



Delhi Development Authority (DDA)

Digital Services

Request for Proposal

Selection of Agency for development and maintenance of “Computerized Management System for Decision Support” and “On-line Public Services (including Grievances Redressal) (CMS) System” in DDA

Volume – I of III

Notice Inviting Tender and Instructions to Bidders

Contents

1	GLOSSARY OF TERMS	4
2	LIST OF ABBREVIATION	5
3	STRUCTURE OF THE RFP	7
4	INTRODUCTION	8
5	PROJECT BACKGROUND	9
5.1	About DDA	13
5.2	Process overview	15
5.3	Implementation Methodology	17
5.4	Current state of IT	20
5.4.1	Applications landscape	20
5.4.2	IT Infrastructure landscape	20
5.5	Proposed solution	22
5.5.1	Key design principles.....	22
5.5.2	Functional architecture	24
6	TENDER INVITATION	26
7	SCHEDULE OF BID PROCESS	27
8	BROAD SCOPE OF SERVICES	28
9	INSTRUCTION TO BIDDERS	29
9.1	General	29
9.2	Compliant Proposals / Completeness of Response	29
9.3	Pre-Bid Meeting & Clarifications	29
9.3.1	Pre-bid Conference	29
9.3.2	Responses to Pre-Bid Queries and Issue of Corrigendum	30
9.4	Key Requirements of the Bid	30
9.4.1	RFP Document Fees	30
9.4.2	Earnest Money Deposit (EMD)	31
9.4.3	Authentication of Bids	31
9.4.4	Language.....	32
9.4.5	Tender Validity	32
9.4.6	Consortium Approach.....	32
9.5	Preparation and Submission of Proposal	32
9.5.1	Proposal Preparation Costs	32

9.5.2	Local Conditions	32
9.5.3	Modification and Withdrawal of Bids	33
9.5.4	Discounts	33
9.5.5	Submission of Proposals.....	33
9.5.6	Venue & Deadline for Submission of Bids	34
9.5.7	Late Bids	34
9.6	Evaluation of Bids.....	35
9.6.1	Pre-Qualification Evaluation.....	35
9.6.2	Technical Evaluation Criteria	35
9.6.3	Commercial/Financial Evaluation	36
9.6.4	Case Study.....	37
9.7	Appointment of Single Vendor or Consortium.....	39
9.7.1	Award Criteria	39
9.7.2	Notification of Award.....	39
9.7.3	Contract Finalization and Award.....	40
9.7.4	Performance Guarantee.....	40
9.7.5	Signing of Contract.....	40
9.7.6	Purchaser's Right to Vary Scope of Contract	41
9.7.7	Right to Accept Any Proposal and To Reject Any or All Proposal(s)	42
9.8	Project Schedule	42
9.9	Definition of "Go-Live"	44
9.10	Right to Terminate the Process	44

1 GLOSSARY OF TERMS

The definitions of various terms that have been used in this RFP are as follows:

"Request for Proposal (RFP)" means all three Volumes and its Annexures and any other documents provided along with this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.

"Contract / Agreement / Contract Agreement / Master Service Agreement" means the agreement to be signed between the successful bidder and DDA, including all attachments, appendices, all documents incorporated by reference together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

"Bidder" means any company incorporated under Indian Companies Act 1956, Partnership Act 1932 or Limited Liability Partnership Act 2008 and shall include companies coming together to participate in this bid, offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful party with whom the agreement is signed for rendering of services for implementation of this project.

"Proposal / Bid" means the Pre-Qualification, Technical and Commercial bids submitted by bidders for this project against this RFP.

"Application" means the application software to be developed by the selected agency for development and maintenance of "**Computerized Management System for Decision Support**" and "**On-line Public Services (including Grievances Redressal) (CMS) System**" in DDA.

"Purchaser" means DDA.

2 List of Abbreviation

Sr. No.	Abbreviation	Description
1)	ACL	Access Control List
2)	BPR	Business Process Re-engineering
3)	CCN	Change Control Note
4)	CDAC	Centre for Development of Advanced Computing
5)	Class Of Service (CoS)	means the standard of service which determines different prioritization of VPN traffic on the Bidders backbone and hence determines packet delivery guarantee, latency guarantee and jitter guarantee. The different class of services can be Business, Premium Non Real Time (NRT) and Premium Real Time (RT). If the Service is not allocated a CoS then it shall be Business.
6)	CMMi	Capability Maturity Model Integration
7)	CMS	"Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) (CMS)
8)	CoS	Class of Service
9)	CPE	Customer Premises Equipment
10)	CPE	means any router (including cables, connectors and software) supplied by service provider as part of the MPLS IP-VPN Service and installed at Locations. This also includes any other hardware installed for connectivity purpose.
11)	CSP	Content Service Provider
12)	DC	Data Center
13)	DDA	Delhi Development Authority
14)	DR	Disaster Recovery
15)	EC	Empowered Committee
16)	ECMS	Enterprise Content Management System
17)	EMD	Earnest Money Deposit
18)	EVDO	Enhanced Voice-Data Optimised
19)	GOTS	Government off the shelf Application software
20)	IPv6	Internet Protocol Version 6 (as defined by IETF RFC 2460)
21)	Jitter	means the inter packet delay variation between CPE to CPE. Jitter is expressed in milliseconds ("ms").
22)	LATENCY	Means the elapsed time taken for the two-way transmission of a packet between two CPE routers. The LATENCY is expressed in milliseconds.
23)	Month	means a calendar month.
24)	MSA	Master Service Agreement
25)	MSDG	Mobile Service Delivery Gateway

Sr. No.	Abbreviation	Description
26)	NBH	means DDA normal business hours, which are generally from 8:00 A.M. to 8:00 P.M., unless otherwise specified in the Agreement.
27)	NDA	Non-Disclosure Agreement (NDA)
28)	NI	Network Integrator
29)	NOC	Network Operating Center
30)	OEM	Original Equipment Manufacturer
31)	Outage	means the non-availability of the MPLS IP-VPN Service at a Location, which prevents DDA location from sending or receiving data using the MPLS IPVPN Service.
32)	PBG	Performance Bank Guarantee
33)	PLR	Packet Loss Ratio: Means the ratio between the number of IP packets sent by source router and the number of packets actually received by the destination router. The Packet Loss Ratio is expressed as a percentage.
34)	PMA	Project monitoring Agency
35)	PoP	Point of Presence
36)	PRT	Premium Real Time Class of Service for Data, Voice and Video
37)	RFP	Request for Proposal
38)	Scheduled Maintenance	Means maintenance scheduled by service provider to occur during low Network traffic basically after office hours to implement generic changes to, or generic version updates of, the Network.
39)	Service Provider	Herein after referred as "bidder" or "service provider" or vice versa
40)	SI	System Integrator
41)	Site Availability	Means the virtual communication link availability, expressed as a percentage, between a Location and a PE Router to which the CPE Router is connected, including Access Circuit and the part of service provider Network that provides connectivity for the Location.
42)	SLA	Service Level Agreement
43)	SP	Service Provider
44)	SPF	State Portal Framework
45)	STQC	Standardization Testing and Quality Certification
46)	VPN	Virtual Private Network

3 Structure of the RFP

This Request for Proposal (RFP) document comprises the following:

1. Volume I: Instructions on the Bid Process for the purpose of responding to this RFP
2. Volume II: Functional and Technical Requirements of the Project
3. Volume III: Master Service Agreement (MSA), Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA)
4. Annexures
5. Annexure 34-Functional Requirement Specifications and **34-A - Process Flow: As-Is & To-be CaseStudy: A White List**

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. They shall respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the Vendor or System Integrator (SI) for DDA.

4 Introduction

The Delhi Development (Provisional) Authority – DDPA was constituted by promulgating the Delhi (Control of Building Operations) Ordinance, 1955 (replaced by Delhi Development Act, 1957) with the primary objective of ensuring the development of Delhi in accordance with a plan.

The Delhi Development Authority (DDA), under Section 6 of the Delhi Development Act, 1957 has been given the following charter:

"To promote and secure the development of Delhi according to the plan and for that purpose the Authority shall have the power to acquire, hold, manage and dispose of land and other property, to carry out building, engineering, mining and other operations to execute works in connection - with supply of water and electricity, disposal of sewage and other services and amenities and generally to do anything necessary or expedient for purposes of such development and for purposes incidental thereto."

The objectives of the Authority ratified by the Act of 1957 have thus been identified as:

1. To formulate a Master Plan for covering the present and future growth of Delhi and to promote and secure the development of Delhi according to the plan covering all the possible activities
2. To acquire, hold, manage and dispose of land and other property
3. To carry out building, engineering, mining and other operations, and
4. To provide services and amenities incidental to the above.

5 Project background

The project is initiated by DDA to achieve sustainable and inclusive development of the urban eco-system. This would help improving quality of life by enabling local area development and harnessing technology that leads to smarter outcomes, DDA has planned to take a step towards introducing ICT to have end to end solution for their daily operations. This would enable them in strengthening the civic governance and broaden the public participation for sustained improvement towards building a Smarter City. The proposed "**Digital Services: Computerised Management System ('CMS') for Decision Support and On-line Public Services (including Public Grievances Redressal) System**" will be implemented in view of the India Smart City initiative, undertaken by Ministry of Housing and Urban Affairs (MoHUA), Government of India.

