solely be at discretion of Coast Guard. Part I, II, III, IV & V of the RFP are enclosed herewith.

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
Joint Director (IT)
for Director General

Enclosures: -

- (a) **Appendix-'A'** : Technical Requirements
- (b) **Appendix-'B'** : Covering Letter to Bid Submission
- (c) **Appendix-'C'** : Covering Letter to Technical Bid
- (d) **Appendix-'D'** : Technical Bid Compliance Sheet
- (e) **Appendix-'E'** : Covering Letter to Commercial Bid
- (f) **Appendix-'F'** : Commercial Bid Format
- (g) **Appendix-'G'** : Abbreviations & Terminologies
- (h) **Appendix- 'H'** : Instructions for Online Bidders

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 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: Directorate of IT, CGHQ

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

6. Two-Bid system:

(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 online 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 by fax/e-mail 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 **90 days** from the date of opening of 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 **Rs2,50,000.00** (Rupees two lakh and fifty thousand only) for package-A and of **Rs 95,000.00** (Rupees Ninety five thousand only) for package-Bin favour of "PCDA(N), Mumbai". The EMD may be submitted "**manually**" on or before opening of technical bid 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. Hard Copy of original instruments in respect cost of earnest money be delivered to the Director General, Coast Guard Headquarters, National Stadium, New Delhi- 110 001 on or before bid opening date/time as mentioned in critical date sheet

PART II – ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED

1. **Schedule of Requirements** – List of items / services required is as follows:-
 - (a) Provision of Software Designer/ Developers - 10 Nos.
 - (b) Design, implementation and support of Integrated Application Lifecycle (ALM), Service Desk and Source Code Management System including onsite installation and support

2. **Technical Details:-**
 - (a) Technical Specifications: -
 - (i) Package-A: Provision of IT skilled manpower As per para-1(a) of Appendix-'A' and related clauses.
 - (ii) Package-B: Provision of Application Lifecycle Management (ALM) as per para-1(b) and related clauses.
 - (b) Vendor qualification criteria: -
 - (i) Package-A: Provision of IT skilled manpower
 - (aa) Should have atleast 50 IT skilled manpower on payroll with similar skillset as required for ICG. Atleast 15 manpower should be available in Delhi NCR and made available as standby for onsite engineers at Coast Guard site. **Bidder should submit self-certification by respective Human Resource (HR) authorities.**
 - (ab) Company should have cumulative turnover of 20 Crores for past 03 years with atleast 05 Crores per year
 - (ac) Company should be positive networth for past 03 financial years
 - (ad) Should have atleast one manpower contract in any of Central Govtorganisation. **Attach copy of contract with technical bid.**
 - (ii) Package-B: Provision of Application Lifecycle Management (ALM)
 - (aa) Should be OEM authorised partner for implementation in India
 - (ab) Should be supporting leading ALM software as provided for this bid for minimum of 02 clients in India
 - (ac) Should be provided with Manufacture Authorisation Form (MAF) certificate specific to Coast Guard
 - (ad) Should have minimum of 02 OEM certified resources on ALM, Service Desk
 - (c) Product qualification criteria for ALM software: -
 - (i) All components of ALM including issue tracking/Agile project management /Service Desk/Source Code management /Knowledge management/ Team Collaboration/ Service Desk should be natively integrated and supported by single OEM

- (ii) Must be mentioned in latest Gartner report for ALM, Agile management
 - (iii) Should have atleast 05 deployments in India each with 100 users
 - (iv) Should have atleast 02 channel partners in India capable of installation, support
 - (v) Should have certified training available in India
- (d) Penalty clause for Service Level Agreement (SLA) violation as per Annexure-3 of Appendix-'A'

3. Two-Bid System:- The case is being processed on two-bid system and, only the Technical Bid would be opened online at the time and date mentioned in Critical Date Sheet. Bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. **No price should be indicated in the Technical Bid.** Date of opening of the Commercial Bid will be intimated after Technical evaluation. Commercial Online bids of only those firms will be opened; whose Technical bids are found compliant/suitable after Technical evaluation is done by the Buyer. The following documents form part of online technical bid which should be scanned and uploaded in PDF format:-

- (a) 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 upload technical compliance statement as per Technical Bid format in **Appendix-'D'** along with **Appendix - 'C'**.
- (b) Signed and scanned copy of Demand draft/PO in favour of the PCDA(N), Mumbai EMD amount or Copy of valid registration certificate regarding the firm's registration with DGS& D / NSIC / Defence Organisation (MOD) if held, for exemption of EMD. EMD to be submitted **manually** on or before bid submission end date.
- (c) Self attested & scanned Copy of (i) bank details (ii) Tin No. Certificate (iii) CST Certificate (iv) VAT Certificate (v) PAN No and (vi) Certificate of acceptance of terms and conditions of RFP.
- (d) Detailed breakdown of each item need to be provided as per **Annexure-1 of Appendix-'F'** format. Individual taxes need to be added as separate columns. **L1 shall be decided on overall cost of complete package consists of all bill of material and at base cost.**
- (e) Bid should be uploading with covering letter as per **Appendix-'B'** along with checklist in **Annexure-1 of Appendix-'B'**.

Note : (i) **Signed & scanned copy of Technical Bids should be uploaded by Bidder under their original memo / letter pad.**
(ii) **Failure to submit any of above documents will render the bid invalid**
(iii) **Buyers reserve the right to cancel any bid without assigning any**

reason.

(iv) EMD to be submitted manually on or before bid submission end date.

