

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

Directorate General, CRPF

(IT Wing)

Block No.1, C.G.O. Complex Lodhi Road, New Delhi-03

(MHA, Gol)

Tele No.011-24361992/24366387 Email- selotwo@crpf.gov.in

Tender No. M.V.43/2021-22-IT-DA-IV

Dated, the 02/07/2021

Request For Proposal (RFP)/Tender Enquiry Document (TED)

for

**DESIGN, DEVELOPMENT, DEPLOYMENT AND MAINTENANCE OF
SELO- TWO ERP**

Open –Two bid System (Technical and Commercial)

Director General, CRPF, New Delhi for and on behalf of the President of India invites online tenders under two bid system (Technical and Commercial bid) on the prescribed form for the procurement of following stores as per details given below:-

Tender No.	Description of Assignment	Scope of work and Requirements	EMD	Cost of Tender Document (Non-refund-able (in Rs.))	Date of receipt & opening of tender
No. M.V.43/2021-22-IT-DA-IV	Design, Development, Deployment & Maintenance of SELO-TWO ERP	As per Appx-A	Exempted for MSME/Firms registered with ministries. Further, the bidders required to submitted "Bid security Declaration as per Rule 170 of GFR 2017	Nil	A) Time and date of receipt of online tender and original documents: - by 1500 hrs on 29/09/2021 B) Time and date for opening of online tender at 1530 hrs. on 30/09/2021.

- Bids will be accepted only online at **e-Procurement website** <http://eprocure.gov.in/eprocure/app>(CPPP). (Documents to be submitted in original as per Clause 15 schedule to tender)
- All relevant details, Description of task, scope of work, e-tender submission format and procedure including specification, terms & conditions etc are provided in the Bid document available on CRPF website www.crpf.gov.in and eProcurement web portal <http://eprocure.gov.in/eprocure/app>. (CPPP), same may be downloaded by the prospective bidders.
- Any change in the date of submission of bids & subsequent events would be notified through CRPF website www.crpf.gov.in. / CPPP portal <http://eprocure.gov.in/eprocure/app> in form of Amendment. Tenderers are requested to visit the CRPF website /CPPP portal web sites regularly.
- Date of availability of tender on CPPP: **02/ 07 /2021**
- In case of any problem please contact on the following telephone numbers:-**011-24361992, 24366387**

Sd/-02/07/2021

DIGP (IT)

DTE GENL CRPF

(For and on behalf of the President of India)

1) Contents

Directorate General, CRPF1

1) Contents2

2) Abbreviations:.....6

3) Disclaimer7

4) RFP Structure8

5) Parts of RFP.....8

6) Invitation for Bids.....9

7) Critical Information9

8) Background of CRPF11

9) CRPF Organization Strength.....11

10) CRPF Organizational Chart.....12

11) SELO APPLICATION PHASE – I.....12

12) Project Objectives of SELO-TWO.....13

13) Broad Expectations from the proposed SELO-TWO Application:13

14) Project Requirements16

 a) Statement of work.....17

 b) Requirement Gathering and Analysis17

 c) System design18

 d) Business Design20

 e) Compliance to the standard20

 f) Data Migration of Legacy Data22

15) Quality & performance of the SELO-TWO24

 a) Quality assurance.....24

 b) Performance25

 c) Infrastructure Requirements25

16) Change Management and Capacity Building including Training of users26

17) Operation and Maintenance of SELO-TWO Application and IT Infra.27

 a) General Requirement27

 b) Data Visualization27

 c) Support Requirements28

 d) Support Team.....28

 e) Documentation29

18) Non-Functional requirement for the SELO-TWO Application.....29

 a) Security Requirements30

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

b) *Audit Requirements*.....32

c) *Scalability*33

d) *Configuration / customization*33

e) *Testing*.....34

f) *System Acceptance*.....35

g) *Audit Requirements*.....35

h) *User feedback and CRPF*36

19) *The implementation Methodology*.....36

20) *GO Live & Post Go Live Support*.....37

 a) *Go Live*.....37

 b) *Post Go Live stabilization support*38

 d) *Routine functional changes*.....39

e) *User Profiles and Account Management*40

 f) *Antivirus Solution Management*40

g) *Handholding Support Requirements*.....41

h) *Centralized helpdesk*41

21) *Data migration Requirements*.....43

22) *Training and Change Management Plan*45

23) *Documentation Requirements*45

24) *Roles and responsibilities of system integrator (SI)*47

25) *Pre-Qualification Criteria (Form PQ-1*)*48

26) *Instructions to bidders*51

27) *Cost of RFP*.....52

28) *Bid Response*.....52

29) *Proposal Preparation costs*52

30) *Bidder Inquiries and CRPF responses*53

31) *Corrigendum to the RFP*.....53

32) *CRPF's Right To Modify Submission Deadline*54

33) *CRPF's Right To Terminate The Process*54

34) *Earnest Money Deposit (EMD)/Bid Security*.....54

35) *Other Bid Details*55

36) *The Bid Process*55

37) *Evaluation Process*57

38) *Financial Bid*.....65

39) *Preference to Make in India Products*.....67

40) *Purchase Preference to MSEs*.....67

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

41)	<i>Selection Procedure</i>	68
a)	<i>Notification of Award of Contract</i>	68
b)	<i>Signing of Contract</i>	68
c)	<i>Performance Bank Guarantee</i>	69
d)	<i>Miscellaneous Terms & Conditions</i>	69
42)	<i>General condition of Contract (GCC)</i>	70
a)	<i>Fraud and Corruption</i>	70
b)	<i>Confidentiality</i>	71
c)	<i>On boarding of GeM before awarding contract:-</i>	72
43)	<i>Only one Application (Proposal)</i>	72
44)	<i>Bidder's Obligations</i>	72
45)	<i>Penalty</i>	72
46)	<i>SLA and Operational Penalties</i>	73
47)	<i>Payment Milestone</i>	74
48)	<i>Knowledge Transfer</i>	75
49)	<i>Confidential Information</i>	76
50)	<i>Transfer of Certain Agreements</i>	76
51)	<i>General obligation of Bidder</i>	77
52)	<i>Bankruptcy and Insolvency</i>	77
53)	<i>Broad Scope of Work</i>	77
A.	<i>Future Roadmap</i>	78
B.	<i>Investment in current IT landscape with Hardware/ Software Licenses:</i>	79
C.	<i>Strategic Control:</i>	79
D.	<i>IT Infrastructure Services required to be maintained by SI:</i>	80
	<i>Assurance Services:</i>	80
	<i>Mobility Services:</i>	80
	<i>Future CRPF Intranet Portal</i>	80
	<i>Organization and PIS (HRMS)</i>	81
	<i>Finance & Pay</i>	82
	<i>Provisioning and Inventory</i>	83
	<i>Operation and Intelligence</i>	84
	<i>Works and Assets Management</i>	84
E.	<i>e-Office (DMS, File, DAK, Inter Office Communication Management)</i>	84
F.	<i>Administration, Establishment , Hospital, Legal, Training and Other activity</i>	85
54)	<i>PRE-CONTRACT INTEGRITY PACT(PCIP):-</i>	87
55)	<i>INDEPENDENT EXTERNAL MONITORS(IEMs):-</i>	87

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

56)	<i>FORCE MAJEURE: -</i>	88
57)	<i>PUBLIC PROCUREMENT ORDER: -</i>	89
58)	<i>VARIOUS FORMS / CHECKLISTS:-</i>	91
a)	<i>Letter for Submission of Bid:-</i>	91
b)	<i>Tender Terms and conditions acceptance Letter:-</i>	92
c)	<i>General Criteria Details:-</i>	93
d)	<i>BOQ/Price bid:-</i>	94
e)	<i>Format for Bank Guarantee for EMD/Bid Security Declaration:-</i>	95
f)	<i>Format for undertaking related to on boarding of GeM Platform:-</i>	96
g)	<i>Form-7 (DGS&D manual):-</i>	97
h)	<i>Form 68-A:-</i>	98
i)	<i>Check List for tenderer:-</i>	101

RFP PT-1 CRPF SELO-TWO PROJECT

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP**2) Abbreviations:**

CB	Capacity Building	SLA	Service Level Agreement
CD	Compact Disc	SI	System Integrator
CV	Curriculum Vitae	SOP	Standard Operating Procedures
EMD	Earnest Money Deposit	SRS	System Requirement Specifications
ES	Evaluation Score	STQC	Standardization Testing and Quality Certification
RFP	Request for Proposal	TED	Tender Enquiry Document
GIGW	Guidelines for Indian Government Websites	IA	Implementing Agency
HRMS	Human Resource Management System	UAT	User Acceptance Testing
GIS	Geographic Information System	SELO	Service and Loyalty
ICT	Information Communication Technology	S.O	Standing Order
CRPF	Central RESERVE POLICE FORCE	C.O	Circular Order
PAN	Permanent Account Number	ION	Inter Office Note
PBG	Performance Bank Guarantee	ATP	Automatic Testing Platform
PMIS	Project Management Information System	TEC	Technical Evaluation Committee
PMS	Performance Management System	FHQ	Force Head Quarter
PMU	Project Management Unit	NDA	Non-Disclosure Agreement
QCBS	Quality and Cost Based Selection	O&M	Operation and Maintenance
GST	Goods and Service Tax	IEM	Independent External Monitors
PCIP	Pre contract Integrity Pact	TEC	Tender Evaluation Committee
STEC	Standing Technical Evaluation Committee	Similar Project	Similar means Application should have atleast four modules (HRMS, Pay, Inventory & Finance) out of total module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Bigdata, INT, Administration etc)
BSD	Bid Security Deposit		

3) Disclaimer

- a) This Request for Proposal (RFP) for Selection of SI for SELO-TWO application Development and its implementation is issued by Central Reserve Police Force (referred in the document as CRPF) which is under the administrative control of Ministry of Home Affairs, Government of India.
- b) Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither CRPF, nor its employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligence or otherwise, relating to the proposed SELO-TWO Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.
- c) The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of CRPF. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed SELO-TWO Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project. CRPF shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.
- d) This RFP includes certain statements, projections, targets and forecasts with respect to the Project. Such statements, projections, targets and forecasts reflect various assumptions made by the management, officers and employees, consultants, and experts of CRPF, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

- e) CRPF shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of CRPF in selecting the System Integrator (SI) who qualifies through this RFP shall be final and CRPF reserves the right to reject any or all the bids without assigning any reason thereof. CRPF may terminate the RFP process at any time without assigning any reason and upon such termination, CRPF shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

4) RFP Structure

This RFP document contains all the information that constitutes the requirement as proposed by CRPF in order to submit the proposals by the prospective bidders. Any queries or clarifications must be submitted in the prescribed format and will be addressed to all bidders simultaneously.

5) Parts of RFP

This RFP comprises of three parts:-

Part I: General Instructions, Commercial and Bidding Terms

Part II: Draft Master Service Agreement and Service Level Agreement

Part III: Annexures

- i) **Appendix A:** Functional, Technical and Operational Requirements (FRS)
- ii) **Appendix B:** Existing SELO Application and Infrastructure Information
- iii) **Appendix C:** Format of Various Forms
- iv) **Appendix D :** NDA (Non Disclosure Agreement) Form
- v) **Appendix E :** Pre-contract Integrity Pact

(Appendix A and B will be issued to interested bidders only after signing a NDA in person)

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

6) Invitation for Bids

- a) This RFP document invites detailed bid proposals from the interested Parties (Bidders) to submit their Pre-Qualification Criteria, Technical and Financial offers for Development, Implementation and Maintenance of SELO phase-II application in accordance with the conditions and manner prescribed in this RFP document.
- b) Bidder Agencies are advised to study this RFP document carefully before submitting their Proposals in response to the RFP notice. Submission of a Proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its Terms, Conditions and Implications. Late Submission of the bids will not be accepted.

7) Critical Information

Sl.No	Information	Details
I.	Tender inviting authority	CRPF
II.	Name of project	Design, Development, Deployment and Maintenance of Integrated Enterprise application for back office automation (SELO-TWO) ERP
III.	RFP No. and Date	M.V.43/2021-22-IT-DA-II dated 02/07/2021
IV.	Place of availability of Tender Documents/RFPs	Website of CRPF: http://crpf.gov.in Website of Central Procurement Portal : http://eprocure.gov.in
V.	Bid submission	E-tendering through CPP followed by submission of physical documents prior to the bid submission last date.
VI.	Place of online submission in response to Tender	Website of Central Procurement Portal : http://eprocure.gov.in/
VII.	Place of submission of response to Tender in physical document form only after online submission	Tender Box, available at : DIG(ADM) Ground Floor, CRPF, Block -1, CGO Complex, Lodhi Road, Delhi – 110003, INDIA.
VIII.	Document download date	02/07/2021
IX.	FRS Availability dates	Upto 19/07/2021
X.	Pre-bid meeting	1100 hrs, on 20/7/2021 at 4 th floor CRPF HQ & through Webex (Meeting URL will be provided by mail on request) (Confirmation email to be sent to participate in Pre-Bid conference by 19/07/21 by 1500 hrs in advance. Max two members from interested SI will be allowed)

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

XI.	Date for submission of written queries for clarifications	21/07/2021 to 31/7/2021 at 05:00 p.m. (all queries must be sent in prescribed format by email as per annexure PQ1) Email : selotwo@crpf.gov.in
XII.	Corrigendum date	
XIII.	Cost of RFP document	RFP document may be downloaded for free. Proposed FRS Document (Appendix - A) and Information about existing SELO Application / IT Infrastructure (Appendix - B) can be obtained after signing an NDA (Non-Disclosure Agreement) in person
XIV.	Earnest Money Deposit (EMD)	Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from EMD. Further, the bidders have to submit “Bid Security Declaration” in accordance with Rule 170 of GFR-2017, accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of Two(02) years from being eligible to submit Bids for contracts with the entity that invited the Bids(CRPF)
XV.	Bid Validity Period	270 days from the last date (deadline) for submission of proposals
XVI.	Bid submission start date	01/09/2021 from 0900 Hrs
XVII.	Last date (deadline) for submission of Bids	Online bids – 29/09/2021 up to 15:00 PM Offline bids – 29/09/2021 up to 14:00 PM
XVIII.	Online Bid Opening	30/09/2021 at 15:30 PM
XIX.	Technical presentation by bidders (For Bidders qualifying Pre-Qualification Criteria only)	Exact date of technical presentation will be intimated to qualifying SI in due course. Each bidder will be given 5 hour slot for presentation & demo.
XX.	Contact Details	DIG(IT) Directorate General CRPF Block No 1, 3rd Floor, CGO Complex, Lodi Road) New Delhi – 110 003 (India Phone :+91-11-24361992) (Email: selotwo@crpf.gov.in)
XXI.	Deadline/ last date for furnishing performance security	Within 15 days from the date of issue of Work Order.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

XXII.	Performance security value (Performance Bank Guarantee)	3% of the quoted amount in the form of Bank Guarantee (from Nationalized/ Scheduled Banks only)
XXIII.	Performance Security Validity Period	Beyond 60 days of Validity of contract
XXIV.	Deadline / last date for signing Agreement	Within 15 days of receipt of the Work Order
XXV.	Price Format	As perform-IV of this TED
XXVI.	Period of Guarantee/Warranty	One year from the date of actual Go-Live
XXVII.	After Sale O&M support/ CAMC	A) Bidder shall quote rates for CAMC separately for additional 6 years (in 3 parts of 2 years each) as per the same terms & conditions and cost @ the last CAMC rate-after the warranty period of One year, on quarterly payment basis based on the satisfactory performance certification by the end user. B)The rates quoted for AMC will have impact on the status of L-1 firm as per DCF (Discounted Cash Flow) method.
XXVIII.	User License	User License for the software's/COTS/equipment's (wherever applicable) should be in favour of DIG(IT) Directorate General CRPF, Block-1, CGO Complex, Lodhi Road, New Delhi-110003.
XXIX.	Purchaser	DIG(IT) Directorate General CRPF on behalf of President of India.
XXX.	Rule/Provisions	This TED/Contract will be governed by GFR 2017, Manual for procurement of goods 2017, Manual for Procurement of consultancy and Services 2017 and relevant orders issued by MHA/MoF from time to time.

8) Background of CRPF

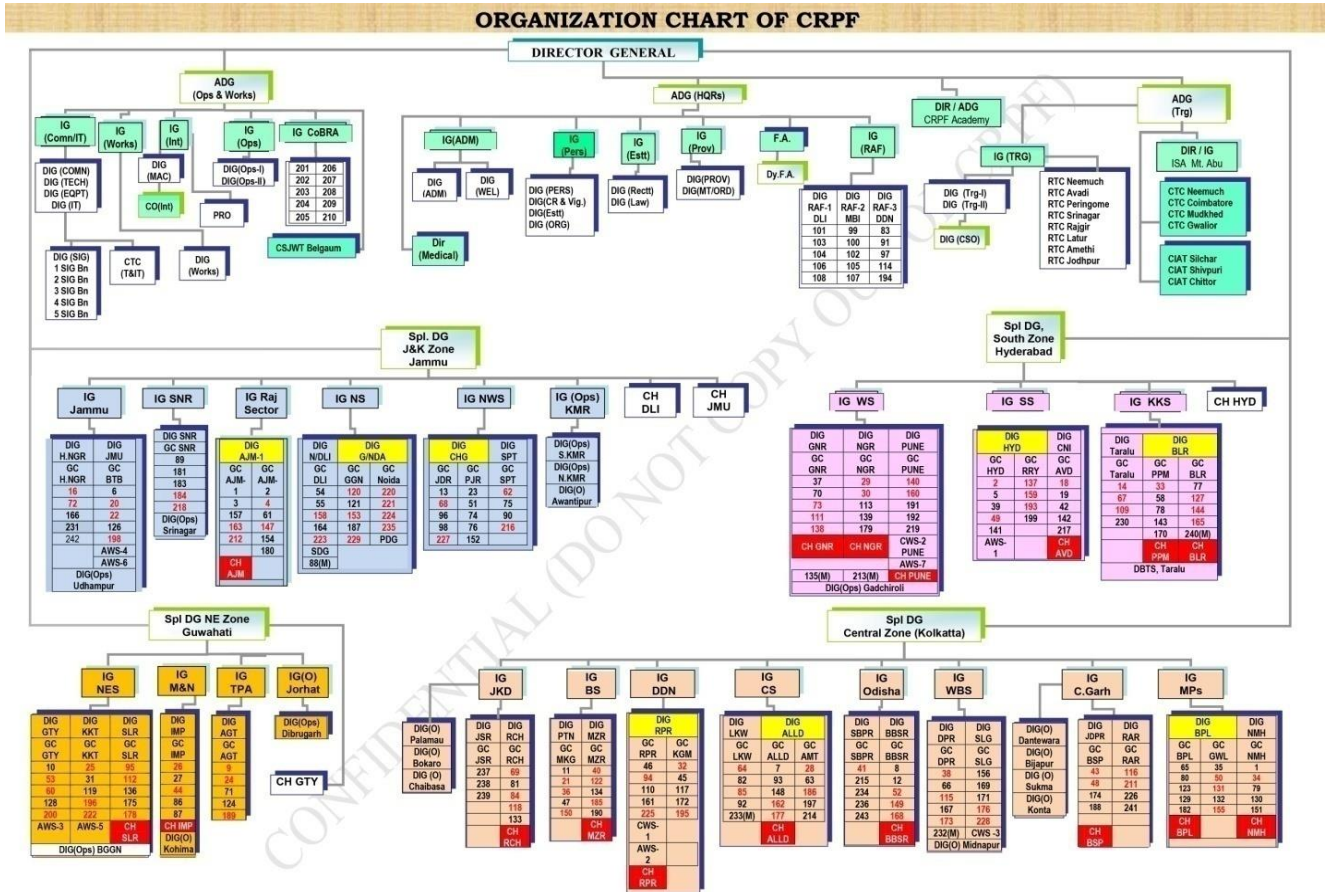
The Central Reserve Police Force came into existence as Crown Representative's Police on 27th July 1939. It became the Central Reserve Police Force on enactment of the CRPF Act on 28th December 1949. It has completed 78 years of glorious history. The Force has grown into a big organization with 247 Bns, (including 213 executive Bns, 6 Mahila Bns, 15 RAF Bns, 10 CoBRA Bns, 5 Signal Bns and 1 Special Duty Group, 1 Parliament Duty Group), 4 Zones, 23 Sectors, 50 Ranges, 44 Group Centres, 20 Training Institutions, 3 CWS, 7 AWS, 3 SWS, 4 Composite Hospitals of 100 bed and 17 Composite Hospitals of 50 bed. It is All India in character, both in deployment and in its composition. Due to its unique capability to quickly adapt to various situational requirements, and also, to work in perfect harmony with the State Police. CRPF has, over the years, acquired the distinction of being perhaps the most acceptable Force, by the people and the State administrations.

9) CRPF Organization Strength

a) The employee strength of CRPF is approximately 3.5 Lakh spread all over India.

10) CRPF Organizational Chart

CRPF's Directorate is located in New Delhi and other offices are spread all over India. (Please Visit the CRPF website for updated information)



11) SELO APPLICATION PHASE – I

Project name **SELO** was derived from the motto of organization CRPF “**S**ervice and **L**oyalty”. On approval of Computerization policy of CRPF in principle during 1997, as per directions of the Govt. an Integrated Software SELO was developed BY NIIT in VB, ASP with Oracle (10g) as the back end and Lotus Domino (Ver. 9) for Mail Messaging and DMS, during 2000. Subsequently to roll out this software across various offices of CRPF an Intranet connecting a total of 100 Offices comprising of Dte. Gen, Sector Offices, Range Offices and Group Centers was installed during 2004-05. The existing set up is on a web-based architecture with Central Data Centre at Delhi. Data is being captured/ maintained in the following Modules in an integrated environment.

- i) Personal Information System (PIS)
- ii) Payroll application
- iii) Inventory
- iv) Operations
- v) Finance

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

vi) Mail Messaging (OEM – HCL Lotus Domino)

vii) DMS (OEM - Karomi)

Presently 403 offices are using SELO Phase I application through MPLS link and approx. 62 offices are connected through Web VPN services. CRPF is having its own data centre at Dte Genl New Delhi and DR services are hosted in different seismic zone. Detail of our existing SELO Application functionalities, datacentre hardware & software license details can be obtained as **Appendix “B”**.

12) Project Objectives of SELO-TWO

The key objectives of this initiative are:

- i) To make CRPF paperless organisation, after Go live of SELO-TWO it is expected that user will not require to refer any physical file or hard copy to complete the work flow at any level. All supportive document and relevant data will be available at user dashboard for decision support system
- ii) Design and implement processes and applications that help CRPF to achieve the project vision & expectations
- iii) To increase the efficiency and improve monitoring and administration for effective decision making
- iv) Developing a single and integrated view of CRPF's information system across all functions and locations

13) Broad Expectations from the proposed SELO-TWO Application:

- i) SELO-TWO application shall be robust with totally new IT framework capable to replace the existing application. The system shall be user friendly with simplified industry standard workflow. The new system shall be able to push Govt's digital initiative plan of paperless office working environment -a framework capable of automation of all the processes (back office automation) of the organization with interdependent modules.
- ii) The future framework shall cover the lifecycle the processes related to recruitment, procurement, operations, intelligence, finance, procurement, pay, HR, administration, grievance redressal, deployment, hospital management, legal, training, e-office(eFile, DAK, ION etc), big data analysis, policy and decision making.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- iii) The system shall connect all locations & functions for seamless exchange of information with single point data entry. The futuristic system shall be easily expandable (Horizontal / Vertical) and can be accessed by our established offices through Intranet (MPLS lines), remote/highly mobile offices through WebVPN / similar services, & 3.5 Lakhs employee through web portal and mobile app.
- iv) The new solution shall be flexible to cater to the futuristic needs of the organization. The system shall adhere to flexibility, usability, availability, manageability, security and integration standards. The system shall ensure adherence to all relevant (security / open data) standards as defined and notified by GOI from time to time.
- v) The SI shall ensure that the proposed SELO-TWO Application provides adequate interfacing mechanisms (both at the application and data level) with a view to integrate future applications of CRPF. Such interface shall follow industry standards Micro Service Architecture such as Application Programming Interface (API's) and web services.
- vi) The system shall possess easy-to-use user interface, able to perform tasks with minimum clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens
- vii) The new solution shall have **micro service-oriented dashboard for decision support system** for each user category.
- viii) Offline capability for critical / important processes for the field units/company where MPLS lease line is not available or temporary or is out of order for few days.
- ix) Application shall have capabilities such as accessing Document Management System for online reference with integrated standardized workflow.
- x) Help features should be available up to field level and on each page.
- xi) The application should support the MDM (Master Data Management) for the application Administrator at various levels.
- xii) The new application should have Business Intelligence Reporting, Dynamic Reporting System, Graphical representation of Data, Dash board and workflow facilities integrated with the application apart from other features which can help the organization in managing its day to day functions.
- xiii) Self-service portal and mobile app (Andriod & iOS) for facilitating the CRPF personnel & officers for initiating various requests to their administrative offices and approvals shall be developed. Other functionalities of the SELO application will also require to be incorporated in mobile app. The App should have IPsec /SSL VPN

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

capability to connect to the SELO-TWO application. Around 10% processes and reports required to be mapped on Mobile App.

- xiv) New application should have inbuilt functionalities of e-office based on Govt processes by which all type of Files shall move digitally as e-File from desk to desk in hierarchy and all types of Inter/Intra office Communication (Letter / Orders / ION) will flow on the SELO – 2 applications.
- xv) DMS should be an integral part of the proposed application tightly integrated with various processes.
- xvi) Proposed e-Office solution should have capability referring / hyperlinking of various orders / paragraphs of various manuals/orders
- xvii) Conversion of existing Manuals / Standing orders(Available in Word File) to referable document (Tagged PDF) in DMS will be responsibility of the System Integrator
- xviii) The system must fundamentally have built in mechanisms for change in functionalities/modules which may happen in the following areas :
 - a. New services might be introduced
 - b. Existing services may be changed
 - c. Newer connectivity to other Govt services;
- xix) The system shall be built using a middleware technology that reduces or removes the need of custom coding.
 - i. Middleware engine must support micro service architecture
 - ii. Middleware engine must be open source with OEM support or OEM shall provide perpetual licence
 - iii. Middleware engine must provide a design time interface and a run time interface to manifest newer development/changes without having to largely write code
 - iv. The middleware system must have following properties for development of application :
 - (a) Forms engine to design, render and develop forms
 - (b) Workflow engine to design, render and develop electronic workflows that can be deployed without having to write code for processes, escalation, branching, SLA management, validations, error messages, persistence data model and integration
 - (c) Business Rules engine to design, render and develop business rules that can be deployed without having to write code for business rules, validations, workflow branching, error messages and exception handling.
 - (d) Reports engine to design, render and develop reports and MIS

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- (e) Document Management engine to design, render and develop document stores that can be deployed

v. Expected feature of middle ware

- (a) Visual drag & drop editor to build responsive web interface
- (b) Out of the box widget like table, graph, button , maps, DSS etc
- (c) Pre-built themes, templates as per industry standard
- (d) Ability to build custom dashboards
- (e) Preview and publish capability
- (f) Ability to consume and map UI elements to REST & SOAP without coding
- (g) Ability to build workflow with drag and drop editor and map them to user interface
- (h) Ability to built workflows with drag & drop editors & map them to user interface
- (i) Declarative ways to build business rules
- (j) Support chat bot framework
- (k) In built Application lifecycle management (ALM) tool to build, deploy application to test, staging and production aided with debugging capabilities
- (l) Role based access mapping to all UI elements, APIs, Business rules
- (m)Widget mapping to data sources
- (n) Auto generate API from data sources custom query API support
- (o) Ability to build mobile application
- (p) Ability to build data model visually
- (q) Ability to build context aware apps via conventional UIs, ML, IoT data
- (r) Integrate adaptor for CRM & ERP
- (s) Integration with project management tools
- (t) Publish event based models
- (u) Ability to leverage AI services & build machine learning capability
- (v) Ability to build custom integration adopter & share SDKs
- (w)Support micro service based architecture
- (x) Flexibility to build app from scratch or use existing components
- (y) Multi user development collaboration
- (z) Ability to run automated test
- (aa) Provide deployment options to data centre

14) Project Requirements

a) Statement of work

This RFP envisages the following components of work to be executed by a competent SI in order to fulfil the objectives of the proposed SELO-TWO Application

SELO-TWO application is envisaged to be a user friendly, comprehensive, integrated information system designed to manage the overall functioning of all CRPF business and support divisions as per following details :-

- i. Design by Innovation: One of the key responsibilities of the SI shall be to generate innovative methods in the working of SELO TWO in order to improve and make it more efficient, transparent and easy with an objective to reduce arrears of work. CRPF envisages the SI to deliver SELO TWO as a continuously improving system and to accomplish the same new and innovative methods are required which may also include usage of new age technologies such as AI and IoT
- ii. Additional Functional Requirement study, System Requirements Study, System Design & development, installation, implementation, configuration, customization, integration and testing.
- iii. Resource Planning together with relevant database, additional licenses and other software in conformance to industry standards.
- iv. Data Migration of legacy Data.
- v. Change Management and Capacity Building including Training of trainers (Approx-2500) for effective use of the system. Duration of each batch will be max of 3 weeks in having 25-30 trainees in a batch. Training infrastructure will be CRPF premises in NCR.
- vi. After the GO-LIVE of SELO-TWO application, one-year standard maintenance should be the responsibility of the selected SI. Thereafter, maintenance of SELO-TWO Application including IT infrastructure (Hyper Converged Infrastructure, Virtualization [Vmware], Active Directory (MS), Network devices, WAN) shall be the responsibility of the selected SI for a period of six subsequent years.
- vii. Adherence to Implementation Plan and Project Governance Structure
- viii. Documentation (RA, SRS, HLD, Data Flow, Admin & User manuals etc) of the SELO-TWO Application.

b) Requirement Gathering and Analysis

- i) A high-level analysis of processes has already been done and functional requirements have been identified. The Functional Requirement as envisaged for this project is referred in **Appendix – A**.
- ii) **The SI shall deploy the project management tools, requirement gathering tools & feed back tools before starting the requirement gathering.**
- iii) The prospective SI needs to go through the document carefully. The selected SI shall conduct an additional Functional Requirements gathering and prepare a final FRS document. If any SI proposing any Commercial-off-the-shelf (COTS) product they required to map the processes given in FRS and have to clearly mentioned the customization required.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- iv) The selected SI while conducting additional functional requirement / gap analysis and preparing design must consider the GOI rules , books and publications(like CSS, CSMA , CSSS GFR, Swami Hand book etc) with CRPF manuals(GC Bn manual, Accounts manual, Signal Manual , Training manual etc), Standing orders and circular orders updated time to time. All documents will be English language.
- v) The selected SI shall conduct comprehensive discussion with CRPF (or its representatives) and subsequent analysis to ensure that all the requirements are captured in the FRS and are later incorporated in the SELO-TWO Application.
- vi) The selected SI must map the Functional Requirement to the proposed SELO-TWO Application and analyse the existing gaps between the Functional Requirement and the functionalities provided by the SELO-TWO Application. The SI should identify the customization/ development requirements for the implementation.
- vii) Activities conducted as part of this task will result in the project deliverable “SELO-TWO - Functional Requirements & Software Requirement Specifications” (SRS) document, which shall contain the details of the requirements for the complete solution.
- viii) The SI shall ensure to deploy the project management tools for project management, feed back collection, preparation of final FRS, SRS, screens & flows.
- ix) The SI shall ensure that the SELO-TWO Application requires the use of SSO (Single Sign On) unique user IDs and passwords for authentication purposes and integration of digital signatures/ Biometric authentication / e-Sign , as and where applicable.

c) System design

- i) It is preferred to follow agile methodology and Agile India Enterprise Architecture (IndEA) methodology.
- ii) The SI shall prepare a comprehensive Systems Architecture and design document for the SELO-TWO Application after conducting a comprehensive analysis of the requirement for SELO-TWO Application. This design should include Solution Architecture, Hardware Deployment Architecture, Network Design, Security Architecture etc. for the SELO-TWO Application.
- iii) The Architecture document should give the complete architecture of the proposed SELO-TWO Application. The documents including, but not limited to the following, shall be submitted for a sign-off
 - I. Application Functional architecture
 - II. Format of all input screens including data entry requirements
 - III. Format of all reports that would be generated by the SELO-TWO Application
 - IV. Access control mechanisms, data security and audit trails to ensure that databases are not tampered with or modified by unauthorized users.
- iv) Availability of complete audit trail of all transactions (for e.g. add, update and delete) using transaction log reports, so that errors in data, intentional or otherwise, can be traced and reversed. Access Controls must be provided to ensure that the databases are not tampered with or modified by the system operators. Implement data security to allow for changes in technology and business needs. Based on the requirement analysis conducted above, the SI must develop a comprehensive SELO-TWO Application.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- v) Design and Implementation of the System Architecture: The SI shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, performance and security as described in this document including sizing of the required hardware at DC & DR to run the application effectively & efficiently. System architecture description provided in this document is for reference only. The SI should ensure that all possible and required improvements have been clearly indicated in the subject document.
- vi) The SELO-TWO Application design must be such as to require minimal installation, if at all, at the user end, besides the Internet Browser. The SELO-TWO Application should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome etc.), support and mobile adaptive for mobile & tablet devices.
- vii) The SI shall consider users' inputs when they are finalizing all design components including user interfaces, mode of data entry, storage and retrieval, output reports, queries and the application design as a whole.
- viii) The SI shall provide detail Plans for User Acceptance Tests (UAT) and System Integration Tests (SIT) including Performance Tests (PT) to CRPF and/or its designated Third Party Audit Agency (TPAA) and make the necessary changes to SELO-TWO configuration to optimize performance
- ix) The SI shall be responsible for making sure that all the above considerations are adequately met. The SI shall deliver an architecture document covering the above aspects.
- x) The SI shall make necessary provisions for management reports, dashboards, business intelligence tools, SMS gateway and Data migration in line with the expectations of users provided in the functional requirement.
- xi) The SI shall ensure that the proposed SELO-TWO Application provides adequate interfacing mechanisms (both at the application and data level) with a view to integrate with other government application & future applications of CRPF. Such interfaces shall follow industry standards such as Application Programming Interface (API's) and web services.
- xii) The SI shall plan the hardware configuration in line with contemporary principles including security norms and ensure that it comprises various servers including database, application, web servers etc. The same shall be advised by the SI in their proposal. Suggestions for the improvement in the DC & DR in due course shall be provided during the O&M by the SI. The SI shall also undertake the necessary installation, configuration and commissioning of the DC & DR hardware which shall be procured and provided by CRPF.
- xiii) The SI shall consider stakeholder inputs when they are finalizing all processes including user interfaces, mode of data entry, storage and retrieval, output reports, queries and the application design as a whole.
- xiv) The SI must ensure that granularity is built in modules, sub modules and individual functionalities of the SELO-TWO application, so that these functionalities can be enabled or disabled through the application administrator as per requirement.
- xv) The SI shall create and manage all necessary master files for the proposed SELO-TWO application.
- xvi) The SI shall create dependency matrices for modules and sub modules.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- xvii) Each module/sub module must be developed complete with all documentation, code, deployment binaries, ATP, data migration, training and other such activities required to take the module/sub module live.
- xviii) Each module/sub module must follow micro service architecture

d) Business Design

- i) The selected SI will perform a business study and prepare business design documents with required process re-engineering, process enhancements and gap-fitment analysis to map all business requirements of CRPF. The SI is expected to conduct workshops, give detailed presentations on the Business Design, **(considering GOI rules, FRS, SRS, CCS Rules and CRPF Act & Rules and other instructions issued from time to time)** which shall include the gap analysis and specific recommendations for adoption of new improved processes by CRPF. The primary objective of this step is to enhance functional efficiency and process performance.
- ii) After finalizing the To-Be process map, configuration through standard SELO-TWO system is required to be done. Configuring the To-Be processes in the system should be able to address all the defined requirements. The SI shall submit a Business Design document covering complete requirement to CRPF and take a sign-off.

e) Compliance to the standard

- i) The SI shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, printing and transmitting of data.
- ii) **The SI must ensure that the SELO-TWO technology components adhere to microservices that includes:** flexibility, interoperability, usability, availability, manageability, security and integration standards.
- iii) Product selection and consideration for Open Source Software (OSS): As per GOI policy on adoption of open source software, CRPF shall prefer Open Source Software (OSS) in comparison to Closed Source Software (CSS). Proprietary products may only be used when necessary to achieve scale, performance and reliability. Every such proprietary or CSS component/ service/ product/ framework/ SI pre-existing product or work must be wrapped in a vendor neutral API so that at any time such CSS product can be replaced without affecting rest of the system.
- iv) While the bidder may choose Bespoke/ COTS (Commercial Off the Shelf)/ OSS, it is however clarified that as per Government of India's policy (Policy on adoption of OSS), it is preferred that SELO-TWO solution is based on OSS.
- v) **The following conditions are specified for product selection by SI:**
 - I. In case any component is proposed as CSS (Closed Source Software)/ COTS the bidders are required to provide adequate justification for exclusion of OSS in their bid response. For any CSS/COTS product the bidders are required to submit data sheets of the respective product(s) in their technical proposal.
 - II. If any product is quoted then it should exist in the Quadrant of Gartner's Magic Quadrant or Forrester Wave or in IDC MarketScape, for their categories of products. Submission of a copy of relevant section of the analyst report along

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

with technical proposal is mandatory. The reports that can be referenced should be published in the last 5 years.