Smart city initiative of Ministry of Housing and Urban Affairs (MoHUA), Government of India intends to set a virtuous cycle of growth & development towards improving the quality of life and attracting investment to the city, DDA's initiative of developing a Computerization Management System (CMS) is at the heart of fulfilling the objectives of MoHUA Smart City Initiative in several ways. The key components of DDA's proposed system which closely compliment MoHUA Smart City initiatives are:

1. Efficient land area development
2. Prevention & protection of land against loss / encroachment
3. Effective and hassle free e-Governance
4. Making governance citizen friendly and cost effective
5. Applying Smart Solutions to infrastructure and services in land area development
6. Giving an identity to the city
7. Providing efficient citizen service delivery
8. Efficient public information Grievance Redressal mechanism

The proposed system intends to have an end-to-end solution for the operations performed by DDA to strengthen civic governance.

The project focuses on area based development in a planned manner, thereby improving liveability of whole city while the new area development shall be made in a coordinated manner to support the increasing population base. Application of smart solutions will enable use of technology, information and data for a comprehensive development to improve infrastructure & services, quality of life, employment opportunities and enhance incomes for all leading to inclusive growth.

The current working landscape of DDA is not tightly coupled and majorly relying on the stand-alone specific applications/modules working in silos, as a result, this has led to duplication of effort and parallel manual processing. In line with its aim, and MoHUA Smart City Guidelines on increasingly relying on online services to bring accountability and transparency, to provision efficient service delivery to citizens and all other stakeholders it becomes imperative that DDA processes are efficient, and suitably enabled by technology. DDA intends to enhance automation by strengthening & leveraging ICT in an integrated manner with an aim to streamline, improve, and strengthen functioning of DDA internal processes and its service delivery to citizens.

Also, to adopt with the key feature of Smart City i.e. citizen friendly, hassle free and cost effective governance, DDA has also planned to extend the service delivery window by enabling the computerization of DDA services.

A step further, DDA also intends to leverage on the capabilities of GIS Technology by integrating the intended CMS Application with GIS based Land Information System to enabled data based Decision Support System for policy planning, decision making and monitoring of various schemes / program being executed in the city/state by DDA. This has also been highlighted under the Smart City initiative as adoption of smart solutions to infrastructure and services for Land Base Development in a planned and integrated manner for efficient utilization and monitoring.

The vision of this project is development of a solution so as to facilitate the following objectives:

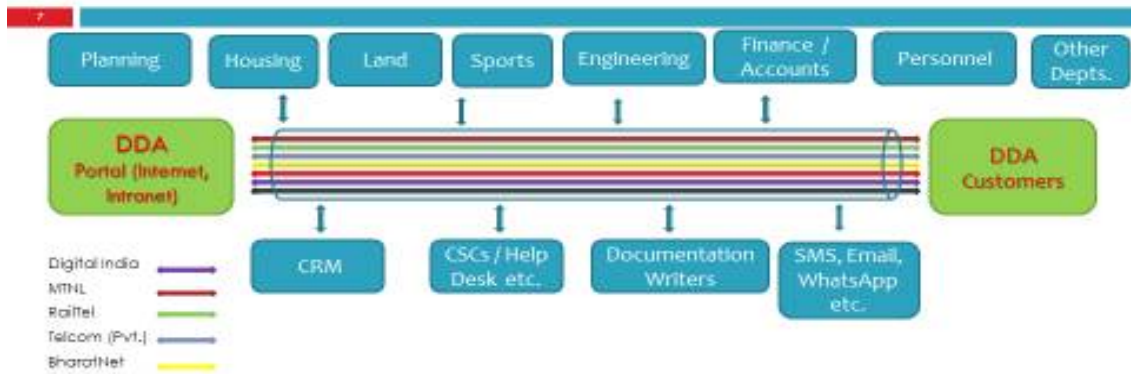
-

1. Drive economic growth and improve the quality of life of people by efficiently enabling local area development and planning
2. More efficient land base utilization, land protection and area based development
3. Increase the efficiency, transparency and accountability
4. Making governance citizen-friendly and cost effective
5. Transform to the best-in-class processes and systems
6. Reduce the cycle time

To ensure meeting of its objective of delivery of quality services to its stakeholders, it becomes imperative that the processes are efficient, and suitably enabled by technology. With this aim, implementation of "**Digital Services: Computerised Management System ('CMS') for Decision Support and On-line Public Services (including Public Grievances Redressal) System**" has been envisaged. DDA Digital Services Architecture, depicted as below, provides the broader road map. To achieve the project/business objectives, DDA invites proposal for:

1. Application Development / Customization & Configuration,
2. Appropriate IT Infrastructure including Servers, Storage and Bandwidth,
3. Training and Change Management, and
4. Warranty, Maintenance / Support Services etc.

DDA Digital Services Architecture



DDA has about 10 Lakhs Customers owning DDA Land and Properties and about 14000 Employees

The Services include, inter alia, the following Services in its Scope: -

1. Computerized Management System (IntraNet, Internet Portal, Application Software spatial and non-spatial, etc.) for Decision Support" and "On-line Public Services (including Grievances Redressal) (CMS)" Software Development, Roll-out and O&M;
2. ICT Infrastructure (Hardware, Software, IntraNet& Internet Networking, DC/DR) Installation and O&M;
3. Internet Services (Broadband, Leased line, etc.) and Data Centre Services;
4. Establishment of Help Desk, Call Centre and Facility Management System (FMS) and O&M;
5. Establishment of State-of-the-Art Record Rooms (50) and O&M/RFID related Technology based tags for Files management and O&M;
6. **Document Management Solution (DMS) including** Data Digitization & Migration Services and O&M;
7. Establishment of Nagrik Suvidha Kendras and O&M;
8. Establishment of Mobile Van Nagrik Suvidha Kendra and O&M;
9. Competency Development/ Capacity Building/Training of DDA Personnel; and
10. Capacity Building of DDA Stakeholders' (CSCs, Internet Kiosks Operators, RWAs, Document Writers, etc.).

As a result, DDA desires to (i) to operationalize Integrated Workflow Automation for all Services, to strengthen "back-end Databases", (ii) ICT Infrastructures to support these Workflow Services, and (iii) to undertake capacity building / Competency Development of associated DDA Engineers/Officers/Officials etc., with the following features: -

1. Web based Portal and to work, both on the Intranet and Internet - DDA IntraNet Portal and DDA InterNet Portal;
2. Appropriate bandwidth requirements so as to give a reasonable response time for Users on the Intranet/Internet;
3. Software Interface to be Intuitive and User-Friendly;
4. Centralized Database Server for data synchronization issues;
5. Application based 3-tier architecture to support large number of Users;
6. High Security "Database Vs. End - User "for any kind of reporting;
7. Queries to be optimized in Databases to avoid Locking and Performance Degradation Issues with large number of Users;
8. Seamlessly integration with the other existing Operational Software Applications and
9. Application of SMAC Technology (Social Networking, Mobile Technology, Data Analytics and Cloud Computing).
10. **Citizen-Centric System in view of their relationship with DDA: Aadhaar enabled Access, Public Dealing Module & Various related Software Modules shall be integrated so that relationships (lessee, license holder, member of any sports complex etc.) and services by DDA to a Citizen/Entity are accessible and provided through a Unique Account of the Citizen/Entity. These may include the updated particulars of all the relationships of that Citizen/Entity, latest status of application, communication of deficiency, if any, facility for uploading /down loading the documents, updated payment information and calculation of balance to be paid, if any, at any point of time and facility to make the Payment through Payment gateway.**

- 11. Business Process Re-Engineering (BPR) – Mapping of Processes wherever possible, to make it Citizen-Centric. Reference may be made to the Business Process & Support Processes Study Report – computerisation of DDA (http://dda.org.in/tendernotices_docs/dec13/BUSINESS_PROCESS2260917.pdf).**
- 12. Keeping of Electronic Depository of Property Rights (DEMAT) in Digital Locker Authority (<http://www.dla.gov.in>), constituted under the Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker facilities) Rules, 2016.**
- 13. DDA will ensure the procedure adopted is open and transparent, promotes healthy competition and is in accordance with both GOI and CVC Guidelines on the subject.**

5.1 About DDA

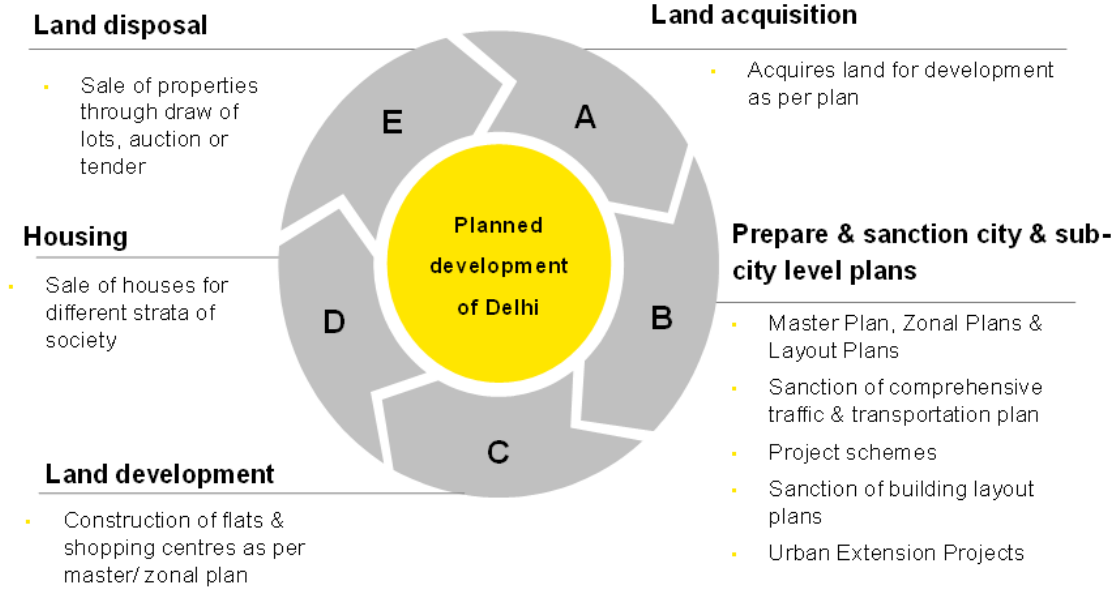
DDA Head-quarters is located at Vikas Sadan. It has approximately 60 offices including zonal offices and circle offices. Please refer to list of DDA offices at Annexure 1.