4. **Delivery Period** – The job is to be completed within **04months** 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:** - CGHQ, New Delhi.

6. **Consignee details -** **The Director General
{forD(IT)}
Coast Guard Headquarters
National Stadium Complex
New Delhi-110001**

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.

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 offers 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

(aa) 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.

(ab) 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.

(ac) 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.

(ad) 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: -

(aa) 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.

(ab) 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 100% 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

(a) The payments towards services for Package-A will be made on quarterly basis.

(b) The payments towards items/ services for Package-B License will be made 100% on GoLive of software implementation. For on-site support engineer, payment will be made on quarterly basis after GoLive.

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:** PCDA(Navy), Mumbai.

(a). Indigenous Sellers: (Name and address, contact details). The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill:

- i. Ink-signed copy of contingent bill / Seller's bill.
- ii. Ink-signed copy of Commercial invoice / Seller's bill.
- iii. Copy of Supply Order/Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.
- iv. CRVs in duplicate.
- v. Inspection note.
- vi. Claim for statutory and other levies to be supported with requisite documents / proof of payment such as Excise duty challan, Customs duty clearance certificate, Octroi receipt, proof of payment for EPF/ESIC contribution with nominal roll of beneficiaries, etc as applicable.
- vii. Exemption certificate for Excise duty / Customs duty, if applicable.
- viii. Bank guarantee for advance, if any.
- ix. Guarantee / Warranty certificate.
- x. Performance Bank guarantee / Indemnity bond where applicable.
- xi. DP extension letter with CFA's sanction, U.O. number and date of IFA's concurrence, where required under delegation of powers, indicating whether extension is with or without LD.
- xii. Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/contract).
- xiii. Any other document / certificate that may be provided for in the Supply Order / Contract.
- xiv. User Acceptance.
- xv. Photo copy of PBG.

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:** -

(i). 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.

(ii). 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.

(iii). 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 thereunder.

(iv). 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, indigenization 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 alongwith 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**:- Coast Guard specific MAF certificate to be obtained from OEM and submitted as part of technical bid.

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 12 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 **01 year** 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 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 case where only indigenoious Bidders are competing, all taxes and duties (including those for which exemption certificate are issued) quoted by the Bidder will be considered. The uoltimtescost to be Byuyer would be the deciding factor for ranking of Bids.
 - (ii) I case where where both foreign and indigenous Bidders are competing following criteria would be followed:-
 - (a) In case of foreign Bidders, the basic cost (CIF) quoted by them would be the basis for the purpose of comparison of various tenders.
 - (b) In case of indigenous Bidders, exice duty on fully formed equipment would be offloaded.
 - (c) Sale tax and other levies, i.e. octroi, entry tax etc. would be ignored in case of indigenous Bidders.
 - (d). 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. The bidders are required to **UPLOAD** following:

(a) The Commercial bid format is provided as **BoQ.xls** along with this tender document at **<https://eprocure.gov.in>**. Bidders are advised **to download this BoQ.xls** as it is and quote their offer in the permitted column. **Bidders are also to fill the duties & Taxes columns as applicable**

(b) The Price Bid Format as per **Appendix-'F'** as required. Determination of **L-1** will be done based on total of basic prices (**not including** levies, taxes and duties levied by Central/State/Local governments such as excise duty, GST, Service tax, Octroi/entry tax, etc on final product) of all items/requirements as mentioned above.

Appendix-'A'

*(Refer to Para-2(a)(i),(ii),(iii) of Part-II of RFP
, Para-5(b) of Part-IV of RFP)*

**TECHNICAL REQUIREMENTS - PROVISION OF SOFTWARE DESIGNER/
DEVELOPER MANPOWER AND DESIGN/ IMPLEMENTATION AND SUPPORT
FOR APPLICATION LIFE CYCLE (ALM) MANAGEMENT/ SERVICE DESK -
COAST GUARD**

Background.

1. Indian Coast Guard (ICG) is the fourth armed force of Indian Union and is mandated to take actions as deemed fit to protect India's maritime and other national interests in the maritime zones of India. Coast Guard carry out surveillance of 7,500 kms long coastline, 2.02 million Sq Km of Exclusive Economic Zone (EEZ) and over 06 million SqKms of Indian Maritime Search & Rescue Region (ISRR) to enforce Indian and International maritime laws and to provide swift Search and Rescue (SAR) support across ISSR using conventional assets such as ships and aircraft.

2. ICG as part of ongoing digitization efforts, 'ICG Software Development and Overseeing Team (ICG SDOT)' has been established to develop, manage software applications. ICG SDOT is being enhanced with skilled IT manpower, software automation tools such as 'Application Lifecycle Management (ALM) etc. The scope of the current project is to get IT skilled manpower and ALM software system.

Scope of work.

3. Vendor has to provide following experienced IT trained manpower to strengthen the SDOT, Application Lifecycle Management (ALM) software automation and project monitoring/ management software to ensure that the software applications being developed by the firms as per the required standards and time-bound realisation of digital transformation.

(a) **Package-A: Skilled Software Manpower for SDOT**

Sl	Skilled Software Manpower	Qty
(i)	Business Analyst, 5-7 yrs, Category-A	1
(ii)	Senior Software Architect, 5-7 yrs, Category-A	1
(iii)	Senior Software Developer (Java), 5-7 yrs, Cat-A	1
(iv)	Software Developer (Java), 2-3 yrs, Category-C	2
(v)	Software Developer (Android), 3-5 yrs, Category-B	1
(vi)	Software Developer (C#.NET), 3-5 yrs, Category-B	1

SI	Skilled Software Manpower	Qty
(vii)	Software Developer (PL/SQL), 3-5 yrs, Category-B	1
(viii)	Software Developer (PL/SQL), 2-3 yrs, Category-C	1
(ix)	Software Tester, 3-5 yrs, Category-B	1

(b) **Package-B: Application Lifecycle Management (ALM) Software, Oracle PL/SQL IDE.** Procure, implementation of Application Life Cycle Management (ALM) Software to design, implement and maintain software design, development, and maintenance system to assist ICG SDOT team.