- III. In case less than 4 distinct products are available across Quadrant which meet the requirements of the solution as set out in the RFP, SI may propose the products from the next category of these analysts
- IV. In the case where Gartner Quadrant/ Forrester Wave/ IDC MarketScape report (for the product or category of product) does not exist for any specific product or category of product, the SI has to mandatorily provide at least 2 case studies of similar complexity, sensitivity. and scale where the proposed product is successfully implemented and is in operations for at least last two years i.e. financial year 2019-20 and 2020-21.
- V. The case study should provide
 1. Name of the client
 2. Description of the solution
 3. Scale of the solution in terms of size, number of transactions, data and users being handle
 4. Details of the scenario for which the product is being used
 5. supporting evidence of having the product in operations satisfactorily from the client
- VI. The SI shall ensure adherence to **IndEA Framework** and all other relevant standards as defined and notified by Government of India (GoI) from time to time.
 1. <http://egovstandards.gov.in/sites/default/files/Policy%20on%20Open%20Standards%20for%20e-Governance.pdf>
 2. https://www.meity.gov.in/writereaddata/files/policy_on_adoption_of_oss.pdf
 3. <http://egovstandards.gov.in/sites/default/files/IndEA%20Framework%201.0.pdf>
 4. http://egovstandards.gov.in/sites/default/files/Agile%20IndEA%20Framework%20V%201.0_0.pdf
- vi) The SI shall ensure deployment in servers and commissioning of core SELO-TWO application at the Data center and Disaster recovery center. The deployment of SELO-TWO application shall follow and comply with contemporary principles of Information Security Management System (ISMS) i.e. ISO 27001. The SI shall ensure the deployment of management and monitoring tools like Project Management, Application Performance Monitoring, version control (software as well as document), bugs tracking tools etc.
- vii) The SI shall conduct all tests as a part of standard Software Testing Life Cycle (STLC).
- viii) The SI shall facilitate CRPF or its nominated agencies to conduct User Acceptance Testing.
- ix) The SI shall get Application Security testing (vulnerability testing and penetration. testing) and Infrastructure Security done from CERT-In or CERT-In Empanelled agency.
- x) The SI shall draw out and specify detailed specifications for the network that needs to be used for the SELO-TWO Application to perform satisfactorily.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- xi) The SI shall ensure that the recommended network shall be able to accommodate possible scaling up requirements in future.
- xii) It must be noted that all system hardware and developed software shall be the property of CRPF.
- xiii) Bidder shall ensure compliance to the following standards and achieve certification wherever available:
- I. Information Technology Act 2000, Information Technology ACT 2008 & Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011
 - II. Aadhaar Act, 2016 & other Aadhaar related circulars and specifications
 - III. NCIIPC Guidelines for CII
 - IV. ISO 27001:2013
 - V. ISO 22301:2012, Business Continuity Management System and submit the plan to comply with ISO 22301:2019 in 6 months of ISO/IEC 20000:2018
 - VI. Metadata and Data Standards for Person Identification (MDDS Ver 1.0)
 - VII. Baseline Security Controls for High Impact Information Systems eSAFE – GD203
 - VIII. Guidelines on Information and Cyber Security for insurers - IRDAI
 - IX. ISO/IEC 27018:2019, Information Security Protection of Personally Identifiable Information
- xiv) Various other standard

Information access/ transfer protocols	HTTPS
Interoperability	Web Services, Open standards
Scanned documents	TIFF (Resolution of 300 dpi) for archiving JPEG and/or PDF for storage and dissemination
Document encryption	PKCS specifications
Information Security	System to be ISO27001 compliant
Operational integrity & security Management	System to be ISO27002 compliant
IT Infrastructure management	ITIL / EITM specifications
Service Management	ISO 20000 specifications
Project Documentation	IEEE/ISO specifications for documentation
Internet Protocol	IPv6 ready system
Data sharing /naming standards	As per National Data Sharing and Accessibility Policy (https://data.gov.in/)

- xv) The system shall adhere to all the standards published by the Department of Electronics Information Technology, Government of India. (<http://meity.gov.in>)

f) Data Migration of Legacy Data

- i) Data migration including entry and validation of legacy data, and porting is the responsibility of the SI. The SI needs to migrate complete legacy records available in electronic format. Data shall be migrated from the current application or

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

collected from field formation and media to the new application prior to the 'go-live'. Data will be provided in digital format (DB/PDF/Excel etc)

- ii) The SI needs to do the following on data migration from the existing legacy systems and/or data stored otherwise
 1. Design the data migration & acceptance methodology and plan
 2. Risk Identification and Mitigation Plan for Data Migration
 3. Mapping of the data
 4. Identifying the data gaps
 5. Perform data cleansing for incorrect/ incomplete data
 6. Providing templates for data collection
 7. Extraction and Loading of the data
 8. Listing of errors during data migration
 9. Correction of the migrated data during Data Quality Assessment and Review
 10. Final porting of the data into the SELO-TWO Application
 11. Meta tagging of key words
 12. Testing and obtain sign off on migrated data
- iii) The tool / utility for performing data migration must be designed by the SI after adequate study of the data to be migrated
- iv) **Data Assessment:** The study of the source/legacy systems must provide comprehensive insights into the content, structure, quality and integrity of the source/legacy systems.
- v) **Risk Identification and Mitigation Plan for Data Migration:** The SI shall identify all risks associated with the data migration and enumerate mitigation measures and prepare a Risk Identification and Mitigation plan for Data Migration. The plan must address the contingency measures to be adopted during the event of a data migration failure. It must also clearly specify measures to be taken to prevent data loss. It may be preferable to consider migration of data to a backup system at the same time.
- vi) **Data Mapping and cleansing:** Since there would be differences between existing database table structures and database table structures of the new application, mapping must be done between existing tables and proposed tables and data shall be made compatible for migration into new tables. A comprehensive data mapping exercise must be undertaken by the SI before embarking on data migration. An in-depth cross- referencing of all mutual fields across the source system and the target system must be ensured during this mapping. It must include the following (but not limited to):
 - I. Names of applicable to and from fields
 - II. Lengths and data types of these fields
 - III. Mapping of relationships between entities
 - IV. Check on the constraints, unique fields and integrity checks
 - V. Any logic involved in mapping such as string truncations or validations against any business rules
- vii) The SI shall be responsible for migration of operational data as required, including

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

transaction data such as employee transaction data etc.

viii) In the event of any gaps in data migration, the SI shall discuss with CRPF, document the findings and get it signed-off from CRPF.

1. SI shall run mock data migration tests to validate the conversion programs that have been written.
2. SI shall validate the data before uploading the same to the production environment.
3. SI shall support in conducting the acceptance testing and verifying the completeness and accuracy of the data migrated from the legacy systems to the proposed solution

15) Quality & performance of the SELO-TWO

a) Quality assurance

- i) The SI shall develop a Quality Assurance Plan for the execution of this project. The quality parameters should be defined specifically, tangibly and practically for all the project phases like project management, functional coverage, support services and documentation. The quality parameters should be regularly monitored and reported to CRPF. However, CRPF may appoint an Independent Quality Assurance Partner (consulting agency) to monitor and advise CRPF during the course of implementation.
- ii) **SI shall follow Agile methodology and IndEA methodology for Design, Development, Deployment and Maintenance of SELO-2 Project.**
- iii) **It is also preferred that DevOps should use CBCD (Continuous build and continuous deploy) methodology with a view to enhance collaboration during the project design, development, implementation and maintenance.**
- iv) The SI shall prepare a detailed product/portfolio backlog which should include an exhaustive and mutually exclusive list of epics, user stories, tasks etc.
- v) **Micro-Services Architecture:** SELO TWO should be developed on a micro-services architecture that structures the components/ applications as a collection of loosely coupled services which are independently deployable. The SI shall ensure that all logics are broken into small components and wired through an asynchronous workflow to facilitate quick execution. The solution must be developed so as to facilitate the release of resources and handling of failures at a micro level, allowing for each of components to be run across a cluster of virtual machines which should allow seamless scaling based on usage.
- vi) Real-time data exchange through open APIs between applications/ micro-services should be enabled. Micro-services should leverage appropriate framework such as

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

containers, container orchestration, open tracing, secure services communication between micro-services, advance deployment topology etc.

- vii) Containerization and Cloud Native: SI should develop the SELO-TWO applications, micro-services and all other components in container formats across all environments. To enable this the SI should also provision for suitable 'container orchestration solution' for management of container instances. The SI should ensure that the proposed container solution can support a secure, enterprise-grade orchestration that provides for policy-based control and automation.
- viii) Applications must be developed with services packed in containers, deployed as micro-services and managed through agile DevOps processes and continuous delivery workflows.

b) Performance

Selected SI shall deploy the tool or develop the facility to monitor the following;

- I. **Request-Response Time:** for workflow interaction/ workflow-based transactions of the services accessed by users. The elapsed time between the time at which request is submitted and the time at which response is received by user. Measurement will be on real time transactions.
- II. **End to End response time:**
 - a. end user to core application and back for LAN Users < 2 sec
- III. **Time for Report Generation at CRPF HQ:**
 - a. Simple Report < 2 sec (Simple)
 - b. Medium Complexity report < 5 sec (Medium)
 - c. High Complexity report < 8 sec (High)

c) Infrastructure Requirements

- i) The SI is required to setup the multiple environments within CRPF
 - 1. Development Environment
 - 2. Testing Environment
 - 3. Staging Environment
 - 4. Sandbox Environment
 - 5. Production Environment
 - 6. Training Environment
- ii) The SI shall carry out a detailed assessment of the IT Infrastructure requirements (VM's only) to meet the scope of work and service levels and provide a detailed infrastructure sizing (VMs) to CRPF well in advance.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- iii) The SI needs to establish the connectivity between its offsite development location/s and the CRPF location, if required (at its own cost)
- iv) SI shall provision onsite professional services support including consulting services from the OEM (for proposed COTS) or its consulting unit
- v) The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual (till technology migration), full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM.
- vi) **DevOps** — DevOps is the marriage of development and IT operations management that make unified software development pipelines. Teams have implemented DevOps best practices to build, test, and release software. Low-code development platforms enhance team collaboration and ensure DevOps success.
- vii) Software Development & Deployment Tools for Continuous Integration and Continuous Delivery (CI/CD): The SI should Use DevOps toolchain for delivery, development and management of SELO-TWO Application throughout the system development lifecycle. The set of tools for the DevOps toolchain shall be proposed by the SI. The tools should support specific DevOps initiatives such as Plan, Create, Verify, Package, Release, Configure and Monitor.
- viii) The releases shall be deployed in the test environment for user acceptance testing. Best practices in setting up Development Center should be adopted by the SI so that the Development and Testing zones should be clearly identified and demarcated. The SI shall notify the product owner for all such releases deployed in the test environment and allow selected CRPF closed user group to perform testing. It would be relevant here to mention that the closed user group of CRPF would be located in different geographical locations.

16) Change Management and Capacity Building including Training of users

- I. The SI shall impart training to CRPF employees and other key stakeholders on the usage and maintenance of the SELO-TWO Application.
- II. The SI shall provide a change management plan to CRPF which addresses the various aspects of capacity building and training.
- III. The SI shall propose different training modules for different user profiles at appropriate timelines.
- IV. The SI shall provide such additional training as they deem necessary in order to ensure that the training imparted is comprehensive and complete.
- V. The SI must also prepare Training Modules/content to enable the users for self-

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

learning.

- VI. CRPF along with the SI shall identify key resources to impart skill based training to allow the “Train-the-Trainer” program.
- VII. The training material prepared by SI will be owned by CRPF and cannot be used without prior approval of CRPF

17) Operation and Maintenance of SELO-TWO Application and IT Infra.

a) General Requirement

- i. The SI shall provide Operation and maintenance (O&M) services to CRPF.
- ii. On successful completion of the implementation or the Final Go Live, the SI must extend Post Implementation Support (including warranty).
- iii. One year standard maintenance should be the responsibility of SI.
- iv. Application including IT infrastructure should be the responsibility of the selected SI. Thereafter, maintenance of SELO-TWO Application including IT infrastructure shall be the responsibility of the selected SI for a period of six subsequent years.
- v. During warranty and maintenance period, the SI shall be responsible to update the existing source code every year to the latest available version / technology.
- vi. The SI needs to incorporate suggested change & additional requirements during development and maintenance without demanding any additional charge.
- vii. The SI needs to provide the operational and maintenance support for the systems that are implemented and being used before Go Live.
- viii. The SI must provide a centralized Helpdesk and Incident Management Support till the end of contractual period at CRPF premises.
- ix. During the operations and maintenance phase, the SI should:
 - (1) Ensure that all necessary measures are taken for the smooth operation of the SELO-TWO Application
 - (2) Ensure that persons from CRPF support team are duly trained and prepared in a progressive manner so as to operate the system on their own, with a view to eventually takeover operations at the end of contractual term
 - (3) Ensure that all necessary know-how is transferred to CRPF support team in an effective manner to facilitate a smooth transition. Performance metrics for the transition will need to be agreed between the SI and CRPF

b) Data Visualization

Data visualization would consist of the data representation activities that would need to be performed by the selected bidder. Following activities are envisaged under this component:

- I. After login, the users should be able to generate reports and access dashboard with required information. User dashboard should be customizable to add or remove the analytics information the user would like to access such as: All information available on the dashboard relevant login, Relevant summary reports , Analytics against various attributes, All this information must be available in reportable and shareable format.
- II. Dynamic charts and graphs related to the data including but not limited to average service clearance time, no. of services received & cleared, average time taken at

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

each step of the service, visual Dashboard of top performing departments, visual Dashboard of top performing projects, visual Dashboard of portfolio of financials, visual Dashboard of total application cleared, visual Dashboard of cleared application by department, visual Dashboard of pending application by department, average service clearance time etc. based shall be developed by the selected bidder. These charts shall be prepared based on the inputs provided by the user.

c) Support Requirements

- i) During warranty and O&M phase, the selected SI is required to carry out modification / additions / deletions of module / functionality to the Integrated Application without any additional costs.
- ii) The support shall address all user level queries, fixing bugs, enhancements, changes to configurations, customizations, patch updates, upgrades, database administration, security, management of day to day task related to Domain / System / Database / Mail / Application / VC /Network Administration etc.
- iii) A support team (*comprising of minimum 21 personnel including helpdesk*) is required to be stationed at CRPF HQ New Delhi for the above tasks.
- iv) The services covered under post implementation support include:
 1. Comprehensive Annual Technical Support Services (ATS) on all the licensed software (SELO-TWO application, associated software components, database, Anti-Virus, operating systems, etc.) has to be provided by the SI for the O&M period from the date of Final Go live.
 2. Applications Functional Support (AFS) for the O&M period for the SELO-TWO application shall cover all the solution components.

d) Support Team

The SI should propose a team of at least **21** professionals which would be deployed during the Warranty and O&M phase at CRPF HQ New Delhi. Expected roles of these professionals may be but not limited to the following:

- i) Project Manager (1)
- ii) System architect (1)
- iii) Microsoft Active Directory Administrator (1)
- iv) System & Server Administrator (1)
- v) Network & Security Administrator (1)
- vi) Database & Application Administrator (2)
- vii) Mail and UCM Administrator (1)
- viii) Software Developers – Mobile / Web (8)
- ix) Front End Developer cum Visualization expert (2)
- x) Data Scientist / Data Analyst (2)
- xi) Tester (1)

Above support personnel shall have minimum 5 years experience in respective field and OEM certification in respective technology (viz MCSE/CCNA/CCNP/OCP etc).

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

Software developers should be from the SELO-TWO application development team and should have thorough knowledge of the SELO-TWO Application to provide support, change, addition in SELO-TWO application during warranty and O&M phase.

e) Documentation

- i) The SI must ensure that complete documentation of the SELO-TWO Application is provided with comprehensive user manuals, and adhere to standard methodologies in the project life cycle as per ISO standard and/or CMM models. The following documents are the minimum requirements:
Communication Plan listing all stakeholders in the project, defining their roles and responsibilities, all Architecture documents, Design documents and testing and deployment manuals etc.
- ii) Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of SELO-TWO Application.
- iii) Interface Control Document, documenting the interface characteristics of one or more systems and any previously documented information together with any agreements between interface owners.
- iv) Test Plan containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes schedule, resources, tools, procedures, environment definition, test cases, and software test results.
- v) Operations Manual providing instructions for installing the application, trouble shooting, message logs and FAQs (Frequently Asked Questions) in Hindi and English with Self Learning Videos.
- vi) User Manual (online or downloadable content) providing detailed instructions in the form of a narrative on how to use the application. In addition, it shall describe how to access, submit input, get the desired output from the application.
- vii) SI shall provide self learning videos for all and map them with User Manual & FAQs.
- viii) A data dictionary listing out all the data elements shall be prepared.
- ix) The SI shall maintain all documentation related to the SELO-TWO Application including software artifacts and database with adequate traceability matrix and version control after Go-Live and during O&M.

18) Non-Functional requirement for the SELO-TWO Application

- i) All CRPF components must be maintained with an ease such, that corrective and preventive maintenance can be performed on the system without affecting the entire working of the system.
- ii) The system should be designed to remove all single points of failure. The system should provide the ability to recover from failures and should also provide clustering features, thus protecting against many multiple component failures.
- iii) The system should have the ability to scale up as and when the new business

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

applications and services are added without compromising the performance of the overall solution. The architecture should be proven to be highly scalable and capable of delivering high performance as and when the transaction volumes increase.

- iv) The system is required to cover critical business function and process modules and provide modularity that should support addition / removal of one or more modules as and when required. However these modules should be seamlessly integrated in the core application system. The solution architecture should allow minimum modifications so as to preserve the upgrade path.
- v) The system should support / capable interfacing with Smart Card readers, IOE/IOT Integration, RF devices, data acquisition system, webcam, barcode reader, biometric system etc.
- vi) The system should support standard interfaces such as adapters, APIs to interface with standard application and legacy applications and support user exits.
- vii) The system should support real-time data updates and interfaces with software from other Govt. organization.
- viii) SELO-TWO application should have longer product life cycle (15 years or more) to avoid non-availability of various device drivers & licenses support directly from OEM. The technology proposed for the application should be latest version available in the market.
- ix) The application should have automatic way of migrating the data of existing database in case of data structure change during transfer to new versions.
- x) The system should support export and import of data from different legacy systems/other systems/databases in different file formats.
- xi) The SELO-TWO application should support SSL and digital certificates.
- xii) The system should be remote access integration compatible.
- xiii) The system should support the use of fault-tolerant multiprocessor architecture and cluster processing.
- xiv) The system should support auto-switching failover to other available server in case of server failure.
- xv) The system should support distributed processing.
- xvi) The system should support load balancing.
- xvii) The SELO-TWO application should support High Availability and Fail over Support and virtualization.
- xviii) The Infrastructure technology stack (database, application server and other components) used by the application should be commonly used for developing custom applications that are not part of or an extension of the proposed package.

a) Security Requirements

- i) Security features should be compliant with the **e-Governance Security Guidelines** (e Gov Security Standards Framework (www.egovstandards.gov.in)).
- ii) The system must provide an end-to-end security blanket to protect the SELO-TWO application, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers. Using Firewalls and Intrusion detection systems,

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

such attacks and theft should be controlled and well supported (and implemented) with the security policy. The security implementation shall cover all three layers namely physical, network and transport layer.

- iii) All systems should have integrated security features that are configurable by the system administrator to control access to the application, functional modules, transactions and data.
- iv) Public key verification methods should be followed for verifying that the contents of a document have not been tampered with, and allowing the receiver to confirm the identity of the sender.
- v) The applications should require the use of unique user IDs and passwords for authentication purposes and digital signatures, Bio Metric and other devices as applicable.
- vi) The application should allow for the following:
 - (a) The enforcement of password standards
 - (b) The establishment of a specified period for password expiration, and the prohibition of recent password reuse
 - (c) System administrator should be able to define functional access rights and data access rights by assigned user ID, functional role, and owner organization.
 - (d) The system should permit the system administrator to assign multiple levels of approval to a single user.
 - (e) System administrator should be able to restrict access to sensitive data elements by named user, groups of users, or functional role.
- vii) System should be auditable as per requirements from time to time. System should have audit logging capability to record access activity, including the following:
 - (a) All log-in/log-out attempts by user and workstation;
 - (b) User-submitted transactions;
 - (c) Initiated processes;
 - (d) System over ride events; and direct additions, changes, or deletions to application-maintained data.
 - (e) System should provide the ability to query the audit log by type of access, date and time stamp range, user ID, IP address and terminal ID.
 - (f) System should have enough meta data to audit the change made in any field any time by anyone from any location using any device and network
- viii) All the information assets (information and information systems) should be classified and security should be defined according to criticality of the information asset. All the data / information contained within systems or in hard copies related to this project, are owned by CRPF. No information should be made public either directly or indirectly nor allowed to be accessed by unauthorized persons.
- ix) System audit should be enabled for all the information assets to establish detective controls. System should have evidences, like audit trails, logs, registers, proof of background checks, approvals from CRPF or its designated agency, support for various decisions, support for accounts etc. for the purpose of third party security

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

audit.

- x) System should have security incident management procedures. This incident management procedure has to use Technical Support facilities and should be reported in the incident management System.
- xi) Application should have system development and change control procedures including effective segregation of duties and environment.
- xii) Proper protection against malicious software should be ensured. This would include implementation of an effective anti-virus solution, scanning viruses at regular intervals or on certain triggers and updating the solution as and when new patch is received from the anti-virus solution provider.
- xiii) Should have proper logical access security for all the information assets. Entire network including servers, communication links, database etc., should be logically segregated from rest of the networks.
- xiv) Should ensure suitable technical and procedural controls to protect the network.
- xv) Wherever the SELO-TWO project network comes in contact with an untrusted network, additional security measures should be taken like firewall, IPS, DMZ, proxy server, encryption etc.
- xvi) Should have a business continuity plan and a disaster recovery plan that should be implemented before commencement of operations. Robust backup procedures should be established for the same.
- xvii) The SI shall deploy the application only after it is security audited and certified. Any module added or changed shall have to be audited further
 - (a) Tool-based Static Analysis (Source Code scanning) of code for critical applications
 - (b) Black-box scanning of applications for vulnerabilities and their subsequent patching
 - (c) Testing for vulnerabilities through manual audits based on Open Web Application Security Project (OWASP) Top 10, subsequently code is hardened to remove the vulnerabilities found. This process performed iteratively shall certify the application to be safe for hosting
- xviii) **Server Security**
 - (a) Vulnerability Assessment of the Server shall be carried out by SI
 - (b) Servers shall be hardened regularly
 - (c) Additional Layer of Security shall be provided to applications by deploying these behind the Firewall
- xix) **Virtualization**
 - (a) The SI must propose virtualization techniques for deployment of the SELO-TWO modules for optimum use of resources and design the solution appropriately keeping in view the performance requirements.
 - (b) The SI is expected to propose the deployment architecture that is best suited for the SELO-TWO Application.

b) Audit Requirements

- i) The application/ solution shall be audited through a CERT-in empanelled audit agency.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- ii) Such an involvement and guidance by the agencies shall not, however, absolve the SI of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the SELO-TWO Application to deliver the services in conformity with the RFP, SLA and the Master Service agreement (which shall be signed by the selected SI).
- iii) All changes suggested by the audit agency shall be implemented by the SI upon acceptance and approval by CRPF.
- iv) SI has to submit security certificate before GO live.

c) Scalability

- i) The SI shall plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of the system. The vertical scalability in servers in terms of additional processors and RAM will have to be provisioned for handling future growth in transactions.
- ii) However, role of SI in respect of Hardware is limited upto requirement projection for its application only. They need not supply any hardware.
- iii) The following indicative figures are given to help the SI in load testing:
 - (a) At present the core functional users for all the functional modules in the system are estimated to be 25000 nos.
 - (b) The estimated individual users for ESS (Employee Self Service) for various applications/reports like leaves, salary slip, service book etc are. estimated to be 3.5 lakh.
- iv) The SI shall keep in mind increase in user base due to future expansion of the force.
- v) The application software should be designed to cater to this load without any degradation of performance.
- vi) The database schema and design should be capable of handling current and future loads.
- vii) System should be upwardly scalable in the event of increased usage of the system or new business requirements

d) Configuration / customization

- i) The SI shall be responsible for installation of SELO-TWO application, database, tools, and any other hardware component required for making the SELO-TWO Application successfully operational as per the requirements of CRPF. The system is to be a single-instance; centralized installation servicing the entire organization. The SELO-TWO Application will be installed at the FHQ & utilized by all stake holders.
- ii) **Configuration:** Based on the approved Business Design Document, the SI will undertake the system configuration and customization. After completion of configuration to the SELO-TWO Application, SI shall carry out a trial run. If needed or/and the result is not up to the expectation of CRPF, further reconfiguration will be done by the SI in order to close any gap left in meeting the desired objective
- iii) **Customization:** CRPF intends to implement SELO-TWO functionalities and the leading practices available in the offered solution, as far as practically possible. The SI is required to undertake customization that may be needed in line with the

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

changed, improved or specific business processes requirement prepared during Business Design phase of the SELO-TWO implementation. However the same must be tested, accepted and approved by CRPF.

- iv) All custom development should be carried out in a controlled and planned manner with adherence to SELO-TWO prescribed coding standards and naming conventions
- v) SI should follow disciplined approach for configuration and customization which should not restrict CRPF for any future upgrades to its SELO-TWO Application to this effect, the SI should provide a certificate from OEM which certifies that the SI has followed disciplined approach for configuration and customization of SELO-TWO Application and it will not stop CRPF from future upgrades.
- vi) CRPF reserves the right to seek customization to meet its unique requirements and validate the design or findings suggested as custom development by the SI.
- vii) In case it is difficult to arrive at the reasonableness of these requirements on customization during the implementation, the same shall be resolved through discussions. In case the issue is not settled, the same shall be referred to the Steering Committee constituted for the project implementation.
- viii) The committee may at its discretion co-opt any subject expert internal/external of CRPF who in its opinion may help in resolving the dispute. The decision of the Steering Committee and or the subject expert internal/external of CRPF appointed by the Steering Committee is final.

e) Testing

- i) As part of testing, the SI shall cover all activities during the implementation process (configuration of business processes, development such as conversions, interfaces, reports) which prove that system settings are correct as per business requirement of CRPF. In doing so, the SI shall include test plans, test cases, and testing report.
- ii) The SI shall create the test strategy document that defines the requirements and goals of SELO-TWO configuration, determines the tools and methods used to check that the system responds correctly, determines how and when the test will be performed and recommends how the approval process should occur.
- iii) The test strategy document shall guide the project team through the implementation to ensure that planning and conducting testing activities in the various phases of SELO PHASE II
- iv) SI shall develop the baseline test plan with scenarios and test data to be used for testing based on the test templates. For simple transactions, testing (unit testing) shall be done straightforward during configuration and the results shall be recorded. For transactions that are very complex involving multiple screens, functions and variations to run, the transactions shall be documented and tested with a Business Process Procedure, maintaining the test section with test conditions and variations of the standard transaction, or with case procedures, maintaining the test section. SI shall use the Test Scenario template entering every single step (transaction) with input and output data to document process flows.
- v) The SI shall after development and customization/configuration of the SELO-TWO Application, conduct tests to demonstrate that the system meets all the requirements (functional and Non Functional) specifications as brought out in this RFP and would be in accordance with the procedures detailed in the approved process document.

- vi) On the basis of these tests, a report would be submitted by the SI for review and approval by CRPF. The test results and response times should be demonstrated by the SI during the testing phases (System, integration & Stress and Load testing) at each CRPF location in an environment/infrastructure as mutually agreed upon by CRPF and the SI.
- vii) Integration testing shall be accomplished through the execution of predefined business flows, or scenarios, that emulate how the system will run the processes of CRPF. These business flows, using migrated data from the pre-existing systems, shall be performed in a multifaceted computing environment comprising of SELO-TWO products, third-party software if any, system interfaces and various hardware and software components. The integration tests shall build the necessary level of confidence that the solution is complete and will perform the processes of CRPF
- viii) Integration testing shall focus on cross-functional integration points, as well as end-to-end business processes. The Final Integration test plan shall start with the testing of the cross- functional integration points (touch points) and end with the end-to-end testing of critical business processes identified within the Business Blueprint.
- ix) Load, scalability and stress testing would be conducted prior to commissioning & Go Live, once the System Integration testing of the configured and customized solution has been conducted successfully. The SI should use suitable simulation tools in accordance with the agreed test procedures keeping in view CRPF's projected future load of transactional users as proposed by SI and agreed by CRPF. After successful testing and its clearance with CRPF, the solution would then be considered as ready for commissioning.

f) System Acceptance

The SI will develop acceptance test procedures and the same will need to be approved by relevant stake holders of CRPF. The purpose of this acceptance is to ensure conformance to the required process operations response time, the integrity of the application after installation, and to eliminate any operational bugs. This will include:

- (a) Fine tuning of the application, ensuring all required related component software are installed and any debugging required.
- (b) The acceptance tests will be carried out before Go-Live at site.
- (c) At the satisfactory conclusion of these Acceptance tests to the satisfaction of CRPF, the implementation of the application shall be considered to be complete however if any bugs/errors is reported by CRPF, the SI shall be responsible for taking the corrective action immediately.

g) Audit Requirements

- i) The application/ solution shall be audited through a CERT-in empanelled audit agency.
- ii) Such an involvement and guidance by the agencies shall not, however, absolve the SI of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the SELO-TWO Application to deliver the services in conformity with the RFP, SLA and the Master Service agreement (which shall be signed by the selected SI).

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- iii) All changes suggested by the audit agency shall be implemented by the SI upon acceptance and approval by CRPF.
- iv) SI has to submit security certificate before GO live.

h) User feedback and CRPF

- i) The SI is expected to build adequate mechanisms to get the feedback from different users of the SELO-TWO system during different stages of the project. The users/stake holders for providing their feedback will be identified by CRPF.
- ii) The SI is expected to deploy in this project the expertise and experience of similar projects (Similar means Application should have at least four modules (HRMS, Pay, Inventory & Finance) out of total module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Bigdata, , INT, Administration etc) carried out by them earlier. Although it is not expected that these experts will be full time on site for the project, it is expected that all the key deliverables will go through a review with these experts.
- iii) Similarly, the SI is expected to deploy all the quality assurance mechanisms as per international quality standards for this project.
- iv) The SI should clearly indicate up front what are the deliverables which will go through internal review, what type of expertise will be deployed for these reviews and what are the deliverables which will follow the quality assurance plans.
- v) If any of the deliverables are not acceptable to CRPF or its appointed experts, CRPF will have the right to seek deployment of experts from the SI to review the deliverables at SI cost
- vi) **Mechanism to adopt feedback**

There are three types of feedback for the deliverables – from the SELO-TWO OEM, from the users/stake holders and from the internal experts of the SI. The following is expected from the SI on the feedbacks:

- (i) All the feedback will be discussed with CRPF and based on guidance from CRPF, will be incorporated into the project
- (ii) Since the feedback for any rework is by nature correcting the inadequacy of quality of the work produced in the first place, CRPF will not accept any change notice requests for these modifications
- (iii) SI has to build adequate mechanisms to control the risks of time over runs possibly due to effort required to rework bad quality deliverables
- (iv) SI has to indicate in the beginning and during the start of each phase how it plans to take feedback and the mechanisms to incorporate the feedback into the project plan and deliverables
- (v) The SI will report to CRPF on how the feedbacks have been incorporated into the project deliverables and take a sign off from the designated authority of CRPF.

19) The implementation Methodology

- a) The methodology to be deployed by the SI to implement the SELO-TWO Application will have different work elements and activities. The project preferably be executed using standard Agile methodology alongwith checklist for all phases for ensuring speedy development in line with the users' expectation.
- b) **The SI shall deploy the project management tools before start the interaction with the users for finalization of FRS, SRS etc. Project management tools must have the capability to collect feedback, record suggested change by the different users and approvals.**

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- c) All these activities and the work elements should coherently focus on achieving the following key results:
 - i) Quality of the solution deployed
 - ii) Customer satisfaction while deploying and during usage
 - iii) Successful implementation in terms of completeness and timely accomplishment of the outcome
- d) While there are different techniques and tools available as part of the methodology, the following are expected to be part of the implementation methodology to be adopted by the SI
 - i) Workshops with different stakeholders for capturing business requirements, creating awareness of best practices, communicating the changes, building consensus on process design, for signing off the deliverables etc. These need to be organized at different intervals and in different places throughout the duration of the project as demanded by the context.
 - ii) Stakeholder consultation other than workshops, with those stakeholders who will be identified by CRPF, for the purpose of critical inputs, review, suggestions, process description etc.
 - iii) Review sessions with different stakeholders for signing off the deliverables, walking through the deliverables for facilitating quick understanding
 - iv) Reviews with experts from the SELO-TWO Application OEM
 - v) Internal review mechanisms of SI for ensuring the quality of the solution and the deliverables
 - vi) Adoption of the review comments - effective mechanisms to adopt the changes suggested
 - vii) Documentation of proceeding – recording the developments, discussions, deliverables, using standard methodology and native tools available with the SELO-TWO Application
 - viii) Work standards/practices for documentation, configuration, testing, data migration etc.
 - ix) Training different stake holders on a continuous basis

20) GO Live & Post Go Live Support

a) Go Live

- i) CRPF will consider Go-Live date of the SELO-TWO system once “Certificate of System Acceptance” is provided to SI. The SI is required to undertake the following to review readiness for “Go Live”:
 - 1. Training on training server to all stake holders
 - 2. Facilitate in setting up central help desk for any queries
 - 3. Review the usage and performance of the system till it stabilizes
 - 4. Ensuring resolution / Documentation of all issues raised during implementation
 - 5. Final configuration/ integration, volume and stress testing
 - 6. Switch over to production environment.
- ii) Declaration of “Go Live” – the system will be declared “Go Live” when the following tasks/activities are accomplished satisfactorily:
 - 1. Acceptance testing
 - 2. Installation and commissioning

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

3. Data migration
 4. Training
 5. User creation / role identification
 6. SLA tool deployment
 7. Help desk establishment
- iii) The Final Go Live will be after completion of stabilization period for that specific phase

b) Post Go Live stabilization support

The SI shall provide post Go-Live support, as part of this scope; by continuing the deployment of the same technical and functional consultants at site for full three months after implementation and Go-Live. During the stabilization period the SI would help CRPF users to correct any errors/bugs incurred while executing transactions, generating reports, handholding for one financial quarter closure. The SI will update the user manuals and configuration manuals accordingly

c) Applications Functional Support (AFS) for the delivered SELO-TWO solutions which will cover all the solution components

- i) The Application Functional Support Services contemplated herein shall be provided for SELO-TWO Application implemented by the SI. The SI shall render both on-site maintenance and support services to CRPF.
- ii) ***Enhancements and defect fixes:*** The SI shall incorporate technological changes, up gradation of source code to support a new version and provide enhancements as per the requests made by CRPF.
- iii) ***Routine functional changes:*** The SI shall be responsible for user and access management, creating new report formats, and configuration of reports. SI shall provide user support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application. The SI shall perform user ID and group management services. The SI shall maintain access controls to protect and limit access to the authorized End Users of CRPF.
- iv) ***Tuning of the SELO-TWO solution:*** The SI shall also undertake tuning of SELO PHASE II, databases, any third party software and any other components provided as part of the solution to optimize the performance.
- v) ***Deployment/Re-Deployment of SELO-TWO solution:*** The SI shall be responsible for deployment of the SELO-TWO solution and re-deployment in case of any upgrades to the underlying hardware or operating System and carry out any necessary testing.
- vi) The SI shall be required to provide operational & maintenance services for System including, but not limited to, production monitoring, troubleshooting & addressing the functionality, availability & performance issues, implementing any system change requests, addressing the incidents/problems raised by the users (via IT Helpdesk) for problems/bugs in the application etc
- vii) The SI shall keep the application software in updated & in good working order; meeting the requirements defined by CRPF from time to time based on functional, administrative or legislative priorities, perform any changes and upgrades to

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

applications as requested by CRPF

- viii) Tuning of application, databases, third party application and any other components provided as part of the solution to optimize the performance.
- ix) The SI shall perform (at no extra cost) changes in functionality of application/processes, bug fixes, various reports of CRPF, error resolutions and enhancements (due to change in CRPF working) that are incidental to proper and complete working of the application.
- x) Release Management for the interim releases of the application.
- xi) Centralized version and configuration control of the application.

d) Routine functional changes.

- i) Any changes to the application code that may be required because of patches to licensed software being used (if any). The SI shall migrate all the current functionality to the new / enhanced version at no additional cost to CRPF.
- ii) Updating and maintenance of all SELO-TWO **project documents** (including user manuals, trainings documents, FAQs and self-learning videos etc) on addition of new functionality or process OR change in functionality or processes.
- iii) Change request management based on feedback from the users or the initiative of the SI. All planned changes to the application, especially major enhancements and changes in functionality post go-live, shall be coordinated within established Change control processes.
- iv) The SI will define the Software Change Management and **version control process** and obtain approval for the same from CRPF. For all proposed changes to the application, the SI will prepare detailed documentation including proposed changes, impact on the system in terms of functional outcomes/additional features added to the system, etc.
- v) The SI shall carry out the configuration of new CRPF offices/stakeholders as required by CRPF.
- vi) It is clarified that changes in software, hardware and other infrastructure required as a result of any legislative, administrative, policy changes in CRPF/ GOI processes and workflow shall not constitute change of 'Scope of Work' and need to be undertaken by SI at no additional cost to CRPF during various phases (Development, Post go Live and during O&M).
- vii) Any changes/upgrades to the software performed during the operations & maintenance phase shall be subjected to comprehensive & integrated testing by the SI to ensure that the changes implemented in the system meets the desired and specified requirements of CRPF and does not impact any other function of the system. The SI shall provide a staging environment for testing of changes/ updates/ patches before applying them on production environment
- viii) The SI must carry out any requisite adjustments / changes in the configuration for implementing different versions of the application software.
- ix) The SI shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SI must provide free upgrades, updates & patches of the software and tools to CRPF as and when released by OEM. The SI will implement from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required after necessary approvals from CRPF about the same at no additional cost without disturbing the implemented SELO-TWO Application.
- x) Regular analysis of events and logs generated in all the sub-systems including but

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

not limited to servers, operating systems, security devices, etc. to identify vulnerabilities. Necessary Action shall be taken by the SI in accordance with the results of the log analysis. Suitable mechanism has to be maintained for security and forensic related logs or as per requirement of IT act and that of other government regulations issued from time to time.

- xi) Adoption of policies and procedure, compliances, guideline, standard as defined by the GOI/CRPF.
- xii) Backup of storage as per the defined policies.
- xiii) Monitoring and enhancing the performance of scheduled backups, scheduled regular testing of backups and ensuring adherence to related retention policies as defined by CRPF.
- xiv) Prompt execution of on-demand backups of volumes and files whenever required or in case of upgrades and configuration changes to the system.

e) User Profiles and Account Management

- i) Routine functional changes that include user and access management, creating new report formats and configuration of reports.
- ii) The SI shall provide user support in case of technical difficulties in the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application.
- iii) The SI shall perform user ID and group management services. The user-id naming & protocol shall be designed and implemented for all the user ids. Such naming convention and protocol shall be signed-off with CRPF.
- iv) The SI shall maintain access controls to protect and limit access to the authorized end users of CRPF.
- v) The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support related to SELO-TWO Application.
- vi) System administration tasks such as managing the access control system, creating and managing users etc. and maintaining logs and history of access rights of the users.

f) Antivirus Solution Management

- i) The SI should ensure overall security of the system including installation and management of antivirus solution for protection of all the servers at DC & DR implemented for the project, application of updates/patches etc. The antivirus patches have to be updated and applied from time to time, after appropriate testing of the patches in the staging area.
- ii) Guarding the systems against virus, malware, spyware and spam infections using the latest antivirus suites which include anti-malware, anti-spyware and anti-spam solution for each server antivirus version and its upgrades. The antivirus suite and updates will have to be provided by the SI at regular intervals as and when the new signatures are released by the OEM. The SI for the purpose of support on new upgrades & patches shall have a back to back arrangement with the OEM from whom the antivirus suite is purchased. The copy of the same shall be submitted to CRPF.
- iii) The SI shall supply antivirus SELO-TWO edition. For DC & DR servers, the SI has to

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

procure antivirus licenses mandatorily. The license certificate has to be procured in the name of CRPF and submitted to CRPF. The antivirus should have the subscription for server download of real-time updates and upgrades from the OEM site during the entire duration of the project.