Planned development of Delhi is the main function of DDA under Sections 7 - 11A of the Delhi Development Act of 1957.

DDA prepares plans, policies and proposals for guiding Delhi's planned development through the process of Master Plan, Zonal Plans, Layout Plans and Urban Extension Projects etc. The plans normally include city level plans, sub-city level plans, comprehensive traffic and transportation plan, traffic management schemes etc. The sanctioning of building plans in the areas under DDA's jurisdiction is also dealt with by DDA.

Delhi Development Authority also acquires and sells developed land for the planned development of Delhi. After acquisition, it develops the acquired lands as per the provisions of the master plan and zonal plan. DDA also constructs flats and the shopping centres. The developed land and the constructed properties are disposed of by draw of lots, auction, and tenders or as per laid down procedures for residential, commercial, industrial and institutional uses.

DDA commenced its housing activities in 1967 and has played a crucial role in providing more than a million dwelling units to the people of Delhi, providing shelter to about half the population of the national capital. DDA constructs houses in Delhi for different strata of the society.



5.2 Process overview

Planned development of Delhi is the main function of DDA under Sections 7 - 11A of the Delhi Development Act

DDA's current business architecture comprises of **two layers** — Core functions and Enterprise management and support functions. The core functional layer covers the processes of planning, land management, architecture, landscape, engineering, housing, land disposal and horticulture. Support functions include finance and accounts, personnel (human resource management), legal, VC Secretariat, Commissioner Secretariat and vigilance.

The table below provides indicative list of Mega and Major processes:

#	Department / Mega Process	Major process	
		#	Process name
A.	Planning	1.	Preparation & approval of master plan & zonal plans
		2.	Policy formulation
		3.	Preparation & approval of layout plans
		4.	Scrutinize & approve change of landuse
		5.	Sanction traffic plans
		6.	Sanction building layout plans
		7.	Regularization of un-authorized colonies
B.	Land management	8.	Land acquisition
		9.	Payments against land acquired
		10.	Land & mutation record management
		11.	Land protection
		12.	Encroachment management
		13.	Damages assessment & collection
C.	Architecture	14.	Total station survey
		15.	Project scheme preparation
		16.	Feasibility study
		17.	GFC drawing preparation & approval
D.	Landscape	18.	Project initiation
		19.	Land use verification
		20.	Site investigation
		21.	Landscape drawing preparation & approval
E.	Engineering	22.	Feasibility study & engineering drawing preparation
		23.	Project costing (PE & DE)
		24.	Tendering and Procurement
		25.	Project execution & monitoring
F.	Housing	26.	Launch scheme for flats & houses
		27.	Allotment through Draw
		28.	Issue of demand letter
		29.	Payments management
		30.	Issue of post allotment documents
		31.	Leasehold to freehold
		32.	Housing enforcement
G.	Land disposal	33.	Plot / property costing (estimation / PDR)
		34.	Allotment at PDR
		35.	Allotment through Draw
		36.	Allotment through auction
		37.	Allotment through tender

		38.	Issuance of demand letter
		39.	Conveyance deed execution
		40.	Lease administration
		41.	Leasehold to freehold
		42.	Land enforcement & damage collection
H.	Horticulture	43.	Feasibility study
		44.	Project costing (PE & DE)
		45.	Tendering and Procurement
		46.	Project execution & monitoring
		47.	Maintenance of greens
		48.	Allotment of parks on lease
I.	Finance, land costing & accounts	49.	Budgeting
		50.	General accounting & reporting
		51.	Accounts Payables
		52.	Accounts Receivables
		53.	Internal audit
		54.	Housing project cost estimation
		55.	Land costing
		56.	Cash management
J.	Personnel	57.	Manpower Planning and Budgeting
		58.	Recruitment
		59.	Compassionate appointment
		60.	Promotion management
		61.	Deputation management
		62.	Employee Leave
		63.	Annual Performance Appraisal
		64.	Staff grievance
		65.	Training and Development
		66.	Business Travel
		67.	Transfer & posting
		68.	Retirement
K.	Legal	69.	Entrustment of panel lawyers
		70.	Lawyer Contracts management
		71.	Lawyer fee payment against bills
		72.	Court cases monitoring
		73.	Legal Advisory
L.	VC Secretariat	74.	Central diary maintenance
		75.	Dak receipt & dispatch
		76.	Register maintenance
M.	Commissioner Secretariat	77.	RTI management
		78.	Meeting management
		79.	Staff quarter allotment
		80.	Automobile repairs management
		81.	Security & fire
		82.	Parliament query management
		83.	Public relation & grievance
		84.	Hindi cell
		85.	Procurement
		86.	Central diary management
		87.	Printing press
		88.	Sports cell
N.	Vigilance	89.	Case / complaint management
		90.	Issuance of VCR (Vigilance clear report)
		91.	System improvement advisory

Detailed processes, subject to changes during BPR Phase, are described in "Annexure 34- Functional Requirement Specifications" of this RFP.

5.3 Implementation Methodology

DDA has adopted a Turn-key Approach for implementation and rollout of the solution as follows: Suitable System Integrator (SI) - a Vendor / Consortium of Vendors (Maximum 3: Prime + 2) - will be selected for Operationalisation of "Digital Services" by design and development of appropriate and suitable software, hardware and network solution for offering services through DDA Intranet Portal and DDA Internet Portal. This approach will empower DDA to monitor Service Level Agreement (SLA) and make SI more responsible for towards delivery of entire solution without delays. **Prime Bidder, in case of Consortium, has to be an Application Developer.**

The Solution will include:

1. Computerized Management System (IntraNet, Internet Portal, Application Software spatial and non-spatial, etc.) for Decision Support" and "On-line Public Services (including Grievances Redressal) (CMS)" Software Development, Roll-out and O&M;
2. ICT Infrastructure (Hardware, Software, IntraNet & Internet Networking, DC/DR) Installation and O&M;
3. Internet Services (Broadband, Leased line, etc.) and Data Centre Services;
4. Establishment of Help Desk, Call Centre and Facility Management System (FMS) and O&M;
5. Establishment of State-of-the-Art Record Rooms (50) and O&M/RFID related Technology based tags for Files management and O&M;
6. Document Management Solution (DMS) including Data Digitization & Migration Services and O&M;
7. Establishment of Nagrik Suvidha Kendras and O&M;
8. Establishment of Mobile Van Nagrik Suvidha Kendra and O&M;
9. Competency Development/ Capacity Building/Training of DDA Personnel; and
10. Capacity Building of DDA Stakeholders' (CSCs, Internet Kiosks Operators, RWAs, Document Writers, etc.).

Phases of deployment shall be segregated activity wise as given at various schedules in this RFP. **Application development will be based on "bespoke Solution" using primarily Open Technology Software Tools and Open Technology based COTS / GOTS products;**

The broad scope of the **System Integrator / Vendor** shall be as follows:

#	Bidder - Scope of Work	Development phase	Operations & Maintenance Phase
A. Application Development			
1.	Requirement Analysis & BPR (Spatial and Non-Spatial DSS)		
2.	Study of existing applications and application /system design		
3.	Enterprise application/software/mobile application development & customization		
4.	Development of new DDA portal		
5.	Develop information security policies & procedures in Consultation with DDA		
6.	Review of Detailed Hardware, Datacentre and network sizing of the proposed solution for CMS		
7.	Integration with existing in-house applications		
8.	UAT and STQC certification		
9.	Application roll-out and commissioning		
10.	End-user training for UAT group		
11.	Data migration from existing applications		
12.	Set up of helpdesk including software		
13.	Data digitization (scanning of paper based data and metadata entry) & DMS solution		
14.	Supply of all the relevant software other than CMS Application (COTs, GOTs) and AMC of application and its management and monitoring		
15.	Developing business continuity plan and mock drills and reporting on disaster recovery management		
16.	Installation & configuration of All COTs, GOTs Application as per the SDD		
17.	End-user training for DDA CMS Users		
18.	Operational / Hand-holding support and capacity building of DDA team		
19.	'Go-Live'		
20.	CMS and Other Application support & Maintenance		
21.	SLA reporting for Application		
22.	Assistance to DDA with Third Party Security Audit		
B. Hardware			
23.	Review of Detailed Hardware, Datacenter and network sizing of the proposed solution for CMS.		
24.	Supply of required infrastructure for compute & storage		

25.	Installation & commissioning / provisioning infrastructure		
26.	Hardware Support		
27.	Preventive Maintenance of Hardware supplied and provide AMC services.		
C. Data Centre Service			
28.	Review of Detailed Hardware, Datacentre and network sizing of the proposed solution for CMS.		
29.	Data centre & Disaster Recovery services provision		
30.	Supply of required infrastructure for compute & storage		
31.	Installation & commissioning / provisioning infrastructure		
32.	DC infrastructure (compute & storage) maintenance & management		
33.	DR connectivity, replication & Back-up		
34.	DC Security management		
35.	Ticket resolution		
D. Network Services			
36.	Network Topology		
37.	Review of Detailed Hardware, Datacentre and network sizing of the proposed solution for CMS		
38.	Bandwidth Provisioning and Network services provision		
39.	Procurement of network equipments and accessories		
40.	Commissioning of MPLS & Internet Link		
41.	Establishment of network connectivity across offices and internal LAN at all sites		
42.	Network availability & management		
43.	Trouble shooting and ticket resolution for LAN and other network services		
44.	Installation & commissioning / provisioning infrastructure		
45.	Warranty support, trouble shooting, and preventive maintenance for hardware provided		
E. Other Setup of Services			
46.	Establishment of State-of-the-Art Record Rooms and O&M/RFID related Technology based tags for Files management and O&M		
47.	Establishment of Nagrik Suvidha Kendras and O&M		
48.	Establishment of Mobile Van Nagrik Suvidha Kendra and O&M		
49.	Establishment of Internet Information Kiosks at different Public Service Offices (SDMs) and O&M		
F. Competency Development/ Capacity Building			

50.	Competency Development/ Capacity Building/Training of DDA Personnel & DDA Stakeholders' (CSCs, Internet Kiosks Operators, RWAs, Document Writers, etc.) Capacity Building		
G. Post Go Live			
51.	ICT Infrastructure (hardware, network and software etc.), State of Art Record Room, Mobile Van Nagrik Suvidha Kendras, Nagrik Suvidha Kendras, Internet information Kiosks at SDM offices, and submission of various reports, etc.		
H. Facilities Management Services			
52.	Help Desk and Call Centres etc.		