SI	Application Lifecycle Management (ALM) Software	Qty
(i)	Application Life Cycle (ALM) software of 25 User license with support for Agile development, Knowledge Management, Perpetual, 02 years Software Assurance. ALM to include dependent modules as required. Detailed technical specification as per Annexure-1	1
(ii)	Service desk software of 05 Agent user license integrated natively with ALM, ITIL Pink Verified, Perpetual, 02 years Software Assurance. Detailed technical specification as per Annexure-1	1
(iii)	Source Code management software for 25 users integrated natively with ALM, Perpetual, 02 years Software Assurance. Detailed technical specification as per Annexure-1	1
(iv)	Java Development IDE, 05 users, Perpetual, 02 years Software Assurance. Detailed technical specification as Annexure-1	1
(v)	Microsoft Studio Professional 2017, 02 users	1
(vi)	Oracle PL/SQL Developer IDE and DBA administration Software with Data Modeller, 03 Users. Detailed technical specification as per Annexure-2	1

Design, implementation and support		
(vii)	Design, implementation and support for integrated source code management, application life cycle management, integration of Java/.NET/Oracle IDE and service desk duly certified with MAF by ALM software OEM. Support for 01 year and extendable upto 02 more years on annual basis under same terms and conditions	1
(viii)	Onsite ALM platform L1 Support Engineer, Category-C, 2-3 yrs. experience	1

4. **Manpower qualification, roles & responsibilities.** All Software engineers should have following qualification.

- (a) Category-A manpower.
- (i) BE/BTech/MCA with minimum 05-07 years' experience on respective category
- (ii) Minimum of 100 hrs of certification course from State/ Central Govt registered institute for respective required skillset (or) CBAP (Certified Business Analyst Professional) for Business Analyst/ Oracle Java Certified Expert for Software Designer (or) Experience in minimum of 05 projects on the capacity of required skillset duly certified by respective project heads
- (b) Category-B manpower.
- (i) BE/BTech/MCA with minimum 03-05 years' experience on respective category
- (ii) Minimum of 100 hrs of certification course from State/ Central Govt registered institute for respective required skillset (or) Oracle Java Certified Professional for Java skillset (or) Microsoft Certified Microsoft Certified Solutions Associate (MCSA): Web Applications for MS.NET skillset (or) Oracle Certified Associate with atleast one paper of PL/SQL for Oracle PL/SQL skillset (or) Certified Software Tester from ISTQB (International Software Testing Qualifications Board)/ equivalent
- (c) Category-C manpower.
- (i) BE/BTech/MCA with minimum 02-03 years' experience on respective category
- (ii) Minimum of 100 hrs of certification course from State/ Central Govt registered institute for respective required skillset (or) Oracle Java Certified Associate for Java skillset (or) Oracle Certified Associate with atleast one paper of PL/SQL for Oracle PL/SQL skillset

5. **Manpower requirement and Roles & Responsibilities**

Sl.	Manpower	Roles & Responsibilities
(a)	Business Analyst, 5-7 yrs, Category-A	<p>(a) <u>Experience</u></p> <p>(i) Experience in OOAD tools such as Rational Unified Process (RUP), Agile development tools</p> <p>(ii) Experience in UML</p> <p>(iii) Experience in Strategic planning, Business Model analysis, Process design and System analysis</p> <p>(b) <u>Roles & Responsibilities</u></p> <p>(i) Analyse business domain (real or hypothetical) and documents its business or processes or systems, assessing the business</p>

Sl.	Manpower	Roles & Responsibilities
		<p>model or its integration with technology</p> <ul style="list-style-type: none"> (ii) Analyse, identify and deliver business plan, key performance indicator, project plan, logical data models, use case scenarios etc (iii) Document As-Is process and To-Be processes (iv) Workout risk mitigation plan (v) Supervise 3rd party development projects for best practices in business analysis (vi) Manage Change Requests
(b)	Senior Software Architect, 5-7 yrs, Category-A	<ul style="list-style-type: none"> (i) Experience in OOAD using UML, Agile SCRUM & CANBEN methodologies (ii) Analysis, design & setup projects in Application Life Cycle Management (ALM) tools (iii) Design solution in consultation with BA (iv) Apply 'Micro services architecture' for ICG software applications (v) Apply ICG SIMHA (Secured Integrated Management for Hosting Applications) software model for ICG applications (vi) Analyse, document, maintain ICG software applications design from architecture context (v) Monitor and manage 3rd party software application architecture for ICG (vi) Workout and submit requirement of outsourced manpower for software projects to SDOT-in-Charge (vii) Plan software project as per Agile development methodology (viii) Document software projects of in-house and 3rd party. Overall-in-charge for software documentation in MediaWiki/ ALM software (ix) Development experience leading middleware platforms such as Oracle Middleware, IBM Middleware and RedHat Middleware
(c)	Senior Software Developer (Java), 5-7 yrs, Category-A	<ul style="list-style-type: none"> (i) Project lead for Java projects (ii) Experience in JBOSS JEE Application Server