- iv) The SI shall have back to back agreement with 24/7 premier support with antivirus OEM, which shall ensure that any critical issues with respect to virus/antivirus are addressed within the 24 hrs.
- v) The copy of such agreement shall be provided by SI to CRPF. Such agreement shall be valid throughout the agreement period.
- vi) The SI should provide solution to virus alerts when they occur (within 24 hrs) or earlier in case of emergency. The SI has to take corrective action in case systems get affected due to virus activity.

g) Handholding Support Requirements

- i) The SI shall provide handholding support for a period of One (1) year post Final Go-Live in addition to the training provided. This may be further extended as per CRPF requirements and it will be as per the rate quoted by SI in the commercial bid.
- ii) Handholding in this context shall mean the following:
- iii) Clarifying any doubts regarding the operations and functionality of the application software
- iv) Assistance in screen navigation, if required
- v) Assistance in user authentication, if required
- vi) Assistance with authorization levels, if required
- vii) Database structure and field knowledge
- viii) Minor development using existing database and flow by CRPF personnel's
- ix) Help users in verbalizing and logging their problems

h) Centralized helpdesk

- i) The SI shall design a module or deploy COTS for Help desk in SELO-TWO for automation and logging of queries & complaints
- ii) The SI shall establish and provide central helpdesk facility from CRPF DTE office in New Delhi
- iii) The SI is expected to setup and operate the IT Helpdesk from testing of first deliverables as per the payment mile stone till the end of O&M period.
- iv) The following are the hours of operation of the Helpdesk :

Operating Hours	Days of the week
9 am -6:30 pm	<input type="checkbox"/> Monday-Saturday (excluding public holidays) <input type="checkbox"/> Any other date and time as requested by CRPF

- i) The Helpdesk service will serve as a single point of contact for all Application, hardware and network related incidents and service requests. The Helpdesk shall provide troubleshooting Services including maintenance for overall system stabilization,

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

defect resolution, system maintenance, system administration, availability & performance issues, security administration, database administration, User administration and end-user problem resolution. The operational support will have to be provided, through a suitable Helpdesk system, to ensure that the solution is functioning as intended and that all problems associated with operations are resolved satisfactorily.

- j) The Helpdesk service is required in two languages – English and Hindi.
- k) The SI in consultation with CRPF is required to provide necessary channels for reporting issues to the help desk in SELO-TWO application.
- l) One/Two landline phone numbers, seating arrangement and electricity will be provided by CRPF free of cost to SI. SI needs to provision for converting these phone numbers into multiple lines as required and also provision for any other hardware & software required for the same.
- m) Portal – A web and mobile application-based functionality for service desk tool for registering the calls and a call logging system in line with the severity levels as per the SLAs shall be implemented.
- n) The SI shall provide Help Desk services to track and route requests for service and to assist end users in answering questions and resolving problems related to the software application, hardware & network support, Data Centre, and Disaster Recovery Centre.
- o) Creation of knowledge base on frequently asked questions to assist user in resolving basic issues themselves shall be ensured.
- p) For Maintenance of hardware, co-ordinating with OEM for any kind of support and fixing the problem.
- q) Services in this area include, but are not limited to, the following:
 - (i) Logging all the calls, classifying the calls and render first level support
 - (ii) Assigning the call for appropriate action, within the stipulated time.
 - (iii) Tracking the call till closure and ensure SLA adherence.
 - (iv) Generate reports on a daily, weekly and monthly basis. Generate exception reports.
 - (v) Provide need-based ad-hoc reports.
 - (vi) Interact with CRPF and stakeholders
 - (vii) Ensure adherence to escalation processes.
- r) It is expected that the SI shall bring service desk tool at no additional cost to CRPF. Vendor will integrate this tool with SELO-TWO Management system and Network management system for auto ticket generation, call logging from users and tracking till resolution. The service desk tool should track SLAs as mentioned in this RFP. The service desk tool shall be
 - i) ITIL compliant service delivery.
 - ii) Service desk should track & record help desk jobs. (Monitor Helpdesk effectiveness in real-time)
 - iii) Should have basic features for call management such as Update & close jobs / Tickets.
 - iv) Place jobs / tickets on “Hold”
 - v) Ticket auditing facility should be provided by the “Service Desk tool”.
 - vi) Assign priorities to Jobs / Tickets.
 - vii) Specify & track target job completion status based on various factors like Dates, Priority etc.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- viii) Services desk tool should have the capability to categorize jobs as per the structure of a problem module wise and resource wise ex: Server related problem should be assigned to hardware team.
- ix) Service desk should have “SLA” mapping / monitoring & tracking feature. (When a ticket is raised, target Helpdesk shall calculate the most relevant service level agreement according to the issue and any asset identified).
- x) Service desk should record time duration spent on each ticket.
- xi) Service desk tool should define unlimited no of end-users.
- xii) Service desk should have facility to restrict specific functionality to certain operators.
- xiii) Service desk tool has to have inbuilt “Escalation Matrix” which help for the notification purpose to operators & users about their tickets.
- xiv) The proposed tool should maintain Asset information.
- xv) The proposed tool should have the facility to link files (error, log files) to help desk tickets.
- xvi) The monitoring tools deployed by the SI shall be able to generate automated trouble tickets in an event of faults or threshold violations and escalate the same to predefined set of people across the organization and third-party vendor. The ticket needs to be automatically closed as soon as the fault is resolved.
- xvii) A unique Ticket Number should be created and assigned for any fault and using the same unique no., the history of call resolution and current status must be tracked.
- xviii) Help Desk should be directly and automatically integrated with Network Management Software so that automated tickets get generated through the Help Desk whenever Network Management Software receives a qualified alert. Similarly, when Network Management Software detects that the fault has been restored then the ticket generated in Help Desk earlier should be automatically closed and history of the same ticket should be maintained for viewing.
- s) The SI needs to provide the number of resources as Helpdesk agents / technical team for O&M as mentioned in technical evaluation bid. SI needs to provide the required resources their tasks, knowledge for helpdesk.
- t) One of the above-mentioned resources should be well versed with the deployed network. The same resource shall be responsible for other helpdesk activities also in addition to the network related resolution tasks.
- u) The SI will also submit an escalation matrix to CRPF on the procedures for resolution of different types of issues/error/bugs and implement the same.

21) Data migration Requirements

- a) Data Migration in the context of this RFP refers to validation and migration of data from the legacy system to the new database schema, linking and Meta tagging the documents to the relevant records in the Data Management System (DMS) and conformance to quality control requirements. Data should be migrated from the current application and media to the new application prior to ‘go-live’ of the application.
- b) The key data Migration requirements include:
 - i) Data conversion: Since there would be difference between existing database table structures and database table structures of new application, mapping shall be done between existing tables and proposed tables and data be made compatible for migration and migrated into new tables.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- ii) Perform data cleansing for incorrect/ incomplete data
- iii) Perform validation of digitized / scanned records
- iv) Obtain sign off on migrated data

#	Consideration
DM1	Risk Identification & Mitigation: It is extremely important to identify all risks associated with data migration and enumerate mitigation measures. The plan should address the contingency measures to be adopted during the event of a data migration failure. It should also clearly specify measures to be taken to prevent data loss. It may be preferable to consider migration of data to a backup system at the same time as the new system to address data loss due to system failures
DM2	Data Mapping: A comprehensive data mapping exercise must be undertaken before embarking on data migration. A good data map will detail an in-depth cross-referencing of all mutual fields across the source system and the target system. Ideally it should include: <ul style="list-style-type: none"><input type="checkbox"/> Names of applicable to and from fields<input type="checkbox"/> Lengths and data types of these fields<input type="checkbox"/> Mapping of relationships between entities<input type="checkbox"/> Check on the constraints, unique fields and integrity checks<input type="checkbox"/> Any logic involved in mapping such as string truncations or validations against any business rules.
DM3	Skill Set: In order to effectively perform data assessment and cleaning, it is important that the data migration team is sufficiently familiar with existing data structures of the source registers/databases.

- c) The SI should submit data migration plan in their bid, detailing all the activities to be performed during the data migration. Indicative broad activities to be performed by the SI are as follows
 - i) An assessment needs to be done to identify the database requirements for the application envisaged for this project. The data requirements in terms of master data and transaction data need to be identified, which is required for the envisaged solution.
 - ii) Migration of complete records available in electronic form is required to be performed to acceptable quality and standards as prescribed in this RFP.
 - iii) Development of merged database structure
 - iv) Porting of all the data into the database
 - v) Final updating of the single database
- d) **Additional Requirements for Data Migration**
 - i) SI shall migrate the data at the implementation sites of CRPF.
 - ii) SI shall formulate the “Data Migration Strategy document” which will also include internal quality assurance mechanism. This will be reviewed and signed-off by CRPF prior to commencement of data migration.
 - iii) SI shall incorporate all comments and suggestions of CRPF in the Data Migration Strategy and process documents before obtaining sign-off from CRPF.
 - iv) SI shall perform mock data migration tests to validate the conversion programs.
 - v) SI shall ensure complete data cleaning and validation for all data migrated from the legacy systems to the new application.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- vi) SI shall generate appropriate control reports before and after migration to ensure accuracy and completeness of the data.
- vii) SI shall convey to CRPF in advance all the mandatory data fields required for functioning of the proposed solution and which are not available in the legacy systems and are required to be obtained by CRPF.
- viii) SI shall develop data entry programs / applications that may be required for the purpose of data migration in order to capture data available with / obtained by CRPF in non – electronic format.
- ix) SI shall conduct the acceptance testing and verify the completeness and accuracy of the data migrated from the legacy systems to the proposed solution.
- x) SI shall give the template for data migration to CRPF and CRPF shall furnish the required data on the templates provided by the SI. SI shall furnish adequate guidelines to fill the data templates to CRPF.

22) Training and Change Management Plan

- a) This section focuses on the change management and capacity building approach and plan so as to be able to tackle the issues that might arise due to new processes of the SELO-TWO Application. Training for SELO-TWO will allow multiple stakeholders to participate in the day to day management of the solution and ensure sustainable programs to cover specific SELO-TWO programs in order to ensure adoption of the system at each level
- b) **Need for Change Management** : Introducing radical reforms has to be necessarily accompanied by efforts to energize and orient the mindsets of the people – both within and outside the department. For instance, the CRPF staff should be skilled to operate and work in a significantly newer and different way. A well-calculated and well-designed strategy has to be followed for the people to be trained to work effectively in the new environment. It is necessary to formulate a change management plan with appropriate interventions for capacity building, training and stakeholder communications
- c) **A successful Change Management Program will ensure:**
 - i) A smooth transition to the new way of working
 - ii) The organization/people support the changes implemented
 - iii) Individuals know how the changes affect them and the role they have to play
 - iv) Stakeholders to understand the benefits of the changes and internalize it
 - v) The new system and its underlying concepts are understood
 - vi) People are aware of how roles and responsibilities are changing
 - vii) Everyone is motivated and committed to the change program
 - viii) The success and progress of the program is monitored and measured

23) Documentation Requirements

- a) **End-User Documents:** Documentation will be supplied and maintained by the SI during the project. The ownership of all documents, supplied by the SI, will rest with CRPF. The electronic copies shall be submitted along with all the paper documents and manuals, required for operating and configuring the system. The documents provided must include at least:
 - i) User Manual (both online and paper copies) providing detailed instructions on how to use the SELO-TWO application. In addition, it shall describe how to access, submits

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- inputs to, and outputs from the application. User manual should be compiled Module and Process wise for easy navigation.
- ii) System installation guide including the configuration of the supplied infrastructure.
 - iii) User will have the rights to duplicate the hardcopy and soft copy of the documents created by the SI without any financial and legal implications.
 - iv) SELO-TWO Applications Training Manual Module wise.
 - v) Self-learning videos.
 - vi) On fly help on each screen covering the role of screen, process diagram, attributes details and tool tips for each field.
- b) **Technical Documents:** The SI shall supply operation and maintenance manuals for all the deliverables. These shall be in such details as to enable CRPF to operate, maintain, adjust and fix the system etc. The manuals etc. for all deliverables shall be in English and Hindi and in soft and hard copy and equal to the number of the deliverables
- c) The SI must ensure that the SELO-TWO Application components being developed are thoroughly documented with comprehensive manuals and adhere to standard methodologies in software development as per ISO and/or CMMi models. The documents including but not limited to are:
- i) Product installation and configuration steps;
 - ii) Application access procedures;
 - iii) User screen layout and content;
 - iv) Transaction entry procedures;
 - v) Batch job setup, processing, and recovery/restart procedures;
 - vi) Error codes with full descriptions and recovery steps;
 - vii) Standard report layout and content;
 - viii) Internal processing controls;
 - ix) Application security;
 - x) Operating specifications and system flowcharts;
 - xi) Database entity relationships, table formats, and data element descriptions; and Program module descriptions
 - xii) Quality Assurance Plan Documenting the planned and systematic pattern of all actions necessary to assure confidence that the software developed will conform to the CRPF functional and technical requirements.
 - xiii) Interface Control Document - Documenting the interface characteristics of one or more systems and documents agreements between interface owners. It contains information on both the physical and data element requirements that are necessary to make the transfer of information between systems feasible.
 - xiv) Test Plan Containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes methodology, schedule, resources, tools, procedures, environment definition, test cases, and software test results.
 - xv) Systems Manual Detailing the data structure, table, forms and report structures.
 - xvi) Installation and maintenance manual for the servers and other hardware
 - xvii) Operations Manual providing instructions for installing the application, troubleshooting, SELO-TWO message logs, and FAQs (Frequently Asked Questions).
 - xviii) Trouble Shooting Guide/ Handbook for Helpdesk which describes the various trouble shooting methods.
 - xix) Self-Learning videos for all above

24) Roles and responsibilities of system integrator (SI)

- a) Preparation of Detailed Project Plan in line with the overall plan provided in the RFP.
- b) The same should be prepared in consultation with CRPF.
- c) Develop, install, commission, operate and maintain the application
- d) Meet the defined SLAs for the performance of the system.
- e) Implementation of SELO-TWO System (including 3rd party tools used for any activity) as per the requirements mentioned in this RFP / FRS document
- f) Ensure that the hardware and other infrastructure deployed at DC & DR and other (Network switches / UTM) at project remote locations shall be maintained as defined in RFP.
- g) Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and DRC, up to date by installing regular upgrades / patches.
- h) On-going maintenance support, upgrades and enhancements of the solution including 3rd party components as applicable).
- i) Setting up and operations of centralized help desk as mentioned in this RFP document and provide necessary support for the resolution of bugs, patches & upgrades of the solution.
- j) Submit documents & deliverables as defined in the RFP
- k) Ensure availability of other infrastructure components for conducting training programs .
- l) Ensure training material for trainers to train the other users of CRPF as mentioned in this RFP.
- m) Delivering training for CRPF employees
- n) Periodic testing of readiness of DRC .
- o) Recovery in case of failure of DC/DRC
- p) Data Migration as mentioned in this RFP document.
- q) During the maintenance phase the responsibility of overall system and version control will continue to be vested with SI only and should not be outsourced.
- r) Provide onsite handholding as mentioned in this RFP document
- s) Maintaining the SLA requirements as mentioned in this RFP document.
- t) Analysing & managing system performance, network performance, call logs, etc., as well as providing the means of monitoring the SLA metrics.
- u) Regular backup of the solution data.
- v) Generation of the MIS reports as per the requirements of CRPF.
- w) Providing of interface for adhoc query for selected roles.
- x) Generation of report for monitoring of SLAs.
- y) Providing Help features on the Application Modules that can be used by stakeholders such as Frequently Asked Questions (FAQ), etc. including various tests and audits as mentioned in this RFP.
- z) Provision should be made for generation of SLA charges report based on variables for monthly or any specified period.
- aa) Maintaining and Syncing of latest application code with the training servers hosted in various training institutions.

25) Pre-Qualification Criteria (Form PQ-1*)

Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been:

- a) submitted in a manner not conforming with the manner specified in the RFP document
- b) submitted without appropriate “Bid Security Declaration” as prescribed herein at **FORM PQ-1**
- c) received without the appropriate or power of attorney
- d) containing subjective/incomplete information
- e) submitted without the documents requested in the checklist
- f) non-compliant with any of the clauses stipulated in the RFP
- g) having lesser than the prescribed validity period.

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

Sl no	Basic requirement	Specific Requirement	Document Required
1.	EMD	Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from EMD. Further, the bidders have to submit “Bid Security Declaration” in accordance with Rule 170 of GFR-2017 and as per special concession accorded vide MoF, DoE, Procurement Policy Division OM No. No. F.9/4/2020-PPD dtd 12/11/2020, accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of One year from being eligible to submit Bids for contracts with the entity that invited the Bids	“Bid security declaration” as per FORM PQ-1A of this RFP.
2.	Power of Attorney	Board resolution or power of attorney in the name of an Authorized Signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder’s Proposal	Notarized copy of Board Resolution or Power of Attorney in the name of the Authorized signatory. (FORM PQ-2)
3.	Legal Entity	Bidder should have single legal entity	Undertaking affidavit on Rs.100/- stamp paper to be signed by Company Secretary / Head of Legal Department of Bidder with his/her Name and Designation. (Form – PQ-3)

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

4.	Statutory Tax Registrations	The Bidder should have: (i) Valid PAN Number (ii) Valid GST Number	Copy of PAN Card Copy of GST Registration Certificate (Form – PQ-4)
5.	Sales turnover from IT Consultancy/ IT Advisory Services / development	The Bidder should have an average annual turnover of not less than INR 350 Crores previous three financial years (F.Y. 2017-18, 2018-19, 2019-20 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services / development only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc	Extracts from the audited balance sheet and profit & loss OR Certificate from statutory auditor or a Chartered Accountant. In case revenues from Consultancy/ IT Advisory Services/ development are separately mentioned in the audit reports, Certificate from bidder's statutory auditor/Company Secretary shall be provided, specifying relevant turnover for the respective years. (Form – PQ-5)
6.	Net worth Requirements	The Bidder should have positive net worth in each of three financial years	Company Secretaries or a Chartered Accountant's Certificate mentioning Net Worth (Form – PQ-5)
7.	Certifications	The Bidder should have : (i) Valid CMMI Level 5 (ii) ISO 27001 The certifications should be valid on the date of bid submission. In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment consideration in the Bid Process. Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid till the end of the Agreement.	Maturity level 5(Optimizing) – CMMI Dev Version 1.3 Certificate ISO 27001 Certificate (Form – PQ-7)
8.	Blacklisting and Debarment	The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/ PSU any other Central Government institutions in India for any reason as on the last date of submission of the Bid or convicted of economic offence in India for any reason as on the last date of submission of the Bid. The Bidder should not have been under the debarred list as per GFR 2017, Rule 151	Undertaking affidavit on Rs.100/- stamp paper to be signed by Company Secretary / Head of Legal Department of Bidder with his/her Name and Designation. (Form – PQ-8)
9.	In dispute with any organization of MHA	Bidder should not have under any dispute like arbitration or court cases with any organization of Ministry of Home Affair.	Undertaking affidavit on Rs.100/- stamp paper to be signed by Company Secretary / Head of Legal Department of Bidder with his/her Name and Designation. (Form – PQ-9)
10.	Technical	The Bidder should be an IT-solutions- provider incorporated in India and should have successfully	Copy of work order / client

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

	Capacity	implemented project(s) in the last five financial years as below: One System Integration / e-Governance project of minimum –INR 60 Crore OR Two System Integration / e-Governance projects of minimum– INR 45 Crores each OR Three System Integration / e- Governance projects of minimum– INR 30 Crores each	certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details (Form – PQ-10)
11.	Experience in office automation of similar projects Similar means Application should have atleast four modules (HRMS, Pay, Inventory & Finance) out of total module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Bigdata, INT, Administration etc)	The Bidder should have successfully implemented / application/project(s) in the last Five financial years as below: project of minimum –INR 60 Crore or Two projects of minimum– INR 40 Crores each or Three System projects of minimum– INR 30 Crores	Copy of work order / client certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details (Form – PQ-11)
12.	Accomplishment of the task by the bidder	In submitted proposal bidder is not outsourcing and subcontracting any part of the scope of work except the procurement of required licenses and its associated professional services from their respective OEMs	Undertaking affidavit on Rs.100/- stamp paper to be signed by Company Secretary / Head of Legal Department of Bidder with his/her Name and Designation. (Form – PQ-12)
13.	Middleware tool	Proposed middleware tool must support Micro service-based Architecture AND At least previously implemented in one organization	Certificate from OEM (Form – PQ-13)
14.	Big data analysis platform	Enterprise version of Hadoop and other associated platform for all type of data analytics (Video, Map, PDF, text etc) integrated with all modules & other proposed tools	Undertaking from SI (Form – PQ-14)

* The above required documents along with checklist (PQ-1) should be submitted in Envelope “A”
For Documentary proof, Certificate from Company Secretary or someone authorized through the power of attorney / letter of authorization (LOA) shall sign by required documents against the criteria in case of NDA (Non-Disclosure Agreement) with clients.

26) Instructions to bidders

- a) **Bid Submission:** The entire proposal shall be strictly as per the format specified in this RFP including Annexures. Bids with deviation from this format shall be rejected. The Bidders are required to submit the bid offline as well as online along with scanned copy of documents through CPP portal(eprocare.gov.in). The offline copy of bids shall be submitted in three (3) separate envelopes as follows:
 - i) **Envelope A:** Pre-Qualification Criteria.
 - ii) **Envelope B:** Technical Bid
 - iii) **Envelope C:** Envelope A & B should be inside Envelope C
- b) Pre-Qualification criteria, Technical Bid of the tender should be covered in separate sealed covers super-scribing “*Pre-Qualification Information for SELO Application Phase-II Project at CRPF*” and “*Technical Proposal for SELO – TWO Project*” respectively.
- c) Undertakings given in prequalification criteria if contravene at any stage during technical evaluation or there after bidder will be disqualified and such firms will be suspended for a period of Two(2) year from that date for bidding for any of the bids by CRPF entities.
- d) Please note that prices should not be indicated in the Technical Bid. It may lead to rejection of the Bid.
- e) Envelopes containing “*Pre-Qualification criteria*” and “*Technical Bid*” should be put in another single sealed envelope clearly marked “**RFP for Development, Deployment and Maintenance of SELO – TWO Project**”.
- f) These envelopes are to be super scribed with **RFP Number** and the wordings “**DO NOT OPEN**”.
- g) The cover thus prepared should also indicate clearly the Name, Address, Telephone Number, e- mail ID and Fax Number of the Bidder to enable the Bid to be returned unopened in case it is declared as "Late".
- h) Tender should be a complete document and should be bound as a Volume. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers.
- i) Any deficiency or deviation in the documentation may result in the rejection of the Bid.
- j) If the outer envelope is not sealed and marked as indicated above, CRPF will assume no responsibility for the Bid’s misplacement or premature opening.
- k) In case of any discrepancy between the online copy and the hard copy versions of the proposal, the online version will be considered as the final version and be evaluated accordingly.
- l) **It shall be noted that the Financial bid shall be submitted online through CPP portal only. The same should not be submitted offline.**
- m) **FINANCIAL BID SUBMISSION(Through Online CPP Portal):-**

SL NO	Description	Qty	Amount (WT)	TAX	TOTAL
1	Cost of Software License etc for development of SELO TWO ERP				
2	Cost of Manpower Charges for development of SELO TWO ERP				
3	Cost of Training Charges				
4	Cost of deliverables				
5	Other Charges for development SELO TWO				

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

6	1 year support after GO live (Man Power Charges)	1			
7	1 year support after GO live (Application O & M Charges)	1			
8	CAMC : O & M Phase for next 2 Years (2 nd & 3 rd Year) – Man Power Charges	1			
9	O & M Phase for next 2 Years(2 nd & 3 rd Year) – Application O&M Charges	1			
10	CAMC : O & M Phase for next 2 Years(4 th & 5 th Year) – Man Power Charges	1			
11	O & M Phase for next 2 Years(4 th & 5 th Year) – Application O&M Charges	1			
12	CAMC : O & M Phase for next 2 Years(5 th & 6 th Year) – Man Power Charges	1			
13	O & M Phase for next 2 Years(5 th & 6 th Year) – Application O&M Charges	1			
14	Final cost of the Project				

Bidder to note that financial liabilities of all software licenses, support and up gradation will be included in the above quotes

27) Cost of RFP

There will be no cost for RFP document. The Bidders can download the RFP document from www.crfp.gov.in or from e-procurement Portal(<https://eprocure.gov.in>).

28) Bid Response

Bids must be submitted online (through CPP portal <https://eprocure.gov.in>) as well as in hard copy. ***Bids not received online shall be summarily rejected. Financial bids shall be submitted through CPP portal only.*** Bidders are advised to study all Instructions, Forms, Terms, Requirements and other information in the RFP documents carefully. Submission of Bid shall be deemed to be done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a Proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Proposal and action as per bid security declaration. The decision of CRPF in this regard is final and binding to all Bidders.

29) Proposal Preparation costs

The Bidder is responsible for all costs incurred in connection with participation in this 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 CRPF to facilitate the Evaluation Process, and in negotiating a definitive contract or all such activities related to

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

the bid process. CRPF will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding Process. This RFP does not commit CRPF to award a Contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All materials submitted by the Bidder become the property of CRPF and may be returned at its sole discretion, provided, any materials which are identified as “Proprietary and Confidential Material of Bidder” shall remain the property of such Bidder and the CRPF shall maintain confidentiality of such materials.

30) Bidder Inquiries and CRPF responses

All enquiries related to this RFP shall be put forth during the pre-bid meeting. The same may also be sent via email with subject “**Pre-bid Queries - SELO-TWO RFP**” (on selotwo@crpf.gov.in) prior to the date of pre-bid meeting. Telephone calls will not be accepted. The queries may be handled during the pre-bid meeting and corrigendum may be issued subsequently, if required. No queries will be entertained after the pre-bid meeting / corrigendum.

31) Corrigendum to the RFP

- A.** At any time till seven (7) days before the deadline for submission of Bids, CRPF 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 an Amendment. All the corrigendum / Modifications made in the RFP will be available on website www.crpf.gov.in or [e procurement portal](#) and will be a part of RFP for the purpose of Bid Evaluation.
- B.** The Bidders are advised to be visit CRPF website / CPP portal on regular basis for checking necessary updates. CRPF also reserves the right to amend the dates mentioned in this RFP for Bid Process.
- C.** In order to afford prospective Bidders reasonable time in which to take the corrigendum into account in preparing their Bids, CRPF may, at its discretion, extend the last date for the receipt of bids by a reasonable period.

32) CRPF's Right to Modify Submission Deadline

CRPF may, in exceptional circumstances and at its discretion, extend the deadline for submission of Proposals by issuing a Corrigendum or by intimating all Bidders who have been provided the Proposal Documents, in writing or by facsimile, in which case all rights and obligations of the Project and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

33) CRPF's Right to terminate the process

CRPF may terminate the RFP process at any time and without assigning any reason. CRPF makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by CRPF. The Bidder's participation in this process may result in CRPF selecting the Bidder to engage in further discussions and negotiations toward execution of a Contract. The commencement of such negotiations does not, however, signify a commitment by CRPF to execute a Contract or to continue negotiations. CRPF may terminate negotiations at any time without assigning any reason.

34) Earnest Money Deposit (EMD)/Bid Security

- A.** EMD for the subject Project will be NIL for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from EMD. However, they have to submit documentary proof to justify the eligibility for exemption of EMD/Bid Security Declaration.
- B.** Further, the bidders have to submit "Bid Security Declaration" in accordance with Rule 170 of GFR-2017 and as per special concession accorded vide MoF, DoE, Procurement Policy Division OM No. No. F.9/4/2020-PPD dtd 12/11/2020, accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of Two(2) years from being eligible to submit Bids for contracts with the entity that invited the Bids(CRPF).
- C.** 'Bid Security Declaration' may be submitted as per format (Form-V) given in the tender enquiry, on Firm/Company letter head with Firms/Company's stamp and ink signed by the authorized representative of the bidder.
- D.** Original ink signed BSD must be submitted by the bidders who are not submitting EMD.
- E.** Unsuccessful Bidder's Bid Security Declaration will be discharged immediately after the selection of most responsive Bidder.
- F.** The Bid Security declaration shall be submitted with the Technical Bid envelope. Bids submitted without Bid Security Declaration will be rejected.
- G.** The action as per "Bid Security Declaration" will be initiated if:
 - i) Bidder withdraws his Bid or increases his quoted prices during the period of Bid Validity or its extended period, if any; or
 - ii) In the case of a successful Bidder if the Bidder fails to sign the Contract for any reason not attributable to CRPF or to furnish Performance Bank Guarantee within

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- specified time; or
- iii) During the Bid Process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the Process of Bid Evaluation and finalization;
OR
- iv) During the Bid Process, if any information is found to be wrong/ manipulated/
hidden in the Bid.
- v) The decision of CRPF regarding invoking of Bid Security declaration and
Rejection of Bid shall be final and binding to the Bidder.

35) Other Bid Details

- a) The original and all copies of the Bid shall be typed or written in indelible ink. The original and all copies (hard copies) shall be signed by the Bidder or a person(s) duly authorized to bind the Bidder to the Contract. A Letter of Authorization shall be supported by a written Power-of-Attorney accompanying the Bid. All pages of the Bid, except for unamended printed literature, shall be Initialed and Stamped by the person or persons signing the Bid.
- b) **Validation of interlineations in bid:** The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.
- c) **Language of Bids:** The Bids and all correspondence and documents relating to the Bids, shall be written in the English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language. In case of ambiguity, the English version of the Bid shall be considered final and binding. There should be proper page numbering on every page of Bid for proper referencing.
- d) **Period and Validity of bids:** The Bid shall be valid for one hundred and eighty (180) days from the closing date of submission of the Bid. In extreme circumstances, CRPF at its discretion may solicit the Bidders' consent to extend the Period of Validity. The request and the responses for the same shall be made in writing. The Bid valid for shorter period shall be rejected as Non-Responsive Bid. In any case Bid once submitted cannot be withdrawn. Any conditional Bid would be summarily rejected.
- e) **Proposal Ownership:** The Proposal and all supporting documentation submitted by the Bidder shall become the property of CRPF.

36) The Bid Process

- a) **Pre-Bid Conference**
 - i) CRPF will host a Pre-Bid conference on **20/07/2021**.
 - ii) The Bidder or its official representative shall attend the Pre-Bid Conference.
 - iii) Bidders may confirm their participation by 19/07/21, 1500hrs by email (on selotwo@crpf.gov.in), without the pre confirmation (list of participant)entry will not be allowed.
 - iv) The purpose of the meeting is to provide Bidders with information regarding the RFP and the Project requirements, and to provide each Bidder with an opportunity to

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

seek clarifications regarding any aspect of the RFP and the Project.

- v) CRPF may make modifications to the RFP if necessary as a result of Pre-Bid Conference. All such modifications made to the RFP by CRPF will be issued as a Corrigendum to the RFP and shall be uploaded on the website: www.crpf.gov.in and e procurement portal.

b) Tender Evaluation Committee:

- i) The **Standing Technical Evaluation Committee** (STEC) constituted in accordance with MHA U.O No. IV-24023/1/2007-PROV-1 dated 22/03/2007 and amended vide UO dated 09/04/2007 shall evaluate the Technical bid Response submitted by the Bidders.
- ii) The decision of the Tender Evaluation Committee in the evaluation of the Pre – Qualification Criteria, Technical and Financial Bids shall be final.

Opening of Bids

- iii) CRPF reserves the right to postpone or cancel the opening of the Bid.
 - iv) During Bid opening preliminary scrutiny of the Bid documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the Bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
 - v) To assist on the scrutiny, evaluation & comparison of offers, CRPF may at its discretion ask some or all the Bidders for clarification of the offer. The request of and response to such clarification and response shall necessarily be in writing.
 - vi) The Bidders shall be responsible for properly super-scribing and sealing of each envelope in case offline copy of bids. Neither CRPF nor the Tender Evaluation Committee shall be responsible for accidental opening of envelopes that are not properly Super-scribed and Sealed.
- c) **Negotiations, Contract Finalization and Award:** CRPF shall reserve the right to negotiate with the Bidder(s) whose proposal has been ranked first by the Tender Evaluation Committee on the basis of best value to the project. If two bidders having equal ranking order will be given to bidder having higher marks in technical criteria.
 - d) **Award Criteria:** CRPF will award the Contract to the Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid, provided further that the Bidder has demonstrated that it is qualified to perform services required for the Project satisfactorily.
 - e) **CRPF Rights to Accept / Reject Any or All Proposals:** CRPF reserves the Right to accept or Reject any Proposal, and to annul the Bidding Process and reject all Bids at any time / stage prior to Award of Contract, without assigning any reason.

37) Evaluation Process

- a) **Overall Bid Evaluation:** Standing Tender Evaluation Committee will evaluate and compare the Bids determined to be substantially responsive.
- b) **Substantially Responsive Bid:**
 - i) A substantially responsive Bid is one, which conforms to all the Requirements, Terms, Conditions and Specifications of the Request for Proposal without any material deviations. Deviations or Objections or Reservations to critical provisions such as those concerning Performance Security, Warranty, Applicable Law, Taxes and Duties will be deemed as material deviation and make the bid liable for rejection.
 - ii) CRPF's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence. It is CRPF/Evaluation Committee's intent to select the Proposal that is most responsive /advantageous to the Project needs and each Proposal would be evaluated using the Criteria and Process outlined in this section.
 - iii) The Technical Evaluation of Bids will be carried out using a Point System. Bidders with **score of seventy (70) percent** and above in the Technical Bid shall be considered as Technically Qualified. The Financial Bid of only the Technically Qualified Bidders shall be opened.
 - iv) **After opening of financial bid no representation would be admissible by any of the SI participating in the tender process.**
 - v) The TPC may waive any minor infirmity, on conformity or irregularity which does not constitute a Material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. The Committee reserves the right to reject any or all Proposals on the basis of any deviations.
- c) **Evaluation of Bids**
 - i) Only SI full filling the pre-qualification will be called for presentation. Technical bid of only those vendor/ SI will be opened who qualify in the pre-bid qualification.
 - ii) Standing Technical Evaluation Committee will carry out a detailed evaluation of the Technical Bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the RFP. In order to reach such a determination, Tender Evaluation Committee will examine the information supplied by the Bidders, and shall evaluate the same as per the Evaluation Criteria specified in this RFP.
 - iii) **The Standing Technical Evaluation Committee shall invite only Substantially Responsive Bidders to make a Technical Presentation.** The purpose of such presentations would be to allow the Bidders to present their Proposed Solutions to the Standing Technical Evaluation Committee and the key points in their Proposals.
 - iv) Based on the Technical Evaluation, the Financial Bids of only the Technically Qualified Bidders shall be opened. The Financial evaluation will take into account the information supplied by the Bidders in the Financial Proposal, and shall evaluate the same as per the Evaluation Criteria specified in this RFP.
 - v) The Lowest Price (L-1) will be decided on the basis of total cash outgo including price quoted by the particular bidder inclusive of all applicable levies /duties/taxes etc. for delivery, installation/commissioning and testing of stores/services at destination i.e consignees location and CAMC charges to be discounted as **per Discounted Cash Flow (DCF) method to Net Present Value(NPV) as appropriate for comparing the tender on an equitable basis as mentioned at para-38(II) below.**
- d) **Technical Bid Evaluation**
 - i) The Objective of the Technical Bid Evaluation is to shortlist Bidders who have the technical expertise/skills that are essential to establish/implement this business activity as envisaged in

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

the scheme.