The Vendor or System Integrator (SI) will be responsible for capacity building of DDA. It is envisaged that after the successful completion of the contract period, DDA itself will be able to take over all functions of the Application Developer.

The selected System Integrator shall conduct infrastructure solutioning and appropriate sizing, procurement, installation and maintenance so as to meet the defined SLAs.

5.4 Current state of IT

Computerization was taken up in DDA as early as 1980. Few of citizen facing departments have been computerized wherein front-end customer facing windows process user requests and information online. In-spite of their early start, automation at DDA is partial and poses challenges to users and IT administrators.

Strides have already been made in deploying an array of in-house, COTS, and custom-built applications in DDA's IT landscape. These include applications such as AUTOCAD, PHOTOSHOP and in-house custom built applications. However, these applications work in stand-alone mode without clear (or limited) linkages to business processes.

5.4.1 Applications landscape

The applications have been developed in web and client server models using various proprietary technologies – most of which are largely obsolete. Please refer Annexures for details on existing applications landscape as well as DDA's decisions regarding continuation, discontinuation or migration of that application into the new "CMS Digital Services".

5.4.2 IT Infrastructure landscape

5.4.2.1 Compute & storage

DDA has a total of 14 installed servers; their installation is distributed and is not in any centralized and controlled location. The table below gives a listing of servers and respective locations where they are installed.

#	Office location	Server Name	Quantity
---	-----------------	-------------	----------

1	Vikas Sadan	HP ML-570 Xeon Quad with 2 processor	1
2	Vikas Sadan	HCL Infinity Global Line 4700	2
3	Vikas Sadan	HP DL 580 2xIntel Xeon MP 7220 GHz Dual Core Processor	5
4	Vikas Sadan	HP ML 350 Intel Xeon E5504, 2.0 GHz Quad Core Processor)	1
5	Chilla Sports Complex	HP ML-570 Xeon Quad with 2 processor	1
6	Vikas Minar	HP ML 350 Intel Xeon E5504, 2.0 GHz Quad Core Processor)	2
7	Rohini	Wipro Tower type Z2533 NC0001 8GB DDR3/ SAS 2X300GB	1

5.4.2.2 Network

Vikas Sadan

At DDA Vikas Sadan office there is a LAN with approximately 550 nodes.

The LAN has Cisco, D-Link and other manufacturer's switches and hubs connecting through the UTP cabling and in some places through fibre. One router CISCO 3745 for connecting Vikas Sadan to Vikas Minar and Rohini One D-Link 1162 for Internet.

There is Internet access provided to Vikas Sadan users through a leased line and proxy server installed in the LAN.

Vikas Minar

At DDA Vikas Minar office there is a LAN with approximately 300 nodes.

Internet access from MTNL is provided by extending Vikas Sadan Internet Service to all the nodes on LAN in Vikas Minar through WAN.

Leased line connectivity of 2 Mbps is available between Vikas Minar and Vikas Sadan through CISCO 2611 router at Vikas Minar.

The set up in Vikas Minar is basically for CAD applications

LAN at remote locations other than Vikas Minar

At present LAN exists only in a few remote locations like Dwarka (Mangla Puri) Planning Office, MPPR planning office, Vasant Kunj, Siri Fort Sports Complex, CAU (Rohini) office.

Existing WAN setup

Vikas Sadan is connected to Vikas Minar and Rohini Offices though leased lines.

Vikas Sadan also has 2 Mbps internet connection with dedicated line.

There are two 2Mbps and two 128Kbps lines terminating to the routers in Vikas Sadan, which are on Cisco 3745 and D-Link D1-1162.

5.5 Proposed solution

5.5.1 Key design principles

The bidder should adhere to the following architectural principles while designing the solution:

- 1) **Bespoke Model for application development.**
- 2) **Open & industry standards for interoperability:** These will help create the highest degree of interoperability and reliability in software applications. Also, consistent methods aid in project management, resource use, cost containment, quality and scheduling and in identifying and documenting business requirements. Solution components should be Standards based and adopt an open approach rather than support a specific technology or vendor. But Total Cost of Ownership (TCO) for the entire Project Life Cycle (including warranty and AMC) is the benchmark.
- 3) **Service Oriented Architecture (SOA):** The solution components must follow SOA principles to provide specific services using well defined interfaces. Identify opportunities for cross-functional components or subsystems and implement them in such a way that there is an opportunity for reuse. This defines integration architectures based on the concept of a service and becomes relevant especially when there are multiple applications in an enterprise and point-to-point integration between them involves complexity.
- 4) **Ease of management:** The solution must factor capabilities and features that allows for ease of management and trouble-shooting. The underlying technology needs to be user friendly. By having easy to use principle, training can be kept to a minimum thereby aiding IT change management and the risk of using a system improperly can be minimized. The solution should provide support:
 - a. Monitoring of services using monitoring tools like Enterprise Management System/Enterprise Resource Management;
 - b. Ability to provide backup and restore of data;
 - c. Ability to configure the solution using wizard and other end user tools. Ability to install the solution using install scripts;
 - d. Support maintenance, enhancement and refactoring the solution without breaking other parts;
 - e. Administering the solution with minimal user intervention and using role based administration, well defined user interfaces and access policies;
 - f. Ability to log and report at a sub-system level state, health of the solution. It shall also log different events encountered by the subsystem.
- 5) **Scalability:** It is envisaged that the processes, functions, users and geographic locations may increase over the next few years. The system architecture and the network design should have the ability to handle the growth with respect to functions, users, load and

geographic sites. Also, applications must evolve to support new business requirements and make use of new technologies.

- 6) **N-Tier model:** Separating application user interface, logic, data, and their associated processing and repair. The logical design of components, subsystems, application systems and databases will be ideally partitioned. These partitions shall have well-defined interfaces established. Logical boundaries are needed to separate components from each other. Modular design is more adaptive to changes in internal logic, platforms, and structures. It is easier to support, is more scalable and supports interoperability.
- 7) **Web based architecture:** Bidder shall propose web-based applications. The solution shall support cloud architecture for scalability
- 8) **Cloud enabled:** Application will be hosted in a Private / Public Cloud / Collocation Data Centre chosen by DDA and all the users will access the application over MPLS VPN/Direct OFC connectivity & Internet. **Initially it may be hosted on DDA's DC-DR site.** Technologies that support deployment on a virtualized platform. The solution should support:
 - a. The ability to deploy and run the application within a private cloud platform to take advantage of next generation cloud features;
 - b. running services in virtualized environments;
 - c. metering of CPU, network and storage utilization;
 - d. throttling of CPU, network and storage utilization.
 - e. Afterwards, the Tested Applications shall be hosted on the rightly sized DC/DR Systems to be procured under this RFP.
- 9) **Workflow:** The proposed workflow solution should provide configurable GUI based facility for constructing business workflows. **The solution should have a rules engine that allows rules to be created to define approval hierarchies.**
- 10) **Digital Signatures:** The proposed solution shall be digital signature enabled user access and data signing shall be through digital signatures. Implementation of digital signature shall be as per latest interoperability guidelines issued by CCA, India. DDA will procure the Digital Signatures for this project. Aadhaar based authentication, Digital Signature and eSign for interaction with DDA Customers:
- 11) **Roadmap of products:** All the products (hardware and software) offered as part of the solution must have clear roadmap **for next 10 years**. Bidder shall attach support documents in this regard from the respective OEMs (wherever applicable). **Any OEM based Solution Software (e.g. for data quality and advanced analytics) shall be in the latest Leader's or Visionaries Quadrant of Gartner.**
- 12) **Minimal integration effort:** The bidder should minimize integration effort for the proposed solution.
- 13) The proposed **application tier** must consist of two nodes clustered on a fail-over configuration to provide redundancy, Failover & load sharing.