Sl.	Manpower	Roles & Responsibilities
		<p>(iii) Experience in JBOSS FUSE Application Integration Server</p> <p>(iv) Development Java projects using ALM automation tools implemented in ICG</p> <p>(v) Monitor and manage 3rd party software application development for ICG</p> <p>(vi) Test all project, fix for standard software quality</p> <p>(vii) Ensure all software releases comply to best standards and practices</p> <p>(viii) Ensure software compliance to information security guidelines</p> <p>(ix) Liaise with STQC testing team for software certification for software releases as required</p> <p>(x) Assist Software architect in planning of software project as per Agile development methodology</p> <p>(xi) Development experience leading middleware platforms such as Oracle Middleware, IBM Middleware and RedHat Middleware</p>
(d)	Software Developer (Java), 2-3 yrs, Category-C	<p>(i) Development of Java projects as per Agile development plan</p> <p>(ii) Support centralised IT service desk for Java software related tickets</p> <p>(iii) Assist Oracle PL/SQL developers and Android developers on Java requirements</p>
(e)	Software Developer (Android), 3-5 yrs, Category-B	<p>(i) Development of Android projects as per Agile development plan</p> <p>(ii) Support centralised IT service desk for mobility related tickets</p> <p>(iii) Assist Oracle PL/SQL developers and Android developers on Java requirements</p>
(f)	Software Developer (C#.NET), 3-5 yrs, Category-B	<p>(i) Development of MS.NET projects as per Agile development plan</p> <p>(ii) Support centralised IT service desk for ICG website related tickets</p> <p>(iii) Support centralised IT service desk for MS.NET based ICG software applications</p>

Sl.	Manpower	Roles & Responsibilities
(g)	Senior Software Developer (PL/SQL), 3-5 yrs, Category-B	(i) Development of Oracle PL/SQL packages for ICG software applications as required and projected in Agile development plan (ii) Support centralised IT service desk for Oracle PL/SQL related tickets
(h)	Software Developer (PL/SQL), 2-3 yrs, Category-C	(i) Development of Oracle PL/SQL packages for ICG software applications as required and projected in Agile development plan (ii) Support centralised IT service desk for Oracle PL/SQL related tickets (iii) Assist Senior Software Developer (PL/SQL) as required
(j)	Software Tester, 3-5 yrs, Category-B	(i) Experience in software testing planning (ii) Carryout unit testing, integration testing, component interface testing, and system testing for in-house development team (iii) Evaluate and validate 3 rd party software application development testing plan (iv) Monitor and manage 3 rd party software application development for ICG (v) Manage and support centralised service desk for IT software related tickets
(k)	ALM Support Engineer, Category-C, 01 No.	(i) Manage ALM software (ii) Manage in-house software source code versions and releases (iii) Assist all members of software team to effectively use ALM software, Source Control System and Team collaboration system (iv) Ensure all source code contains required documents, comply to standards

Note: Bidders are requested to refrain from attaching additional unwanted documents.

Annexure-1
(Refers to Appendix 'A')

Technical specification for ALM and Java IDE

Sl.	Technical Requirement	Complied (Yes/No)
(I)	Application Lifecycle Management	
01.00	Core features	
01.01	Project and Issue tracking	
01.02	Agile project management	
01.03	Knowledge management	
01.04	Source code management	
01.05	Service Desk	
02.00	General features	
02.01	Shall enable team to plan, track, and release native Java software (a) <u>Plan</u> : Create user stories and issues, plan sprints, and distribute tasks across software team (b) <u>Track</u> : Enable to prioritize and discuss team's work in full context with complete visibility	
02.02	Flexible workflow to support out-of-the-box flow or custom flow to include Open/In Progress/Under Review/ Final Approval/ Completed etc.	
02.03	Native stack for all components	
02.04	(a) Shall provide support for Plug-and-play add-ons (b) High Availability features (i) Active-Active clustering (ii) Disaster recovery (iii) Zero downtime upgrades (c) Security (i) SAML single sign-on	
02.05	Developer Tools integration (a) Integrate with developer tools for end-to-end traceability	
(II)	Project management	

Sl.	Technical Requirement	Complied (Yes/No)
03.00	<ul style="list-style-type: none"> (a) Must provide Kanban or Scrum boards (b) Must provide an open API and/or have a rich library of plugins (c) Shall provide out-of-the-box real-time rich Agile reporting including Burndown chart, Burnup chart, Sprint report, Cumulative flow diagram, Velocity chart, Version report (d) Create customisable work flow (e) Support mobile (f) ALM to provide Plan and forecast realistic roadmaps <ul style="list-style-type: none"> (i) Create a real-time agile portfolio plan for all Agile projects so as to have one roadmap and visibility across all teams. (ii) Forecast release dates (g) Web based (h) Perpetual licensing (j) Shall support Backlog prioritization and sprint planning 	
(III)	Content and Collaboration features	
04.00	<ul style="list-style-type: none"> (a) Shall enable to store, share meeting notes, project plans, product requirements, and more. Include multimedia, dynamic content to users (b) Inline feedback without leaving web page of content management (c) Shall enable to create site space for every team, department, or major project to share knowledge, information and keep work organized. Use a structured hierarchy and a powerful search engine to find work quickly and easily (d) Provide page templates (e) Document management: Share PDFs, Office docs, images, and more. (f) Support for automatic versioning, instant previews, full-text search, and pinned comments to manage project files (g) Shall provide granular security permissions to keep pages, content secured (h) Shall provide native integration with Project & ticket tracking server 	