- ii) The Technical Bids shall be evaluated by the Standing Technical Evaluation Committee constituted in accordance with the guidelines of MHA as per para 36(b) (i & ii) based on a Weighted Point System, assessing each Bidder's ability to satisfy the requirements set forth in the RFP Document. The Standing Technical Evaluation Committee will evaluate the Technical Proposals by taking into account factors mentioned below. The information furnished by the Bidders in the Technical Bid and technical presentation shall be the basis for this evaluation.
- iii) Each of the Technical Bids shall be evaluated on a score of hundred (1000) points
- iv) Each Proposal will be evaluated according to the following criteria, but not limited to:
 1. Project Objective, Scope of Work and understanding along with past experience in projects executed of similar / Similar means Application should have atleast four modules (HRMS, Pay, Inventory & Finance) out of total module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Big data, INT, Administration etc).
 2. Bidders must demonstrate their experience by submitting documentary proof and in their technical presentation.
 3. Capability of the Proposed Team: Experience and capability of the Proposed Team in similar Projects Similar means Application should have atleast four modules (HRMS, Pay, Inventory & Finance) out of Eleven (11) module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Big data, INT, Administration)/Technologies and relevant certifications, if any, of the project team which might help in project delivery.,
 4. Feasibility and Technical Viability of the Proposed Solution – The Bidder's Implementation, Operation and Maintenance Plan, its deployment of sound project management strategy etc. for the project. Also the Quality, Responsiveness, Responsibility, Ease of Use, Reliability and Comprehensiveness of the proposed technologies, Monitoring Solution, Standard Information Systems Security Policies etc. would be evaluated from the perspective of the proposed solution.
 5. In support of the different criteria, the Bidder has to submit the applicable documents / proof in Technical document and during presentation.
 6. Plain statements, without clear technical solution mapping with the requirements do not give value to the technical document and not eligible for the marks during evaluation at any stage.
 7. STEC will be the final authority to examine the technical bids submitted by the SI and award the score based on the technical bid, presentation and clarifications.
 8. Bidders who meet the pre-qualifications/eligibility requirements as on the last date of bid submission would be considered as qualified to move to the next stage of Technical and Financial evaluations
 9. For each column & sub column of technical evaluation matrix , the bidder has to score minimum 50% marks allotted to that specific column / sub column , apart from scoring 70% marks in aggregate. In case , bidders fails to score less than 50% marks in any column or sub column , the technical proposal of that bidder will be rejected and therefore the bidders commercial quote shall not be opened.
 10. The Masked Commercial Bid/ Unpriced Commercial Bid will be used by the Evaluation Committee to support the Technical Evaluation, as necessary.
- II. Bidders are required to furnish data with supporting documents in the prescribed format mentioned in the below mentioned table for evaluation. Simple statements without the facts & logical support would not fetch the marks. In the tender no

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

marks have been allotted for

- (i) Previous association with CRPF
 - (ii) Already developed/ absolutely ready module
 - (iii)COTS
 - (iv)Including any hardware
 - (v) Earlier presented solution in front of CAPF
 - (vi)Plane statements without substantive technical support
- III. Marking will be done only on the basis of technical document submitted by the SI and presentation & demo given in front of STEC. Other than that any information provided by the SI shall not be considered for the marking.
- IV. An **Evaluation Score (ES)** shall be assigned to each Prospective Bidder on the basis of the Technical Bid submitted as well as the presentation before the STEC. The Technical Evaluation Score shall be based on the number of points that shall be awarded as per the following **Evaluation Criteria** :-

	Criteria	Maximum Marks	Detail required from SI										
1.	<p>Form – TQ-1 Average Turnover from Information Technology / Software Development, customization & Maintenance in last three financial year as on 31/03/2021:</p> <table border="1"> <thead> <tr> <th>Turnover in Cr</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>300 to 350</td> <td>5</td> </tr> <tr> <td>350 to 400</td> <td>10</td> </tr> <tr> <td>More than 400</td> <td>15</td> </tr> </tbody> </table>	Turnover in Cr	Marks	300 to 350	5	350 to 400	10	More than 400	15	15	<p>a) Audited financial statements for the last three financial years; 2018-19, 2019-20, and 2020-21. b) Certificate from CA /company secretary supporting the revenue break-up</p>		
Turnover in Cr	Marks												
300 to 350	5												
350 to 400	10												
More than 400	15												
2.	<p>Form – TQ-2 Technical Capacity: Design developed & implemented the / similar application in last 5 years</p> <table border="1"> <thead> <tr> <th>No of project</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Up to 1</td> <td>3</td> </tr> <tr> <td>2 to 6</td> <td>6</td> </tr> <tr> <td>6 to 10</td> <td>12</td> </tr> <tr> <td>10 and above</td> <td>15</td> </tr> </tbody> </table>	No of project	Marks	Up to 1	3	2 to 6	6	6 to 10	12	10 and above	15	15	<p>SI must submit clear document which indicate the presence of similar module in his experience Similar means Application should have atleast four modules (HRMS, Pay, Inventory & Finance) out of Total module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Big data, INT, Administration</p>
No of project	Marks												
Up to 1	3												
2 to 6	6												
6 to 10	12												
10 and above	15												
3.	<p>Form – TQ-3 Experience in Operation and Maintenance of executing turnkey s/w implementation projects for state & central government departments / PSUs in last 5 Years. As on bid date (Value of project more than 10 Cr)</p> <table border="1"> <thead> <tr> <th>No of project</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Up to 3</td> <td>3</td> </tr> <tr> <td>4 to 6</td> <td>6</td> </tr> <tr> <td>7 to 12</td> <td>12</td> </tr> <tr> <td>13 and above</td> <td>15</td> </tr> </tbody> </table>	No of project	Marks	Up to 3	3	4 to 6	6	7 to 12	12	13 and above	15	15	<p>One form for each project duly certified by authorized signatory. (Please provided details of not more than 13 projects executed in the last 5 financial years ending with 31st March 2021)</p>
No of project	Marks												
Up to 3	3												
4 to 6	6												
7 to 12	12												
13 and above	15												
4.	<p>Form – TQ-4 Certification: Company CMMi level 5 certification</p> <table border="1"> <thead> <tr> <th>Years</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>More than 10</td> <td>10</td> </tr> <tr> <td>9 to 5</td> <td>5</td> </tr> <tr> <td>Less than 5</td> <td>1</td> </tr> </tbody> </table>	Years	Marks	More than 10	10	9 to 5	5	Less than 5	1	10	<p>Proof of Assessment issued by auditors</p>		
Years	Marks												
More than 10	10												
9 to 5	5												
Less than 5	1												

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

5.	Form – TQ-5 Understanding the requirement of SELO-TWO	15	Understanding the organization and Organizational structure WRT SELO-TWO Understanding the overall requirement of SELO-TWO through RFP and FRS
6.	Form – TQ-6 Compliance to various Standards of application <i>IndEA Framework</i> <i>MeITY guidelines</i> <i>API guidelines</i> <i>Compliance to Interoperability Framework for e-Governance (IFEG)</i>	15	The SI shall submit clear write up to follow the compliance of standard listed in this tender. SI must submit the plan and methodology how the SELO TWO will comply the various standard mentioned in this tender document.
7.	Security Architecture	25	<ul style="list-style-type: none"> • <i>Compliance to e-Governance Security Standards Framework</i> • Server • Application • End user • Mobile Application • Threats Monitoring • Security Audits (OWASP) Top 10 • 2nd factor authentication • E-sign
8.	Form – TQ-8 Proposed Team for Design, Development & implementation	25	SI shall give detailed description of team. The description must include Role & responsibility. Marking will be done on the basis of resources requirement explained on the basis of FRS with rational and benefits. only providing the biodata and number of resources not fetch the marks. SI must map the role & usability of the resource in SELO
	Usability		
9.	Form – T-9 User Friendly	10	SI has to give detail plan & thought how its proposed solution would be user friendly, what all provisions would be available for user friendliness in the application
10.	Form – TQ-10 Decision Support system	35	SI must give its plan for decision support system for the user. CRPF envisaged that after implementation of the SELO-TWO , end user will not require to refer any file or hard copy of any document to take any decision. SI must submit its plan to how they are planning to provide the decision support system for all workflows.
11.	Form – TQ-11 Training	15	SI must submit detail for providing training & capacity building <ul style="list-style-type: none"> • Plans and methodologies • Proposed Team structure, • Change Management and Capacity Building • Training material prepared by SI • FAQs (Frequently Asked Questions) in Hindi
12.	Form – TQ-12 Self Help & Self Learning <ul style="list-style-type: none"> • Self-Learning Videos • In built Help features 	25	SI must plan for availability of self-help so that user can refer and learn how to work on each page.
	QA		
13.	Form – TQ-13 Testing Plan & methodology as per the	25	SI has to submit the detail plan & methodology for <ul style="list-style-type: none"> • Type of Testing • including load /Stress testing(for how many

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

	requirement of SELO-TWO		<ul style="list-style-type: none"> concurrent user) and Regression Testing, UAT etc Testing tools and reports proposed 		
14.	Form – TQ-14 Quality assurance Plan & methodology	25	SI has to submit clear & detail plan & approach which will be used for quality assurance during design development & deployment other than testing & security audit		
15.	Form – TQ-15 Plan for high availability & Scalability Horizontal Scalability Vertical Scalability	15	SI has to submit clear & detail plan & approach & plan how it has catered the future requirement		
	Data Migration & data cleansing				
16.	Data Migration (Form – TQ-16) <ul style="list-style-type: none"> Compliance to Digital Service Standard of Gol (http://egovstandards.gov.in) Approach Technology Strategy data mapping Identifying the data gaps Tools If any Provision of specialized resources if any 	25	SI has to submit clear & detail plan & approach which will be used for data migration. It must include the tool proposed, methodology, strategy for identification of gaps and how the data gaps will be filled.		
17.	Data Cleansing (Form – TQ-16) <ul style="list-style-type: none"> Data cleansing Data Quality Assessment and Review Tools If any Provision of specialized resources if any 	25	SI has to submit clear & detail plan & approach which will be used for data cleansing. It must include the tool proposed, methodology, strategy for identification of gaps and how the data gaps will be filled.		
	Proposed Middleware tool Form – TQ-18 Rule, Design, Workflow & Report Engine with DMS				
18.	Capability of the middleware tool Meeting the requirements of SELO-TWO Application in terms of how close the proposal is to the functional requirements for the solution as have been proposed for CRPF	20	On the basis of requirement listed in the tender and SI has to submit rational & benefit of selecting the middleware with the USP In addition, SI shall deliberate upon <ul style="list-style-type: none"> I. Platform Flexibility, Scalability II. Interoperability III. Vendor Independent IV. Flexibility to handle / manage organizational hierarchy change all across the modules / application 		
19.	Standard Compliance and Certification of engines <i>Presence in any report Compliance to Data Standards published by MietY (http://egovstandards.gov.in) within in the BPM</i>	20			
20.	Middleware tool successfully implemented earlier in any large organization <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">No. of organization</td> <td style="width: 50%; padding: 2px;">Marks</td> </tr> </table>	No. of organization	Marks	15	Supply order or any other documentary proof which establish that proposed middle ware is successfully implemented in any other large organization.
No. of organization	Marks				

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

	1	8												
	2	10												
	3 and above	15												
21.	Service & support SI shall submit the availability of support and support matrix for the proposed middleware <ul style="list-style-type: none"> Platform and vender dependencies OEM support available or not 		10	SI shall explain the availability of support of OEM and letter of commitment from OEM side for CRPF										
22.	Easy to use Judged on the basis of demo of middle ware tool		25	SI shall perform the demo on the basis of quality listed in the tender										
23.	Open Source with OEM support OR exist in the Quadrant of Gartner’s Magic Quadrant or Forrester Wave Quadrant or in IDC MarketScape, for their categories of products.		15	Submission of a copy of relevant section of the analyst report along with technical proposal is mandatory. The reports that can be referenced should be published in the last 5 years										
Big Data Analysis (Form – TQ-24)														
24.	Methodology		15	SI shall submit the methodology & usability of the tool in SELO TWO										
25.	Decision support system proposed using Big data tool for various branches and users		25	SI shall submit clear picture of DSS and their capability with one demo										
26.	Proposed Integration, report generation and prediction <table border="1"> <thead> <tr> <th>Module</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>ERP</td> <td>10</td> </tr> <tr> <td>Equipment logs</td> <td>5</td> </tr> <tr> <td>UAV feed & CCTV footage</td> <td>10</td> </tr> <tr> <td>Maps</td> <td>5</td> </tr> </tbody> </table> Integration not refer only to saving data after normalization in big database, integration means data normalization & report generation using the various data sets		Module	Marks	ERP	10	Equipment logs	5	UAV feed & CCTV footage	10	Maps	5	30	SI shall submit detail plan and integration approach
Module	Marks													
ERP	10													
Equipment logs	5													
UAV feed & CCTV footage	10													
Maps	5													
27.	Support <ul style="list-style-type: none"> Platform and vender dependencies OEM support available or not 		15	SI shall submit detail plan for OEM support										
O & M support														
28.	Form – TQ-28 & TQ-28A Quality of resource No of Resources proposed with rationale and benefits Experience of key Personnel Responsibility Matrix		25	SI shall submit human resource deployment plan with their role										
29.	Form – TQ-29 Role during O & M Comprehensive Annual Technical Support Services (CATS) Applications Functional Support (AFS) Integrated Infra and Application Monitoring		15	SI shall submit how they will perform the role during O & M as published in the RFP										
30.	Form – TQ-30 Upgradation and Change request		25	SI shall submit upgradation and change request plan for O & M as per the requirement of the SELO-TWO										

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

			(incorporate suggested customization /change & additional requirements / developments) For Application, For Mobile app, For Big data/ AI/ BI platform (Addition / change of Modeling, New requirements), Tools Scope of work
31.	Form – TQ-31 Quality control Version Control MIS and Reporting Audit trail Error Messages SLA and Network and Assets Management	15	SI shall submit detail plan for quality control and maintenance of uptime during O & M
Proposed Tools for SELO-TWO (Form – TQ-32)			
32.	Project Management Tools <ul style="list-style-type: none"> Must follow the selection criteria illustrated in the RFP 	25	SI shall submit name of the all proposed tool with rational & benefits with their usability for project management in SELO-TWO.
33.	SLA mapping tools <ul style="list-style-type: none"> Must follow the selection criteria illustrated in the RFP Platform and vender dependencies OEM support available or not 	15	SI shall submit name of the all proposed tool with rational & benefits with their usability for project management as per the requirement of the SELO-TWO
34.	Helpdesk tool <ul style="list-style-type: none"> Must follow the selection criteria illustrated in the RFP Platform and vender dependencies OEM support available or not 	15	SI shall submit name of the all proposed tool with rational & benefits with their usability for project management as per the requirement of the SELO-TWO
35.	(Form – TQ-35) Proposed tools & techniques for SELO-TWO other than above three <ul style="list-style-type: none"> Must follow the selection criteria illustrated in the RFP Platform and vender dependencies OEM support available or not 	50	SI shall list out all proposed tools their rational, benefits and usability in SELO-TWO . How the tool is going to help the end user, developer or administrator or having its role in provide security etc.
Reporting (Form-TQ-36)			
36.	Ease of generating reports	25	SI shall submit plan, methodology of report generation
37.	Dynamic reporting feature	25	SI shall submit plan, methodology and tools of dynamic report generation as per the role-based access
Exit Management (Form – TQ-38)			
38.	Proposed Exit management as per the requirement of SELO-TWO	25	Clear and concise Exit Management Plan: Please provide an Illustrative exit management & transition checklist used by SI in any previous project. SI shall also separately indicate the Exit management and transition checklist used for moving from one CSP to another or to on-premises DC/ DR solution or vice versa. (SI may mask relevant fields, as they wish)
Feedback mechanism & interaction with end user			

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

	(Form-TQ-39)		
39.	Feedback Mechanism from stake holder during development, testing & deployment	10	SI has to present detail plan for feedback mechanism considering the agile development <ul style="list-style-type: none"> • <i>Proposed Program Managed Unit</i> • Plans • Methodologies • Tools
	IdAM (Form – TQ-40)		
40.	Proposed IdAM authentication implementation plan <ul style="list-style-type: none"> • Must follow the selection criteria illustrated in the RFP 	25	On the basis of requirement listed in the tender SI has to submit rational & benefit of selecting the IdAM with the USP. SI also submit support methodology from OEM
	Mobile App- Android & IOS (Form – TQ-41)		
41.	<ul style="list-style-type: none"> • Proposed Solution Design • Proposed Technical Architecture and technologies/ platforms with rationale and benefits. • Available modules and feature • Dashboard • Integration capabilities • Plan for high availability & Scalability • Provision of specialized resources for during development and O&M period • Availability on android / IOS/ other devices • <i>Offline caching capability to least change datasets</i> 	30	SI shall submit detail plan with rational & benefits for mobile application.
42.	During O&M phase-Version and patch up-gradation, additional developments and customization/changes etc	20	SI shall submit detail plan with rational & benefits for mobile application.
43.	Security	15	SI shall submit detail plan with rational & benefits for mobile application.
	Location of development team		
44.	SELO-TWO Development team shall be placed in NCR	15	Self-Signed certificate by the SI
	Presentation and Demo		
45.	Presentation & Demo in front of STEC on topics decided by the BOO	100	Topic to be covered will be given by the BOO
46.	Total	1000	

Bidder has to submit the write up on all the topics / heading listed above with due sign and stamp in technical bid envelop with relevant and supporting document for evaluation.

38) Financial Bid

- I. **Price Tender Evaluation**: The Financial Bid would be opened only of those Bidders qualifying the Technical Evaluation and score a minimum of 70% marks in technical evaluation and comparative statement will be prepared. The best acceptable Tender will be decided upon the lowest price quoted by the particular Tenderer as per the Price Format given at Instructions to Bidders of the TENDER DOCUMENT. (The Buyer should mention the basis for evaluation of commercial Tender i.e. whether line wise or lot wise).
- II. **Procedure for Cost Comparison**: The basis for comparison of cost in different situations would be as follows:
 - a) If competition is only among Indian Tenderers, the financial implication should be considered on the basis of FOR prices at destination, i.e., all inclusive cost viz. basic price plus taxes, freight, insurance etc. payable by the Buyer after availing various benefits of exemptions, if any, from taxes/duties as applicable to the Buyer.
 - b) If competition is among foreign Tenderers, the basis for comparison should be the landed price at the destination (designated port) in accordance with Para 19 of Section-III of the TENDER DOCUMENT.
 - c) If competition is amongst Indian and foreign Tenderers, the CIP/CIF cost quoted by the foreign Tenderers would be the basis for comparison with the basic cost (FOR) offered by Indian Tenderers, after offloading the Excise Duty, Custom Duty, Central Sales Tax (CST) / Value Added Tax (VAT) and other local taxes and levies.
 - d) The Buyer reserves the right to evaluate the offers received by adopting Discounted Cash Flow (DCF) method with a discounting rate in consonance with the existing Government borrowing rate. DCF method would be used for evaluation of Tenders in the following cases:
 - i) To compare different payment terms, including advance payments and progressive stage payments so as to bring them to a common denomination for determining lowest Tenderer.
 - ii) To deal with cases where entering into CAMC for period in excess of one year is a part of the contract for evaluation of the Tender.
 - e) The Lowest Price (L-1) will be decided on the basis of total cash outgo including price quoted by the particular bidder inclusive of all applicable levies /duties/taxes etc. for delivery, installation/commissioning and testing of stores/services at destination i.e consignees location and CAMC charges to be discounted as per Discounted Cash Flow (DCF) method to Net Present Value(NPV) as appropriate for comparing the tender on an equitable basis. Bidder shall quote rates separately for 6 years(in Three parts of Two years each) of Comprehensive Annual

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

Maintenance Contract (CAMC) in price bid after warranty period. The buyer reserves the right to evaluate the offers received by adopting Discounted Cash Flow (NPV) method with a discounting rate of 7% . The formula is to be used for calculating NPV is as under:

$$NPV = \frac{\sum A_n}{(1+i)^t}$$

Where

NPV= Net Present Value

A = Expected cash flow for the period mentioned by the subscript

n = Payment schedule as per payment terms and conditions.

I = Rate of interest or discounting factor which has been determined to be as per the Min.of Finance,
GoI.

T = The period after which payment is done.

- f) The best acceptable Tender will be considered further for placement of the Contract after price negotiation as decided by the Buyer.
- g) All inclusive Comprehensive Annual Maintenance Contract (CAMC) Providing all inclusive service including all cost of hiring charges, software licence, development cost etc. during warranty period (WP) of 1 (ONE) year from the date of go live of the project and subsequent comprehensive Annual Maintenance Contract (CAMC) for the committed period of 6 years after expiry of WP as stipulated in the detailed requirement. The tenderer shall quote his rates in rupees per annum for all inclusive Comprehensive Maintenance Contract inclusive cost for software license, GST etc. applicable after expiry of WP. These rates shall remain firm for the remaining 6 years of CAMC.
- h) Financial Bid of the Technically Qualified Bidders, who scored seventy(70) percentage marks or more, will be opened & QCBS method would be applied on 70:30 (Technical: Financial) basis for Technical and Financial Bids submitted. Financial Bid should mention the sum total of prices for all line items mentioned by the Bidder.
- i) CRPF reserves the right to negotiate and award the Contract to the most Responsive Bidder as per the QCBS criteria
- j) The individual Bidder's Technical marks will be standardized as per the below formula:

$$\text{FinalScore} = (C_{\text{low}}/C)X + (T/T_{\text{high}})(1-X)$$

Where:-

C =Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive Bids

T = the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all responsive Bids

X = weight age for the Price as specified in the BDS the Bid with the best evaluated Bid Score

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- k) The Bidder achieving the highest Final Score would be considered forward of the Contract. In case two (2) Bidders have same Final Score, the Bidder having higher Technical score would be considered for award of the Contract. In case two (2) Bidders have same Final Score, and same technical score then Bidder having lower financial implication would be considered for award of the Contract.

39) Preference to Make in India Products.

Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

40) Purchase Preference to MSEs.

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY.

41) Selection Procedure

a) Notification of Award of Contract

- i) Prior to the expiration of the Period of Proposal Validity, CRPF will notify the Successful Bidder in writing or email that the bid has been accepted.
- ii) CRPF may place the work order on the Successful Bidder.
- iii) The Bidder shall acknowledge in writing to CRPF the acceptance of the Work Order and shall sign the Agreement with CRPF within fifteen (15) days of receipt of the Work Order.

b) Signing of Contract

- i) Within fifteen (15) days of receipt of the Work Order, the Successful Bidder shall sign the Agreement with CRPF.
- ii) All Incidental expenses of execution of the Agreement shall be borne by the Successful Bidder.
- iii) The Agreement between CRPF and the Successful Bidder or System Integrator shall cover in detail the Aspects/Terms of Contract such as mentioned below but not limited to:

- I. Performance security
- II. Warranty
- III. Payment
- IV. Prices
- V. Assignment
- VI. Sub-contracts
- VII. Termination
- VIII. Applicable Law
- IX. Notices
- X. Change orders
- XI. Taxes and Duties
- XII. Confidentiality
- XIII. Limitation of Liability
- XIV. Training and Consultancy
- XV. Technical Documentation
- XVI. Project Management

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- XVII. Successful Bidder or System Integrator Obligations
 - XVIII. Department's Obligations
 - XIX. Patent Rights
 - XX. Any additional items as decided by CRPF
- iv) Thereafter the Successful Bidder shall be officially termed as "System Integrator/Implementing Agency" for CRPF for SELO-TWO Phase Project.

c) Performance Bank Guarantee

- i) The Successful Bidder or System Integrator shall submit Bank Guarantee of amount equivalent to Three percent (3%) of the Contract Value as unconditional and irrevocable Performance Bank Guarantee (PBG) from the Nationalized/ Scheduled Bank in the name of CRPF
- ii) The Performance Bank Guarantee shall be valid beyond 60 days from the date of completion of the agreement period. The Performance Bank Guarantee shall be returned to the Successful Bidder or System Integrator only on completion of all work satisfactorily. In case Successful Bidder or System Integrator fails to perform the obligation as per the Agreement, the Performance Guarantee will be invoked by CRPF. The Performance Guarantee shall be returned to the Successful Bidder or System Integrator within thirty (30) days from the date of the successful discharge of the Contractual Obligations.
- iii) In the event of the Successful Bidder or System Integrator being unable to service the Contract for whatever reason, CRPF would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever CRPF under the Contract in the matter, the proceeds of the PBG shall be payable to CRPF as compensation for any loss resulting from the Successful Bidder or System Integrator failure to complete its obligations under the Contract. CRPF shall notify the Successful Bidder or System Integrator in writing of the exercise of its Right to Receive such compensation within thirty (30) days, indicating the Contractual Obligation(s) for which the Bidder is in default.
- iv) CRPF shall also be entitled to make recoveries from the Successful Bidder or System Integrator bills, Performance Bank Guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatements.

d) Miscellaneous Terms & Conditions

- i) The Bidders must individually submit their Technical and Financial offers.
- ii) Except training server available at FHQ, CRPF may not able to provide any kind of Hardware, Software or man & material support till go live.
- iii) The end product of the work assignment carried out by the selected Bidder, in any form, will be the sole property of CRPF.
- iv) The selected Bidder shall not outsource the work to any other Associate / Franchisee / Third party under any circumstances without the written prior approval of CRPF.
- v) The selected Bidder shall perform the services and carry out its obligations with due diligence and efficiency, in accordance with generally accepted techniques and

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

practices used in the industry and with Professional Training / Consulting Standard recognized by national / international professional bodies and shall observe sound management practice. It shall deploy appropriate advanced technology and safe and effective methods.

- vi) The selected Bidder automatically agrees with CRPF for honouring all aspects of Fair Trade Practices in executing the Work Orders placed by CRPF.
- vii) The selected Bidder shall take all the necessary permission required from various Government bodies, and other entities wherever required to carry out the work.
- viii) In the event the selected Bidder or the concerned Division of the Company is taken over / bought over by another Company, all the obligations under the agreement with CRPF, should be passed on for compliance to the new Company/new Division in the negotiations for their transfer.
- ix) All the cost and charges in the Bid should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure.
- x) The Financial Bid quoted by the Bidder must be inclusive of all type of expenses including any type of tax etc. No additional amount will be paid in excess to the quoted price.

42) General condition of Contract (GCC)

a) *Fraud and Corruption*

- i) CRPF requires that the Bidders engaged through this process must observe the highest Standards of Ethics during the performance and execution of the awarded Project(s). The following terms apply in this context.
- ii) CRPF will reject the response of the Bidder, if the Bidder has been determined by CRPF to having been engaged in corrupt, fraudulent, unfair trade practices, coercive or collusive. These terms are defined as follows:
 - (1) "*Corrupt practice*" means the offering, giving, receiving or soliciting of anything of value to influence the action of CRPF or any personnel during the tenure of project.
 - (2) "*Fraudulent practice*" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to CRPF, and includes collusive practice among applicants (prior to or after Proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive CRPF of the benefits of free and open competition.
 - (3) "*Unfair trade practices*" means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to.
 - (4) "*Coercive practices*" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation during the period of empanelment.
 - (5) "*Collusive practices*" means a scheme or arrangement between two or more applicants with or without the knowledge of the CRPF, designed to establish prices at artificial, non-competitive levels.

- iii) CRPF will reject an application for Award of Contract, if it determines that the applicant recommended for Award has, directly or through an Agent, engaged in corrupt, fraudulent, unfair trade, coercive or collusive practices in competing for any assigned Project.

b) Confidentiality

- i. Information relating to evaluation of application and recommendations concerning awards shall not be disclosed to the Applicants who submitted the applications or to other persons not officially concerned with the process. The undue use by any applicant of confidential information related to the process may result in the rejection of their application.
- ii. Moreover, in the performance of this Agreement or in contemplation thereof, Bidder and its employees and Agents may have access to confidential information owned or controlled by the other party relating to Content, Project, Programs, Software, Plans and other data (hereinafter 'Information'), any Information supplied by CRPF or any other Government Department, which is not in public domain. The receiving Bidder shall use a utmost degree of care to keep, and have its employees and Agents keep, confidential any and all Proprietary Information. In keeping therewith, the recipient shall not copy or publish or disclose the Proprietary Information to others, or authorize its employees, or Agents or anyone else to copy, publish or disclose it to others, without the disclosing party's written approval, nor shall the receiving party make use of the Proprietary Information except for the purposes of executing its obligations hereunder, and shall return the Proprietary Information to the disclosing party at its request.

c) *On boarding of GeM before awarding contract:-*

As per MoF, DoE, Procurement Policy Division OM No. No. 6/9/2020-PPD dated 24/08/2020, all contracts of more than Rs.25 Lakhs (Including taxes etc), It is mandatory for sellers providing Goods and Services to Central Govt Organisations to be registered on GeM and obtain a unique GeM Seller ID. Thus the bidder on successful qualifying of bidder, they should have on boarded the GeM platform to get the order/acceptance of contract. An undertaking in this regard should be submitted by the bidder at the time of participation to this effect. *An undertaking as per FORM-VI below to be signed while submitting the bid by the bidder*

43) *Only one Application (Proposal)*

An Applicant may submit only one Proposal on its own. If an applicant submits more than one Proposal on its own, both Proposals shall be disqualified.

44) *SI/Successful Bidder Obligations*

- A.** The Bidder is obliged to work closely with the CRPF's staff, act within its own authority and abide by directives issued by the CRPF so as to achieve the targets in conformity with overall Scope of Work.
- B.** The Bidder will abide by the job safety measures prevalent in India and will free CRPF from all demands or responsibilities arising from accidents or loss of life the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold CRPF responsible or obligated.
- C.** The Bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanour.

45) *Penalty*

- a) If the bidder fails to submit PBG within 15 days from the issue of work order, Provisions of Bid security Declarations will be invoked and the bid response submitted by the bidder stands rejected and CRPF may consider to award the contract to other bidder/call for fresh bids.
- b) LD charges will be levied @ .5 % per week of project cost as mentioned in the RFP.
- c) LD should not be more than 10%, beyond that CRPF have full right to cancel / terminate the contract / order.
- d) LD time will be calculated on the basis of time line as per RFP.

46) SLA and Operational Penalties

After Go Live of Module and sub-module penalties will be calculated as under

S. No	Measurement	Penalty Applicable	Remarks
1.	Absence of Man Power	Per Man day calculated cost	Per Man day calculated cost
2.	Down time of any application services designed, developed & implemented by SI only	<ul style="list-style-type: none"> • If downtime is between 6 – 15hrs / month, applicable SLA : <ul style="list-style-type: none"> ○ .005% of total (man power+ O&M) monthly Charge/ hour • If downtime exceeds 15 Hrs/month , applicable SLA : <ul style="list-style-type: none"> ○ .01% of total (man power+ O&M) monthly Charge/ hour 	No penalty upto 6 hours/ month
3.	Unresolved Issue raised by user reported to help desk remain unclosed for more than 48 hours	.0005% of total (Man Power+ O&M) per token / per day	
4.	Wrongly closed issue raised by user reported to help desk	.01% of total (Man Power+ O&M) per token / per day	
5.	Response is slower than the prescribed time in RFP	.0005% of total (Man Power+ O&M) per delayed execution upto 1000 execution per month .005% of total (Man Power+ O&M) per delayed execution upto 1000 execution per month	

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

6.	Non maintenance or upgradation of documentation	15 % of of total (Man Power+ O&M) of that duration	
----	---	--	--

Note : Any noncompliance in respect of up-gradation of source code / Software assurance to newer version as defined in RFP will attract proportionate penalty at any given time during applicability of Contract as calculate by CRPF / any other auditor. Penalties as defined in the SLA period subject to a maximum of 10% of the payment for that period. In case department fails to respond and provide feedback on submitted submission / deliverables or SLA and performance reports will DEEM AND ACCEPTED. The purchase / Govt department shall not force the bidder, post the elapse of the approval period of 30 days, to rework on said project outputs / outcomes. However in case of purchaser respond to vendor within 30 days with an alternative date, than the date would stand revised for deemed acceptance.

47) Payment Milestone

Mile - stone	Functionality required	Deliverables	Payment & SLA
1	Organization Management HRMS (PIS) Pay DMS & File Management Integration of different Tools like SLA , Helpdesk etc as per tender & FRS.	After go live, HLD Documents User Manuals App Admin Guide Training to Master trainers	25% payment SLA @ .5% of corresponding milestone every week of delay and other SLA as per the tender document
2	Budget Management Finance Management Audit Management Provisioning Inventory Management	- do -	15% payment SLA as above
3	Self-Services Launch of mobile application	-do-	10 % payment SLA as above
4	Operation Management Intelligence Management Movement & Deployment BDD & Dog Squad Management Inclusion in mobile application	After go live HLD Documents User Manuals App Admin Guide Training to Master trainers	10 % payment SLA as above

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

5	Disciplinary and Legal Works & Assets Management Inclusion in mobile application	- do -	5 % payment SLA as above
6	Training Hospital Administration Miscellaneous activities Inclusion in mobile application	- do-	15 % payment SLA as above
7	Handing over of Source code after security audit of the complete application	Source code and security audit certificate	10 % Payment SLA as above
8	Standard warranty of one year after go live of all the modules(Final Go-live)		10% Payment

Deliverables as per above sequence and as per the time line submitted by the SI.

48) Knowledge Transfer

A. Knowledge Transfer

- i) Knowledge Transfer is an integral part of the Scope of Work of SI/Successful Bidder. This will have to be done even in case the Contract with SI/Successful Bidder ends or is terminated before the planned timelines.
- ii) Bidder needs to include in the response the Exit Management Plan for the SELO Solution and Operations at the end of the Contract duration. The transition period shall span a minimum of six (6) months before the contract end date. The selected SI/Successful Bidder shall ensure during the Exit Management the following:
 - iii) Handover the existing system and infrastructure to CRPF in running condition;
 - iv) Have a minimum three (3) months overlap period of running the operations with the new bidder;
 - v) Three (3) months independent operations of SELO by new bidder from last date of support of outgoing Bidder.

- B.** At the end of the Contract Period, Bidder will be required to provide necessary handholding and transition support to designated staff or any other Agency that is selected for maintaining the system post the Contract with Bidder. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new Agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.

C. Cooperation and Provision of Information: During the Exit Management period:

- i) The selected Bidder will allow CRPF to access to information reasonably required to define the then Mode of Operation associated with the provision of the services to enable CRPF to access the existing services being delivered;

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- ii) Promptly on reasonable request by CRPF, the selected Bidder shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with an Agreement relating to any material aspect of the services (provided by the selected Bidder). CRPF shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data etc.

49) Confidential Information

Selected Bidder will promptly on the commencement of the Exit Management Period supply the following to CRPF :

- A. Information relating to the current services rendered.
- A. Documentation relating to the Project's Intellectual Property Rights.
- B. All current and updated data as is reasonably required for purposes of CRPF transitioning the services to its Replacement agency in a readily available format.
- C. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable CRPF or its Nominated Agencies, or its Replacement agency to carry out due diligence in order to transition the provision of the Services to CRPF or its Nominated Agencies, or its Replacement Agency (as the case may be).
- D. Before the expiry of the Exit Management Period, Bidder shall deliver to CRPF or its Nominated Agency all new or up-dated materials from the categories set out in the Plan and shall not retain any copies thereof, except that Bidder shall be permitted to retain one copy of such materials for archival purposes only.
- E. Before the expiry of the Exit Management Period, unless otherwise provided under the MoU , CRPF or its Nominated Agency shall be delivered by the selected Bidder all forms of confidential information, which is in the possession or control of Bidder.
- F. All source codes, programme will be handed over by Implementing agency to CRPF

50) Transfer of Certain Agreements

- a) On request by CRPF or its Nominated Agency Bidder shall effect such Assignments, Transfers, Licences and Sub-Licences as CRPF may require in favour of CRPF or in relation to any equipment lease, maintenance or service provision Agreement between Bidder and Third Party Lessors, Bidders, and which are related to the services and reasonably necessary for the carrying out of replacement services by CRPF or its Nominated Agency.
- b) Bidder shall provide the perpetual licenses for all involved SELO -II (as applicable) and same shall be shared with CRPF.

51) General obligation of Bidder

- A.** Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to CRPF or its nominated agency and which Bidder has in its possession or control at any time during the exit management period.
- B.** For the purposes of exit management schedule, anything in the possession or control of Bidder or associated entity is deemed to be in the possession or control of Bidder.
- C.** Bidder shall commit adequate resources to comply with its obligations under this Exit Management plan.

52) Bankruptcy and Insolvency

CRPF can terminate the contract if the Bidder becomes bankrupt and/or loses the desired state of solvency with a notice of thirty (30) days. CRPF, in such cases of termination, will not be responsible for any loss or financial damage to the service provider resulted due to the termination. CRPF will also, in such cases have the Right to Recover any pending dues by invoking the Performance Bank Guarantee or any such instrument available with CRPF.

53) Broad Scope of Work

Below are the major challenges CRPF is facing in current IT system, which need to be overcome in future for better operation and administrative efficiency.

- 1. Technology Obsolescence:** The relevant technologies in use are obsolete. Even OEM Microsoft has stopped the support for product - VB 6.0, IDE. Runtime license support for client OS Xp/Vista is already stopped. Due to obsolete technology, there is a serious concern on security of the system against latest vulnerabilities being unsupported OS and technology is vulnerable to attacks. Additionally, performance degradation and erratic behaviour of the system could be seen.
- 2. Functionality Upgrade:** There is a requirement of functionality upgrade of SELO including navigational features, integration of various applications, portal access, integrated workflows, Enterprise Content Management system and automatic periodic data replication.
- 3. New Functionality:** Due to dynamic nature of deployment, new functionalities are required to be rolled-out to field level units, namely Service Companies, Battalion, Hospital, Training Institutions, Central Weapon Store etc.
- 4. Deployment Constraints:** Since the SELO application is running on old web technology in plane (http) mode enabled environment, any new change has many constraints during deployment. The application patches and new application is deployed manually.
- 5. Low usage of application:** The current application usage is not up to the required expectations due to lack of IT infrastructure at all level of organization, system level limitations and acceptance issues, lack of mandatory usage of the system by users.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

6. **Management Reporting & Dashboard:** CRPF top management needs Business Intelligence systems to meet strategic management needs aimed at facilitating their decision making. The current system attempted by CRPF is rudimentary and experimental developed for a small scope of requirement on Oracle Discoverer in 2003. The system lacks Drill-up and down, data slicing and dicing features.
7. **Security Constraints:** The current application is running on HTTP and lacks comprehensive security features making it vulnerable to security threats. Besides, networks are unsecured.

A. Future Roadmap

Mission of the Central Reserve Police Force shall be “to enable the government to maintain Rule of Law, Public Order and Internal Security **effectively and efficiently**, to preserve National Integrity and promote Social Harmony and Development by upholding supremacy of the Constitution.

In performing these tasks with utmost regard for human dignity and freedom of the citizens of India, the Force shall endeavour to achieve **excellence in management** of internal security and national calamities by placing Service and Loyalty above self.”

The CRPF Vision is “*To be Digital by Default*”

The key focus areas of CRPF to achieve the afore mentioned vision using ICT as an enabler are:

- a) **Efficient Administration:** Ensure efficient and transparent administration through a holistic and secure application, using technologies like digital signature.
- b) **Efficient Operation planning & Execution:** Ensure efficient and transparent operational planning through a holistic and secure application. Integration & plotting of real time data to GIS system will enhance the efficiency of troops in operational activities. It will also give access to real time information with latest BI to senior commanders.
- c) **Improved Decision Making:** For real time data availability at field and operational site, the application should also provide real time situational awareness and operational data for decision making.
- d) **Availability across locations:** Solution shall be designed assuming end to end connectivity on leased / WebVPN with provision for offline solution in remote locations where there is no connectivity.
- e) **Secure by Design:** End to end Security shall be taken care of through design of solution, independent of the channel of solution.
- f) **Integrated application:** One Integrated application which can fulfil all business logic /process of administration & operational activities with inbuilt work flow from Top to bottom is expected. Application should have an integrated mail & UCM (Unified Communication System) for CRPF offices & personnel .It shall also have seamless integration and exchange of information with its stakeholders.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- g) **Multichannel Availability and Connectivity:** The application should be available on Intranet, Mobile and Internet and connectivity through multiple channels like SMS, Helpdesk etc.
- h) **Simple to Use:** Envisaged application shall be operable by personnel even with basic / minimal computer know how.
- i) **Data capture at Source:** Envisaged application is an end to end integrated one with data capture at source by user and available across the force.
- j) **Service Delivery Model:** The application should be implemented and run on a service delivery model based on Key Performance Indicators (KPI) which is measured using Service Level Agreements (SLA). It shall also be security audited and “Certified for Security” before launch by Indian Computer Emergency Team (CERT-In), under the MeitY, Government of India, having a valid empanelment certificate.
- k) **Provision of data exchange with other agency:** Application should support data exchange / integration mechanism with other Govt agencies like PFMS software of PAO/RPAO as when required on both directions.
- l) **Mobile App :** Fully secured mobile app for market leader mobile OS viz iOS / Andriod having facility to incorporate PKI based infrastructure and services can be added / deleted dynamically.