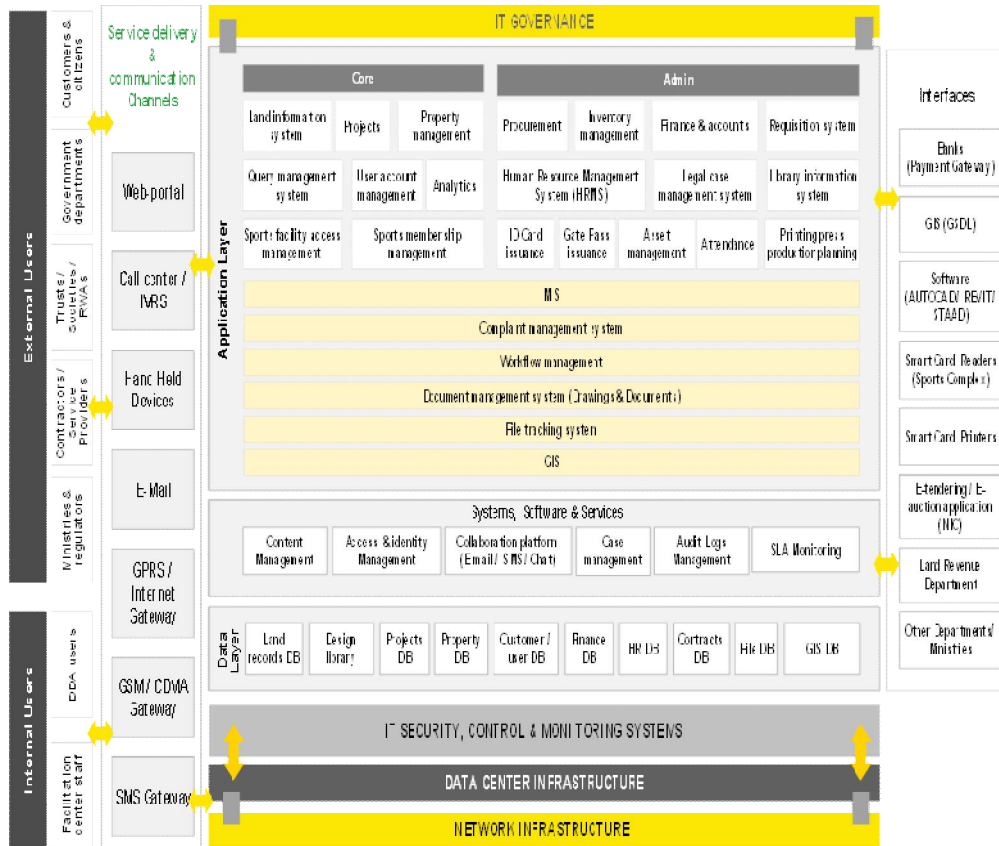
- 14) The **database tier** shall also consist of two servers clustered to provide a highly scalable and available database solution for the proposed applications.
- 15) Proposed Architecture shall have **adequate redundancies** so as to have no single point of failure for the solution such as on failure of the primary application server, the 'failover' server shall take over processing and the failover server should operate in active - active configuration. Similarly, on failure of the database server, the other active server shall continue seamlessly, thus providing the desired availability.
- 16) **High Availability** - High Availability of application is a key requirement and no single point of failure on network of application have been envisaged. The project must provide users with timely, continuous access to application. The system must also be able to rebound or recover from any planned or unplanned system downtime, ensuring a minimal impact on the operations.
- 17) DDA plans to retain strategic control of the project. The bidder is required to follow the following for development of "**DDA Digital Services**":
 - a. **Domain applications (GIS and Non-GIS)**, where the logic of the application will reside should be developed in an open platform (e.g. Java, .Net). Source code of the entire application must be given to DDA. The key components here will include: all rules engines, HRMS, FMS, business and support applications, etc.;
 - b. **Big Data Analytics** for Decision Support using both Spatial Database (GIS) and Non-Spatial Database Technology Tools;
 - c. **Foundation applications**, which will form a common service layer across the various modules. For these applications, the vendor **is free to do Bespoke Development or Procure Open Source applications**. Key components are: database, document management system, application server, web server, portal etc.
 - d. **System applications**, such as Operating System, SLA monitoring, helpdesk, firewall, security solutions, etc. The vendor may choose reputed **off-the-shelf solutions** for this purpose.

The Bidder is required to meet all the requirements of this RFP including the activities listed, timelines and deliverables mentioned in this RFP (functional, performance, service level related and any other requirements stated in this RFP).

5.5.2 Functional architecture

Functional architecture of the proposed solution is established based on end-user's perspective of the business processes and enabling e-service delivery. The functional architecture covers the core service delivery processes and the Admin/ Support processes that the application must enable.

Volume I-- Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) (CMS) System" in DDA



- Complaint Management system includes Grievance Redressal System
- Detailed requirements of the key components and scope are specified in Volume II of the RFP and Annexures.

6 Tender Invitation

Delhi Development Authority (DDA), Delhi invites the eligible parties (hereafter referred as "Bidder") for appointment **as System Integrator / Vendor** for implementation of CMS and provides a comprehensive solution, as specified in this RFP.

1. Bidders are advised to study the RFP documents (Volume I, II & III and related Annexures) carefully before submitting their proposals in response to this RFP.
2. It will be imperative for each Bidder to fully inform themselves of all local and legal conditions and factors which may have any effect on the execution of the contract as described in the RFP documents. DDA shall not entertain any request for clarification from the Bidder regarding such local conditions. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by DDA on account of failure of the Bidder to appraise themselves of local laws, conditions and scope of work
3. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of all RFP Volume I, II & III and related Annexures documents with full understanding of its terms, conditions and implications.
4. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect **may result in rejection** of the proposal.
5. All proposals submitted in response to the RFP document must be accompanied by a 'Bid Document Fees' and 'Earnest Money Deposit' as per the details specified in Schedule of Bid Process;
6. Term of the Contract--Any contract that may result from this procurement process will be issued for a 'Term' as defined later in the RFP i.e. 4 years of Operations and Maintenance, after successful commissioning of the project, as per the agreed SLA. **DDA reserves the right to extend the Term for AMC (including FMS) for 3 years first and then for another 1 year for Project hand-holding.** Such extension or extensions will be on the same terms and conditions, subject to the DDA's obligations at law.
7. The DDA expects the successful bidder to provide quality & timely services. The phase-wise timelines for the project are given in Annexure C of Volume III of the RFP.
8. All the activities performed during different phases of the project shall be closely monitored by DDA – **DDA Project Oversight Committee or appointed Project Monitoring Unit (PMU)** or both.
9. Proposals must be received not later than the time, date and venue mentioned in the Schedule of Bid Process Volume – I, Section-2. Proposals that are received late **WILL NOT** be considered in this procurement process.

7 Schedule of Bid Process

Sl.No	Information	Details
1.	RFP No. and Date	F10(33)2017/Sys Dated: 30 November 2017
2.	Selection Method for Award of Contract	Combined QCBS Method: (T>=80: L1) <ul style="list-style-type: none"> Qualify those vendors who get 80 and above (>= 80) as per their Normalized Technical Qualification Score, for Financial Bid Opening; Apply L1 Criteria for selection of Bidder, and then Award of Work after due diligence.
3.	Tender Document Fees	INR 5000/- (INR Five Thousand Only).
4.	EMD	INR 3.0 Crores (INR Three Crores Only), payable in form of bank guarantee as per the format given in Annexure 3 to the RFP.
5.	Last date for submission of written queries for Clarifications	7/12/2017.
6.	Date of Pre-bid Meeting	14/12/2017.
7.	Release of Response to Clarifications (Through Issue of Corrigendum)	21/12/2017.
8.	Bid Validity Period	180 days from Date of Opening of Bids
9.	Last date (deadline) for Submission of Bids (3 Bids – Pre-Qualification, Technical & Commercial)	11/ 01/2018 : 3.30 PM.
10.	Opening of Pre-Qualification bid	12/01/ 2018: 4.00 PM at Systems Department, Vikas Sadan, DDA, New Delhi.
11.	Opening of Technical bid	18/01/2018 : 11.00 AM at Systems Department, Vikas Sadan, DDA, New Delhi
12.	Technical Presentation + Evaluation	Schedule to be informed on 01/02/2018.
13.	Place, Time and Date of opening of Financial proposals received in response to the RFP Notice	To be informed on 15/02/2018.
14.	Contact person for Queries (if any)	Director (Systems)
15.	Addressee and address at which proposal in response to RFP notice is to be submitted	Office of Director (Systems), DDA, B-Block, 1 st Floor, Vikas Sadan INA, New Delhi-110023 Phone: 011-24694157 email : dirdsystem@dda.org.in
16.	Website address for RFP download and any other information regarding this RFP including corrigendum	http://eprocure.gov.in/eprocure/app ; www.dda.org.in

8 Broad Scope of services

Broad scope of the services of bidder shall include

1. Requirement Analysis, Design, Development and roll out of application;
2. Designing, Sizing, Supply and Operationalisation of hardware and network solution;
3. Designing, Sizing, Supply and Operationalisation of complete Data Centre and DR solution;
4. Handholding support for O&M for four years post implementation;
5. Computerized Management System (IntraNet and Internet Portal) for Decision Support" and "On-line Public Services (including Grievances Redressal) (CMS)" Software Development, Roll-out and O&M;
6. ICT Infrastructure (Hardware, Software, IntraNet & Internet Networking, DC/DR) Installation and O&M;
7. Internet Services (Broadband, Leased line, etc.) and Data Centre Services;
8. Establishment of Help Desk, Call Centre and Facility Management System (FMS) and O&M;
9. Establishment of State-of-the-Art Record Rooms (50) and O&M/RFID related Technology based tags for Files management and O&M;
10. **DMS Solution including** Data Digitization & Migration Services;
11. Establishment of Nagrik Suvidha Kendras (22) and O&M;
12. Establishment of Mobile Van Nagrik Suvidha Kendra (7) and O&M;
13. Competency Development/ Capacity Building/Training of DDA Personnel; and
14. Capacity Building of DDA Stakeholders' (CSCs, Internet Kiosks Operators, RWAs, Document Writers, etc.).
15. Establishment of Internet Information Kiosks (27) at different Public Service Offices and O&M – [One in each SDM Office]
16. Following key roles expected from Bidder, which must include Network & Infra design skills like, but **not limited** to:
 - a) Program Manager (PM)
 - b) Project Manager/Post implementation PM
 - c) Solution Architect(Solutions)
 - d) Solution Architect(Network)
 - e) Solution Architect(Infrastructure)
 - f) Solution Architect(Information security)
 - g) Business Analysts

All other activities as listed in Volume II of this RFP.