Sl.	Technical Requirement	Complied (Yes/No)
	(j) Page and file versioning	
(IV)	Version Control System	
05.00	Shall provide web-based hosting solution for projects use Git revision control systems	
05.01	Shall enable users to code, manage, and collaborate on Git projects	
05.02	<p>General features</p> <ul style="list-style-type: none"> (a) Git repository hosting (b) Pull requests (c) Inline discussions (d) Branch permissions (e) ALM/ Java IDE software integration (f) Projects (g) REST APIs to build third party applications which can use any development language (h) 3rd party integrations (j) Git large file support (k) Clustering (l) Smart mirroring (m) Snippets (n) Issue tracking (p) Wiki (q) Store rich media and large data in your repos 	
(V)	Continuous Integration /Continuous Deployment (CI/CD)Server	
06.00	Shall automate building and testing of software source-code status	
06.01	Shall update on successful and failed builds	
06.02	Shall provide rich reporting tools for statistical analysis	
06.03	Shall automate the release management for a software application, thus create a continuous delivery pipeline	
06.04	Shall perform build, unit tests and integration tests whenever code is committed to repository or manually as and when required	
06.05	The process for releasing/deploying software MUST be	

Sl.	Technical Requirement	Complied (Yes/No)
	repeatable and reliable	
06.06	Shall carryout detailed code coverage test and provide report	
(VI)	IT Service Desk Software features	
07.01	Service Desk to be natively integrated with Agile project management, knowledge management	
07.01	Service Desk should be certified for ITIL compliance of minimum 04 processes for Incident Management(IM), Change Management(CM), Problem Management(PM) and Request Fulfilment(RF) by PinkVerify®	
07.02	Service Desk to support multi-tenancy with delegated agents as required based on geography, organisation hierarchy	
07.03	Provide self-service portal to raise support tickets	
07.04	Should have knowledge base integration	
07.05	Shall natively integrate with ALM software	
07.06	Shall provide automation of repeated tasks	
07.07	Shall be extendable using native web services API	
07.08	Shall provide means to track 'Service Level Agreement (SLA)' for each service	
(VII)	Status page	
08.00	<ul style="list-style-type: none"> (a) Provide status page for incidents (b) Shall enable users to opt into real-time outage and scheduled maintenance alerts subscription out of the box (c) Shall display the status of each core component of services provided (d) Shall provide responses for common incidents using Incident Templates (e) Shall enable users subscribe to email and SMS notifications for whole system or individual components (f) Shall enable users know about real-time outages and upcoming scheduled maintenance while preparing ahead of time with Incident Templates 	
(VIII)	Java IDE features	
08.00	(a) Open source with availability of community edition. Enterprise edition be provided	

Sl.	Technical Requirement	Complied (Yes/No)
	<ul style="list-style-type: none"> (b) Integration with Git source code server (c) Shall have Java source code editor, build tools, debugger (d) Intelligent code completion (e) Class, object browser (f) Integration with Application Lifecycle Management (ALM) server (g) Support for Java 9 (h) UI for Android development (j) Coding assistance <ul style="list-style-type: none"> (i) code completion by analyzing the context (ii) code navigation which allows jumping to a class or declaration in the code directly (iii) Code refactoring (k) Built in tools and integration <ul style="list-style-type: none"> (i) Support version controls of Git and SVN (ii) Databases including MySQL, Oracle, MS SQL Server, SQLite and PostgreSql (l) Supported languages <ul style="list-style-type: none"> (i) Java, Java Script, PHP, HTML/XHTML/CSS (ii) SQL, Python, Ruby, Perl 	
08.01	<p>Supported technologies and frameworks</p> <ul style="list-style-type: none"> (a) Android, Ant, Maven, JUnit, JavaFX, Python (b) EJB, Hibernate/JPA, Java ME, JSF, JSP, Node.js, OSGi, Spring, Ruby on Rails, Struts 2 (c) Web Services <ul style="list-style-type: none"> (i) to support JSON Endpoint, Provide REST client (ii) Application Servers including JBoss, Web Logic, Web Sphere, Gerenimo, GlassFish, Tomcat (c) Support for version control to CVS, SVN, Git, GitHub, Subversion, TFS (d) OS Support for Windows, Linux 	

Annexure-2
(Refers to Appendix 'A')

ORACLE DATABASE DBA & DEVELOPMENT SOFTWARE TECHNICAL SPECIFICATIONS

Srl.	Technical Requirements	Complied (Yes/No)
1.0	<p># Essential Functionality</p> <ul style="list-style-type: none"> (a) Support for Windows OS (b) Browse and navigate through objects (c) Create and manipulate database objects through graphical interfaces (d) Edit of snippets, predictive typing, syntax highlighting, code folding, spell check (e) Customise code templates, and code formatter (f) Save, nickname, & share previously executed SQL (g) Unicode support 	
2.0	<p># Development Functionality</p> <ul style="list-style-type: none"> (a) Query builder (b) Integrated debugger (c) Automated traditional DBMS_OUTPUT debugging (d) Advanced ER diagram with HTML reporting and email (e) Build database code dependencies diagram (f) Compare code difference in database objects and file (g) External / remote debugging (used when the DB code is called from apps like Java, C++, VB, etc) (h) Export APEX applications (j) Convert embedded SQL to other programming languages (Delphi, C, C++, Java, Perl, and VB etc) (k) View multiple result sets from executed SQL scripts (l) Publish Java classes to PL/SQL (m) Store PL/SQL execution parameters for reuse (n) Browse Oracle Export Utility file content and selectively extract objects and data (p) Automatically identify unit tests out of synch with 	