B. Investment in current IT landscape with Hardware/ Software Licenses:

The current IT landscape has investment done over last many years and it is expected that the SI will ensure that the managed service provider will take into consideration these investments both in domain and technology during the RFP process and account for these in its proposal response to CRPF. From the new system envisaged it is expected that till Go-Live, from the contract start duration, the SI will re-furbish and re-use the existing IT systems to the maximum extent possible, follow a transition methodology to take control for management of the system from the existing vendor and run them till the new SELO - TWO application is made available. This will provide single point of accountability for CRPF and also ensure the SI is taking into consideration the existing investment. This phase will be a parallel run of the system along with the Implementation Phase of the new transformed system.

C. Strategic Control:

- a) Strategic control will primarily be focused on the vision and outcomes of the project, rather than controlling the functioning and management of the day to day affairs. Strategic control will be achieved by having each critical step during project implementation – technical & solution architecture design, business process & functionality verification, infrastructure for pilot and roll-out be validated by the key stakeholders.
- b) In order to ensure minimal vendor lock-in, strategic control should be well complemented with proper exit management processes involving sharing of knowledge of tools, technologies and architectures for necessary control over data, databases & application software. Along with this a scope for future enhancement functional changes in the application due to the government policy update would also be the responsibility of the

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

System Integrator(SI) along with the necessary strategic control of the complete system including the procedures and operating levels always remaining with Government.

D. IT Infrastructure Services required to be maintained by SI:

IT Infrastructure services landscape will include

- a) **Datacenter Management.:** Operate datacenter and the application seamlessly for higher availability, improved SLA's, incident avoidance and overall service improvements.
- b) **IT Support services:** Support services from basic IT helpdesk to enterprise service desk solutions. This includes complete ticket lifecycle management, pro-active alerts monitoring, IT security, and identity and access management.
- c) **Network Management:** Provide managed services for network management, unified communication, secure networks, optimize bandwidth for voice, data, video and wireless environments,
- d) **Security services:** Provide efficient security infrastructure round-the-clock. with streamlined and regulatory-compliant security operations, for cost-efficiencies and lower service downtimes
- e) **Application Support:** Consolidating support activities and providing Level 2 and 3 application support, to resolve the application challenges. This will ensure increased productivity and Return On Investment (ROI).
- f) **Enterprise System Management:** Provide professional and comprehensive solutions such as ITIL v3, to manage IT infrastructure.
- g) **Service Management:** Provide standard structures, processes, procedures, and quality assurance methodologies, to enable effective IT service management.

Assurance Services:

The application should be developed in state-of-the-art Labs for test automation and performance engineering to develop and deploy best in breed testing assets and accelerators. This will reduce time and effort spent on testing the application being developed. Hence the entire software development life-cycle will be more efficient and achieve the desired business outcome.

Mobility Services:

Mobile products provide a richer, more personalized experience for the personnel, using the full feature set of smart phones or tablets. The CRPF Selo -2 application will have mobility services which harness the benefits of mobility to connect with the Superiors & partners anytime, anywhere.

Future CRPF Intranet Portal

A CRPF intranet portal should provide a single enterprise view of all the applications bundled with information broadcast channel, Worklist, notifications etc.

The CRPF Portal will be designed as the common interface for delivering all services to the stakeholders of CRPF. However, it could be enhanced in the future to add more services needed to serve external stakeholders.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

Users will be given access to only those Services that have been authorized by their respective roles.

The following categories of information / services shall be personalized on the CRPF Portal:

- **User Specific** – Include user's role along with other preferences, if any, recorded at the time of registration
- **CRPF Services** – Provide access to only those services designed to serve each category of user (Department or role)
- **Work list** – Portal should display users' workspace showing work list, either completed or pending. Applicant should have the flexibility to modify or delete the contents of the workspace.
- **Notification Messages** – It should show messages as notifications which are for information or action required purposes.
- **Feedback and Grievances** – It should provide flexible channel for sending feedback or raising complaints and getting responses

Besides personalized services, the portal will also provide access to all other common services such as searching for information or downloading / uploading CRPF forms, application training manual etc.

Access to all CRPF applications will also be provided from the Enterprise Portal. The credentials of the user entered in the portal will be passed to the applications for authentication. Following are the Major modules and their activities which are required to be developed :

Organization and PIS (HRMS)

Organization

- Dynamic changing provision in Organogram of the force
- Preparation and Maintenance of Senior Official's visit note.
- Maintain an Action taken tracker
- Posts creation and abolishment on directions of the ministry.
- Management of various organization hierarchy system viz administrative / operation and financial hierarchy

Personnel Information System

Personnel Information System or Human Resource Management System (HRMS) needs to be computerized to increase the efficiency of operations and to increase employee satisfaction. It holds immense potential in terms of effectively and efficiently leveraging information technology to standardize the processes that govern HR processes.

Salient features of HRMS are:

- Provision to Department, Location, Branch, Designation, Post, Role, Employee, Subject, Role-Subject mapping i.e. to set up new organization structure or to modify existing one.
- Maintain data related to Sanctioned Posts, Present Posts there by generating Office-wise Vacancy List

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- Maintain and process Employee Recruitment, Job on Compassionate Grounds, Post Allocation, and Probation.
- Maintain Personal Profile, Qualification, Extracurricular, Professional, Family, Dependents, PRAN, PAN, Passport, nominee Details of every employee.
- Include pay-fixation and pay-revision for employees.
- Processing of Leave, Dependents, Nomination, Attachment, Rewards, Medals
- Processing of Annual Confidential Reports, Sheet Remarks, Awards, Punishments details.
- Enable administrative user to process Bulk Transfer (Organization initiated), On Request transfer (Employee initiated)
- Request for Deputation by employee, giving deputation pay allowances etc.
- Bill Reimbursements of office expenditure (e.g. Telephone, electricity bills).
- Process Recruitment & Promotion Roster Registers based on rules.
- Employee's exit from the organization due to Superannuation, Death, Termination, VRS, Compulsory retirement, etc.
- Grant for uniform and accessories such as cap, shoes, belts, muffler, woollen clothes, blankets, gloves, etc.

Finance & Pay

Budget Planning and Accounting

- Provide consolidated and consistent information about the expenditure and receipts across the Force.
- Track financial events and summarize information
- Online paper-less expense and revenue accounting systems
- Online budget estimates preparation
- Automatic aggregation and consolidation of budget estimates at different level
- Dashboards to senior management for tracking budget estimates
- Online Budget Publication and other important MIS
- Managing all Taxes
- Coordinating Tax benefits..
- Claim / Bill processing & Payment Authorization

Audit Management System

- Execution of Audit and Status monitoring
- Execution of Audits including audit status, task assignment, finding, recommendation, follow ups
- Monitoring and follow up of pending Audit paras.
- Traceability and accountability of actions - Audit trail

Payroll Management System

- Covers configurations for Pay Components, Designation wise Pay Scales, Pay Rules, Income Tax Rules
- Captures Employee details necessary for Payroll calculation like Basic, Loans, Leave, Govt. Accommodation details, Schemes, Investment declaration etc.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- Generation of Monthly Pay Bill, Arrear Bills, Supplementary Bills and submission to CRPF System for Bill preparation
- Dynamic in nature having provision to support future Pay Commission pay rules
- Important Outputs like Payslip, Form – 16, Other Statements (HRA/Leave encashment, HBA etc) (Employee wise payment details)

Provisioning and Inventory

Provisioning

- Provision to maintain a Supply Chain Management
- MIS/Dashboard to predict the forecast demand
- Provision for material management, demand generation, purchase order, sanctioning purchase request, contract process
- Maintenance management ,Distribution and Quality Inspection of equipment
- Management and tracking of vehicles

Procurement Management System

- Online maintenance of information about the receipt of Arms, Ammunition, Clothing, Rationing, Equipment, Furniture etc.
- Interface with the Inventory and Provisioning system
- MIS/ Dashboard of required and actual supply of arms and good for the force
- Raises alerts to when goods are below the threshold.

Inventory Management System

The Inventory Management System is basically designed to systematize the stock inward and outward and also to create a generalized workflow for the creation, approval, dispatch and transfer of the requested items. Inventory Management System typically following salient features:

- N – Level categorization of Item/Asset
- Classification of item/asset into consumable and non– consumable
- Unique Asset code and User defined asset code for non-consumable item/asset.
- Configuration of Item/Asset as a spare of single or multiple items
- General and specific Specifications of item/asset
- Date-wise maintenance of stocks
- Stock In / Stock Out register for in warding and out warding stocks.
- Facility to check the Requested item details and Dispatch details in the Transfer Request screen
- Generate multiple dispatches from different locations.
- Reports on Stock Details, allocation details, Stock In register and Stock out Register
- Drill down in Stock In and Stock Out Register Reports to see the Employee who raised the request, date of request, date of approval, location of the employee and status of the report

Motor transport Management

- Provision to issue vehicles for official purpose

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- Maintenance of Fuel stock and daily issue registers
- Management of Vehicle Maintenance and utilization Diary
- Prepare and share Monthly/Quarterly reports having KMPL reading, expenditure, efficiency etc. with concerned branch HQ.

Operation and Intelligence

Operations

- Provision for battalion / company / platoon level allocation/ relocation/ movement & deployment management
- MIS/ Dashboard for human resources/Assets demand forecasting
- Timely decision making via Reporting of incidents, Investigation details, Case finalization and handover.
- Management of logistics for operations.
- Management of adhoc deployment during various occasion viz Election and L&O situation.
- Key incident tracking system on daily basis.
- Real time information management to GIS system through services

Intelligence

- e-Reporting tool to generate Intelligence reports
- Digitization and management of the existing reports.
- Timely alerts to higher authority to review the reports
- Intra-directorate communication provision

Works and Assets Management

Building / Construction /Assets Management

- Management of various work at various CRPF locations
- Budget utilization monitoring of Major & Minor Work
- Provision to Schedule work , Resource allocation and execution for Work-Projects
- Alert related to delay in works to Higher authority
- Material procurement, Inventory & Service management related to Works/ Construction Projects

Housing Management System

- Allotment of quarters based on seniority of applications, Online intimation and generation of allotment papers
- Online maintenance of waiting lists on a day-to-day basis in battalion and rank wise separately.
- Interface with Payroll and Service book
- Quarters lying vacant to be reflected to higher authority

E. e-Office (DMS, File, DAK, Inter Office Communication Management)

Enterprise Content Management System

The enterprise content management system should be able to create real-time electronic file within the system. The enterprise content types are documents, audio, video, web, email &

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

picture. The content should be accessible by any system and authorized user to view & analyse for various organization process flows.

Document Repository management

Knowledge Management Systems relate with the Enterprise Content Management system for the business benefits.

Salient features of a typical Knowledge Management System are:

- Search for documents, policies, guidelines etc. uploaded on knowledge portal
- To promote e-learning culture within CRPF.
- To promote knowledge creation, sharing & reviewing assets.
- To continuously improve interaction amongst dispersed manpower over common interest topics
- To promote a collaboration culture

e-File Management System

Salient features of a typical Workflow Management System are:

- Integration with organizational structure.
- File routing based on the necessary opinions/approvals needed from the higher authorities or cross-departmental officers
- File tracking/Monitoring to keep a tab on the progress of work being done in various Sections.
- Dynamic workflow with ability to route files in the user defined hierarchy based on Subjects and Sections
- Facility to search files on the basis of various criteria like file name, author of the file, hierarchical position of the author, date created, date modified, priority set and status
- e-Dak Diary to record the details of the dak addressed to any official of CRPF HQ.

Reception Management

- Maintaining a list of visitors along with their complete information
- Provision to capture and generate visitors passes.
- Provision to confirm appointments of Higher authority

Signals

- Provision to integrate radio communication with the existing mail system.
- Track deals with telecom and wireless signals received at various offices.
- Customized PKI based encryption / decryption system for radio signals.

F. Administration, Establishment , Hospital, Legal, Training and Other activity

Grievance Redressal System

- Provision to consolidate all grievances at one place received from CPGRAM, Mobile, email and offline.
- Complete redressal system within CRPF administrative hierarchy as per SLA defined.
- Provision to initiate and track grievance related to Pay, Allocation of staff quarters etc.
- Employee can appeal against the grievance decision

Establishment

- Provision to carry out various establishment related activities for departmental activities viz training, pension, transfer, retirement, property details of senior officials etc.
- Management of Central CRPF I-Cards publishing and distribution
- Process Departmental Inquiry & Proceedings against employee.
- Generation of gradation list based on rules setup by CRPF for considering promotion.
- Issuance of NOCs for passport, foreign visits and other general purpose NOCs.

Administration

- Management of various interview cases .
- Management of railway warrant / e-ticket and credit orders
- Management of Adjutant office activities related to Parade statement, Annual Medical other activities.
- Appointment Scheduler and PIM.
- e-Notice Board

Hospital Management System

- Provision to schedule an appointment at hospital/clinic
- Management of personnel medical records
- Provision for doctor's to schedule operations/duties
- Provision for duty officer to prepare assignments
- Inventory of medicines and equipment, Accounting management.
- Management of all hospital /clinic infrastructure
- Manage maintenance of hospital equipments

E-Learning and Training Management System

- Provision to Create Course / Schedule Training
- Register/ cancel registration for Scheduled Training
- Management of Training Centers, Preparation of Training Schedules, Processing on Nominations received, publishing Training Results, Departmental Exams.
- Provision to Manage Certifications/ Learning activities and Qualification

Legal & Disciplinary Management

- Provision to receive complaints and to provide comments to field personnel
- Analysis of complaints received.
- Share reports with higher officials.
- Provision to manage criminal records of the personnel.
- Manage Departmental enquiry / Vigilance and Disciplinary Cases
- Scheduler to manage the court cases
- Management of case related documents like Warrants and other legal documents.

Sports Management

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- Management of Sport personnel
- Generation and sharing of Monthly progress report from sports center to HQ
- Interface the Central Sports fund with Budget planning and allocation module

Press Release Management

- Manage repository of CRPF press release.
- e-Report tool for creating reports to be shared with the media.
- Sharing of Report with higher authority for approval

Library Management

- Management of Library books
- Searchable repository of the Books
- Sharing of Newsletter to the personnel.

Other Modules

Additionally CRPF can consider including more modules / applications in future as per the needs of the organization.

54) PRE-CONTRACT INTEGRITY PACT(PCIP):-

The Integrity Pact envisages an agreement between the prospective vendor/ bidder and the buyer committing the persons/ officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Only those vendors/ bidders, who have entered into such an Integrity Pact with the buyer CRPF, would be competent to participate in bidding with CRPF as per guidelines of GoI. It is a preliminary qualification for entering into contracts with Central government organisations for procurement of material and service contracts. The Pact will be effective from the stage of Invitation of Bids till the complete execution of the Contract. Hence all contending bidders are required to enter into a pre-contract integrity pact as per “Appendix-E” of this RFP.

55) INDEPENDENT EXTERNAL MONITORS(IEMs):-

The buyer i.e MHA has appointed following Independent External Monitors (hereafter referred to as “Monitors” for the purpose of overseeing and implementation of Pre-Contract Integrity Pact in consultation with Central Vigilance Commission. Names and Addresses of the Monitors are as under:-

- (a) Shri Vivek Rae, IAS (Retd.)
Ex-Secretary, M&NG, Government of India.
171, Gulmohar Enclave, New Delhi-110049.
Mobile No. 9871412828 Res: 011-26950724

- (b) Smt.Anita Chaudhury, (IAS (Retd).
Ex-Secretary, D/o Land Resources, M/o Rural Development,
Government of India,
Block-T, 28/11, DLF-III, Gurgaon,
Haryana-122002.
Mobile No. 9899111169, Res: 01244046619

- i. The task of Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- ii. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- iii. Both the parties accept that the monitors have the right to access all the documents relating to the project/procurement, including minutes of meeting.
- iv. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the Buyer.
- v. The BIDDERS(s) accepts that the monitor has the right to access without restriction to all project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontracts. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- vi. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will officer to the Monitor the option to participate in such meetings.
- vii. The Monitor will submit a written report to the designated authority of BUYER / Secretary in the Department / within 8 to 10 weeks from the date of reference or intimation to him by teh BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
- viii. **Facilitations of Investigation.**
In case of any allegation of violation of any provisions of this Pact or payment or commission, the BUYER or its agencies shall be entitled to examin all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.
- ix. **Law and Place of Jurisdiction:** This pact is subject to Indian Law. The place of performance and jurisdiction is the seat the BUYER.
- x. **Other Legal Actions:** The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with provisions of the extant law in force relating to civil or criminal proceedings.
- xi. **Validity:**
The validity of this Integrity Pact shall be from the date of its signing and extended upto 7 years or the complete execution of the contract to the satisfaction of both the Buyer & seller.

56) FORCE MAJEURE: -

- a) Neither party shall bear responsibility for the complete or partial non-performance 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 operations, 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.

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

- 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 Chamber of Commerce (Commerce and Industry) or other competent authority or organisation 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 hitherto 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.

57) PUBLIC PROCUREMENT ORDER: -

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this RFP only if the bidder is registered with the Competent Authority designated by Ministry of Finance.
- II. "BIDDER" (including the term "tenderer", "Consultant" or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture, every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. "Bidder from a country which shares a land border with India" for the purpose of this order means:-
 1. An entity incorporated, established or registered in such a country; or
 2. A subsidiary of an entity incorporated, established or registered in such a country; or
 3. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 4. An entity whose beneficial owner is situated in such a country; or
 5. An Indian (or other) agent of such an entity; or
 6. A natural person who is a citizen of such a country; or
 7. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- IV. The beneficial owner for the purpose of (iii) above will be as under:
 1. In case of a company or limited liability partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means. ("Control ownership interest" means ownership of or entitlement to more than 25% of shares or capital or profits of the company. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements)
 2. In case of a partnership firm, the beneficial owner is the natural person who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than 15% of capital or profits of the partnership;

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERP

3. In case of an unincorporated association or body of individual, the beneficial owner is the natural person(s), who whether acting alone or together or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with 15% or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

An agent is a person employed to do any act for another, or to represent another in dealings with third person.

6. The successful bidder shall not be allowed to sub-contract works to any contractor or SI from a country which shares a land border with India unless such SI is registered with the Competent Authority.

V. **CERTIFICATE REGARDING COMPLIANCE:**

The bidder shall submit a certificate in compliance to the Public Procurement order stating: -
“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India: I certify that we M/s _____ (name of the bidder entity) is not from such a country or, (if from such a country), has been registered with the Competent Authority. I hereby by certify that, we M/s _____(name of the bidder entity) fulfils all requirements in this regard and is eligible to be considered. (Where applicable, copy of valid registration by the Competent Authority to be attached).

58) VARIOUS FORMS / CHECKLISTS:-

a) Letter for Submission of Bid:-

FORM-1

Letter for Submission of Bid

To,

**The DIG (IT) CRPF
Directorate General CRPF
Block-1, CGO Complex, Lodhi Road
New Delhi-110003**

Dated:- _____

Subject.: **Submission of Bid**

Sir,

1. With reference to your Tender No. _____ dated _____ for **Design, Development, Deployment and maintenance of SELO-TWO ERP** Project in CRPF, I wish to submit my bid for the said work.

Further, I hereby certify that-

2. I have read the provisions of the all clauses and confirm that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.
3. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the CRPF.
4. Our bid shall remain valid for period **of 270 days** from the last date of bid submission.

Date:

Place:

Full Name:

Address:

Signature:

Designation:

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

b) *Tender Terms and conditions acceptance Letter:-*

FORM-2
TENDER TERMS AND CONDITIONS ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

Subject: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above-mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc ..), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) /corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

c) *General Criteria Details:-*

Form-III

Design, Development and Implementation of SELO-TWO ERP Project in CRPF

GENERAL CRITERIA DETAILS

Name of the Firm	
Registered Address	
Contact Person's Name, Designation, Phone No,e-mail Id	
Type of Firm:- Private Ltd./ Public Ltd./ Cooperative/Partnership/Proprie tor	
PAN Number	
GST Registration No.	
EMD Details	DD No- Name of Bank & Issuing Branch :-

Signature.....

Full Name.....

Designation.....

RFP for Design, Development, Deployment and Maintenance of SELO-TWO ERPd) *BOQ/Price bid:-***Form-IV
Format for PRICE Bid**

Name of the Bidder: _____

SL NO	Description	Qty	Amount (WT)	TAX	TOTAL
1	Cost of Software License etc for development of SELO TWO ERP				
2	Cost of Manpower Charges for development of SELO TWO ERP				
3	Cost of Training Charges				
4	Cost of deliverables				
5	Other Charges for development SELO TWO				
6	1 year support after GO live (Man Power Charges)	1			
7	1 year support after GO live (Application O & M Charges)	1			
8	CAMC : O & M Phase for next 2 Years (2 nd & 3 rd Year) – Man Power Charges	1			
9	O & M Phase for next 2 Years(2 nd & 3 rd Year) – Application O&M Charges	1			
10	CAMC : O & M Phase for next 2 Years(4 th & 5 th Year) – Man Power Charges	1			
11	O & M Phase for next 2 Years(4 th & 5 th Year) – Application O&M Charges	1			
12	CAMC : O & M Phase for next 2 Years(5 th & 6 th Year) – Man Power Charges	1			
13	O & M Phase for next 2 Years(5 th & 6 th Year) – Application O&M Charges	1			
14	Final cost of the Project				

Bidder to note that financial liabilities of all software licenses, support and up gradation will be included in the above quotes

Total In words)- Rs. _____

.Note:

1. The prices shall remain FIRM till entire contract period /completion of the Assignment.
2. In case of discrepancy between the value indicated by the bidder "In Figures" & "In Words", the value indicated at "In Words" shall prevail.
3. The prices to be quoted would be for unit rate & the applicable GST separately , to arrive at the Total Value (Rs)
4. Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.

5.

Date :-

Authorized Signatory:

Address:.....

e) *Format for Bank Guarantee for EMD/Bid Security Declaration:-*

FORM V

BID SECURITY DECLARATION CERTIFICATE

(To be submitted on the Letterhead of the *System Integrator*)

(Place)

(Date)

To,

The DIG (IT)
Directorate General, CRPF
Block-1, CGO Complex, Lodhi Road
Delhi-110003

Sir,

Tender No. Date :

Subject: **DESIGN, DEVELOPMENT, DEPLOYMENT AND MAINTENANCE OF
SELO- TWO ERP: BID SECURITY DECLARATION**

We, M/s undertake that, if we withdraw or modify our bid during the period of bid's validity, or if we are awarded the contract and we fail to sign the contract, or fail to submit a Performance Security Deposit as per terms and conditions of Tender Enquiry as well as Additional Terms and Conditions before the deadline defined in bid document, then we are liable to be suspended for the period of 02 years from being eligible to participate and submit bids for the T/E or any contract with the Procurement Entity (CRPF).

We also understand that, during the Bid Process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the Process of Bid Evaluation and finalization; OR

During the Bid Process, if any information is found to be wrong/ manipulated/ hidden in the Bid the action as per Bid Security declaration shall be invoked.

3. We also understand and accept that, the decision of CRPF regarding invoking of Bid Security declaration and Rejection of Bid shall be final and binding to the Bidder.

Yours sincerely,

On behalf of [System Integrator]

Authorized Signature [In full and initials] Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integrator

f) Format for undertaking related to on boarding of GeM Platform:-

FORM-VI

(To be submitted on the Letterhead of the *System Integrator*)

(Place)

(Date)

To,

DIG IT
Dte Genl. CRPF,
CGO Complex, Lodhi Road, New
Delhi - 110003

Sub: UNDERTAKING RELATED TO ON BOARDING OF GeM PLATFORM

Dear Sir,

We, M/S _____ (Name of the bidder) the bidder for SELO-TWO Project of Central Reserve Police Force, having its headquarters at Block-1, CGO Complex Lodhi Road, New Delhi-110003, published vide TED No. _____ dated ___/___/2021, do understand that, it is mandatory for the bidders to on board GeM Platform, for getting the order/acceptance of contract as per MoF, DoE Procurement Policy Division Om No. 6/9/2020-PPD dated 24/08/2020.

2. Accordingly we undertake to certify that, we will on board GeM for getting the order/acceptance of contract on successful qualifying the bid process and in ability to do so will disqualify me from getting the order / supply of the project.

Dated this ___ day of ___ 2021

Yours sincerely,

On behalf of [*System Integrator*]

Authorized Signature [In full and initials] Name and Title of
Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integrator*

g) Form-7 (DGS&D manual):-

FORM-7 (DGS&D MANUAL)

PROFORMA FOR EQUIPMENT AND QUALITY CONTROL

1. Tender No. & Date _____ for the supply of _____
2. Name and Address of the firm :
3. I) Telephone No. Fax/Office/Factory/Works:
II) Telegraphic address:
4. Location of manufacturing works/Factory. Factories owned by you (Documentary). In case you do not own the factory but utilize the factory of some other firm for the manufacture/ fabrication of the stores for which you apply for registration on lease or other base you should furnish a valid legal agreement of the factory of _____ (Here indicate the name of the firm whose factory is being utilized) has been put at your disposal for the manufacture/ fabrication of the stores for which registration has been applied for.
5. Brief description of the factory (e.g. area covered accommodation, departments into which it is divided, laboratory etc.)
6. Details of plant and machinery erected and functioning in each department (Monograms and descriptive pamphlets should be supplied if available).
7. Whether the process of manufacture in factory is carried out with the aid of power or without it.
8. Details and stocks or raw material held (state whether imported or indigenous) against each item. Production capacity of each item with the existing plant and machinery:
 - a) Normal _____
 - b) Maximum _____
9. Details of arrangements for quality control of products such as laboratory etc.
10. (a) Details of Technical/supervisory staff in charge of production and quality control.
(b) Skilled labour employed.
(c) Unskilled labour employed.
(d) Maximum no. of workers (skilled and unskilled) employed on any day during the 18 months preceding the date of application.
11. The Project is in conformity with any standard specification, if so copies of certificates to such standards should be submitted.

Place _____

Date _____

Signature and designation of the Tenderer

N.B.: Details under column 6 to 11 inclusive need to be restricted to the extent they pertain to the item(s) under reference.

h) Form 68-A:-

Form 68-A

Tender No. _____

Full name and address of the Tenderer in addition to Post Box No. if any, should be quoted in all communication to this office.	Contractor's Telegraphic address-----
	Telephone No.-----
	Fax No-----

From,

Dear Sir,

1. I/We hereby offer to supply the stores detailed in the schedule here to or such portion thereof as you may specify in the acceptance of tender at the price given in the said schedule and agree to hold this offer open till _____ I/we shall be bound by a communication of acceptance within the prescribed time.
2. I/We have understood the instructions to Bidders in the booklet DGS&D-229 and conditions of contract in the Form No-68 (Revised) including in the pamphlet entitling conditions of contract governing contracts placed by the Central Purchases Organization of the Government of India read with the amendments annexed herewith and have thoroughly examined the specification drawing and/or pattern quoted in the schedule hereto and am/are fully aware of the nature of the stores required and my/our offer is to supply stores strictly in accordance with the requirements. The following pages have been added to and form part of this tender _____

Here paste coupon in case where coupons are supplied to contractors on payment	Yours faithfully
	(Signature of the Tenderer)
	Address _____
	Dated _____
	(Signature of the Witness)
	Address _____
	Dated _____

ANNEXURE-1 to Form 68(A) of DGS&D Manual

1. The following amendments may be carried out in the pamphlet entitled conditions on contract governing the contracts placed by Central Purchase Organization of Government of India 1991 edition bearing Symbol DGS&D-39 Form No. DGS&D Form No. DGS&D-68 (Revised).

1.1 The definition of “Government” provided in clause 1 (f) page 2 of DGS&D Conditions of Contract may be amended as under:- “Government” means the Central Government.

1.2 The definition of Secretary in clause I(k) page 3 of DGS&D Conditions of Contract may be modified as under:

“Secretary” means Secretary of Min. of Home Affairs for the time being in administrative charge of the subject matter of contract and includes Additional Secretary, Special Secretary, Jt. Secretary, or Director or Dy. Secretary. In Such Ministry, the DG CRPF ,, Block-1 CGO Complex, Lodhi Road, New Delhi – 110003 and every other officer authorized for the time being to execute contracts relating to purchase and supply of stores on behalf of the president of India.

1.3 Under Clause 2 (c) page 5 of DGS&D conditions of contract, the word “Director General of Supplies and Disposals or heads of his concerned regional offices” may be replaced by IGP, Jammu Sector, CRPF.

1.4 **Clause 24 i.e. Arbitration:-**

For : The existing entries.

Read: Arbitration.

In the event of any question, dispute or difference arising under these conditions or any special conditions of contract, or in connection with this contract (Except as to any matters, the decision of which is specifically provided for by these or the special conditions), the same shall be referred to the sole arbitration of an officer in the Min. of law, appointed to be arbitrator by Director General CRPF. It will be no objection that the arbitrator is a Government servant that he had to deal with the matters to which the contract relates or that in the course of his duties as a government servant he has expressed views on all or any of the matters in dispute or difference. The award of the arbitrator shall be final and binding on the parties to this contract, it is term of this contract that:-

a. If the arbitrator be a person appointed by the DG CRPF:-

In the event of his dying, neglecting or refusing to act, or resigning or being unable to act, for any reason or his award being set aside by the court for any reason, it shall be lawful for Secretary, Min. of Home Affairs either to proceed with the reference himself or to appoint another person as Arbitrator in place of the outgoing Arbitrator in every such case, it shall be lawful for the DG CRPF in place of the outgoing Arbitrator, as the case may be to act on record of the proceeding as then taken in arbitration, or to commence the proceedings denovo as he may at his discretion decide.

b. It is further a term of this contract that no person other than the person appointed by him should act as Arbitrator and that if for any reason that is not possible, the matter is not to be referred to arbitration at all.

Contd..

- c. The arbitrator may with the consent of all the parties to the contract enlarge the time from time to time for making and publishing the award.
 - d. Upon every and any such reference, the assessment of the cost incidental to the reference and awarded respectively shall be in the discretion of the Arbitrator.
 - e. Subject as aforesaid, the Arbitration Act, 1940 and the rules there under and any statutory modification thereof for the time being in force shall be deemed to apply the arbitration proceedings under the clause.
 - f. The venue of arbitration shall be the place where the contract is concluded or such other place as the DG CRPF at his discretion may determine.
 - g. In this clause the expression the DG CRPF means the DG CRPF of ministry of Home Affairs for the time being and includes, if there be no DG, the officer who is for the time being the administrative head of the CRPF, whether in addition to other functions or otherwise.
- 1.5 Similarly, the reference to DGS&D wherever appearing may be suitably modified to read as DG, CRPF.
2. Following amendments may be carried out in the Pamphlet No DGS&D-229 containing various instructions to bidders:
- FORM NO. DGS&D-230
- Reference to /dgs&d wherever appearing in clause No. 14, 33, 34,35,39 and 40 and Appendix A for Form No. DGS&D-96 may be amended to read as DG CRPF.

Signature of the tenderer

i) Check List for tenderer: -

Check list for tenderer

(Tenderers should check following requirements for compliance before submission of the tender documents)

Sl.No.	. Requirements to be checked by the tenderer before submission of the tender	Compliance (To be indicated by the tenderer with "YES" after compliance of the requirements)
1.	Tenderers should mention quantity for which they have quoted. This should be mentioned in the covering/ forwarding letter head of the technical bid.	
2	Tenderers should ensure deposit of required Earnest Money Deposit if the tenderer are not registered with MSME as MSE unit or NSIC for the store(s) quoted for the governing specification as per Tender Enquiry	
3	Tenderers should ensure that their registration with MSME as MSE unit and NSIC is valid if they are registered with MSME as MSE unit /NSIC and not depositing Earnest Money. They should enclose the latest MSME as MSE unit /NSIC registration certificate.	
4	Tenderers should confirm that their product conforms to the governing specifications of the quoted stores as per Tender Enquiry.	
5	Tenderers should mention their monthly manufacturing / supplying capacity.	
6	Tenderers should mention that their offer is valid up to 180 days from the date of opening of the tender.	
7	Tenderers should mention their Delivery Period clearly.	
8	Tenderers should give their past performance in the specified format given in the Tender documents.	
9	Tenderers should mention that they agree to the Arbitration clause of the Tender Enquiry.	
10	Tenderers should mention that they agree to accept the conditions of the contract contained in DGS&D-68 (Revised) amended up to 31.12.91 and those contained in Pamphlet No.DGS&D-229 read with Annexure attached.	
11	Tenderers should ensure that they have duly filled up Equipment and Quality Control Proforma given in the Tender documents	
12	Tenderers should mention that Business dealing with their firms has not been banned by any Govt/ private agencies.	
13	Tenderers should ensure that witness has signed at appropriate places of the Tender documents and full name and address of the witness have been mentioned clearly.	
14	Tenderer should ensure to sign each page of the Tender documents with name, designation, seal and address of the signatory.	
15	If the tenderer want to mention any specific condition, it should be mentioned on the covering/forwarding letter only which will be placed on the first page of the technical bid. Such condition mentioned in any other document shall not be given any consideration.	
16	Tenderers should mention their address for communication with Telephone and Fax Number.	

Signature of the tenderer

RFP for Design, Development, Implementation and Maintenance of SELO-TWO Project

Sl No	Requirement	(Firm should correctly fill following column.)	(Indicate page number of tender document where related information is shown / available, so it can be verified . Columns should be highlighted.)
1	Whether Registered with NSIC		
	Monetary limit / ATO / NSIC		
	Validity of registration		
2.	Whether Registered with MSME as MSE unit		
	Monetary limit/ATO		
	Validity of registration		
3.	Whether EMD enclosed (Should be valid upto 180 days from the date of opening of tender.)		
	Validity of EMD expiry on		
4	Whether specification Confirmed or not		
5	Whether firm agrees to accept conditions of contract as contained in DGS&D-68 (Revised) amended upto 31/12/91 and those contained in Pamphlet No. DGS&D-29 read with Annexure attached.		
6	Validity of offer (Our requirement is 180 days from the date of opening)		
7	Past Performance (attached or not)		
8	Arbitration Clause (agreed or not)		
9	Warranty Clause (agreed or not)		
10	Liquidated damage clause (agreed or not)		
11	Partnership agreement (attached or not)		
12.	Name & Add of Bankers		
13	Equipment and Quality control proforma (Form No. 7) duly filled or not		
14	Whether business dealing banned		
15.	Whether witness have signed in list No. 1 and form-68-A or not		
16	Whether tender signed properly		
17	Whether any Specific condition stipulated		

Signature of tenderer
with Date and Name of tenderer

PART II

**Draft Master Service Agreement
and
Service Level Agreement**

(Will be signed between CRPF & selected SI only)

CRPF SELO - TWO Project

Table of Contents

PART II	1
1) Master Services Agreement	6
1.1. Definitions and Interpretation.....	7
2) Scope of Work	8
3) Term and Duration of the Agreement	8
4) Obligations under Service Level Agreement (SLA)	9
5) Change of Control	9
6) Roles and Responsibilities of SI	10
7) Representations and Warranties	10
7.1. Representations and warranties of the SI.....	10
7.2. Representations and warranties of CRPF.....	12
8) Obligations	12
8.1. Obligations of CRPF.....	12
8.2. Obligations of the SI.....	13
9) Approvals and Required Consents	13
10) Use of Assets by the SI	14
11) Access to CRPF Locations	15
12) Implementation Phase	15
12.1. Governance.....	15
12.2. Security and Safety.....	16
12.3. Cooperation.....	16
13) Financial Matters	17
13.1. Terms of Payment.....	17
13.2. Invoicing and Settlement.....	17
13.3. Liquidated Damages / Penalties.....	18
14) Termination	20
14.1. Termination for breach etc.:.....	20
14.2. Termination on other grounds:.....	20
14.3. Termination for Convenience by CRPF.....	21
14.4. Obligations during the termination period.....	21

14.5. Effects / Consequences of termination	21
15) Indemnification & Limitation of Liability	22
16) Force Majeure	24
17) Confidentiality	25
18) Audit, Access and Reporting	26
19) Intellectual Property Rights	26
20) Insurance Cover	28
20.1. Obligation to maintain insurance	28
20.2. Non-compliance	29
21) Miscellaneous	29
21.1. Assignment.....	29
21.2. Notices	29
21.3. Variations / Amendment and Further Assurance	30
21.4. Severability and Waiver	30
21.5. Compliance with Applicable Law	31
21.6. Professional Fees	31
21.7. Ethics	31
21.8. Entire Agreement.....	31
21.9. Independent Parties.....	32
22) Governing Law and Dispute Resolution	32
23) Schedule – I – Definitions.....	34
24) Schedule – II - Exit Management Schedule	37
24.1. Purpose	37
24.2. Transfer of Assets	37
24.3. Cooperation and Provision of Information	38
24.4. Confidential Information, Security and Data	38
24.5. Transfer of Certain Agreements	39
24.6. Rights of Access to Premises.....	39
24.7. General Obligations of the SI	39
24.8. Exit Management Plan	40
25) Schedule – III - Audit, Access and Reporting	40

25.1. Purpose40

25.2. Audit Notice and Timing40

25.3. Audit Rights.....41

25.4. Reporting41

25.5. Action and Review41

26) Schedule –IV - Governance Schedule42

26.1. Purpose42

26.2. Governance Structure.....42

26.3. Governance procedures.....43

27) Non-Disclosure Agreement45

27.1. Definitions46

27.2. Confidential Information and Protection.....46

27.3. The Undertakings in Clause 2 shall not apply to any Confidential Information which:.....48

27.4. No Commitments, Warranties or Solicitation.....48

27.5. The Undertakings in Clause 2 shall not apply to any Confidential Information which:.....49

27.6. No Commitments, Warranties or Solicitation.....49

27.7. Return of Confidential Information50

27.8. Indemnity; No Waiver; Specific Performance.....50

27.9. Relationship of Parties51

27.10. No Grant of Property Rights.....51

27.11. General Provisions51

27.12. Term and Termination52

27.13. Consequences of Termination52

27.14. Governing Law52

27.15. Entire Agreement.....52

27.16. Dispute Resolution.....52

27.17. Severability53

27.18. Notices53

28) Service Level Agreement.....55

28.1. Definitions and Interpretations56

28.2. Commencement and Duration of SLA57

Draft Master Service Agreement and Service Level Agreement for SELO – TWO Project

28.3. Priority of agreements57

28.4. Terms of Payment58

29) Other Conditions59

30) Measurement and Monitoring60

31) Annual Reviews61

CRPF SELO-TWO Project

1) Master Services Agreement

This Agreement together with all its Schedules/Appendices (hereinafter referred to as the “**Agreement**”, as defined hereinafter) is made and signed at New Delhi on the _____ day of _____ 2021.

Between,

CRPF, a Government of India body under MHA having its registered office at **Block No.1 CGO Complex, Lodhi Road, New Delhi – 110003**, (hereinafter referred as “**CRPF**” which expression shall unless repugnant to the context or meaning thereof, shall mean and include its successor-in-office and assigns) represented through Shri. [●please insert], [●please insert designation], who is duly authorized to execute this Agreement, being the Party of the First Part.