Bidder must deploy Solution Architect (Application), Solution Architect (Network) and Solution Architect (Infrastructure) and Solution Architect (Services) etc.

9 Instruction to Bidders

9.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, **Bidders must form their own conclusions about the solution needed to meet the requirements.** Bidders and recipients of this RFP may wish to consult their own legal/technical advisers in relation to this RFP. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the DDA on the basis of this RFP.
- b) No commitment of any kind, contractual or otherwise shall exist until and unless **a formal written contract** has been executed by or on behalf of the DDA. Any notification of preferred bidder status by the DDA shall not give rise to any enforceable rights by the Bidder. The DDA **may cancel this public procurement** at any time prior to a formal written contract being executed by or on behalf of the DDA.
- c) This RFP supersedes and replaces any previous public documentation & communications, in this regard and Bidders should place no reliance on such communications.

9.2 Compliant Proposals / Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

- a) Include all documentation specified in this RFP;
- b) Strictly follow the format of this RFP and respond to each element in the order as set out in this RFP;
- c) Comply with all requirements as set out within this RFP.

9.3 Pre-Bid Meeting & Clarifications

9.3.1 Pre-bid Conference

DDA shall hold a pre-bid meeting with the prospective bidders at the date, time and venue as mentioned in Schedule of Bid Process to provide responses to clarifications sought by the Bidders.

The Bidders will have to ensure that their queries for Pre-Bid meeting should reach the designated authority by **post or email** by the date as mentioned in Schedule of Bid Process. DDA shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications after the indicated date and time may not be entertained by the DDA.

The queries should necessarily be submitted in the following format:

To

Director(Systems),
Delhi Development Authority (DDA)
B-Block, 1st Floor,
VikasSadan INA, NewDelhi-110023.

email: dirstystem@dda.org.in

Dear Sir,

Sub: Pre-Bid queries for "Request for Proposal-Selection of agency for development and maintenance of "Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) (CMS) System" in DDA"

BIDDER'S REQUEST FOR CLARIFICATION / PRE BID QUERIES			
Name of Organization submitting request		Name & Position of Person submitting request	Full Address of the Organization including phone, fax and email points of contact
			Tel: +91-
			Fax: +91-
			Email:
			Date:
S. No	RFP Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required
1.			
2.			
3.			
4.			
5.			

9.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

The Nodal Officer notified by the DDA will endeavour to provide timely response to all queries. DDA does not undertake to answer all the queries shared by the bidders. The responses to the queries from any bidder will be distributed to all.

At any time prior to the last date for receipt of bids, DDA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, **modify the RFP document by a corrigendum**. It shall not be mandatory for DDA to disclose the reasons for this change.

The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website mentioned in Bid Schedule and emailed to all participants of the pre-bid conference. Any such corrigendum shall be deemed to be incorporated into this RFP and the same should be taken into consideration by prospective bidders while preparing their responses. The amendments would be binding on all Bidders. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, DDA may, at its discretion, extend the last date for the receipt of proposals, in which case all rights and obligations of DDA and Bidder previously subject to the last date will thereafter be subject to the last date as extended.

9.4 Key Requirements of the Bid

9.4.1 RFP Document Fees

The bidder may download the RFP documents from the website mentioned in 'Schedule of Bid Process'. The RFP document fees can be submitted by a Demand Draft along with the proposal

OR Online by using the payment gateway on the website. The Demand Draft shall be drawn in favour of Delhi Development Authority payable at New Delhi from any scheduled commercial banks.

Proposals received without or with inadequate RFP Document fees shall be summarily rejected.

9.4.2 Earnest Money Deposit (EMD)

Bidders shall submit, along with their bids, EMD amount as mentioned in 'Schedule of Bid Process' in the form of a Bank Guarantee (in the format specified in Annexure-3, issued by any Scheduled bank in favour of Delhi Development Authority, payable at New Delhi, and should be valid for 6 months from the due date of the tender / RFP.

EMD of all unsuccessful bidders would be refunded by DDA within 15 Days of the Award of Contract to successful bidder. The EMD of successful bidder would be returned upon signing of agreement and submission of Performance Bank Guarantee as per the format provided in Annexure-4.

The EMD amount is interest free and will be refunded to the unsuccessful bidders without any accrued interest on it. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

The EMD may be forfeited:

- a) If a bidder withdraws its bid during the period of bid validity.
- b) In case of a successful bidder, if the bidder **fails to sign** the contract/ submit a PBG in accordance with this RFP.

9.4.3 Authentication of Bids

The "Bidder" as used in the RFP documents shall mean the organization on whose behalf the RFP response has been submitted. The Bidder may be either the Principal Officer (MD/ Company Secretary) or his/her duly Authorized Representative, in which case he/she shall submit a power of attorney in the name of the signatory. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the Principal Officer/representative of the Principal Officer. The Principal Officer / Representative shall be from the Principal Bidder if a Consortium is bidding.

It is further clarified that the individual signing the RFP or other documents in connection with the RFP must certify whether he/she signs as:

Constituted attorney of the firm, if it is a company

OR

The principal officer or his/her duly assigned authorized representative of the bidder, in which case he/she shall submit a power-of-attorney on behalf of the bidder.

The Proposal should be accompanied by a power-of-attorney in the name of the signatory. The power of Attorney shall be enclosed in the envelope for Pre-Qualification bid.

9.4.4 Language

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

9.4.5 Tender Validity

The offer submitted by the Bidders should be valid for minimum period as mentioned in 'Schedule of Bid Process'. A bid valid for a shorter period shall be rejected by DDA as non-responsive and shall not be taken up for evaluation purposes.

DDA may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax or by e-mail). The validity of EMD provided for this RFP shall also be extended accordingly.

9.4.6 Consortium Approach

Consortium with maximum of three members (Prime + 2 Members) may be allowed for the Project. Organizations having different expertise in Application development, Network Service and Data Centre Cloud Service, Hardware Sizing, Common Services Centre Build & Operations, Project management, implementation and rollout services and operations management/facility management services may come together to make the Project successful. All the consortium members shall have defined minimum eligibility criteria with respect to financial strength and experience (as given in Annexure 5-Compliance sheet for Pre-qualification).

No activity whatsoever from the tender scope including non-core responsibilities such as handholding, helpdesk, training, data digitization **can be sub-contracted** by the Bidder. All the activities **must be shared** within the Consortium Members from Start.

9.5 Preparation and Submission of Proposal

9.5.1 Proposal Preparation Costs

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

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

9.5.2 Local Conditions

It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and factors at the respective locations, sites and offices which would have any effect on the performance of the contract and / or the cost.

The Bidder is expected to visit and examine the sites/locations of DDA offices and its surrounding and obtain all information for himself on his own that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost.

Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for project will in no way relieve the successful Bidder from performing any work in accordance with the contract entered into.

The Bidder and any of their employees/agents/subcontractors, on their written request will be granted permission by DDA to enter upon its premises and lands for the purpose of such inspection, but only upon the condition that the Bidder and any of their employees/agents/subcontractors will be responsible for any personal injury (whether fatal or otherwise), loss of or damage to life, property and other loss damage, costs and expenses however caused, which, but for the exercise of such permission would not have arisen.

9.5.3 Modification and Withdrawal of Bids

No bid may be altered / modified after submission to the Purchaser. Unsolicited correspondences in this regard from Bidder will not be considered.

No bid may be withdrawn or modified in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal/modification of a bid during this interval may result in the Bidder's forfeiture of its Bid Security.

9.5.4 Discounts

The Bidders is advised not to indicate any separate discount. Discount if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes.

9.5.5 Submission of Proposals

The bidders should submit their responses as per the formats given in this RFP in the following manner:

- a. **Pre-Qualification Proposal** - (1 Original + 1 Copies + 1 CD(Read only)) in first sealed envelope. The envelope shall be labelled as "Pre-qualification Proposal" along with tender name and number and name of bidder. The same documents should be **uploaded in PDF format** on online bidding portal.
- b. **Technical Proposal** - (1 Original + 1 Copies + 1 CD(Read only)) in second sealed envelope. The envelope shall be labelled as "Technical Proposal" along with tender number and name of bidder. The same documents should be **uploaded in PDF format** on online bidding portal.
- c. The two sealed envelopes containing copies of Pre-Qualification Proposal and Technical Proposal should be put in **another single larger sealed envelope** clearly marked "**DDA Digital Services: Selection of Agency for Development and Maintenance of Computerized Management System for Decision Support and On-line Public Services (including Grievances Redressal) (CMS) System**" and the wordings "**DO NOT OPEN BEFORE <Date and Time>**".

- a. The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder. This **envelope shall reach the designated office before the due date and time** as mentioned in Schedule of Bid Process. DDA shall not be responsible for any transit/postal delays. "Late bids" shall be returned unopened.
- b. **Commercial/Financial Proposal** – To be uploaded on online bidding portal in the predefined excel template. PLEASE NOTE THAT COMMERCIAL/FINANCIAL BID HAS TO BE SUBMITTED ONLINE ONLY. BIDS OF VENDORS WHO SUBMIT COMMERCIAL/FINANCIAL BID IN PHYSICAL/HARD COPY WILL BE REJECTED.
- c. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. The pages shall be numbered as 'Page... (Current page) of (Total pages)' and each page should be signed by the authorised signatory. Total number of pages in Technical and Financial Bids must also be indicated in the letter forwarding the signed RFP document
- d. Any deficiency in the documentation **may result in the rejection** of the Bid.
- e. Uploading of documents on online bidding portal and submission of the same along with CD(Read Only) (for Pre-Qualification and Technical Proposals Only) **is mandatory and the bid will stand rejected** if only offline bid documents are submitted.
- f. The original proposal/bid documents submitted offline and the uploaded documents should be identical. In case of **any discrepancy** observed by DDA in the contents of the submitted original paper bid documents and the uploaded documents, **the online bid documents shall prevail**;
- g. All pages of the bid document including the duplicate copies, **shall be initialled and stamped** by the person or persons who is authorised to sign the bid.
- h. All bidders **must submit/upload their bid documents** on bidding portal by using their own authorized DSC (Digital Signature Certificate).
- i. For assistance on Online bid submission process, bidders may refer the user manuals uploaded on the online portal.