Srl.	Technical Requirements	Complied (Yes/No)
	corresponding database source objects (q) Automate PL/SQL unit test creation and execution	
3.0	# Team Collaboration (a) Share common standards and templates (b) Integrates with multiple version control system providers including Git, SVN, TFS and Mercurial) (c) Perform checkpoints through automated code review validation prior to version control check-in (d) Manage project assets (e) Import and Export Code Quality Rules and Rules Sets for team sharing	
4.0	# Code Analysis and SQL tuning (a) PL/SQL profiling to detect code performance bottlenecks (b) Visual SQL explain plan (c) Trace user sessions and visually display Oracle Trace file output (d) display user session info & performance metrics (e) Automate code analysis and validation against SQL and PL/SQL coding best practices (f) Automated, configurable, objective code review & analysis with reports, maximising code quality (g) Identify coding best practice violations dynamically during editing (h) Automate SQL rewrites for most efficient SQL alternate (j) Optimize multiple SQL statements in batch in context with the source code and provide optimised code (k) Seek Oracle SQL tuning suggestions via the Oracle Tuning Advisor (l) Recommend indexing changes based on continuous database workload assessment (m) Analyse impact of changes to database environment through index simulation (n) Test SQL and PL/SQL for scalability under simulated user loads to validate performance under production conditions (p) Track real-time SQL executions from client applications to help locate issues or perform QA	
5.0	# Schema, Data and Change Management (a) Advanced, highly productive data grids offering simple	

Srl.	Technical Requirements	Complied (Yes/No)
	<p>column selectivity and grouping</p> <p>(b) Import/export data from data grid into/from Excel files and other formats</p> <p>(c) Data compare and synch across multiple tables</p> <p>(d) Display table data representing Parent-Child dependencies (Master Detail Browser)</p> <p>(e) Reverse engineer object DDL including roles & permissions to recreate objects in a different db/schema Compare schemas using live connections</p> <p>(f) Compare schemas efficiently with offline snapshot or definition files</p> <p>(g) Compare and generate Multi Schema change scripts between two database environments</p> <p>(h) Generate test data (randomized or real-world) with data masking.</p> <p>(i) Oracle Import/Export utilities</p> <p>(j) Oracle Spatial data support</p> <p>(k) Analyze the performance impact of new indexes, index changes and parameter changes on SQL</p> <p>(l) Analyze the performance impact of moving SQL statements from database to another</p> <p>(m) Analyze SQL execution plan changes between database environments (i.e. dev. vs. prod. or Oracle 9i vs. 10g and latest)</p> <p>(n) Replay database workload to simulate production load levels in a test environment prior to deployment or implementation of database or platform changes</p> <p>(o) Reverse engineer database schema into a physical data model, compare with another version and generate alter script</p> <p>(p) Reverse engineer physical data model into a platform agnostic conceptual data model</p> <p>(q) Round-trip engineer from database or DDL between different database platforms such as Oracle, SQL Server, SAP Sybase, DB2, etc.</p> <p>(r) Compare and generate schema change scripts between two or more schema versions</p> <p>(s) Compare and generate schema change scripts between two or more versions of offline schema snapshot files</p> <p>(t) Compare and generate database server change scripts</p>	

Srl.	Technical Requirements	Complied (Yes/No)
	<p>between two or more databases</p> <p>(u) Compare and generate database server change scripts between two or more versions of offline database snapshot files</p>	
6.0	<p># Reporting</p> <p>(a) Generate customizable schema and database reports in HTML format</p> <p>(b) Automate report generation and distribution</p> <p>(c) Generate code review reports covering all aspects of code quality assessment</p> <p>(d) Generate reports on potentially problematic SQL and optimization results</p> <p>(e) Generate reports on potentially problematic SQL and optimization results</p>	
7.0	<p># Database Administration</p> <p>(a) Control access to protected databases</p> <p>(b) Browse and navigate database-specific objects like tablespaces and roles</p> <p>(c) Manage database objects, such as tablespaces and rollback segments</p> <p>(d) Display performance metrics from V\$, GV\$ (RAC) and SGA</p> <p>(e) Execute one or more scripts against one or more DBs</p> <p>(f) Display performance metrics from V\$, GV\$ (RAC) and SGA</p> <p>(g) Check database for usage of Oracle OEM options and pack and produce reports</p> <p>(h) Execute one or more scripts against one or more DBs</p>	
8.0	<p># Performance Diagnostics and Tuning (Oracle instances)</p> <p>(a) Integrate with OEM's performance pack with Oracle Tuning Advisor</p> <p>(b) Identify top sessions and resource-intensive SQL</p> <p>(c) Playback historical activity on Oracle instances to find the source of performance issues</p> <p>(d) Simple, highly alert-based point-and-click problem resolution for Oracle databases including contextual launching from IDE</p> <p>(e) Simple, highly-visual, alert-based point-and-click problem resolution for Unix, Linux or Windows servers</p>	