AND

< Company name with address ***>, a company incorporated under the Companies Act, 1956, having its registered office at <***> and having its place of business at [●please insert] (hereinafter referred as “**SI**” which expression shall unless repugnant to the context or meaning thereof, shall mean and include its successor-in-office and assigns) represented through Shri. [●please insert], [●please insert designation], who is duly authorized vide a board resolution dated [●please insert date] passed by its Board of Directors to execute this Agreement, being the Party of the Second Part.

(The CRPF and the SI are collectively referred to as the ‘**Parties**’ and individually as a ‘**Party**’)

WHEREAS

- a) CRPF is desirous to implement the project for design, development, implementation and operation & maintenance of SELO-TWO Application on a turnkey basis at Data centre, New Delhi, DR site in different seismic Zone and other 450 locations across the India (hereinafter referred to as “**Project**”, defined hereinafter).
- b) In furtherance of the same, CRPF undertook the selection of a suitable SI through a competitive bidding process for designing, developing , implementing and maintaining the Project and in this behalf issued Request for Proposal (RFP) dated ----- 2021.
- c) The SI has been selected as the successful bidder, to develop, implement and maintain the Project as mentioned in the RFP and desired service levels, on the basis of its proposal dated [●please insert date] submitted by the SI.

- d) The SI having represented to CRPF that it possesses and has the required professional skills, personnel and technical resources to deliver the Services and have offered to provide the Services, on the terms and conditions set forth in this Agreement.
- e) The CRPF has agreed to accord the SI, the mandate to undertake and implement the Project in order to achieve the defined objectives and scope of work mentioned in RFP and SI in pursuance of its Proposal undertakes to implement the Project on the terms and conditions set forth below.

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:

1.1. Definitions and Interpretation

1.1.1. Definitions

Terms and expressions used in this Agreement (including the Introduction) shall have the meanings as set out in Schedule I.

1.1.2. Interpretation

In this Agreement, unless otherwise specified:

- a) references to Clauses, Sub-Clauses, Paragraphs, Schedules and Annexures are to clauses, sub-clauses, paragraphs, schedules and annexures to this Agreement;
- b) use of any gender includes the other genders and the words importing the singular shall include plural and vice versa;
- c) any reference to a 'day' shall, unless otherwise specified herein, mean a calendar day;
- d) a reference to any other document referred to in this Agreement is a reference to that other document as amended, varied, novated or supplemented at any time;
- e) All headings and titles are inserted for convenience only. They are to be ignored in the interpretation of this Agreement.
- f) The Recitals contained herein form an integral part of this Agreement.
- g) Ambiguity and Discrepancy: In case of ambiguities or discrepancies within the Agreement, the following shall apply:
 - i. Between Articles of the RFP and Schedules, the latter shall prevail;
 - ii. Between RFP and corrigendum and between two corrigendum, the latest shall prevail;
 - iii. Between the proposal of SI and the RFP, the RFP shall prevail;

- iv. Between two Articles of the Agreement, the provisions of specific clause relevant to the issue under consideration shall prevail over those in a general clause;
- v. Between any value written in numerals and that in words, the latter shall prevail.

2) Scope of Work

- 2.1. The SI shall be required to provide the Services of supply, installation, implementation, stabilization and operation & maintenance of SELO-TWO Application as per the scope defined in the RFP for the Term (as defined hereinafter), on the terms and conditions set out below.
- 2.2. The SI shall provide the Services and/or Deliverables to CRPF as per the technical specification and requirements as set out in the SLA and RFP. The provision of Services to CRPF with certainty and speed as detailed in SLA and/or RFP is the essence of the Agreement between the Parties.
- 2.3. In addition to the deliverables, report and recommendation as set out in SLA and RFP, the SI shall at no further cost, expense or fees, provide various reports as desired by CRPF from time to time. The SI understands, undertakes and agrees that all such data, report shall be used by CRPF and it shall never claim any sort of intellectual or other forms of rights in such data.
- 2.4. The SI shall perform the Services (a) in a good professional manner commensurate with the highest industry and technical standards which are in effect for such projects and innovations pursuant there on similar to those contemplated by the Agreement, (b) so as to comply with the applicable service levels/specifications as detailed SLA and/or RFP in accordance with the terms set out in this Agreement.

3) Term and Duration of the Agreement

- 3.1. This Agreement shall come into effect on -----2021(hereinafter the '**Effective Date**') and shall remain effective and in force for a period of 7 years from the Final Go-Live Date unless terminated earlier in accordance with this Agreement (hereinafter referred to as "**Term**").
- 3.2. That after completion of the Term of the Agreement, CRPF at its sole discretion may renew this Agreement further terms of 2 (two) years each with the consent of other party and other amendments. In the event, CRPF does not renew this Agreement; this Agreement shall stand expired at the end of the Term.

4) Obligations under Service Level Agreement (SLA)

- 4.1. The SLA shall be a separate contract executed between CRPF and SI along with this Agreement and shall, unless terminated earlier in accordance with its terms or unless otherwise agreed by the Parties, expire on the date on which this Agreement expires or terminates for any reason.
- 4.2. The SLA shall operate as a legally binding services agreement specifying terms which apply to the provision of the Services by the SI to CRPF under this Agreement and the SLA. The Parties hereby expressly agree that for the purpose of giving full and proper effect to this Agreement, the Agreement and SLA shall be read together and construed harmoniously. In the event of any conflict between the Agreement and SLA, the provisions contained in the Agreement shall prevail over SLA.
- 4.3. In relation to any future SLA entered into between the Parties; each of the Parties shall observe and perform the obligations set out therein.

5) Change of Control

- 5.1. In the event of a change of control of the SI during the Term, the SI shall promptly notify CRPF of the same.
- 5.2. In the event that the net worth of the surviving entity is not less than that of the SI prior to the change of control, CRPF may within 30 days of becoming aware of such change in control, require a replacement of existing Performance Bank Guarantee furnished by the SI from a guarantor acceptable to CRPF. However, if the net worth of the surviving entity is less than that of the SI prior to the change of control, then CRPF has the right to terminate the Agreement by serving a thirty (30) days written notice to SI.
- 5.3. If such a guarantee is not furnished within 30 days of CRPF requiring the replacement, CRPF may exercise its right to terminate the SLA and/ or this Agreement within a further 30 days by written notice, to become effective as specified in such notice.
- 5.4. Pursuant to termination, the effects of termination as set out in Clause 14.5 of this Agreement shall follow.
- 5.5. For the avoidance of doubt, it is expressly clarified that the internal reorganization of the SI shall not be deemed an event of a change of control for purposes of this Clause unless the surviving entity is of less net worth than the predecessor entity.

6) Roles and Responsibilities of SI

6.1. Final testing and certification

The Project shall be governed by the mechanism of acceptance and testing of finished SELO-TWO Application to be put into place by CRPF and SI as under:

- a) Acceptance and testing criteria will lay down a set of guidelines following internationally accepted norms and standards for acceptance and testing for all aspects of technical and functional specifications given in the RFP and this Agreement;
- b) Acceptance and testing criteria will be applicable on finished SELO-TWO Application supplied.

Final testing and certification criteria will be finalized from the configuration stage to ensure that the guidelines are being followed and to avoid large scale modifications pursuant to testing done after the SELO-TWO Application is fully developed;

- c) Acceptance and testing criteria will establish appropriate processes for notifying the SI of any deviations from the norms, standards or guidelines at the earliest instance after taking cognizance of the same to enable the SI to take corrective action; etc.

- 6.2. Each Party shall ensure that the range of the Services under the SLA shall not be varied, reduced or increased except with the prior written agreement between CRPF and SI in accordance with the Change Control Schedule of clause-5 set out in this Agreement.

7) Representations and Warranties

7.1. Representations and warranties of the SI

The SI represents and warrants to CRPF that:

- a) It is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations under this Agreement and other agreements and to carry out the transactions contemplated hereby;
- b) It possesses and has the required professional skills, personnel and technical resources to deliver the Services and have offered to provide the Services, on the terms and conditions set forth in this Agreement;
- c) It is a competent provider of a variety of IT services and it has taken all necessary corporate and other actions under laws applicable to its business to authorize the execution and delivery of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;

- d) This Agreement is executed by a duly authorized representative of the SI.
- e) From the Effective Date, it will have the financial standing and capacity to undertake the Project in accordance with the terms of this Agreement;
- f) In providing the Services, it shall use reasonable endeavors not to cause any unnecessary disruption to CRPF's normal business operations;
- g) This Agreement has been duly executed by it and constitutes a legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Agreement shall be legally valid, binding and enforceable against it in accordance with the terms hereof;
- h) The information furnished in the tender documents and as updated on or before the date of this Agreement is to the best of its knowledge and belief true and accurate in all material respects as at the date of this Agreement;
- i) The execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- j) There are no material actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform any of its material obligations under this Agreement;
- k) It has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any Government Instrumentality which may result in any Adverse Effect on its ability to perform its obligations under this Agreement and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this Agreement;
- l) It has complied with Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Agreement;
- m) No representation or warranty by it contained herein or in any other document furnished by it to CRPF, in relation to the Required Consents contains or shall contain any untrue or misleading statement of material fact or omits or shall omit to state a material fact necessary to make such representation or warranty not misleading;
- n) No sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any

person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of CRPF in connection therewith.

- o) It will discharge its obligations under this Agreement with due skill, care and proper diligence; and
- p) All its rights and interests in the Project or the Project Assets that are to be transferred to CRPF, pursuant to this Agreement shall pass to and vest in CRPF on the last day of the Term free and clear of all liens, claims and encumbrances, without any further act or deed on its part or that of CRPF.

7.2. Representations and warranties of CRPF

CRPF represents and warrants to SI that:-

- a) It has full power and authority to execute, deliver and perform its obligations under this Agreement and to carry out the transactions contemplated herein and that it has taken all actions necessary to execute this Agreement, exercise its rights and perform its obligations, under this Agreement and carry out the transactions contemplated hereby.
- b) The execution, delivery and performance of this Agreement shall not conflict with, result in the breach of, constitute a default under, or accelerate performance required by any of the Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected.
- c) Upon the SI performing the covenants herein, it shall not at any time during the Term hereof, interfere with peaceful exercise of the rights and discharge of the obligations by the SI, in accordance with this Agreement.

8) Obligations

8.1. Obligations of CRPF

Without prejudice to any other undertakings or obligations of CRPF under this Agreement, CRPF shall perform the following:

- a) To provide possible support through personnel to test finished SELO-TWO Application supplied;
- b) To provide possible support through personnel and/or test data for any

changes/enhancements in the system whenever required due to scope change that may arise due to business, delivery or statutory/regulatory reasons;

- c) CRPF shall provide the data (including in electronic form wherever available) to be migrated;
- d) To authorize the SI to interact for implementation of the Project with external offices of organization and external offices for integration of their offices application if available in scope of work.

8.2. Obligations of the SI

Without prejudice to any other undertakings or obligations of the SI under this Agreement, the SI shall perform the following:

- a) It shall provide to CRPF, the Deliverables as set out in the SLA and/or RFP.
- b) It shall perform the Services as set out in Clause 2 of this Agreement and in a good and workmanlike manner commensurate with industry and technical standards which are generally in effect for international projects and innovations pursuant thereon similar to those contemplated by this Agreement, and so as to comply with the applicable Service Levels set out with this Agreement.
- c) It shall ensure that the Services are being provided as per the Project Timelines set out as Service levels as defined in the SLA / RFP.
- d) The selected SI while conducting addition functional requirement and preparing SRS must consider the GOI rules , books and publications(like CSS, CSMA , CSSS GFR, Swami Hand book etc) with CRPF various manuals(GC Bn manual, Accounts manual, Signal Manual , Training manual), Standing orders and circular orders updated time to time

9) Approvals and Required Consents

- a) The SI shall obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this Agreement or for the conduct of its own business under any Applicable Law, Government regulation/guidelines and shall keep the same valid and in force during the Term and shall also promptly obtain all such future approvals and consents from various departments as may be required in future under any amendments in law or notifications issued by the Government (hereinafter the “Required Consents”) necessary for the SI to provide the Services, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate CRPF from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to

conform or comply with the above and all other statutory obligations arising therefrom. The costs of such Approvals shall be borne by the SI.

- b) CRPF shall use reasonable endeavours to assist SI to obtain the Required Consents or vice versa, depending on the scope of work defined in the RFP provided that the SI shall not be relieved of its obligations to provide the Services and to achieve the Service Levels until the Required Consents are obtained.

10) Use of Assets by the SI

During the Term the SI shall:

- a) take all reasonable and proper care of the Assets in proportion to their use and control of such Assets;
- b) keep all the tangible Assets in as good and serviceable condition (reasonable wear and tear excepted) as at the date the SI takes control of and/or first uses the Assets and during the entire Term of the Agreement.
- c) ensure that any instructions or manuals supplied by the manufacturer of the Assets for use of the Assets and which are provided to the SI will be followed by the SI and/or any person on its behalf who will be responsible for the use of the Assets;
- d) take such steps as may be properly recommended by the manufacturer of the Assets and notified to the SI or as may, in the reasonable opinion of the SI, be necessary to use the Assets in a safe manner;
- e) All the manuals, drawings, details, functional and technical recommendations, study results, and any other outcomes of current engagement are considered as CRPF's proprietary. Upon completion of Term, SI shall forthwith hand over to CRPF all manuals, drawings, details, specifications, the schedules and other documents.
- f) ensure that the Assets that are under the control of the SI, are kept suitably housed and in conformity with Applicable Law;
- g) not knowingly or negligently use or permit any of the Assets to be used in contravention of any statutory provisions or regulation or in any way contrary to Applicable Law;
- h) Use the Assets exclusively for the purpose of providing the Services as appropriate;
- i) Not sell, offer for sale, assign, mortgage, pledge, sub-let or lend out any of the Assets;
- j) Use the Project Assets only in accordance with the terms of this Agreement and those contained in SLA; and
- k) At its own cost and expense and without prejudice to its liability to indemnify CRPF, obtain and/ or maintain standard forms of comprehensive insurance policy including liability insurance, system and facility insurance and any other insurance for the

personnel, Assets, data, software, etc. to be used for the Project. The SI shall deposit the original policies with CRPF. All insurances covers mentioned above shall be kept alive during the Term of this Agreement.

11) Access to CRPF Locations

11.1. Subject to Clause 11.2 below, CRPF will provide to the SI's authorized personnel such access to the Premises as is necessary for the SI to perform the Services. For the purpose of this Clause SI's authorized personnel shall mean the employees / consultant of the SI who has been authorized in writing by the SI and carry proper ID card issued by the SI in this respect.

11.2. CRPF shall always have the right to refuse admittance to, or order the removal from its premises of any person employed by or acting on behalf of the SI who, in its opinion is not fit, or a proper person to be on the premises. The decision of CRPF refusing admittance shall be final and such action of CRPF shall however not relieve the SI of its obligations under the Agreement.

11.3. Access to locations, office equipment's and services shall be made available to the SI on an "as is, where is" basis by CRPF. The SI agrees to ensure that its employees, agents and contractors shall use the location, Services and equipment referred to in for only bonafide purposes and shall not misuse the facilities for any other activities, like the following:

- a) for the transmission of any material which is defamatory, offensive or abusive or of an obscene or menacing character; or
- b) in a manner which constitutes a violation or infringement of the rights of any person, firm or company (including but not limited to rights of copyright or confidentiality) etc.
- c) In a manner to not prejudice security, secrecy, sanctity or sensitivity of that place in any way whatsoever.

12) Implementation Phase

12.1. Governance

The review and management process of this Agreement shall be carried out in accordance with the Governance Schedule set out in Schedule IV of this Agreement and shall cover all the management aspects of the Project.

12.2. Security and Safety

- a) The SI shall comply with the technical requirements of the relevant security, safety and other requirements specified in the regulations issued by Dept. of IT (wherever applicable), IT Security policy of CRPF or as per best practices and standards prevalent in the industry and those stated in the RFP, in so far as it applies to the provision of the Services.
- b) Each Party to the SLA/Agreement shall also comply with CRPF's IT security standards and policies in force from time to time at each location of which CRPF make the SI aware in writing in so far as the same apply to the provision of the Services.
- c) The Parties to the SLA/Agreement shall use reasonable endeavors to report forthwith in writing to each other all identified attempts (whether successful or not) by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with CRPF's data, facilities or Confidential Information.
- d) The SI shall upon reasonable request by CRPF or its nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.
- e) As per the provisions of the SLA or this Agreement, the SI shall promptly report in writing to CRPF, any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and information technology security at the facilities of CRPF at any of the Project locations.
- f) The SI undertakes to meet the laid down security requirements/stipulations. All the matters related to the Agreement will be treated as classified and highly confidential and shall not be communicated to anybody (except for the purpose of this Agreement) or published/advertised without the consent of CRPF.

12.3. Cooperation

Except as otherwise provided elsewhere in this Agreement or the SLA, each Party to this Agreement or to the SLA undertakes promptly to provide the other Party with all such information and co-operation reasonably required without compromising confidentiality and security.

13) Financial Matters

13.1. Terms of Payment

- a) In consideration of the Services to be delivered by the SI and subject to the provisions of this Agreement and of the SLA, CRPF shall pay the SI for the Services rendered in pursuance of this Agreement, in accordance with the Terms of Payment Schedule set out as this Agreement.
- b) The SI shall submit invoices along with supporting documents as per the payment milestones / service levels listed in SLA and / or Schedule of this Agreement. The payment for the undisputed raised invoice shall be payable within 30 (thirty) days from the date of receipt of the invoice. CRPF shall release the payment to SI only if SI is able to achieve the service levels / Payment milestones as specified in SLA. In case SI is unable to achieve the service levels within the specified time, CRPF shall be entitled to charge penalties and liquidated damages as provided for in this Agreement and the SLA.
- c) Save and except as otherwise provided for herein or as agreed between the Parties in writing, CRPF shall not be required to make any payments in respect of the Services other than those covered in Schedule of this Agreement. For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services, infrastructure costs, project costs, implementation and management charges and all other related costs notwithstanding the increase in prices of the material, labour, taxes, levies, etc. except for VAT and Service Tax or GST.
- d) All payments to be made to SI in terms of this Agreement shall be subject to the deduction of tax at source (TDS), wherever applicable, as per provisions of the Income Tax Act, 1961 and CRPF shall provide SI with the TDS certificates for any such deductions.

13.2. Invoicing and Settlement

- a) Subject to the specific terms of the SLA, the SI shall submit its invoices in accordance with the following principles:
 - i. invoice must be provided, showing all the necessary entries thereon to make it a valid invoice for tax purposes; and in particular it must show the amount of taxes charged separately. ; and

- ii. In respect of the Assets which the SI will be procuring from outside Vendor, agency/OEM. SI will purchase the items in their name and in turn will raise invoice on CRPF and will ensure that the proper guarantee/warranty on the Assets shall stand transferred to CRPF. Third party invoice will not be acceptable to CRPF.
- iii. Invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in this Agreement shall be applied to the next payment invoice.
- iv. CRPF shall be entitled to delay or withhold payment of any invoice or part of it delivered by the SI under this Agreement where CRPF disputes such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed amount shall be settled in accordance with the escalation procedure as set out in RFP. Any exercise by CRPF under this Clause shall not entitle the SI to delay or withhold provision of the Services.
- v. The Parties shall cooperate to enable each Party to accurately determine its own tax liability and to minimize such liability to the extent legally permissible and acceptable to CRPF.

13.3. Liquidated Damages / Penalties

- a) If SI fails to complete/achieve the payment milestones/service levels as provided for in this Agreement and the SLA before the scheduled date or the extended date for various specified activities, CRPF, at its discretion, may without prejudice to any other right or remedy available to CRPF under the Agreement, deduct or recover from the Implementing Agency a sum of 0.5% of the corresponding milestone / service levels payment of delayed / undelivered stores/ services for every week of delay or part of a week in the form of Liquidated Damages and no further proof regarding loss would be required, subject to the maximum value of the Liquidated Damages being not higher than 10% of the total payments to be made to SI in pursuant to this Agreement.
- b) In the event, the SI fails to meet the minimum service levels / project responsibilities including target performance metrics as stipulated in the SLAs or any damages caused by SI to the CRPF's properties, personnel, data etc., the SI shall be liable for penalty stipulated in the SLAs and CRPF shall deduct the amount of penalties related to the severity of violation, calculated as per SLA / RFP from the payments to be made to SI in pursuant to this Agreement.

- c) CRPF may without prejudice to its right to affect recovery by any other method, deduct the amount of liquidated damages/penalties from any money belonging to the SI in its hands or which may become due to the SI. Any such recovery or Liquidated Damages shall not in any way relieve the SI from any of its obligations to complete the works or from any other obligations and liabilities under this Agreement.
- d) CRPF shall without prejudice to its other rights and remedies, reserve the rights to invoke the entire Performance Bank Guarantee and even terminate the Agreement if SI fails to perform the responsibilities and obligations as set out in the RFPs.
- e) **Extension of Delivery Period:**
- l) If at any time during the currency of the contract, the SI encounters conditions hindering timely completion/achieve the payment milestones/service levels as provided for in this Agreement, the SI shall promptly inform the Procuring Entity in writing about the same and its likely duration and make a request for extension of the delivery schedule. On receipt of the SI's communication, the CRPF may examine the situation and, at its discretion, may agree to extend the delivery schedule, with or without liquidated damages and with and without denial clause by issuing an amendment to the contract. When the period of delivery is extended due to unexcused delay by the SI, the amendment extending the delivery period shall, inter alia be subject to the following conditions:
- (i) **Liquidated Damages:** The CRPF, shall recover from the Implementing Agency, under the provisions of the para 13.3(a) of this Agreement, liquidated damages of the corresponding milestone / service levels payment of delayed / undelivered stores/ services as stipulated in the contract.
- (ii) **Denial Clause:**
- (i) No increases in price on account of any statutory increase in or fresh Imposition of GST, customs duty or on account of any other taxes/ duty/ cess/ levy), leviable in respect of the Stores and services specified in this contract which takes place after the original delivery date, shall be admissible on such of the stipulated service, as are delivered after the stipulated date; and
- (ii) Notwithstanding any stipulation in the contract for increase in price on any other ground including price variation clause or foreign exchange rate variation, no such increase which takes place after the original delivery date shall be admissible on such of the said Stores as are delivered after the stipulated date.
- (iii) But nevertheless, the CRPF, shall be entitled to the benefit of any decrease in price on account of reduction in or remission of GST, customs duty or on account of any other Tax or duty or on any other ground as stipulated in the price variation clause or foreign exchange rate variation which takes place after the expiry of the original delivery date.

14) Termination

14.1. Termination for breach etc.:

- a) Material Breach: In the event that the SI is in material breach of its obligations under this Agreement or the SLA or the RFP, CRPF may terminate this Agreement upon notice to the SI. Any notice served pursuant to this Clause shall give reasonable details of the material breach, which could include the following events:
 - i. If there is breach, which translates into default in providing Services by the SI pursuant to the Agreement continuously for more than one week, then CRPF, will serve a thirty days' notice to SI for curing such breach. In case the breach continues after the notice period, CRPF will have the option to terminate the Agreement at the end of the notice period.
 - ii. Because time is the essence of the Agreement, in case, for reasons prima facie attributable to the SI, if there is a **delay of more than 16 weeks** in the Project Implementation or Go-Live, CRPF may terminate this Agreement after affording a reasonable opportunity of being heard to the SI.

However, if the SI, having been notified, fails to remedy the defect(s) within the specified period in the Agreement, CRPF may proceed to take such reasonable remedial action as may be necessary, at the SI's risk and expense and without prejudice to any other rights.

14.2. Termination on other grounds:

14.2.1. Without prejudice to any other rights and remedies available to CRPF, CRPF may serve written notice on SI at any time to terminate this Agreement in the following events:

- a) With immediate effect, in the event the SI has merged, amalgamated such that the net worth of the surviving entity is less than that of SI prior to such merger or amalgamation.
- b) CRPF may, as instead of terminating the Agreement, at its sole discretion, require a full Performance Bank Guarantee of the obligations of the SI by a guarantor acceptable to CRPF. If such a Performance Bank Guarantee cannot be procured within 30 days of CRPF's demand therefore, CRPF shall terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the SI.
- c) In the event of a reasonable apprehension of bankruptcy of the SI:

SI shall in the event of an apprehension of bankruptcy immediately inform CRPF well in advance about such a development. Conversely if CRPF apprehends a similar event regarding the SI, it can exercise the right of termination in the manner stated herein above.

14.3. Termination for Convenience by CRPF

CRPF, may, by prior written notice of three (3) months to the SI terminate the Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for CRPF's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective. In such eventuality:

- a) CRPF shall take over the assets including all consents, permissions, approvals, licenses etc obtained under clause 9
- b) SI is liable to get paid for all the payment due till date of termination.
- c) All expenses related to transfer of assets shall be borne by SI.
- d) The SI will be under obligation to follow the provisions of Exit Management Schedule as enumerated in Schedule II

14.4. Obligations during the termination period

During Termination Period, SI shall, subject to where applicable to the provisions of this Clause, continue to perform its obligations under this Agreement, failing which the SI shall compensate CRPF for any loss or damage occurred or suffered on account of the underlying failure/breach.

14.5. Effects / Consequences of termination

In the event of termination or expiration of this Agreement:

- a) In the event that CRPF terminates this Agreement pursuant to failure on the part of the SI to comply with the terms of RFP / SLA or this Agreement and depending on the event of default, Performance Bank Guarantee furnished by SI may be forfeited.
- b) In the event that CRPF, terminates this Agreement pursuant to Clause 5.2 and 5.3, compensation will be decided in accordance with the Terms of Payment

- Schedule and Performance Bank Guarantee furnished by SI may be forfeited.
- c) Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out in this Agreement.
 - d) On termination of this Agreement for any reason, the SLA shall automatically terminate forthwith and CRPF will decide the appropriate course of action.

15) Indemnification & Limitation of Liability

15.1. Subject to Clause 15.2 below, SI (the "**Indemnifying Party**") undertakes to indemnify CRPF (the "**Indemnified Party**") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this Agreement or the SLA. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against the Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents of any third party, Indemnifying Party will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Service; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; (d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or (e) information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing any third party intellectual property rights, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a non-infringing equivalent, (iii) modify it to make it non-infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.

- 15.2. The indemnities set out in Clause 15.1 shall be subject to the following conditions:
- a) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
 - b) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defence of such claim including

reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence;

- c) if the Indemnifying Party does not assume full control over the Defence of a claim as provided in this Clause, the Indemnifying Party may participate in such Defence at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;
 - d) the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
 - e) all settlements of claims subject to indemnification under this Clause will:
 - i. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and
 - ii. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
 - f) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
 - g) the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings; and
 - h) In the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Clause, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defences of the Indemnified Party with respect to the claims to which such indemnification relates.
- 15.3. The **aggregate** liability of SI, subject to provisions of Clause 15.4, for **all** claims in any manner related to this Agreement, including the work, Deliverables or Services covered by this Agreement, shall be limited to 100% of the value of this Agreement, arrived at as the sum of Capital Expenditure (Capex) incurred by the SI till the relevant date on which such liability is to be calculated and Operational Expenditure (Opex) for a year, the Capex being determined on the basis of the original purchase value of all the Assets being considered for Capex calculation less depreciation and Opex being determined in accordance with the market rate, prevailing as on the relevant date, for all service elements being considered for Opex calculation. The SI will provide the list of Capex and Opex items with their respective costs when asked by CRPF for the same and CRPF will have the right to get that list verified by

any Third Party Agency before accepting it. The liability cap given under this Clause 15.3 shall not be applicable to the indemnification obligations set out in Clause 15.1 and breach of Clause 17 relating to confidentiality.

Notwithstanding anything contrary mentioned in this Agreement, there shall be no limitation of liability of the SI case of (i) any damages for bodily injury (including death) and damage to real property and tangible personal property (ii) willful fraud and/or (iii) the intellectual property infringement claims under this Agreement or SLA.

15.4. In no event shall either Party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in Clause 15.1) even if it has been advised of their possible existence.

15.5. Neither this Agreement nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to this Agreement or the SLA, as the case may be.

15.6. CRPF shall be entitled to claim the remedy of specific performance under this Agreement or the SLA.

16) Force Majeure

For the purpose of this agreement, 'Force Majeure' shall mean an event that is unforeseeable, beyond the control of both parties and not involving the parties' wilful fault or negligence. Such events may include but not limited to acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc.

Neither Party to this Agreement or to the SLA shall be liable to the other for any loss or damage which may be suffered by the other (directly) due to the extent and for the duration of a Force Majeure event. No failure, delay or other default of any contractor sub-contractor to either Party shall entitle such Party to claim Force Majeure under this Clause. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of Services, SI will be

solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any breach of security and any resulting liability there from (wherever applicable).

The Party as above seeking to rely on Force Majeure shall promptly, within seven (7) days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure.

Either Party reserves the right to terminate this Agreement, without any additional liabilities to other Party, if the force majeure period continues for more than 30 days. However, when the situation arising out of Force Majeure comes to an end in the assessment of CRPF, SI shall resume normal activities under the Agreement within 7 days. CRPF, if it considers it necessary, may grant an extension of time to the SI for resuming normal activities under this Agreement. If the SI does not resume normal activities immediately or within the extended period, if any, granted by CRPF will have the option to invoke the Performance Bank Guarantee, levy liquidated damages, obtain substitute performance from an alternate supplier at the cost of SI and/or terminate this Agreement.

Notwithstanding the terms of this Clause, the failure on the part of the SI under the Agreement or terms under the SLA to implement any disaster contingency planning and back-up and other data safeguards against natural disaster, fire, sabotage or other similar occurrence shall not be an event of Force Majeure.

17) Confidentiality

17.1. CRPF shall allow the SI to review and utilize confidential records which may include information of secret and sensitive nature and the SI shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.

17.2. Additionally, the SI shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities.

17.3. Subject to the rights in its proprietary information and unless specifically stated in this Agreement, the SI shall be prohibited from using the Project related data in whatever manner, for purposes other than for the Project. The SI shall undertake, on behalf of its agents and employees, that no Project related data shall be copied in any manner (paper,

electronic, or human memory) and transferred to any entity (human or machine) other than that being through the Project for delivering job responsibilities defined for each individual.

17.4. CRPF shall retain all rights to prevent, stop and if required take the necessary punitive action against the SI regarding any forbidden disclosure of the Confidential Information.

17.5. The SI shall ensure that all its employees, agents and sub-contractors execute individual non-disclosure agreements, which have been duly approved by CRPF with respect to this Project.

17.6. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:

- a) information already available in the public domain;
- b) information which has been developed independently by the SI;
- c) information which has been received from a third party who had the right to disclose the aforesaid information;
- d) Information which has been disclosed to the public pursuant to a court order / furnished to regulatory authority.

17.7. To the extent the SI shares its confidential or proprietary information with CRPF for effective performance of the Services, the provisions of the Clause 17.1 to 17.3 shall apply mutatis mutandis on CRPF.

17.8. In the event of any mishandlings, misappropriation or misuse of any secret or sensitive information or any document by any of the employees, agents, subcontractors or office bearers of SI, the criminal proceedings will also take effect in its normal course alongwith the provisions of this agreement or SLA.

18) Audit, Access and Reporting

The SI shall allow access to CRPF to all information which is in the possession or control of the SI and which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and which is reasonably required by CRPF to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule IV of this Agreement.

19) Intellectual Property Rights

19.1. Except to the extent otherwise expressly provided in this Agreement, CRPF, shall retain exclusively all right, title and interest in the trademark, patents, copyrights, trade secrets,

operating practices/ procedures or other intellectual property rights (“**Intellectual Property Rights/IPR**”) relating to the Project Assets and related solutions, including but not limited to the application software, portal infrastructure, database, forms and the compilations any computer code, web-based services etc. and any derivatives of the foregoing to which CRPF has ownership rights and nothing herein shall or will be construed or deemed to grant to the SI any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights.

- 19.2. All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the Services for this Agreement, each Party grants to the other Party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other Party solely for the performance of such services for duration of the Term of this Agreement.
- 19.3. The Intellectual Property Rights of all the assets exclusively purchased and/or used for CRPF and /or created during the term of this Agreement shall always remain vested with CRPF. All the rights, title, interest and ownership of the Deliverables and their Intellectual Property Rights provided to CRPF by the SI during the course of its performance under this Agreement, and/or the SLA which includes but is not limited to hardware / software shall vest in CRPF immediately on creation. To the extent that the SI’s proprietary information is incorporated within the Deliverables, SI and its employees engaged hereby grant to CRPF a worldwide, , paid-up right and license to use, copy, modify (or have modified), transport to CRPF and prepare from them, use and copy derivative works for the benefit of and internal use of Project, of such SI proprietary information. CRPF’s rights pursuant to the preceding sentence include the right to disclose such SI proprietary information to third party contractors solely for use on the Project provided that all such third party contractors execute, deliver and comply with any customary confidentiality and non-disclosure agreements reasonably required by CRPF.
- 19.4. In respect of SI’s usage of third party Intellectual Property Rights, the SI undertakes to secure such consents or licenses from such third parties as are necessary to enable CRPF to receive services substantially equivalent to the Services hereunder. The obligations of the SI under this Clause shall be considered part of the services performed by the SI under the Exit Management Services as set forth in Schedule III of this Agreement. SI will provide all third party components if any solely on a pass-through basis in accordance with the relevant third party terms and conditions.

- 19.5. In no event shall SI be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the Deliverables, set-out in this Agreement or Annexure.
- 19.6. Neither Party may use the trademarks of the other Party without the prior written consent of the other Party except that SI may, upon completion, use the Project as a reference for credential purpose. Except as required by law or the rules and regulations of each stock exchange upon which the securities of one of the Parties is listed, neither Party shall publish or permit to be published either alone or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Agreement, the SLA or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed provided however that SI may include CRPF or its CRPF lists for reference to third parties subject to the prior written consent of CRPF not to be unreasonably withheld or delayed. Such approval shall apply to each specific case and relate only to that case.

20) Insurance Cover

20.1. Obligation to maintain insurance

In connection with the provision of the Services, the SI must have and maintain for the Term of the Agreement, valid and enforceable insurance coverage for:

- a) public liability;
- b) either professional indemnity or errors and omissions;
- c) product liability;
- d) workers' compensation as required by law; and
- e) Any additional types as required.

Further, for two years following the expiry or termination of the Agreement, these insurance policies should be kept valid and enforceable. The SI may be asked to provide CRPF with evidence of insurance before signing this Contract or any time during the Term of this Contract. It is however clarified that for the length of the Term, SI shall cause CRPF to be included as an "additional insured" on all relevant insurance policies that provide coverage of any kind relating to or regarding the Services provided by the SI in accordance with the terms of this Agreement. All insurances covers mentioned above shall be kept alive during the Term of the Agreement.

20.2. Non-compliance

CRPF may, at its own discretion, terminate this Agreement upon the failure of SI, or notification of such failure, to maintain the required insurance coverage. Inadequate insurance coverage for any reason shall not relieve SI of its obligations under this Agreement.

21) Miscellaneous

21.1. Assignment

- a) All terms and provisions of this Agreement shall be binding on and shall inure to the benefit of CRPF and their respective successors and permitted assigns.
- b) Subject to Clause 6, the SI shall not be permitted to assign its rights and obligations under this Agreement to any third party.
- c) CRPF may assign or novate all or any part of this Agreement and Schedules/Annexures, and the SI shall be a party to such novation, to any third party contracted to provide outsourced services to CRPF or any of its nominees.

21.2. Notices

- a) Any notice or other document which may be given by either Party under this Agreement or under the SLA shall be given in writing in person or by pre-paid recorded delivery by speed/registered post, email or by facsimile transmission.
- b) In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

DIG (IT)
Block No.1 CGO Complex , CRPF, Lodhi Road,
New Delhi - 110003 INDIA

For SI
Address:
Tel:
Fax:
Email:
Contact:

In relation to a notice given under the Agreement / SLA, a Party shall specify the Parties' address for service of notices, any such notice to be copied to the Parties at the addresses set out in this Clause.

- a) Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) when delivered (if delivered in person) if delivered between the hours of 10.00 am and 05.00 pm at the address of the other Party set forth above or if sent by fax, provided the copy fax is accompanied by a confirmation of transmission, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter by speed / registered post).
- b) Either Party to this Agreement or to the SLA may change its address, telephone number, facsimile number and nominated contact for notification purposes by giving the other reasonable prior written notice of the new information and its effective date.

21.3. Variations / Amendment and Further Assurance

- a) No amendment, variation or other change to this Agreement or the SLA shall be valid unless authorized in accordance with the change control procedure as set out in the Change Control Schedule set out in Schedule II of this Agreement. Such amendment shall be made in writing and signed by the duly authorized representatives of the Parties to this Agreement or the SLA.

21.4. Severability and Waiver

- a) If any provision of this Agreement or the SLA, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of this Agreement or the SLA or the remainder of the provisions in question which shall remain in full force and effect. The relevant Parties shall negotiate in good faith in order to agree to substitute for any illegal, invalid or unenforceable provision a valid and enforceable provision which achieves to the greatest extent possible the economic, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.
- b) No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to this Agreement or the SLA of any right, remedy or provision of this Agreement or the SLA shall operate as a waiver of such right, remedy or provision in any

future SELO-TWO Application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

21.5. Compliance with Applicable Law

Each Party to this Agreement accepts that its individual conduct shall (to the extent applicable to its business like the SI as an information technology service provider) at all times comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken provided that changes in such laws, rules and regulations which result in a change to the Services shall be dealt with in accordance with the Change Control Schedule set out in Schedule II of this Agreement.

21.6. Professional Fees

All expenses incurred by or on behalf of each Party to this Agreement and the SLA, including all fees of agents, legal advisors, accountants and actuaries employed by either of the Parties in connection with the negotiation, preparation and execution of this Agreement or the SLA shall be borne solely by the Party which incurred them.

21.7. Ethics

The SI represents, warrants and covenants that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or agent of CRPF in connection with this agreement and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of CRPF standard policies and may result in cancellation of this Agreement, or the SLA.

21.8. Entire Agreement

This Agreement and the SLA with all schedules & annexures appended thereto and the contents and specifications of the RFP constitute the entire agreement between the Parties with respect to their subject matter, and as to all other representations, understandings or agreements which are not fully expressed herein, provided that nothing in this Clause shall be so as to exclude any liability in respect of fraudulent misrepresentation.

21.9. Independent Parties

Nothing in this Agreement shall be construed as establishing or implying any partnership or joint venture between the Parties to this Agreement and, except as expressly stated in this Agreement, nothing in this Agreement shall be deemed to constitute any Parties as the agent of any other Party or authorizes either Party:

- a) To incur any expenses on behalf of the other Party,
- b) To enter into any engagement or make any representation or warranty on behalf of the other Party,
- c) To pledge the credit of or otherwise bind or oblige the other Party,
- d) To commit the other Party in any way whatsoever without in each case obtaining the other Party's prior written consent.