9.5.6 Venue & Deadline for Submission of Bids

Proposals, in its complete form in all respects as specified in the RFP, must be submitted before the due date and time to DDA at the address specified in Schedule of Bid Process above.

9.5.7 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained.
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) DDA shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d) DDA reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.
- e) In the event of the specified last date for the receipt of Bids is declared a holiday for DDA, the Bids will be received up-to the appointed time on the next working day.
- f) DDA may, at its discretion, extend the last date for the receipt of bids by amending the RFP Document, in which case all rights and obligations of DDA

and Bidder previously subject to the last date will thereafter be subject to the last date as extended.

9.6 Evaluation of Bids

The overall objective of this evaluation process is to select the capable and qualified System Integrator / Vendor for carrying out the activities as defined in Volume-II of this RFP.

A System Integrator (**Prime bidder necessarily to be an Application developer**) will be selected under Quality and Cost Based Selection System (QCBS) and procedures described in this RFP.

- **All the Bidders who get Normalised Score 80 (eighty) and above ($\geq 80\%$) in the Technical evaluation will qualify for the next stage: i.e. Financial Bid Opening;**
- **Selection of Bidderis strictly based on L1 Commercial BidCriteria (Total Cost of Ownership), and then Award of Work after due diligence.**

First, the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without evaluation.

Proposals of bidders would be evaluated as per criteria detailed in subsequent sections. **A Broad based Committee constituted by DDA shall be responsible for all aspects i.e. (i) evaluation of suggestions submitted by vendors in the Pre-bid, (ii) Technical evaluation, and (iii) Financial evaluation, till the finalisation of the final selection of the Vendor / System Integrator.**

9.6.1 Pre-Qualification Evaluation

The bidder will be evaluated as per the criteria mentioned in "Annexure 5 of RFP Volume II" Bidder shall go through the checklist carefully and submit all documents as mentioned therein.

9.6.2 Technical Evaluation Criteria

Technical proposal of only those bidders will be opened and evaluated who meet all the prequalification criteria.

Bidders, whose technical bids are opened, will be subjected to give detailed presentation about their understanding of the project and their technical capabilities and how they will proceed for automation of DDA etc. Based on the presentation and technical proposal, the evaluation committee will evaluate the technical proposals on the basis of the technical evaluation criteria mentioned in Annexure-16.

The evaluation committee will consist of **Representative of Finance Member (DDA), Representative of Principal Commissioner (Systems) - Director Systems(DDA), Representative of Principal Commissioner (Coordination) of DDA**, one representative of NIC nominated by DG(NIC) and one representative of Ministry Electronics & IT, Govt. of India nominated by Secretary (E& IT), Govt. of India;

It is envisaged to videograph the entire proceedings of Technical Evaluation of Bids.

In addition to Annexure 16, vendor has to submit Annexure 21, 22, 23, 24, 25, 26, 27, 28, and 29. Deviations if any have to be clearly specified in Annexure 21.

Printed terms and conditions (General Conditions) of the Bidder will not be considered as forming part of their Bids. In case terms and conditions of the contract applicable to this Invitation of tender are not acceptable to any Bidder, he should clearly specify deviation in his Technical Bid, **Annexure 21 of this RFP**. Similarly, in case the Services being offered have deviations from the requirements/ specifications laid down in this RFP, the Bidder shall describe in what respects and to what extent the Services being offered differ/deviate from the requirements, even though the deviations may not be very material. The Bidder must state categorically whether or not his offer conforms to tender requirements / specifications and indicate deviations, if any, in his Annexure 21 of this RFP)

Any deviations / assumptions mentioned elsewhere in the Bid, other than the format (Annexure 21 of the RFP) **will not be considered** by the Purchaser.

The deviations taken in general terms and conditions **will be mutually discussed** and agreed upon with the respective bidder before technical score declaration with the bidder.

During the technical clarification, **the purchaser will have the right to ask the vendor to upgrade the solution without any change in commercial proposal.**

Technical bids may also be rejected due to reasons mentioned below but not restricted to these reasons:

- a) Technical Bid containing commercial details.
- b) Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- c) Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the RFP Document in every respect.
- d) Bidders not responding to the complete scope of Work as indicated in the RFP documents, addendum (if any) and any subsequent information given to the Bidder.
- e) If the bid does not conform to the timelines indicated in the bid.

9.6.3 Commercial/Financial Evaluation

- a) The Financial Bids of technically qualified bidders (**i.e. scoring >= normalised 80 % marks**) will be opened on the prescribed date in the presence of bidder representatives.
- b) Financial proposals shall be submitted strictly as per the Annexure-33.
- c) Only **fixed price financial bids** indicating total price for all the deliverables and services specified in this bid document will be considered.
- d) The bid price shall include all taxes and levies as applicable at the time of bid submission and shall be in Indian Rupees and mentioned separately.
- e) **Any conditional bid will be rejected.**
- f) **Errors & Rectification:** Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained

by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

- g) Commercial bids may be rejected due to reasons but not restricted to those mentioned below:
- i. Incomplete Price Bid
 - ii. Price Bids that do not conform to the RFP's price bid format.
 - iii. If there is an arithmetic discrepancy in the Commercial Bid calculations the Purchaser shall rectify the same. If the Bidder does not accept the correction of the errors, bid may be rejected
 - iv. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- h) While evaluating the Commercial Bids, "**Total cost of Ownership**" will be evaluated. All the Bidders who get Normalised Score 80 (eighty) and above (≥ 80 %) in the Technical evaluation will qualify for the next stage: i.e. Financial Bid Opening; Selection of Bidder is strictly based on L1 (financial) Commercial Bid Criteria (Total ownership).
- i) In the event, that there are 2 or more bidders having the same L1, the bidder securing the higher technical score will be adjudicated as the "Best responsive bid" for award of the Project. **Award of Work will be after due diligence.**

9.6.4 Case Study

9.6.4.1 Stage One: Pre-Qualification Bid Evaluation

Purchaser shall open Envelope 1 marked "RFP Document fee & Bid Security/ Earnest Money Deposit (EMD)".

Eligibility of the bidders will be checked vis-à-vis the pre-qualification criteria laid down in Annexure 5 of Annexures to this RFP document, based on the information.

It shall be the bidders' responsibility to ensure that adequate documentary proof is provided in the bid towards each of the pre-qualification criteria.

Bidders would be informed of their qualification/disqualification based on the Pre-Qualification criteria through **Email and Phone**. The Bid Security amount and the Unopened Technical & Commercial Bids will be returned to the respective disqualified Bidders after the submission of Bank Guarantee by the successful Bidder.

Purchaser may seek any clarifications or additional documents as considered necessary.

9.6.4.2 Stage Two: Technical Bid Evaluation

The Technical evaluation will be carried out on the basis of information provided and documents submitted in the technical bid.

Customer may seek any clarifications or additional documents as considered necessary.

Technical evaluation will be carried out as per the criteria mentioned in **Annexure 16** of Annexures.

As part of the technical evaluation process, bidders will be required to make a presentation/demonstration of the proposed solution to Purchaser. Refusal to make a presentation/demonstration asked for by Purchaser would be treated as withdrawal of the bid and may result into rejection of the bid and forfeiture of EMD.

The presentation will consist of following parts:

- Presentation of the bidder's credentials.
- Presentation of the overall solution.
- Understanding of Project Requirement
- Approach and Methodology
- Solution Architecture
- Security Architecture
- Application / **Solution**Credentials
- Relevant Experience along with Online Demonstration of the proposed products / **Solution**
 1. As System Integrator
 2. As Vendor
- Experience of implementing turnkey projects.
- Sustainability of projects after implementation.
- Responses to the queries from Customer during demonstration/presentation.

Soft as well as hardcopies of the presentation material must be submitted to Customer at the time of presentation.

Bids with insufficient information may not be awarded any marks for that criterion or may be considered non responsive and liable to rejection.

The bids must be in conformance to all the requirements of this RFP and bidders must unconditionally accept all terms and conditions of the RFP.

Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get a Technical score of **80%** or more (**after** normalization) will qualify for commercial evaluation stage.

Purchaser will review the technical bids of the short-listed bidders to determine **whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Customer discretion.**

The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned.

The Final Normalized technical score of the Bidder shall be calculated as follows:

Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score} X 100 (adjusted to 2 decimals)

Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score} X 100 (adjusted to 2 decimals)		
Bidder	Technical Score	Normalized Technical Score
Bidder-1	88	92.63
Bidder-2	90	94.74
Bidder-3	80	84.21
Bidder-4	95	100.00

9.6.4.3 Stage 3: Commercial Scoring

While evaluating the Commercial Bids, "Total cost of Ownership" will be evaluated. All the Bidders who get Normalised Score 80 (eighty) and above ($\geq 80\%$) in the Technical evaluation will qualify for the next stage: i.e. Financial Bid Opening; Selection of Bidder is strictly based on L1 (financial) Commercial Bid Criteria (Total ownership).