Srl.	Technical Requirements	Complied (Yes/No)
	<ul style="list-style-type: none"> (f) Performance diagnostics for Oracle Data Guard (g) Simple, highly visual alert-based point-and-click problem resolution for MySQL databases (h) Monitoring of Oracle OEM (i) Perform database predictive diagnostics to pre-empt and mitigate potential future performance bottlenecks (j) Perform over 200 database health checks including performance configuration and storage featuring virtualised environments (k) Collect data from Oracle stats Pack for AWR and display advisories to correct potential performance issues (l) Manage space, repair chained rows and estimate space usage 	
10.0	<p># General</p> <ul style="list-style-type: none"> (a) Read-only mode (b) Restrict access to IDE features (c) Direct access to feature-based videos (d) Direct access to product windows, menus, options, support portal and online articles/blogs on user community with single click using a Jump Search bar (e) Get help from IDE community via Blogs/Articles and Participate in forums, from IDE (f) Access online community inc free web-based training courses via web browser - Access to Tech Support Knowledge Base via Jump Search (best practices, examples, error messages and more) (g) Distribute and optionally enforce configurations and settings to group of users (h) Share, schedule and automate tasks across one or more DBs with macro/action record and playback 	
11.0	<p>#Multi-database functionality</p> <ul style="list-style-type: none"> (a) Reverse engineer database schema into a physical data model, compare with another version and generate alter script (b) Reverse engineer physical data model into a platform agnostic conceptual data model (c) Round-trip engineer from database or DDL between different database platforms such as Oracle, SQL Server, Sybase, DB2, Ingres, etc. 	

Srl.	Technical Requirements	Complied (Yes/No)
12.0	<p># Database development team collaboration</p> <ul style="list-style-type: none">(a) Create users and project groups via Windows Active Directory integration. Control artifact read/write access.(b) Publish and Get shared files, templates and other artifacts to ensure true collaborative teamwork. Updates made to artifacts to be enforced automatically Oracle user community(c) Shall install Team Coding repository on to centralize access to VCS for different dev teams(d) Provide comprehensive development quality reporting through web server for unit testing, code reviews, Team Coding events and database health checks.	

Annexure-3

(Refers to Appendix 'A')

DETAILS OF PENALTY CLAUSES

1. Late reporting to work by onsite 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).
2. In the event of support engineer remaining absent/on leave without substitute there of - Rs 1500/ for each day of absence.
3. 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 contract 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).
4. ITSM 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.
5. Application Lifecycle Management (ALM) portal should be available on 365x24x7 during the entire contract period with minimum availability of 99.9%. 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.
6. All penalty amounts may be deducted from outstanding bills/Performance Bank Guarantee as applicable.
7. It may also be noted that in case of vender backing out in mid-stream without any explicit consent of Coast Guard, the vender will be liable to recovery at higher rates vis- a- vis those contracted with, which may have to be incurred by Coast Guard on maintenance of IT system for the balance period of contract by alternative means.
8. Under no circumstances, on each occasion the cumulative continuous penalty total shall not exceed 5% of the contract value.
9. Coast Guard at its discretion may entirely/partly waive-off penalty under justifiable circumstances.

Appendix-'B'

(Refer to Para-5 of RFP)

Company letter head

[Date]

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

Dear Sir,

SUB: PROVISION OF SOFTWARE DESIGNER/ DEVELOPER MANPOWER AND DESIGN/ IMPLEMENTATION AND SUPPORT FOR APPLICATION LIFE CYCLE (ALM) MANAGEMENT/ SERVICE DESK - COAST GUARD

1. Refer to your RFP No. IT/3050/SDOT/MP-ALM dated ___Feb 2018.
2. This is to notify you that our company intends to submit a proposal for "Provision of software designer/ developer manpower and design/ implementation and support for Application Life Cycle Management (ALM)/ Service Desk".
3. Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

4. We confirm that the information contained in this response as per **Annexure-1 of Appendix-'B'** 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-'B'

(Refer to Para-5 of RFP, Para-4 of Appendix-B)

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)	MAF certificate of OEM for package-B		
(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)	Brochure & Datasheet of Software		
(b)	<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 check list 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: PROVISION OF SOFTWARE DESIGNER/ DEVELOPER MANPOWER AND DESIGN/ IMPLEMENTATION AND SUPPORT FOR APPLICATION LIFE CYCLE (ALM) MANAGEMENT/ SERVICE DESK - COAST GUARD

1. Refer to your RFP No. IT/3050/SDOT/MP-ALM dated ___ Feb 2018.
2. Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for "Provision of software designer/ developer manpower and design/ implementation and support for Application Life Cycle Management (ALM)/ Service Desk" 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-'D'**, 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.

TECHNICAL COMPLIANCE SHEET

(Note: Vendor to upload duly ink-signed copy of RFP alongwith 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
01.	RFP Covering letter, Para-1 to 7	Covering letter for RFP No.IT/3050/SDOT/MP-ALM dated ___ Feb 2018 of Coast Guard Headquarters, New Delhi	
02.	Part-I of Encl.-I:- General Information		
(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	Address of Submission of EMD	
(e)	Para-5	Place of opening of the Bids: [DIT,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	
03.	Part II – Essential Details of Items/Services required		
(a)	Para-1	Schedule of Requirements.	
(b)	Para-2	Technical Details. Detailed compliance submitted as per Appendix-'A' .	
(c)	Para-3	Two bid system	
(d)	Para-4	Delivery Period	
(e)	Para-5	INCOTERMS for Delivery and Transportation	
(f)	Para-5	Consignee Details	
04.	Part III – Standard Conditions		
(a)	Para-1	Law	
(b)	Para-2	Effective Date of the Contract	

Sl.	RFP Clause	RFP Requirement	Compliance (Yes/No), deviations if any
(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	
05.	Part IV – Special Conditions		
(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	
(x)	Para-22	Quality	
(y)	Para-23	Quality Assurance	

Sl.	RFP Clause	RFP Requirement	Compliance (Yes/No), deviations if any
(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	
06.	Part V – Evaluation Criteria & Price Bid issues		
(a)	Para-1	Evaluation Criteria	
(b)	Para-2	Price Bid Format	

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

SCHEDULE OF REQUIREMENT & TECHNICAL SPECIFICATION COMPLIANCE

SL.	QR Requirement	QR Specification	Compliance (Yes/ No). Deviations, if any.
01.	Schedule of Requirements <i>(Para-1, Part-II of RFP)</i>	(a) Provision of Software Designer/ Developers - 10 Nos. (b) Design, implementation and support of Integrated Application Lifecycle (ALM), Service Desk and Source Code Management System including onsite installation and support	
02.	Vendor Requirement <i>(Para-2, Part-II of RFP)</i>	(a) <u>Technical Specifications</u> : - As per Appendix-'A'.	