22) Governing Law and Dispute Resolution

- 22.1. This Agreement shall be governed by and construed in accordance with the laws of India.
- 22.2. Any dispute arising out of or in connection with this Agreement or the SLA shall in the first instance be dealt with in accordance with the escalation procedure as set out in the Governance Schedule set out as Schedule IV of this Agreement.
- 22.3. In case the escalations do not help in resolution of the problem within 3 weeks of escalation, the same shall be referred to arbitration.
- 22.4. Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated **GoI**. The provisions of Arbitration and Conciliation Act, 1996 shall apply to such arbitration proceedings. The seat of arbitration shall be New Delhi.

Signed by -----

In The Name & On Behalf Of
The President of India

For and on behalf of
System Integrator

(.....,)
[Authorized Representative]

(.....,)
[Authorized Representative]

Name: _____

Name: _____

Designation: _____

Designation: _____

Address:
Block No.1 CGO Complex, CRPF
,Lodhi Road, New Delhi -
10003

Address:
<Address of the Company >

In presence of
(Witnesses)

In presence of
(Witnesses)

(i)

(i) (ii)

(ii)

23) Schedule – I – Definitions

Adverse Effect / Material Adverse Effect	means adverse effect on (a) the ability of the SI to exercise any of its rights or perform/dischage any of its duties/obligations under and in accordance with the provisions of this Agreement and/or (b) the legal validity, binding nature or enforceability of this Agreement;
Agreement	means this Master Services Agreement, together with all Articles, Annexures, Schedules and the contents and specifications of the RFP;
Applicable Law(s)	means any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision applicable to the relevant party and as may be in effect on the date of the execution of this Agreement and during the subsistence thereof, applicable to the Project;
Assets	shall mean the hardware and software, network or any other information technology infrastructure components used for the Project and other facilities leased / owned / operated by the SI exclusively in terms of ensuring their usability for the delivery of the Services as per this Agreement.
Confidential Information	means all information including CRPF Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);

Deliverables	means the products, infrastructure and services agreed to be delivered by the SI in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications;
Effective Date	shall have the same meaning ascribed to it in as mentioned in supply order & as per the agreement signing date;
CRPF Data	means all proprietary data of CRPF generated out of operations and transactions, and related information including but not restricted to user data which the SI obtains, possesses or processes in the context of providing the Services to the users pursuant to this Agreement;
Force Majeure	shall have the same meaning ascribed to it in RFP
Gol	mean Government of India;
Indemnifying Party	shall have the same meaning ascribed to it in RFP
Indemnified Party	shall have the same meaning ascribed to it in RFP
Intellectual Property Rights	shall have the same meaning ascribed to it in RFP
Insurance Cover	Shall have the meaning as ascribed in RFP
Material Breach	means a breach by either Party (CRPF or SI) of any of its obligations under this Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure;
Performance Guarantee / Performance Bank Guarantee	Means the guarantee provided by SI and issued by a nationalized bank in favour of CRPF. The amount of Performance Bank Guarantee shall be 10% of the overall cost of the Project. This performance security shall be valid 2 months after the completion of the Project Agreement or for such time as is required under this Agreement;
Project Implementation	means Project Implementation as per the testing standards and acceptance criteria prescribed by CRPF ;

Project Management Unit (PMU)	shall be constituted by CRPF to monitor the activities, Deliverables and progress of the Project. PMU will be comprised of the staff members of CRPF and external experts as CRPF may deem fit;
Project Timelines	shall have the same meaning ascribed in tender
Replacement Implementing Agency /Replacement SI	means any third party that CRPF appoint to replace SI upon expiry of the Term or termination of this Agreement to undertake the Services or part thereof;
Required Consents	shall have the same meaning ascribed to it in RFP.
RFP or Request for Proposal	means the documents containing the Technical, Functional, Operational, Commercial and Legal specifications for the implementation of the Project, issued in part I & part II , and related appendixes includes the clarifications, explanations, corrigendum and amendments issued by CRPF from time to time.
Services	means the services to be performed by the SI in pursuant to the Agreement more elaborately provided in the RFP including but not limited to the services to be rendered during the Project Implementation, Operation and Management Phase and the services to be delivered to the Stakeholders using the tangible and intangible assets created, procured, installed, managed and operated by the SI including the tools of information and communications technology.
Service Level	means the level of service and other performance criteria which will apply to the Services delivered by the SI and more specifically detailed in the SLA and/or RFP;
SLA	means the Service Level Agreement, executed by and between the SI and CRPF, in terms of the Service Level requirements which will apply to the Services delivered by the SI.
Stakeholders	means CRPF and its employees,
Term	shall have the same meaning ascribed to it in RFP;
Third Party Systems	means systems (or any part thereof) in which the Intellectual Property Rights are not owned by CRPF or SI and to which SI has been granted a license to use and which are used in the provision of Services;

Warranty Period	Means the defect liability period of 7 years from the Effective Date;
-----------------	---

24) Schedule – II - Exit Management Schedule

24.1. Purpose

- a) This Schedule sets out the provisions, which will apply on expiry or termination of this Agreement.
- b) It sets out the provisions which will ensure that CRPF will be able to offer the Services to its Stakeholders without any interruptions on expiry or termination of the Agreement.
- c) It is the prime responsibility of SI to ensure continuity of Services at all times of the Agreement including exit management period and in no way any facility/service shall be affected/degraded. Further, SI is also responsible for all activities required to train and transfer the knowledge to the Replacement SI / CRPF to ensure similar continuity and performance of the Services post expiry of the Agreement. The SI will be required to carry out a gap analysis of the facilities and arrangements made by the Replacement SI and specifically inform CRPF. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

24.2. Transfer of Assets

- a) CRPF shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI to provide CRPF with a complete and up to date list of the Assets within 30 days of such notice. CRPF shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 90 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to CRPF at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.
- b) In case of contract being terminated by CRPF, CRPF reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.
- c) Upon service of a notice under this Clause the following provisions shall apply:
 - i. All risk in and title to the Assets to be transferred / to be purchased by CRPF pursuant to this Clause shall be transferred to CRPF, on the last day of the exit

management period.

- ii. Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.
- iii. The outgoing SI will pass on to CRPF and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favorable to CRPF/ Replacement SI, than that enjoyed by the outgoing SI.

24.3. Cooperation and Provision of Information

- a) During the exit management period:
 - i. The SI will allow CRPF access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable CRPF to assess the existing services being delivered;
 - ii. Promptly on reasonable request by CRPF, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services provided by the SI. CRPF shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit CRPF to have reasonable access to its employees and facilities as reasonably required by CRPF to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.

24.4. Confidential Information, Security and Data

- a) The SI will promptly on the commencement of the exit management period supply to CRPF the following:
 - i. all current and updated data as is reasonably required by CRPF for the purposes of transitioning the services to its Replacement SI in a readily available format. ;
 - ii. all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable CRPF , or its Replacement SI to carry out due diligence in order to transition the provision of the Services to CRPF , or its Replacement SI (as the case may be).
 - iii. All Intellectual Property Rights related to the Project and /or documentation relating to Project's Intellectual Property Rights.
 - iv. Project Data and Confidential Information.
- b) Before the expiry of the exit management period, the SI shall deliver to CRPF all new

or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for archival purposes only.

24.5. Transfer of Certain Agreements

On request by CRPF ,the SI shall effect such assignments, transfers, licenses and sub-licenses as CRPF may require in favour of CRPF or its Replacement SI in relation to any equipment lease, maintenance or service provision agreement between SI and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by CRPF or its Replacement SI.

24.6. Rights of Access to Premises

- a) At any time during the exit management period, where Assets if any are located at the SI's premises, the SI will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) CRPF and/or any Replacement SI in order to make an inventory of the Assets.
- b) The SI shall also give CRPF or any Replacement SI right of reasonable access to the SI's premises and shall procure CRPF and any Replacement SI rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the agreement as is reasonably necessary to migrate the services to CRPF or a Replacement SI.

24.7. General Obligations of the SI

- a) The SI shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to CRPF or its Replacement SI and which the SI has in its possession or control at any time during the exit management period.
- b) For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, is deemed to be in the possession or control of the SI.
- c) The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

24.8. Exit Management Plan

- a) The SI shall provide CRPF with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the Agreement as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
 - i. A detailed program of the transfer process that could be used in conjunction with a Replacement SI including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - ii. plans for the communication with such of the SI's, suppliers and any related third party (if applicable) as are necessary to avoid any material detrimental impact on CRPF's operations as a result of undertaking the transfer;
 - iii. Plans for provision of contingent support to CRPF, and Replacement SI for a reasonable period after transfer.
- b) The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- c) Each Exit Management Plan shall be presented by the SI to CRPF and approved by CRPF.
- d) This Exit Management plan shall be furnished in writing to CRPF within 90 days from the Effective Date of this Agreement.

25) Schedule – III - Audit, Access and Reporting

25.1. Purpose

This Schedule details the audit, access and reporting rights and obligations of CRPF and the SI.

25.2. Audit Notice and Timing

- a) As soon as reasonably practicable after the Effective Date, the Parties shall use their best endeavors to agree to a timetable for routine audits during the Project Implementation Phase and Maintenance Phase. On such timetable CRPF shall conduct routine audits in accordance with such agreed timetable and shall not be required to give the SI any further notice of carrying out such audits.

- b) CRPF may conduct non-timetabled audits at his/ her own discretion if it reasonably believes that such non-timetabled audits are necessary as a result of an act of fraud by the SI, a security violation, or breach of confidentiality obligations by the SI and SI shall give all due support during this process to CRPF.
- c) CRPF shall endeavor to conduct such audits with the lowest levels of inconvenience and disturbance practicable being caused to the SI. Any such audit shall be conducted by with adequate notice of 2 weeks to the SI.
- d) In addition to the above, there may be audits conducted by statutory bodies as and when they are required to do it. Notwithstanding any condition given in the Agreement, SI will have to provide these statutory bodies access to all the facilities, infrastructure, documents and artifacts of the Project as required by them and approved by CRPF, in writing.

25.3. Audit Rights

- a) CRPF shall have the right to audit and inspect suppliers, agents and third party application (if any as detailed in the RFP), data centers, documents, records, procedures and systems relating to the provision of the services, but only to the extent that they relate to the provision of the services, as shall be reasonably necessary to verify:
 - i. The security, integrity and availability of all data processed, held or conveyed by CRPF and documentation related thereto;
 - ii. That the actual level of performance of the services is the same as specified in the SLA;
 - iii. That the SI has complied with the relevant technical standards, and has adequate internal controls in place; and
 - iv. The compliance of the SI with any other obligation under the Agreement and SLA.

25.4. Reporting

The SI will provide quarterly reports to CRPF regarding any specific aspects of the Project and in context of the audit and access information as required by CRPF.

25.5. Action and Review

- a) Any discrepancies identified by any audit pursuant to this Schedule shall be immediately notified to CRPF and the SI Project Manager who shall determine what action should be taken in respect of such discrepancies in accordance with the terms of the agreement.

- b) Any change or amendment to the systems and procedures of the SI where applicable arising from the audit report shall be agreed within thirty (30) calendar days from the submission of the said report.
- c) SLA by the SI pursuant to this Schedule.

26) Schedule –IV - Governance Schedule

26.1. Purpose

The purpose of this Schedule is to:

- a) establish and maintain the formal and informal processes for managing the relationship between the Parties (including the outputs from other Schedules to this Agreement;
- b) define the principles that both Parties wish to follow to ensure the delivery of the Services;
- c) ensure the continued alignment of the interests of the Parties;
- d) ensure that the relationship is maintained at the correct level within each Party;
- e) create the flexibility to revise and maintain the relationship and this Agreement during the Term;
- f) set out the procedure for escalating disagreements; and
- g) enable contract administration and performance management.

26.2. Governance Structure

- a) The Program Governance Structure to be put in place by CRPF and will have the following units:
 - i. Steering Committee (SC)
 - ii. Project Operations Committee
 - iii. Program Management Unit (PMU)
- b) Director: The relationship under this Agreement will be operated by the Project Director appointed by each Party, who will provide the interface between the executive management of the respective Parties.

- i. Before signing of this agreement, CRPF shall each appoint a Project Director. In the case of Project, the Project Manager will be an individual who is appointed by the Project Director. In the case of the SI, the Project Manager will be an individual who is an organizational peer of Project Manager. In the event that either Party wishes to substitute its Project Manager it will do so in the manner in which the original appointment is made and notify the other Party of such substitution as soon as reasonably practicable but at the latest within fourteen days of the substitution.
- c) The Project Directors shall have responsibility for maintaining the interface and communication between the Parties.
- d) The Project operations Committee of the SELO-TWO project shall be constituted to monitor day to day progress of the project, provide approvals, suggest changes and provide dispute resolution for smooth Implementation and Operations of the project and shall be chaired by Director – CRPF. The Project operations Committee will meet formally on, at least, a monthly basis at a time and location to be agreed between them. These meetings will cover, as a minimum, the following agenda items: (i) consideration of monthly Performance Reports; (ii) consideration of matters arising out of the Change Control Schedule; (iii) issues escalated in accordance with the escalation procedure as set out in this Schedule; and (iv) any other issue which either Party wishes to add to the agenda.
- e) In the event that there is any material factors affecting delivery of the Services or the terms of payment as stated in the Terms of Payment the Parties agree to discuss in the Committee any appropriate amendment to the Agreement or any Service Level Agreements or Statement of Works including any variation to the terms of payment as stated in the Terms of Payment Schedule.

26.3. Governance procedures

The SI shall document the agreed structures in a procedures manual.

- a) Meetings will be held at various levels (as per the Governance structure) between the SI and CRPF to facilitate smooth implementation and operations of the entire project.
- b) All meetings and proceedings will be documented; such documents to be distributed to the Parties and copies shall be kept as a record. All actions, responsibilities and accountabilities arising out of any meeting shall be tracked and managed.

- c) The Parties shall ensure as far as reasonably practicable that both parties shall resolve the issues and resolve the objectives placed before them and that members representing that Party are empowered to make relevant decisions or have easy access to empowered individuals for decisions to be made to achieve this.
- d) Any unresolved issue(s) would be escalated to the next higher level as per the Project governance structure.
- e) In the event that there is any material factor which affects the delivery of the Services or the terms of payment as stated in the Terms of Payment Schedule, the Parties agree to any appropriate amendment to the Agreement or any Service Level Agreements or Statement of Works including any variation to the terms of payment as stated in the Terms of Payment Schedule.
- f) In order formally to submit a Disputed Matter to the aforesaid for a, one Party ("Claimant") shall give a written notice ("Dispute Notice") to the other Party. The Dispute Notice shall be accompanied by (a) a statement by the Claimant describing the Disputed Matter in reasonable detail and (b) documentation, if any, supporting the Claimant's position on the Disputed Matter.
- g) The other Party ("Respondent") shall have the right to respond to the Dispute Notice within 7 days after receipt of the Dispute Notice. In the event that the parties are unable to resolve the Disputed Matter within a further period of 7 days, it shall refer the Disputed Matter to next level of the dispute resolution for action as per the process mentioned in Clause 9.
- h) All negotiations, statements and / or documentation pursuant to these Articles shall be without prejudice and confidential (unless mutually agreed otherwise).
- i) If the Disputed Matter is having a material effect on the operation of the Services (or any of them or part of them) the Parties will use all their respective reasonable endeavors to reduce the elapsed time in reaching a resolution of the Disputed Matter.

27) Non-Disclosure Agreement

This Non-Disclosure Agreement (“The Agreement”) is signed on _____ day of _____ 2021, by and between

< **Company name** > **having** its offices at <address of company > (hereinafter referred to as “SI” which expression shall include its successors, and assigns which expression unless it be repugnant to the context or meaning thereof includes its successors, representatives and permitted assigns)

and

CRPF having its office at Block No 1, CGO Complex, Lodhi Road, New Delhi-110003 (“CRPF” which expression unless repugnant to the context or meaning thereof includes its successors, representatives and assigns).

WHERE AS:

- A. < Company name> is engaged in the business of, inter-alia, providing IT services.
- B. CRPF is India's largest paramilitary force in India
- C. CRPF, pursuant to its Tender dated < >, declared <COMPANY NAME> as successful Bidder for its appointment as SI (SI). Pursuant to appointment of < Company Name> as SI, certain Confidential Information relating to CRPF’s business may be disclosed by CRPF to < Company Name> which shall be subject to the terms and conditions contained in this Agreement.
- D. Both Parties agrees that the security of IT infrastructure of CRPF is critical and the IT architecture/environment/reports needs to be analyzed and reviewed to ensure that CRPF’s IT infrastructure remains secured to the best possible extent. Therefore <Company Name> has agreed to observe and be bound by the restrictions and obligations relating to its use of such Confidential Information.

**THEREFORE IN CONSIDERATION OF THE PREMISES AND OBLIGATIONS SET FORTH
HEREIN, IT IS AGREED AS FOLLOWS:**

27.1. Definitions

In this Agreement, unless the context otherwise requires,

- a) The term "Confidential Information" includes data, reports, drawings, records, correspondence, notes, compilations, studies, in the form of samples, models and other information/documentation given or disclosed by CRPF to <COMPANY NAME> or any of their Representative(s) relating to or in any way connected and relating to any of CRPF's business activities actual or proposed, IT Infrastructure, systems, marketing plans, agreements, methods, techniques, processes, theories, formulas, know-how, techniques, applications, systems, components, improvements, technology, market projections, sales records, software programs, test data, customers, customer lists, or any other information relating to CRPF that <COMPANY NAME> becomes aware of whether or not disclosed by CRPF and whether such information is in tangible, writing, oral, electronic, printed, human or in machine readable form, regardless of the media or form transmitted or stored in, or any information ascertainable by inspection, or any other information designated as Confidential Information at the time of disclosure.
- b) "Agreement" means the Agreement for implementing SELO-TWO to be entered into between CRPF and <COMPANY NAME> pursuant to the award letter dated < > declaring <COMPANY NAME> as successful Bidder for its appointment as IT Security Consultant.
- c) "Representatives" mean directors/partners, officers, agents, advisors, consultants or employees or respective shareholders or ultimate parent company, as the case may be of <COMPANY NAME>.

27.2. Confidential Information and Protection

- a) CRPF may, from time to time, disclose Confidential Information to <COMPANY NAME> and/or their Representatives for performance by <COMPANY NAME> of the Agreement entered into between CRPF and <COMPANY NAME>.
- b) The <COMPANY NAME> understands and acknowledges that the Confidential Information is proprietary and confidential information of CRPF which has been created, developed or obtained by CRPF by investment of significant time, substantial effort and expense. The Confidential Information is a valuable, special

and unique asset of CRPF which gives significant competitive advantage to CRPF and that protection of Confidential Information is of the highest importance to CRPF. Therefore <COMPANY NAME> acknowledges and undertake:

- i. To keep the Confidential Information in strict confidence for the entire duration of the Agreement and for a period of ten years thereafter without the prior written consent of CRPF, <COMPANY NAME> will not disclose Confidential Information furnished to it to anyone other than its Representatives expressly approved by CRPF;
- iii. <COMPANY NAME> shall procure that its approved Representatives will not communicate with any third party, copy, publish, disclose or otherwise deal with any Confidential Information, otherwise than for the performance of their obligations under the Contract.
- iv. In case the Confidential Information is disclosed to any of <COMPANY NAME> approved Representatives, <COMPANY NAME> shall further enter into agreements with its Representatives binding them to the same obligations to which <COMPANY NAME> is bound under this Agreement, and ensure compliance of this Agreement by its approved Representatives and make them liable for any breach by them of such obligations.
- v. to inform its approved Representatives to whom any Confidential Information may be disclosed of their obligations of confidentiality pursuant to this Agreement, to ensure compliance with its terms and to be liable for any breach by them of such obligations; and
- vi. To keep separate all Confidential Information from all documents and other records of the Parties and shall mark all such Confidential Information received from CRPF as “Confidential”.
- vii. the Confidential Information which may be disclosed to <COMPANY NAME> will contain proprietary assets, designs and other intellectual property rights with respect to the CRPF’s Products which are the exclusive property of CRPF and are critical for the business of the CRPF and its profitability,
<COMPANY NAME> agrees not to do anything which may, in any manner, whether directly or indirectly, affect the above proprietary rights, interest, business and profitability of CRPF.
- viii. The <COMPANY NAME> will not copy or modify any Confidential Information without the prior written consent of CRPF. Any permitted reproduction of Confidential Information must contain all confidential or proprietary legends which appear on the original. <COMPANY NAME> shall

immediately notify the disclosing party in the event of any loss or unauthorized disclosure or use of the Confidential Information.

- ix. <COMPANY NAME> shall notify CRPF promptly of any material unauthorized possession, use or knowledge, or attempt to promptly furnish to CRPF full details of the un-authorized possession, use or knowledge, or attempt thereof;
- xi. use reasonable efforts to assist CRPF in investigating or preventing the recurrence of any un-authorized possession, use or knowledge, or attempt thereof, of Confidential Information;
- xii. use reasonable efforts to cooperate with CRPF in any litigation and investigation against third parties deemed necessary by CRPF to protect its proprietary rights; and
- xiii. promptly use all reasonable efforts to prevent a recurrence of any unauthorized possession, use or knowledge of Confidential Information

27.3. The Undertakings in Clause 2 shall not apply to any Confidential Information which:

- a) at the time of its disclosure to <COMPANY NAME> is in the public domain;
- b) In the event that <COMPANY NAME> is required or requested by any court, legislative or administrative body to disclose any Confidential Information, then it shall prior to disclosure promptly notify CRPF or its any of its Representative so that an appropriate protective order and/or any other action can be taken if possible.
- c) In the event that such protective order is not, or cannot be, obtained, then <COMPANY NAME> may disclose to the appropriate body that portion of the Confidential Information that it is legally required to disclose and shall use reasonable efforts to obtain assurances that confidential treatment will be accorded to the Confidential Information; and

27.4. No Commitments, Warranties or Solicitation

- a) The Confidential Information disclosed by CRPF to <COMPANY NAME> shall be used by <COMPANY NAME> strictly for the purposes expressly authorized by CRPF.
- b) No representations or warranties, express or implied, are made by CRPF concerning the accuracy or completeness of the Confidential Information supplied under this Agreement and neither CRPF nor any of its Representatives shall be liable in any way to <COMPANY NAME> for receipt or use of such Confidential Information and CRPF expressly disclaims any such liability whether in negligence or otherwise.

- c) CRPF shall not be under any obligation or commitment to enter into discussions or any further agreement merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information and this Confidentiality Agreement shall not constitute nor should it be construed to constitute an offer or commitment by CRPF with regard to the Tender. hereof, of the CRPF's Confidential Information by any person or entity other than CRPF and its Authorized Representatives promptly furnish to CRPF full details of the unauthorized possession, use or knowledge, or attempt thereof;
- d) use reasonable efforts to assist CRPF in investigating or preventing the recurrence of any unauthorized possession, use or knowledge, or attempt thereof, of Confidential Information;
- e) use reasonable efforts to cooperate with CRPF in any litigation and investigation against third parties deemed necessary by CRPF to protect its proprietary rights; and
- f) promptly use all reasonable efforts to prevent a recurrence of any unauthorized possession, use or knowledge of Confidential Information

27.5. The Undertakings in Clause 2 shall not apply to any Confidential Information which:

- a) at the time of its disclosure to <COMPANY NAME> is in the public domain;
- b) In the event that <COMPANY NAME> is required or requested by any court, legislative or administrative body to disclose any Confidential Information, then it shall prior to disclosure promptly notify CRPF or its any of its Representative so that an appropriate protective order and/or any other action can be taken if possible.
- c) In the event that such protective order is not, or cannot be, obtained, then <COMPANY NAME> may disclose to the appropriate body that portion of the Confidential Information that it is legally required to disclose and shall use reasonable efforts to obtain assurances that confidential treatment will be accorded to the Confidential Information; and

27.6. No Commitments, Warranties or Solicitation

- a) The Confidential Information disclosed by CRPF to <COMPANY NAME> shall be used by <COMPANY NAME> strictly for the purposes expressly authorized by CRPF.
- b) No representations or warranties, express or implied, are made by CRPF concerning the accuracy or completeness of the Confidential Information supplied under this Agreement and neither CRPF nor any of its Representatives shall be liable in

- any way to <COMPANY NAME> for receipt or use of such Confidential Information and CRPF expressly disclaims any such liability whether in negligence or otherwise.
- c) CRPF shall not be under any obligation or commitment to enter into discussions or any further agreement merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information and this Confidentiality Agreement shall not constitute nor should it be construed to constitute an offer or commitment by CRPF with regard to the Tender
 - d) CRPF shall not be precluded from entering into any agreement or obligation with any other party relating to the Agreement or the Confidential Information merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information.
 - e) Without prejudice to the generality of the above, nothing herein shall grant to <COMPANY NAME> the right to make representations and/or commitments of any kind on behalf of CRPF without the prior written consent of CRPF.

27.7 Return of Confidential Information

- a) Upon the written request of CRPF, the <COMPANY NAME> shall return to CRPF all Confidential Information that is in tangible form (including, without limitation, Confidential Information contained on computer disks) furnished, together with any copies or extracts thereof. <COMPANY NAME> shall also deliver to CRPF written statements signed by the receiving party certifying that all materials have been returned within fifteen (15) days of receipt of the request.
- b) Upon specific request by CRPF, <COMPANY NAME> shall destroy all analyses, compilations, drawings, or other documents which have been prepared and which reflect any Confidential Information.

27.8. Indemnity; No Waiver; Specific Performance

- a) <COMPANY NAME> shall indemnify, defend and hold harmless CRPF against any losses, liabilities, claims, damages, costs, and expenses including reasonable legal fees and other expenses and disbursements in connection therewith and interest charges thereon suffered or incurred by CRPF which arise out of, result from, or may be payable by virtue of any breach of any representation, warranty, covenant or agreement made or obligation required to be performed under this Agreement by <COMPANY NAME>.

- b) <COMPANY NAME> acknowledge that damages alone would not be an adequate remedy for any breach of the terms and conditions of this Agreement and CRPF shall be entitled to the remedies of injunction, specific performance or other equitable relief. Such remedy shall be in addition to and not in lieu or limitation of other remedies available to CRPF at law or in equity.
- c) Failure by CRPF in exercising any right, power or privilege hereunder shall not act as a waiver, nor shall any single or partial exercise thereof preclude any further exercise of any right, power or privilege.

27.9. Relationship of Parties

CRPF has no obligation under this Agreement to purchase any service or item from <COMPANY NAME>, or commercially offer any products using or incorporating the Confidential Information. This Agreement is intended to facilitate only the exchange of Confidential Information and is not intended to be, and shall not be construed to create a teaming agreement, joint venture association, partnership, or other business organization or agency arrangement and <COMPANY NAME> shall have the authority to bind CRPF without the separate prior written agreement thereof.

27.10. No Grant of Property Rights

<COMPANY NAME> recognizes and agrees that, except as expressly and specifically set forth in this Agreement, nothing herein shall be construed as granting any property right, by license, implication, estoppels or otherwise, to any of CRPF's Confidential Information, or to any invention or any patent right that has issued or that may issue based on such Confidential Information. All Information disclosed is provided "as is" without any warranties of any kind.

27.11. General Provisions

- a) CRPF has no obligation to supply Confidential Information hereunder and has no obligation to enter into any Agreement with <COMPANY NAME> and it has no right to offer for sale products or services using or incorporating the Confidential Information.
- b) This Agreement shall not be assigned by <COMPANY NAME>, and it shall not delegate its duties under this Agreement, without prior written consent of the other.

27.12. Term and Termination

- a) This Agreement shall enter into force on the date first above mentioned and shall remain in force till the validity of the Agreement and for a further period of five years thereafter.
- b) Notwithstanding Clause 10 above, CRPF may terminate this Agreement by giving a 30 days prior written notice to the other Party.

27.13. Consequences of Termination

- a) Upon termination of this Agreement, <COMPANY NAME> shall return all Confidential Information that is in tangible form (including, without limitation, Confidential Information contained on computer disks) furnished, together with any copies or extracts thereof; and
- b) Termination will not affect CRPF's right to claim damages, in case of breach of any of the terms and conditions of this Agreement by <COMPANY NAME> or its Representatives.
- c) <COMPANY NAME> shall cease use of any Confidential Information after the termination of this Agreement. This Clause shall survive termination of this Agreement.

27.14. Governing Law

This Agreement shall be governed by laws of India.

27.15. Entire Agreement

This Agreement constitutes the entire agreement of the parties with respect to the subject matter thereof and supersedes any and all prior communications understandings and agreements between the parties, whether written, oral, express or implied relating thereto. No amendment or modification to this Agreement shall be valid unless in writing and signed by a duly authorized Representative of each of the parties.

27.16. Dispute Resolution

Any dispute or difference whatsoever arising between the parties out of or relating to the

construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated **GoI**. The provisions of Arbitration and Conciliation Act, 1996 shall apply to such arbitration proceedings. The seat of arbitration shall be New Delhi.

27.17. Severability

If any term or provision of this Agreement is found by a court of competent jurisdiction or by a duly appointed Arbitrator under Clause 13 of this Agreement, to be invalid, illegal or otherwise unenforceable, such term or provision shall not affect the other terms or provisions of this Agreement or this Agreement as a whole, (which shall continue to remain valid, binding and enforceable by and against the parties notwithstanding any such finding) but such term or provision shall be deemed modified or deleted to the extent necessary, to render such term or provision enforceable. Upon such modification, the rights and obligations of the parties shall be construed and enforced in accordance with such modification, preserving to the fullest permissible extent the intent and agreements of the parties set forth in this Agreement.

27.18. Notices

Any notices to be given hereunder by either party to the other shall be in English and sent by registered letter, courier or facsimile to the other party at the addresses stated below:

- (a) Directorate CRPF
Block 1
CGO Complex,
Lodhi Road,
New Delhi-110 003

- (b) < Name & Address of Implementing Agency (SI)>

Any notice shall be effective only upon actual receipt at the above mentioned address unless change in the address is notified by a party by giving 10 days advance notice.

IN WITNESS WHEREOF this Agreement has been executed by the duly

authorized

Representatives of the parties the day and year first above written.

1. Signed and delivered by:

CRPF, In The Name & On Behalf Of The president Of India
Block 1
CGO Complex,
Lodhi Road,
New Delhi-110 003

2. Signed and delivered by:

< Name & Address of Implementing Agency (SI)> In the presence of the following
witnesses:

1. _____

2. _____

28) Service Level Agreement

This Service Level Agreement together with all its annexures (hereinafter referred as “SLA”) is made and signed at New Delhi on the --- day of ---2021.

Between,

DIG(IT) Directorate General ,CRPF,MHA GOI, having its registered office at Block No.1 CGO Complex , Lodhi Road, New Delhi – 110003, (hereinafter referred as “CRPF” which expression shall unless repugnant to the context or meaning thereof, shall mean and include its successor-in-office and assigns) represented through Mr. [●please insert], [●please insert designation], (In The Name & On Behalf Of The President of India), being the Party of the First Part

AND

< Company name with address ***>, a company incorporated under the Companies Act, 1956, having its registered office at <***> and having its place of business at [●please insert] (hereinafter referred as “SI” which expression shall unless repugnant to the context or meaning thereof, shall mean and include its successor-in-office and assigns) represented through Mr. [●please insert], [●please insert designation], who is duly authorized vide a board resolution dated [●please insert date] passed by its Board of Directors to execute this Agreement, being the Party of the Second Part.

(The CRPF and the SI are collectively referred to as the ‘Parties’ and individually as a ‘Party’)

WHEREAS:

- a) CRPF is desirous to implement the project for supply, installation, implementation, operation & maintenance of SELO-TWO Application on a turnkey basis for its corporate office, Regional office and other locations (hereinafter referred to as “**Project**”, defined hereinafter).
- b) In furtherance of the same, CRPF undertook the selection of a suitable SI through a competitive bidding process for implementing the Project and in this behalf issued Request for Proposal (RFP) dated XX/XX/2021
- c) The SI has been selected as the successful bidder, to undertake and implement the Project as mentioned in the RFP and desired service levels, on the basis of its proposal dated [●please insert date] submitted by the SI.

- d) The SI having represented to the CRPF that it possesses and has the required professional skills, personnel and technical resources to deliver the Services and have offered to provide the Services, on the terms and conditions set forth in this Agreement.
- e) The CRPF has agreed to accord the SI, the mandate to undertake and implement the Project in order to achieve the defined objectives and scope of work mentioned in RFP and SI in pursuance of its Proposal undertakes to implement the Project on the terms and conditions set forth below.

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:

28.1. Definitions and Interpretations

In this SLA, unless otherwise specified:

- a) references to Clauses, Sub-Clauses, Paragraphs, Schedules and Annexures are to clauses, sub-clauses, paragraphs, schedules and annexures to this SLA;
- b) use of any gender includes the other genders and the words importing the singular shall include plural and vice versa;
- c) any reference to a 'day' shall, unless otherwise specified herein, mean a calendar day;
- d) a reference to any other document referred to in this SLA is a reference to that other document as amended, varied, novated or supplemented at any time;
- e) All headings and titles are inserted for convenience only. They are to be ignored in the interpretation of this SLA.
- f) The Recitals contained herein form an integral part of this SLA.
- g) Ambiguity and Discrepancy: In case of ambiguities or discrepancies within the SLA, the following shall apply:
 - i. Between Articles of the RFP and Schedules, the latter shall prevail;
 - ii. Between RFP and corrigendum and between two corrigendum, the latest shall prevail;
 - iii. Between the proposal of SI and the RFP, the RFP shall prevail;

- iv. Between two Articles of the SLA, the provisions of specific clause relevant to the issue under consideration shall prevail over those in a general clause;
- v. Between any value written in numerals and that in words, the latter shall prevail.
- h) Terms and expressions used in this SLA (including the Introduction) shall have the same meanings set out in Schedule I of the MSA.
- i) All Appendices and other attachments to this SLA are hereby incorporated as a part of this SLA by this reference
- j) This SLA shall operate as a legally binding services agreement specifying terms which apply to the Parties and to the provision of the Services by the SI to CRPF under this SLA and the MSA.
- k) SI shall provide the Service Levels in accordance with the performance metrics as more particularly described in Annexures of this SLA. Further this SLA shall govern the provision of the contracted professional services to CRPF after the Effective Date.

28.2. Commencement and Duration of SLA

Service Levels during the operations and maintenance period which comprise of a period of Six (6) years after one year from the date of final go live

- a) The Service Levels defined in Annexure A shall be the applicable Service Levels during this period.
- b) If this SLA is extended further the agreed SLA's shall be applicable to the extended period also.

28.3. Priority of agreements

The Parties hereby expressly agree that for the purpose of giving full and proper effect to this SLA, the MSA and this SLA shall be read together and construed harmoniously. Apart from the provisions as set out hereinabove, the terms and conditions stated in the MSA shall apply mutatis mutandis to this SLA. In the event of any conflict between the MSA and this SLA, the provisions contained in the MSA shall prevail over this Agreement.

28.4. Terms of Payment

- a) In consideration of the Services to be delivered by the SI and subject to the provisions of this Agreement and of the SLA, CRPF shall pay the SI for the Services rendered in pursuance of this SLA, in accordance with the Terms of Payment Schedule set out in part I of the RFP
- b) The SI shall submit invoices along with supporting documents as per the payment milestones / service levels listed in SLA . The payment for the undisputed raised invoice shall be payable within 30 (thirty) days from the date of receipt of the invoice. CRPF shall release the payment to SI only if SI is able to achieve the service levels / Payment milestones as specified in SLA. In case SI is unable to achieve the service levels within the specified time, CRPF shall be entitled to charge penalties and liquidated damages as provided for in this Agreement and the SLA.
- c) Save and except as otherwise provided for herein or as agreed between the Parties in writing, CRPF shall not be required to make any payments in respect of the Services other than those covered in RFP. For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs notwithstanding the increase in prices of the material, labour, taxes, levies, etc except the GST.
- d) All payments to be made to SI in terms of this SLA shall be subject to the deduction of tax at source (TDS), wherever applicable, as per provisions of the Income Tax Act, 1961 and CRPF shall provide SI with the TDS certificates for any such deductions.
- e) It is clarified here that CRPF will also calculate a financial sum and debit the same against the terms of payment as defined in the Terms of Payment Schedule of the agreement as a result of the failure of the SI to meet the Service Level under the affected SLA, such sum being determined in accordance with the terms of the SLA.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED For and on behalf of	SIGNED, SEALED AND DELIVERED
--	------------------------------

the SI by:	In The Name & On Behalf Of ,The President Of India
(Signature)	(Signature)
(Name)	(Name)
(Designation)	(Designation)
(Address)	(Address)
FAX NO	FAX NO

In the presence of:

- 1.
- 2.

29) Other Conditions

- a) "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity. Scheduled maintenance time is planned downtime with the prior permission of CRPF, during non-business hours. The Scheduled Maintenance time within 10 hours a quarter as agreed shall not be considered for SLA Calculation.
- b) "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the Primary DC and DRC will be 24X7X365.
- c) "System or Application downtime" means accumulated time during which the

System is inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time CRPF and/or its employees and/or stakeholders log a call with the SI team of the failure or the failure is recorded in the EMS Tool to the time when the System is returned to proper operation.

- d) “Availability” means the percentage of time for which the services and facilities are available for conducting operations on CRPF system including application and associated infrastructure. Availability is defined as:
$$\{(Scheduled\ Operation\ Time - System\ Downtime) / (Scheduled\ Operation\ Time)\} * 100\%$$
- e) “Incident” refers to any event / abnormalities in the functioning of the Data Centre and Data Recovery centre Equipment / Services that may lead to disruption in normal operations of the Data Centre and Disaster Recovery centre, System or Application services.

30) Measurement and Monitoring

- a) The SLA parameters shall be monitored on a quarterly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the Agreement and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of CRPF, then CRPF will have the right to take appropriate actions as per the SLA’s including termination of the Agreement.
- b) Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the SI on monthly basis in the format suggested by CRPF and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to CRPF at the end of every month containing the summary of all incidents reported and associated SI performance measurement for that period. The monthly Availability and Performance Report will be deemed to be accepted by CRPF upon review and signoff by both SI and CRPF.
- c) EMS system as specified in this RFP shall play a critical role in monitoring the SLA compliance and hence will have to be customized accordingly. The 3rd party testing and audit of the system shall put sufficient emphasis on ensuring the capability of EMS system to capture SLA compliance correctly and as specified in this RFP. The selected SI must deploy EMS tool and develop additional scripts (if required) for

capturing the required data for SLA report generation in automated way. This tool should generate the SLA Monitoring report in the end of every quarter which is to be shared with CRPF on a quarterly basis. The tool should also be capable of - generating SLA reports for each quarter.