In the event, that there are 2 or more bidders having the same L1, **the bidder securing the higher technical score will be adjudicated as the "Best responsive bid" for Award of the Project.**

Award of Work will be executed after due diligence.

9.7 Appointment of Single Vendor or Consortium

9.7.1 Award Criteria

Evaluation of the bids shall be done on the total cost of ownership basis for committed goods and services for the entire contract duration with change order rates included. While evaluating the Commercial Bids, "Total cost of Ownership" will be evaluated. All the Bidders who get Normalised Score 80 (eighty) and above ($\geq 80\%$) in the Technical evaluation will qualify for the next stage: i.e. Financial Bid Opening; Selection of Bidder is strictly based on L1 (financial) Commercial Bid Criteria (Total ownership).

In the event that there are 2 or more bidders having the same L1, the bidder securing the higher technical score will be adjudicated as the "Best responsive bid" for Award of the Project.

Award of Work will be executed after due diligence.

9.7.2 Notification of Award

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

- b) The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, DDA will notify each unsuccessful bidder and return their EMD.

9.7.3 Contract Finalization and Award

The latest guidelines of GOI on award of work will be followed. **DDA may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP within the approved budget.**

9.7.4 Performance Guarantee

- a) On receipt of Award Letter / Lol from DDA, the successful bidder shall deposit an irrevocable Performance Bank Guarantee (PBG) equivalent to 10% of the total quoted project cost, as bid by the Service Provider in his bid. The guarantee shall be in the form of Deposit as Demand Draft/Bank Guarantee from any Nationalized/Scheduled Bank, as stipulated below: -
- SI shall submit Performance Bank Guarantee equivalent to 10% of total Project Cost at the Award of Contract valid till Project Roll out.
 - On Project Roll out, existing PBG would be released and SI shall submit fresh PBG equivalent to 5% of Project Cost for the remaining period till the completion of Project or Exit Management is complete.
- b) The PBG shall be kept valid till completion of the project and Warranty period. The PBG shall contain **a claim period of three months** from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the DDA at its discretion may cancel the order placed on the selected bidder without giving any notice. DDA shall invoke the Performance Bank Guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DDA incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.
- c) In the event of contract being determined or rescinded under the provision of any of the Clause/Condition of the agreement, the Performance Bank Guarantee shall stand forfeited in full and shall be absolutely as the Purchaser Protection.

9.7.5 Signing of Contract

- I. After the DDA notifies the successful bidder that its proposal has been accepted, DDA shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between DDA and the successful bidder. **The Draft Legal Agreement is provided as a separate document as a template in Volume III of RFP for SI selection.**

- II. Bidder will have to submit Performance Bank Guarantee to DDA within 15 days of the issue of such notification by DDA. If the bidder does not submit the Performance Bank Guarantee within 15 days of such notification, then his full EMD will be forfeited. On receipt of the Performance **Bank** Guarantee, the Letter of Intent (LoI) will be issued, EMD will be discharged and bidder will submit a non-judicial stamp paper of Rs. 500 for execution of the Contract.
- III. Failure of the successful bidder to sign the contract proposed through the award letter/LoI, shall constitute sufficient grounds for the annulment of the award, in which event DDA may make the award to the next qualified bidder as per the amount quoted (Total Cost of Ownership) after due diligence or call for a new bid.
- IV. The Performance Bank Guarantee shall be initially valid up-to the stipulated date of completion plus 60 days beyond that. In case the time of completion of work gets extended, the Service Provider shall get the validity of the Performance Bank Guarantee extended to cover such extended time of completion of work. After recording of the completion certificate for the work by the competent authority, the Performance Bank Guarantee shall be returned to the Service Provider, without any interest.

9.7.6 Purchaser's Right to Vary Scope of Contract

- a) The Purchaser may at any time, during the currency of contract by a written order given to the Bidder, make changes to the scope of the Contract as specified in Change Control Note in Volume III of this RFP.
- b) If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both and the Contract shall accordingly be amended.
- c) The estimation for this changed cost shall be purely based on items listed in the BOM / commercial bid and the unit rates mentioned therein. Any other requirement or items (required for changed implementation) that are not mentioned in the BOM / commercial bid will be provided by the purchaser (at own cost) **and the contractor shall be bound to integrate the same.**
- d) The aggregate change to Gross Total Value (GTV) of the contract shall not exceed 25% of GTV (value of project).
- e) **Any change beyond 25% of the value of this project will be beyond the scope of change control process and will be considered as the subject matter for a separate bid process and a separate contract.**
It is hereby clarified that 25% of the value of project as stated herein above shall be calculated on the basis of bid value submitted by the "contractor" and accepted by "purchaser". For arriving at the cost / rate for change up-to 25% of project value, the payment terms and relevant rates as specified in "contract" shall apply.
- f) Additionally, the purchaser is free to purchase the additional quantities for items listed in commercial bid at lower cost (as per reasonable market assessment/DGS&D, <https://gem.gov.in/>) from any other source for quantities over and above those listed in commercial bid **and the contractor shall be bound to integrate the same.**
- g) If during the execution of contract any change in scope resulting in change of quantities of required item (s), happens to affect the total cost of offer vis-à-vis cost of other valid offers received at the time of

bid in such a way that inter-se position of various tenderer(s) get changed the contract will said to be vitiated.

- h) The amount of such vitiation shall be calculated as the difference between proportionate change to other offers and the revised accepted offer amount (with respect to desired change in scope). Therefore, overall cost of accepted tender thus arrived at minus the cost of lowest valid offer (after variation) is the amount of vitiation. This vitiated amount shall be deducted from the contractor's bill.

9.7.7 Right to Accept Any Proposal and to Reject Any or All Proposal(s)

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

9.8 Project Schedule

The Contract/ Project Period shall commence from the date of issue of Work order and shall remain valid for **1 Year Warranty (W1)** +4 years from the date of Go Live (T1) of the entire scope of work; Hence the Project Timeline is T1+5Years.

T is the date of award of contract.

S.No.	Deliverables	Completion Timelines [in Weeks]
A. Project Preparation and Business Blueprint Phase		
1.	Detailed Project Plan	T+5
2.	Resource Deployment Plan	
3.	Roles and Responsibilities of DDA and System Integrator	
4.	Submission of System Requirement Specification	T+17
5.	Submission of Solution Design Report including User and System Interfaces	T+20
6.	Training Strategy and Plan	T+20
2.	Sign off on the Software requirement specifications, Solution Design Document and Functional requirement specifications by the DDA	T+22
7.	Plan Review and Sign Off	T+24
B. Procurement and Installation of Hardware, Network and System Software		
1.	Procurement of hardware [Servers, Router, Switches, LLB, desktops, Laptops and other types of hardware] and delivery at various locations of DDA	T+30
2.	Commissioning and Installation of system software in the Data Centre	T+35
3.	Procurement of networking components and delivery at various locations of DDA	T+30
4.	Commissioning and Installation of hardware components	T+35

5.	Commissioning and Installation of networking components	T+35
C. Enterprise Application (CMS) Design and Development		
1.	Design and development of the Applications	T+40
2.	UAT with the PMC and selected users group	T+45
D. Testing		
1.	Preparation of various types of test cases [system, unit, integration, load]	T+35
2.	Testing (including system test, unit test, integration test cases) and verification - Testing report along with UAT of the application	T+40
3.	Submission of reports on testing	T+45
E. Enterprise Application Implementation		
1.	Production Environment setup including data load, full load and stress testing	T+40
2.	End User training at all locations	T+50
3.	Go Live including submission of user manual, source code, system manual and training manual	T+60
4.	Go Live Acceptance	T+65
F. Set up of Other Services		
1.	Establishment of State-of-the-Art Record Rooms (50) and O&M/RFID related Technology based tags for Files Management and O&M + Document Management Solution	T+40
2.	Establishment of Nagrik Suvidha Kendras (22) and O&M	T+50
3.	Establishment of Mobile Van Nagrik Suvidha Kendra (7) and O&M	T+60
4.	Establishment of Internet Information Kiosks (27) at different Public Service Offices and O&M – [One in each SDM Office]	T+65
G. Post Go Live		
1.	Operations and Maintenance for a period of 4 year after the warranty period (1 Year) is complete for the entire ICT Infrastructure (hardware, network and software etc..) including submission of various reports.	Ongoing for a period of 4 year from the end date of the warranty period (W1)
H. Rollout		
1.	Rollout across all locations	T+72
2.	Submission of reports related with rollout	T+75
I. Capacity Building and Competency Development		
1.	Competency Development/ Capacity Building/Training of DDA Personnel & DDA Stakeholders' (CSCs, Internet Kiosks Operators, RWAs, Document Writers, etc.)	T+72
J. Facilities Management Services		
1.	Help Desk, Call Centre Etc.	From the date of Go Live (T1) - period of 5 year (warranty and Operations)

--	--	--

The selected SI has to deliver the mentioned deliveries between the time frame given in each activity mentioned above. The payment after scrutiny of completion certificates and user signoff. DDA will make every effort to release the payment of the said activities at the earliest for the SI completing the task before schedule.

Keeping in view the exigencies, competent authority in DDA may mutually agree with the vendor to change the above project timelines.

9.9 Definition of "Go-Live"

Go-Live is defined as fulfilment of all the following conditions

1. Roll out of all services
2. Roll out of all relevant services at respective offices
3. One month of Operation for stabilisation and declaration of successful Go Live.
4. SLA will be monitored after declaration of "Successful Go Live"

9.10 Right to Terminate the Process

1. DDA may terminate the RFP process at any time and without assigning any reason. DDA makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer by DDA. The bidder's participation in this process may/may not result in DDA selecting the bidder to engage him/her towards execution of the contract.