Covering letter format for Commercial Bid.

Company letter head

[Date]

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

Dear Sir,

SUB: PROVISION OF SOFTWARE DESIGNER/ DEVELOPER MANPOWER AND DESIGN/ IMPLEMENTATION AND SUPPORT FOR APPLICATION LIFE CYCLE (ALM) MANAGEMENT/ SERVICE DESK - COAST GUARD

1. Refer to your RFP No. IT/3050/SDOT/MP-ALM dated ____ Feb 2018.
2. Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for "Provision of software designer/ developer manpower and design/ implementation and support for Application Life Cycle Management (ALM)/ Service Desk" 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.

5. We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

6. The soft-copies of the proposal submitted by us and the related addendums and other documents including the changes made to the original tender documents issued by Indian Coast Guard, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

7. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of **Feb 2018**

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company) Seal/Stamp of SI

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the and
that

..... who signed the above Bid is
authorized to bind the company, pursuant to the resolution passed in the meeting
of Board of Directors of the company ____ (date).

Date

(Seal here)

Encl: Commercial Bid as per **Appendix-'F'** of RFP

COMMERCIAL-BID FORMAT

1. Item/ service bill of material

(a) IT skilled manpower for SDOT (Package-A)

Sl.	Description	Qty	Unit	Unit Price per month	GST Rate	Total per month	Total per year
(i)	Business Analyst, 5-7 yrs, Category-A	1	No.				
(ii)	Senior Software Architect, 5-7 yrs, Category-A	1	No.				
(iii)	Senior Software Developer (Java), 5-7 yrs, Cat-A	1	No.				
(iv)	Software Developer (Java), 2-3 yrs, Category-C	2	No.				
(v)	Software Developer (Android), 3-5 yrs, Category-B	1	No.				
(vi)	Software Developer (C#.NET), 3-5 yrs, Category-B	1	No.				
(vii)	Software Developer (PL/SQL), 3-5 yrs, Category-B	1	No.				
(viii)	Software Developer (PL/SQL), 2-3 yrs, Category-C	1	No.				
(ix)	Software Tester, 3-5 yrs, Category-B	1	No.				

(b) Application Life Cycle Management (ALM) Software (Package-B)

Sl.	Description	Qty.	Make & Model	Unit Price	GST Rate	GST	Total
Software							

Sl.	Description	Qty.	Make & Model	Unit Price	GST Rate	GST	Total
(i)	Application Life Cycle (ALM) software of 25 User license with support for Agile development, Knowledge Management, Perpetual, 02 years Software Assurance. ALM to include dependent modules as required.	1					
(ii)	Service desk software of 05 Agent user license integrated natively with ALM, ITIL Pink Verified, Perpetual, 02 years Software Assurance	1					
(iii)	Source Code management software for 25 users integrated natively with ALM, Perpetual, 02 years Software Assurance	1					
(iv)	Java Development IDE, 05 users, Perpetual, 02 years Software Assurance	1					
(v)	Microsoft Studio Professional 2017, 02 users	1					
(vi)	Oracle PL/SQL IDE with Data Modeler, 03 Users	1					

Implementation and support							
(vii)	Design, implementation and support for integrated source code management, application life cycle management, integration of Java/.NET/Oracle IDE and service	1					

Sl.	Description	Qty.	Make & Model	Unit Price	GST Rate	GST	Total
	desk duly certified with MAF by ALM software OEM. Support for 01 year and extendable upto 02 more years on annual basis under same terms and conditions						
(viii)	Onsite ALM platform L1 Support Engineer, 2-3 yrs experience	1					

Note:

(a) **L1 shall be decided on overall basic cost (exclusive of taxes) for individual packages serial 1(a) and serial 1(b).**

(b) Individual taxes need to be added as separate columns.

(c) Taxes mentioned in the format are indicative only, and vendor need to mention taxes as applicable at the time of bidding.

ABBREVIATIONS & TERMINOLOGIES

AD	Active Directory
ALM	Application Lifecycle Management Software
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
DISHA	Digital Infrastructure Services for Hosting Applications. A project of Coast Guard to deploy managed IT infrastructure.
HA	High-Availability. A configuration to provide maximum availability of IT infrastructure & services.
HQ.	Headquarter
ICG	Indian Coast Guard
IDC	Coast Guard Interim Data Center at RailTel DC, Gurgaon
IDR	Coast Guard Interim Disaster Recover Data Center at CGHQ
MAF	Manufacture Authorisation Form
OEM	Original Equipment Manufacturer
PCDA(N)	Principle Controller of Defence Accounts (Navy). Defence accounting office for Indian Navy & Indian Coast Guard located at Mumbai.

RHQ	Coast Guard Regional Headquarters
SAN	Storage Area Network
SI	System Integrator

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.