- d) CRPF shall have full access to the EMS solution (and any other tools / solutions deployed for SLA measurement and monitoring) to extract data (raw, intermediate as well as reports) as required during the project. CRPF will also audit the tool and the scripts on a regular basis.
- e) The measurement methodology / criteria / logic will be reviewed by CRPF.
- f) In case of default on any of the service level metric, the SI shall submit performance improvement plan along with the root cause analysis for CRPF's approval.
- g) For SLA related payments, the SLA measurement will be measured and computed on a quarterly basis.

31) Annual Reviews

- a) During the contract period, it is envisaged that there could be changes to the SLA, in terms of measurement methodology / logic / criteria, addition, alteration or deletion of certain parameters, based on mutual consent of both the parties, i.e. CRPF and SI.
- b) CRPF and SI shall each ensure that the range of the Services under the SLA shall not be varied, reduced or increased except by the prior written agreement of CRPF and SI in accordance with the Change Control Schedule.
- c) The SLAs may be reviewed on an annual basis by CRPF in consultation with the SI and other agencies

Form PQ-1: – Pre-Qualification Check List

Sl no	Basic requirement	Specific Requirement	Document Required	Document Provided Yes / No (Page No From – To)
1.	EMD	Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from EMD. Further, the bidders have to submit “Bid Security Declaration” in accordance with Rule 170 of GFR-2017 and as per special concession accorded vide MoF, DoE, Procurement Policy Division OM No. No. F.9/4/2020-PPD dtd 12/11/2020, accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of One year from being eligible to submit Bids for contracts with the entity that invited the Bids	“Bid security declaration” as per FORM PQ-1A of this RFP.	
2.	Power of Attorney	Board resolution or power of attorney in the name of an Authorized Signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder’s Proposal	Notarized copy of Board Resolution or Power of Attorney in the name of the Authorized signatory. (FORM PQ-2)	
3.	Legal Entity	Bidder should have single legal entity	Undertaking affidavit on Rs.100/- stamp paper to be signed by Company Secretary / Head of Legal Department of Bidder with his/her Name and Designation. (Form – PQ-3)	
4.	Statutory Tax Registrations	The Bidder should have: (i) Valid PAN Number (ii) Valid GST Number	Copy of PAN Card Copy of GST Registration Certificate (Form – PQ-4)	
5.	Sales turnover from IT Consultancy/ IT Advisory Services / development	The Bidder should have an average annual turnover of not less than INR 350 Crores previous three financial years (F.Y. 2017-18, 2018-19, 2019-20 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services /	Extracts from the audited balance sheet and profit & loss OR Certificate from statutory auditor or a Chartered Accountant. In	

		development only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc	case revenues from Consultancy/ IT Advisory Services/ development are separately mentioned in the audit reports, Certificate from bidder's statutory auditor/Company Secretary shall be provided, specifying relevant turnover for the respective years. (Form – PQ-5)	
6.	Net worth Requirements	The Bidder should have positive net worth in each of three financial years	Company Secretaries or a Chartered Accountant's Certificate mentioning Net Worth (Form – PQ-5)	
7.	Certifications	The Bidder should have : (i) Valid CMMI Level 5 (ii) ISO 27001 The certifications should be valid on the date of bid submission. In case of Service Providers where the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment consideration in the Bid Process. Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid till the end of the Agreement.	Maturity level 5(Optimizing) – CMMI Dev Version 1.3 Certificate ISO 27001 Certificate (Form – PQ-7)	
8.	Blacklisting and Debarment	The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/ PSU any other Central Government institutions in India for any reason as on the last date of submission of the Bid or convicted of economic offence in India for any reason as on the last date of submission of the Bid. The Bidder should not have been under the debarred list as per GFR 2017, Rule 151	Undertaking affidavit on Rs.100/- stamp paper to be signed by Company Secretary / Head of Legal Department of Bidder with his/her Name and Designation. (Form – PQ-8)	
9.	In dispute with any organization of MHA	Bidder should not have under any dispute like arbitration or court cases with any organization of Ministry of Home Affair.	Undertaking affidavit on Rs.100/- stamp paper to be signed by Company Secretary / Head of Legal Department of Bidder with his/her Name and Designation. (Form – PQ-9)	
10.	Technical Capacity	The Bidder should be an IT-solutions- provider incorporated in India and should have successfully implemented project(s) in the last five financial years as below: One System Integration / e-Governance	Copy of work order / client certificates. Completion certificates from the client; OR	

		<p>project of minimum –INR 60 Crore OR Two System Integration / e-Governance projects of minimum– INR 45 Crores each OR Three System Integration / e- Governance projects of minimum– INR 30 Crores each</p>	<p>Work order + Self certificate of completion with details (Form – PQ-10)</p>	
11.	<p>Experience in office automation of similar projects Similar means Application should have atleast four modules (HRMS, Pay, Inventory & Finance) out of Eleven (11) module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Bigdata, , INT, Administration)</p>	<p>The Bidder should have successfully implemented / application/project(s) in the last Five financial years as below: project of minimum –INR 60 Crore or Two projects of minimum– INR 40 Crores each or Three System projects of minimum– INR 30 Crores</p>	<p>Copy of work order / client certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details (Form – PQ-11)</p>	
12.	<p>Accomplishment of the task by the bidder</p>	<p>In submitted proposal bidder is not outsourcing and subcontracting any part of the scope of work except the procurement of required licenses and its associated professional services from their respective OEMs</p>	<p>Undertaking affidavit on Rs.100/- stamp paper to be signed by Company Secretary / Head of Legal Department of Bidder with his/her Name and Designation. (Form – PQ-12)</p>	
13.	<p>Middleware tool</p>	<p>Proposed middleware tool must support Micro service-based Architecture AND At least previously implemented in one organization</p>	<p>Certificate from OEM (Form – PQ-13)</p>	
14.	<p>Big data analysis platform</p>	<p>Enterprise version of Hadoop and other associated platform for all type of data analytics& reporting (Video, Map, PDF, text etc) integrated with all modules & other proposed tools</p>	<p>Undertaking from SI (Form – PQ-14)</p>	

Form PQ-1A: Bid Security Format

(To be submitted on the Letterhead of the *System Integrator*)

(Place)

(Date)

To,

The DIG (IT)
Directorate General, CRPF
Block-1, CGO Complex, Lodhi Road
Delhi-110003

Sir,

Tender No. Date :

Subject: **DESIGN, DEVELOPMENT AND IMPLEMENTATION OF SELO- TWO ERP:
BID SECURITY DECLARATION**

We, M/s undertake that, if we withdraw or modify our bid during the period of bid's validity, or if we are awarded the contract and we fail to sign the contract, or fail to submit a Performance Security Deposit as per terms and conditions of Tender Enquiry as well as Additional Terms and Conditions before the deadline defined in bid document, then we are liable to be suspended for the period of 02 years from being eligible to participate and submit bids for the T/E or any contract with the Procurement Entity (CRPF).

We also understand that, during the Bid Process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the Process of Bid Evaluation and finalization; OR

During the Bid Process, if any information is found to be wrong/ manipulated/ hidden in the Bid the action as per Bid Security declaration shall be invoked.

3. We also understand and accept that, the decision of CRPF regarding invoking of Bid Security declaration and Rejection of Bid shall be final and binding to the Bidder.

Dated this ___ day of ___ 2021

Yours sincerely,

On behalf of [*System Integrator*]

Authorized Signature [In full and initials] Name and Title
of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integrator*

Form PQ-2: AUTHORISED SIGNATORIES

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,....., the Company Secretary of, certify that
..... who signed the above Bid is authorized to do so
and bind the company by authority of its board/ governing body.

(Company Seal)

Date:

Signature:

(Name)

Note: Authorized signatory should be an employee of the SI/OEM (as applicable) and should have been authorized vide a board resolution, authorizing him/her to sign/execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP.

*** To be submitted in Envelope A**

CRPF SELO-2 Project

Form PQ-3: The legal entity of System Integrator

Details of the Organization		Page No of tender
Name		
Nature of the legal status in India		
Nature of business in India		
Date of Incorporation		
Date of Commencement of Business		
Registrar of Companies - Reference No		
Address of the Headquarters		
Address of the Registered Office in India		
Other Relevant Information		
Mandatory Supporting Documents:		
<ul style="list-style-type: none"> a) Certificate of Incorporation from Registrar Of Companies(ROC) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company b) Certification on commencement of business 		
Undertaking certifying that SI is not a consortium of firms shall be attached with this form		

*** To be submitted in Envelope A**

Form PQ-4: Details of Company

S.No	Nomenclature	Remarks
1	Certificate of Registration / Incorporation	
2	Copy of PAN	
3	Copy of GST / Service Tax	
4	Company Profile with Contact details	
5	Address & Contact details of development Centre	

*** To be submitted in Envelope A**

CRPF SELO-2 Project

Form PQ-5: Financial Information (For Pre-Qualification)

Financial Information			
	FY 2017-18	FY 2018-19	FY 2019-20
Sales turnover from IT Consultancy			
Sales turnover from IT Advisory Services			
Sales turnover from Software Development			
Total Revenue (in INR crores)			
Net worth of Company			
Page Number of Tender (From – To)			
Other Relevant Information			
Mandatory Supporting Documents:			
<ul style="list-style-type: none"> a) Audited financial statements for the last three financial years; 2017-18, 2018-19, and 2019-20. b) Certificate by the authorized signatory supporting the revenue break-up 			

* To be submitted in Envelope A

Form PQ-7 : Quality Assessment Details Certification*(To be submitted on the Letterhead of the System Integrator)*

(Place)

(Date)

To,

DIG IT

Dte Genl. CRPF,

CGO Complex, Lodhi Road, New

Delhi - 110003

Dear Sir,

We would like to provide/confirm the following information on the quality certification of our organization.

Certification Type	CMMI-5	Page no of submitted documents	ISO-27001	Page no of submitted documents
Initial date of Assessment				
Last Date of Assessment				
Validity of the Assessment				
Any gap in assessment since first issued				
Name of the Assessing company and their contact details				
Units / Locations Assessed				
Proof of Assessment issued by auditors				
Note – <i>(The SI shall establish that the SI has these certifications since last three years)</i>				

We have attached a copy of the certificate in support of the above information.

Dated this ___day of ___202__

Yours sincerely,

On behalf of [System Integrator]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integrator

*** To be submitted in Envelope A**

Form PQ-8: Declaration on not being blacklisted

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

DIG IT
Dte Genl. CRPF,
CGO Complex, Lodhi Road, New
Delhi - 110003

Dear Sir,

We confirm that our company is not blacklisted for any fraudulent actions by any state/central Government institution or any Public Sector Organization in last ___ years.

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

On behalf of *[System Integrator*
Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope A**

Form PQ-9: Declaration - Non dispute with any organization of MHA

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

DIG IT

Dte Genl. CRPF,

CGO Complex, Lodhi Road, New

Delhi - 110003

Dear Sir,

We confirm that our company does not have any dispute like arbitration / court cases with any organization of MHA in last years.

OR

We have dispute with organization of MHA. Current status of dispute / arbitration is.....

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

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope A**

Form PQ-10: – Technical Capacity (System Integration / e-Governance projects) in last 5 Years

Project Information	Page number of tender
Client Information	
Name of client	
Name of the person who can be referred to from Clients' side, with name,	
Project Details	
Scope of the Project (SI / e-Governance)	
Project Value in INR	
Work order Date	
Project Status (Ongoing / Completed), Date of Completion if completed	
Number of Users of the solution	
<u>Supporting Documents</u> Relevant documents issued by the Customer	
Note – <ol style="list-style-type: none"> One form for each project duly certified by authorized signatory. Provide details of not more than 6 projects executed in the last 5 financial years ending with 31st March 2021) 	

On behalf of [System Integrator

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integration

*** To be submitted in Envelope A**

Form PQ-11: – Implementation Experience in office automation of similar projects in last 5 Yrs

Project Information	Page no submitted documents
Client Information	
Name of client	
Name of the person who can be referred to from Clients’ side, with name,	
Project Details	
Please specify the scope with documentary proof for similarity (Application should have four modules (HRMS, Pay, Inventory & Finance)	
Project Value in INR	
Work order Date	
Project Status (Ongoing / Completed), Date of Completion if completed	
Number of Users of the Application	
Note – 1. One form for each project duly certified by authorized signatory. 2. Provide details of not more than 6 projects executed in the last 5 financial years ending with 31st March 2021)	

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope A**

Form PQ-12: Declaration - Accomplishment of the task by the bidder

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

DIG IT

Dte Genl. CRPF,

CGO Complex, Lodhi Road, New

Delhi - 110003

Dear Sir,

We confirm that we are not outsourcing and subcontracting any part of the scope of work except the procurement of required licenses and its associated professional services from their respective OEMs.

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

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope A**

Form PQ-13: – Proposed Middleware tool

Proposed middleware tool must support Micro service-based Architecture and at least previously implemented in one organization

Project Information	Page no of tender
Client Information	
Name of client	
Name of the person who can be referred to from Clients’ side, with name,	
Project Details	
Name of middleware tool implemented	
Project Value in INR	
Work order Date	
Project Status (Ongoing / Completed), Date of Completion if completed	
Number of Users of the Application	
Proposed middleware tool support the micro services based architecture (Documentary proof is attached)	
Note – 1. One form for each project duly certified by authorized signatory. 2. Provide details of not more than 6 projects executed in the last 5 financial years ending with 31st March 2021)	

On behalf of [System Integrator

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integration

*** To be submitted in Envelope A**

Form PQ-14: Undertaking - Use and implementation of Big data analysis platform

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

DIG IT

Dte Genl. CRPF,

CGO Complex, Lodhi Road, New

Delhi - 110003

Dear Sir,

We confirm that proposing Enterprise version of Hadoop and other associated platform for all type of data analytics & reporting (Video, Map, PDF, text etc) and it will be integrated with all other modules & proposed tools.

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

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope A**

Form TQ-1: Financial Information (For Technical Evaluation)

Average Turnover from Information Technology / Software Development, customization & Maintenance in last three financial year as on 31/03/2021

Financial Information			
	FY 2018-19	FY 2019-20	FY 2020-21
Average Turnover from Information Technology / Software Development, customization & Maintenance (in INR crore)			
Page number in Tender document (From – To)			
Other Relevant Information			
Mandatory Supporting Documents: <ul style="list-style-type: none"> a) Audited financial statements for the last three financial years; 2018-19, 2019-20, and 2020-21. b) Certificate from CA /company secretary supporting the revenue break-up 			

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-2: – Technical Capacity: Design developed & implemented the / similar application

Project Information	Page No of submitted Documents
Client Information	
Name of client	
Name of the person who can be referred to from Clients’ side, with name,	
Project Details	
Scope of the Project	
Clearly indicate the similarity between the proposed SELO application and that developed by the SI.	
Implementation Geographical Location/ Number of Locations / business units at	
Project Value in INR	
Work order Date	
Project Status (Ongoing / Completed), Date of Completion if completed	
Note – 1. One form for each project reference duly certified by authorized signatory. 2. Provide details of not more than 10 projects executed in the last 5 financial years ending with 31st March 2021)	

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-3: – Implementation Experience (Govt / PSU projects in last 5 years)

Experience in Operation and Maintenance of executing turnkey s/w implementation projects for state & central government departments / PSUs in last 5 Years. As on bid date (Value of project more than 10 Cr)

Project Information	Page no of submitted documents
Client Information	
Name of client	
Name of the person who can be referred to from Clients' side, with name,	
Project Details	
Scope of the Project	
Project Value in INR	
Work order Date	
Project Status (Ongoing / Completed), Date of Completion if completed	
Document to be submitted :- Work order + Completion certificate OR Self Certificate of Completion(Certified by Statutory Auditor) OR Phase Completion Certificate (for ongoing projects from the Client)	
Note – 1. One form for each project duly certified by authorized signatory. 2. Provide details of not more than 13 projects executed in the last 5 financial years ending with 31st March 2021)	

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-4 : Quality Assessment Details Certification*(To be submitted on the Letterhead of the System Integrator)*

(Place)

(Date)

To,

DIG IT

Dte Genl. CRPF,

CGO Complex, Lodhi Road, New

Delhi - 110003

Dear Sir,

We would like to provide/confirm the following information on the quality certification of our organization.

Certification Type	CMMI-5	Page no of tender	ISO-27001	Page no of tender
Initial date of Assessment				
Last Date of Assessment				
Validity of the Assessment				
Name of the Assessing company and their contact details				
Units / Locations Assessed				
Duration of gap in assessment if any				
Proof of Assessment issued by auditors Note – <i>(The SI shall establish that the SI has these certifications since last three years)</i>				

We have attached a copy of the certificate in support of the above information.

Dated this ___ day of ___ 2021

Yours sincerely,

On behalf of [System Integrator]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integrator

*** To be submitted in Envelope B**

Form TQ-5 : Understanding the requirement of SELO-TWO

S.No.	Activity	Proposed Method	Page no of submitted documents
1.	Understanding the organization and Organizational structure WRT SELO-TWO		
2.	Understanding the overall requirement of SELO-TWO through RFP and FRS		
3.	Value addition proposed in the solution		
4.	Understanding of Organization Structure and its Dynamics. Impact on ERP due to organizational change (Administrative & Ops responsibility)		
5.	Understanding of Modules and Processes mentioned in the FRS,		
6.	Mode of requirement gathering and prospective of change of process as per GPR		
7.	Way of conducting additional functional requirement / gap analysis		
8.	Any other detail SI wants to submit		

Yours sincerely,

On behalf of [System Integrator]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integrator

*** To be submitted in Envelope B**

Form TQ-6 : Compliance to various Standards of application

S.No.	Name of Standard & compliance proposed	Reference document with Page no and plan of implementation	Page number of submitted documents
1			
2			
3			
4			
5			

Yours sincerely,

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integrator*

*** To be submitted in Envelope B**

Form TQ-7 : Security Architecture

S.No.	Proposed Security Architecture /Standard / Policy for	Proposed standard and implementation strategy	Page number of submitted documents
1	Servers layer		
2	Application layer		
3	Network layer		
4	End Points		
5	Hardening of Client / Server OS		
6	Domain Level		
7	Any other proposed by SI		

Yours sincerely,

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integrator*

*** To be submitted in Envelope B**

Form TQ-8 : Proposed Team for Design, Development & implementation

Sl. No.	Area of Expertise	Number of Resource	Position Assigned	Rational & Benefit w.r.t. SELO TWO development	Man months	Page number of submitted documents
1.						
2.						
3.						
4.						
5.						

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

CRPF SELO-2 Project

Form TQ-9 : User Friendly

S.No.	Use of standard	Proposed standard and implementation strategy	Page number of submitted documents
1	UIX Design standard		
2	Human-Computer Interaction (HCI)		
3	Discoverability, Consistency, Standards, and Heuristics		
4	Signifiers, Patterns and Learnability		
5	Affordances, Visual Hierarchy and Emphasis		
6	Way of provision of field level help		
7	Provision for specially-abled personnel		
8	Any other standard / provision proposed by SI		

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-10 : Decision Support system

S.No.	Activities	Proposed method and implementation strategy	Page number of submitted documents
1	DSS framework (Model Management System, User Interface & Knowledge Base)		
2	Types of Decision Support Systems (Which & Where) proposed to be implemented [Communication-driven, Model-driven, Knowledge-driven, Document-driven & Data-driven)		
3	Way of compiles, combines and analyzes raw data, documents, fundamentals of personal knowledge (of decision maker/s)		
4	Classification of DSS proposed as per FRS		
5	Proposed efforts for reducing human intervention in the processes		
6	Any other suggestion proposed from SI		

On behalf of [System Integrator

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integration

*** To be submitted in Envelope B**

Form TQ-11 : Training

S.No.	Training	Proposed method and implementation strategy	Page number of submitted documents
1	Plans and methodologies		
2	Proposed trainer team structure		
3	Capacity Building during O & M		
4	Training Platform / material proposed		
5	FAQ for each process		
6	Proposed Assessment methodology		
7	Any other plan / methodology proposed		

On behalf of *[System Integrator]*
 Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-12 : Self Help & Self Learning

S.No.	Method Proposed	Proposed method and implementation strategy	Page number of submitted documents
1	Preparation of Knowledge Base		
2	Method of on screen help (Up to attribute level)		
3	FAQ for each screen / process		
4	Any other methods / solution proposed by SI		

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-13 : Testing Plan & Methodology

S.No.	List of Testing proposed by the system	Proposed units, method and implementation strategy	Page number of submitted documents
1	Test Plan and Methodology for Functional Testing (Unit, Integration, System and Acceptance testing or any other proposed by SI)		
2	Test Plan and Methodology for Non-Functional Testing (Performance, Load, Stress Testing or any other proposed by SI)		
3	Test Plan and Methodology for Security, Vulnerability, Usability, Compatibility testing or any other proposed by SI		
4	Mechanism for Feedback during testing and their compliance		
5	Any other plan / methodology proposed		

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-14 : Quality assurance Plan & Methodology

S.No.	Parameter	Proposed method & implementation strategy	Page number of submitted documents
1	Quality assurance Plan & methodology (defined PDCA cycle)		
2	Quality Control Objectives and Activities followed		
3	Quality Assurance Activities followed		
4	Proposed QA/QC Certification for CRPF Application proposed by SI		
5	Quality Assurance Plan Proposed (Fill Template #)		

Quality Assurance Plan (QSA) required to submitted in following format by SI

1. Introduction (Purpose, Scope, References & Overview)
2. Quality Objectives
3. Management(Organization, Tasks, Role and Responsibilities)
4. Documentation
5. Standards and Guidelines
6. Review and Audit Plan
7. Evaluation and Test
8. Tools, Techniques, and Methodologies
9. Configuration Management
10. Quality Records
11. Risk Management

On behalf of [System Integrator

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integration

*** To be submitted in Envelope B**

Form TQ-15 : Plan for High availability & Scalability

S.No.	Activity	Proposed method and implementation strategy	Page number of submitted documents
1	Horizontal Scalability for Application Servers and other hardware		
2	Vertical Scalability for Application Servers and other hardware		
3	High Availability for Application Servers and other hardware		
4	Any other suggestion proposed		

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-16 : Data Cleansing & Migration

S.No.	Plan	Proposed method and implementation strategy	Page number of submitted documents
1	Approach & Technology		
2	Strategy & Data Mapping		
3	Identifying of Data gap and tools used to fulfil these gaps		
4	Method of data collection for fulfilling the data gap		
5	Tools / Methodology being adopted for data cleansing		
6	Tools / Methodology being adapted for Data Quality Assessment and Review		
7	Human Resource proposed for migration and cleansing of data		
8	Features, functionality and security of proposed database software #		
9	Any other approach or suggestion from SI		

Features / Functionality	Functionality / Features Details of Proposed DB	Page no of Document
Database Availability Architecture		
Data Replication functionality to replicate Data to DR site along with Automatic Block Recovery		
Availability of Data Encryption Capabilities		
Availability of Policy Based Auditing		
Capability of Data Protection from privileged users		
Features available for Privilege Analysis		
Capability of Storing & Analyzing of Spatial data		
Proactive performance management in DB		
Capability of Database Resource Manager		
Database should provide support low-code development platform		
Support & method of High Availability		

On behalf of *[System Integrator]*
 Authorized Signature [In full and initials]:
 Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

CRPF SELO-2 Project

Form TQ-18: Tools proposed for Middleware

	Rational & Benefits	Page no of supported documents
Service / Tool Name		
Qty		
Capability #		
Standard Compliance *		
No of Organization where implemented		
Name of Organization where implemented with documentary proof		
Gartner / Wave / IDC MarketScape report		
Open Source with Enterprise support or Tailored made product		
License Type (Unlimited / named user / concurrency user)		
License duration (Perpetual / No of years)		
Any other info SI wants to give for their solution		

Fill attached Capability sheet of BPM Tool* ***Standard comply in the proposed tool***

On behalf of [System Integrator

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integration

* ***To be submitted in Envelope B***

Features / Functionality	Availability (Y/N)	Page no of Document
Business Process Modeling and Notation (BPMN) Support for Integration		
Support of Micro services based architecture		
MDM (Master Data Management)		
Dynamic routing		
Visual drag & drop editor		
Agile deployment		
Dynamic business rules		
Code-free workflow forms		
Ability to consume and map UI elements to REST API & SOAP		
Scalability		
Enterprise mobility		
Easy Modeling of Processes and Forms (drag and drop)		
Enterprise Architecture Modeling		
Visual Process Diagramming Tool		
Drag and Drop Form Designer		
Role-Based Access Control		
Mobile Support		
Administrator Features		
Single Sign-On (SSO)		
Integration with Existing Software Systems		
Reports and Analytics		
Performance analytics & optimizer		
Integration Designer (BPEL / SOA)		
Support / Built-in enterprise service bus (ESB)		
SLA management within BPM		
Inbuilt DMS		
Ability to build custom dashboards		
Application Life Cycle Management		
Ability to build data model visually & mobile application		
Ability to leverage AI services & build machine learning capability		
Built in Repetitive Process Automation (RPA)		
Standard Compliance and Certification Comply		

** Standard comply by the proposed tool*

S. No.	Name of Standard Compliance / Certification of engines	Page no of Document
1		
2		
3.		
4 ...		

	Service & Support	Page no of Document
1	Availability of support of OEM and letter of commitment from OEM side for CRPF	
2	Support matrix	

CRPF SELO-2 Project

Form TQ-24 : Big Data Analysis

S.No.	Plan	Proposed method and implementation strategy	Page number of submitted documents
1	Methodology		
2	DSS proposed based on Big data tool (# Attach list of tool) for various processes and roles		
3	Platform maturity of proposed solution		
4	Optimizing of storage and other maintenance of preexisting data		
5	Availability of self-learning module available		
6	Human resources during development cycle		
7	Human resources during O & M cycle		
8	Any other info SI wants to give for their solution		
9	Name of the organization where same is implemented with scope of work		
10	Open Source / OS with End Support / Tailored made		
11	Licensing terms / users		
12	Duration of the license		

Features Checklist

S. No.	Features / Functionality	Availability	Page no of supported Document
1	Does the solution allow for stream processing, and incremental calculation of statistics ?		
2	Does the solution parallelize processing and take advantage of distributed computing ?		
3	Does the solution perform summary indexing to accelerate queries of huge datasets?		
4	What are the solution’s data exploration and evaluation environments that enable a quick understanding of the value of new datasets?		
5	How does a solution directly provide or easily integrate with visualization tools?		
6	What is the strategy for verticalization of the technology		
7	What is the ecosystem strategy? How does the solution provider fill the gaps in its capabilities through partnerships?		
8	Support for unified data management platform		
9	Visual data pipeline authoring		
10	Edge data processing capabilities		
11	Auto-scaling, healing, replication, and management tools		
12	Data versioning		

Attach list of tools

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-28 : Proposed team members (O&M)

Sl. No.	Area of Expertise	Experience of key Personnel	Number of Resource	Position Assigned	Rational & benefit	Man Months
1.						
2.						
3.						
4.						
5.						

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

CRPF SELO-2 Project

Form TQ.28-A: Undertaking on Personnel

(Company letter head)

[Date]

To,

DIG IT
Dte Genl. CRPF,
CGO Complex, Lodhi Road,
New Delhi – 110003

Sub: Undertaking on Personnel

Dear Sir,

1. I/We do hereby undertake that those persons whose profiles were part of the basis for evaluation of the bids and have been identified as “Key Personnel” of the proposed team, including Project Director, Project Manager, Technical/Solution Architects, Network/Database Expert, Business Analyst, and Domain Expert for the design and development and implementation of SELO-TWO Project and shall be deployed during the Project as per our bid submitted in response to the RFP.
2. I/we undertake that all the resources proposed for deployment and OEM on the Project at CRPF site are Indian Citizens as per the Citizen Act and on our pay roll we are open for verification and security clearance of the above resources by CRPF.
3. We undertake that any of the identified “Key Personnel” shall not be removed or replaced without the prior written consent of CRPF.
4. Under exceptional circumstances, if the Key Personnel are to be replaced or removed, we shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by CRPF. CRPF will have the right to accept or reject these substitute profiles.
5. We also undertake to staff the Project with competent team members in case any of the proposed team members leave the Project either due to voluntary severance or disciplinary actions against them.
6. We acknowledge that CRPF has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of CRPF that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.
7. In case we assign or reassign any of the team members, we shall be responsible, at our expense, for transferring all appropriate knowledge from personnel being replaced to their replacements within a reasonable time.

Yours faithfully,

On behalf of [I System Integrator]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integrator

Form TQ-29 : Role during O & M, CATS, AFS and Integrated Int. App Monitoring

S. No.	Activity	Proposed methodology and implementation	Page no of Document
1	Change request plan during O & M period		
2	Way of providing of Comprehensive Annual Technical Support Services (CATS) to users		
3	Applications Functional Support (AFS)		
4	Methodology & Tools proposed for <ul style="list-style-type: none"> • Integrated Infrastructure • Application Monitoring # (Provide feature list proposed in CRPF solution)		
5	License Type (Perpetual / User base / Device base) and Duration		
6	No of Users / Devices for which license is proposed		
7	Any other suggestion from SI		

Features checklist for Tools for Application performance monitoring

Features	Features proposed & their availability	Page no of supporting document
Application Discovery		
Comprehensive Performance Management		
Holistic View of IT Resources		
End User Monitoring from Datacentre / Branch Offices		
Fault Management (Alerts & Notification delivery)		
Root Cause Analysis		
Reporting capability to helps administrators in application troubleshooting & capacity planning.		
Any other features / facilities proposed by SI		

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-30 : Upgradation and Change request during O & M

S. No.	Activity	Proposed methodology and implementation	Page no of Document
1	Key steps of a change request process, Plan for handling of change request during O & M period		
2	Maintenance of Versioning of Applications		
3	Keeping application technology stack up to date		
4	Procedure for handling of Functional Change during O & M		
5	Any other suggestion from SI		

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-31 : QC, Version Control, Audit trail and SLA/Network Monitoring

S. No.	Activity	Proposed methodology and implementation	Page no of Document
1	Method & plan for Quality control & Version Control		
2.	Method & plan for MIS, Reporting, Audit trail & Error Messages		
3.	Method, Plan & Tools for SLA		
4	Method, Plan & Tools for Network and Assets Management #		
5	License Type (Perpetual / User base / Device base) and Duration		
6	No of Users / Devices for which license is proposed		
7	Any other suggestion from SI		

Proposed functionalities available in Network & Assets Management Tool

Features	parameters	Page no of supporting document
Type of Network Discovery Mode available		
Type of Monitoring Services available (DB / Mail / App / VMs etc)		
Type of User Management services		
Dashboard (Standard / Customized / NOC)		
Type & List of Widgets available		
Provision of integration with Maps and type of maps supported		
Fault Management (Error Notification, Alarm monitoring etc)		
Types of Reports (Fixed / Schedule etc)		
Facility for Network Traffic and bandwidth monitoring & Analyzing		
Any type of Mobile App available		
Any other functionality proposed by SI		

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-32: Tools proposed for management of IT infrastructure (Operations and Maintenance)

Project Management

Serial No.	Service / Tool Name	Qty	Rational & Benefits	Open source / Enterprise , Licensing T&C, duration	Support by OEM / Community / Enterprise	Page no of tender

SLA Mapping Tool

Serial No.	Service / Tool Name	Qty	Rational & Benefits	Open source / Enterprise , Licensing T&C, duration	Support by OEM / Community / Enterprise	Page no of tender

Helpdesk Tool

Serial No.	Service / Tool Name	Qty	Rational & Benefits	Open source / Enterprise , Licensing T&C, duration	Support by OEM / Community / Enterprise	Page no of tender

Fill attached Tables

Project Management Tools Features

Features	Availability	Page no of supporting document
Project planning and scheduling		
<ul style="list-style-type: none"> • Prioritizing tasks 		
<ul style="list-style-type: none"> • Agile task management tool 		
<ul style="list-style-type: none"> • Shared team calendar 		
<ul style="list-style-type: none"> • Planning and task scheduling tool 		
Team collaboration		
<ul style="list-style-type: none"> • File sharing 		
<ul style="list-style-type: none"> • Team communication 		
<ul style="list-style-type: none"> • Team dashboards 		
<ul style="list-style-type: none"> • Sharing the data 		
Time tracking		
<ul style="list-style-type: none"> • All data accessible in one place 		
<ul style="list-style-type: none"> • Quick access to your data 		
Reporting		
<ul style="list-style-type: none"> • Customizable reports 		
<ul style="list-style-type: none"> • Project KPI dashboard 		
Resource management		
Other features		

SLA mapping tools

	Availability	Page no of supporting document
Server Monitoring		
Web Server Monitoring		
Application Monitoring		
Web Services Monitoring		
Web Application Monitoring		
Virtual Machine Monitoring		
Container Monitoring		
Converged Infrastructure Monitoring		
Application Performance Management		
End User Monitoring		

Helpdesk tool

	Availability	Page no of supporting document
Ticket automation		
SLA (Service Level Agreement) status information		
Ticket tags		
Customizable ticket templates		
Customizable ticket status options		
Public and private actions on tickets		
Product and inventory association		
Ticket deflection		
Customizable ticket submission form		
Collaboration features		
Reporting and metrics		
Historical Incident Database (Build a knowledge base)		
A knowledge base or self-service		
Escalation		
Dashboards		
Time tracking		
IVRS / Mobile support		
Any other features		

On behalf of *[System Integrator]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form – TQ-35: Tools proposed for SELO-2 Project

Serial No.	Service / Tool Name	Qty	Utility in SELO-2	Open source / Enterprise / License T&C, License Duration	Support by OEM / Community / Enterprise	Page no of tender

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form – TQ-36: Reporting Tool

Serial No.	Reporting Tool Name	Qty	Open source / Enterprise / inbuilt in BPM	Support by OEM / Community / Enterprise	Page no of tender

Capability of Reporting Tool (Fill sheet)

	Availability (Y/N)	Page No of supported document
Creation Features		
<ul style="list-style-type: none"> Drag-and-drop interface for business users to explore data and generate reports to answer ad-hoc questions 		
<ul style="list-style-type: none"> Field Explorer & Templates 		
<ul style="list-style-type: none"> Freehand SQL Command 		
<ul style="list-style-type: none"> Real-Time Updates 		
<ul style="list-style-type: none"> Layouts & Themes 		
<ul style="list-style-type: none"> Web pivot tables 		
<ul style="list-style-type: none"> Cross-tab reports 		
Design Features		
<ul style="list-style-type: none"> Pixel-Perfect Formatting 		
<ul style="list-style-type: none"> Data Filtering 		
<ul style="list-style-type: none"> Data Sorting 		
<ul style="list-style-type: none"> Data Grouping 		
<ul style="list-style-type: none"> Flexible Tiles 		
<ul style="list-style-type: none"> Data Analysis Function 		
<ul style="list-style-type: none"> Data Blending 		
Element Supported		
<ul style="list-style-type: none"> Static and Dynamic Images 		
<ul style="list-style-type: none"> Barcodes 		
<ul style="list-style-type: none"> Tables 		
<ul style="list-style-type: none"> Charts and Graphs 		
<ul style="list-style-type: none"> Infographics 		
<ul style="list-style-type: none"> Filters & Widgets 		

Delivery features		
• Language Settings		
• Formatting		
• Mobile Report Access		
• Report Delivery Scheduling		
• Access Restrictions and Security		
Viewing Features		
• Export to Microsoft Excel		
• Export to PDF		
• Export to HTML		
• Report Scheduling		
• Embeddable Reports		
• Mobility		
Online analytical processing (OLAP) reports features		
• OLAP Reports		
• Sub-Reports		
• Graph Reports		
• Metrics Reports		
Report Security Features		
• Single Sign On		
• Row-level (or multi-tenant) security		
• Support for User-specific data sources		
• User privilege parameters		
Ability to extract and connect to data from multiple data sources.		
Interactive Reports		
Drill-down capabilities		

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-38 : Exit Management

S.No.	Plan	Proposed method and implementation strategy	Page number of submitted documents
1	Managing assets - how will assets (whether people, contracts, physical assets or intangibles such as IP rights) be managed at the end of the Agreement		
2	Identifying assets - how will the SI & CRPF determine what assets are to be transferred on exit?		
3	Valuation - how will the CRPF & SI determine the price (if any) to be paid for any assets on exit		
4	Transfer - how will the assets be transferred or otherwise made available to the Authority and/or a Replacement Contractor on exit?		
5	Support - what extra transitional arrangements does the SI require to ensure a smooth hand-over to other SI?		
6	Way of Transfer of Third Party Contracts		
7	Exit management & transition checklist		
8	Any other info plan SI wants to convey		

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

**Form – TQ-39: Feedback Mechanism from stake holder during Development,
Testing & Deployment**

S.No.	Plan	Proposed method and implementation strategy	Page number of submitted documents
1	Methodology & Tool for Feedback		
2	Methodology & Tool for showcasing agile development		
3	User-friendly agile project management		
4	Instant app /screen sharing		
5	Code Profiling & Tracing		
6	Pull Requests & Code Reviews		
7	User feedback loop		
8	APM(Application Performance Monitoring) tools		
9	Code level performance profiling		
10	Any other suggestion from SI		

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form – TQ-40: IdAM(Identity & Access Management)

S.No.	Features	Availability and Proposed method and implementation strategy	Page number of submitted documents
1	Federated Authentication		
2	Distributed Identity		
3	Multi-Factor Authentication (Proposed Numerous Identity Verification Options)		
4	Customizable Registration & Data Collection Forms		
5	Mobile Optimized Registration Screens		
6	Real-Time Field Validation		
7	Conditional Workflows		
8	Email Confirmation & Password Reset Flows		
9	Comprehensive Analytics		
10	Proposed number of users		
11	Duration and T & C of License		
12	Proposed OEM Support with duration		
13	Any other suggestion from SI		

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*** To be submitted in Envelope B**

Form TQ-41 : Mobile App- Android & iOS

S. No.	Plan	Proposed method and implementation strategy	Page number of submitted documents
1	Proposed Solution Design		
2	Proposed Technical Architecture and technologies / platforms		
3	Available modules and feature		
4	Administration Dashboard		
5	Integration capabilities		
6	Plan for high availability & Scalability		
7	Provision of specialized resources for during development and O&M period		
8	Offline caching capability		
9	Plan for data and application Security		
10	Proposed App and architecture for employee collaboration features		
11	Any other suggestion from SI		

On behalf of [System Integrator

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integration

*** To be submitted in Envelope B**

Form TQ:42: Request for Clarifications /pre-bid queries

Bidders requiring specific points of clarification may communicate with CRPF during the specified period using the following format:

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
			Tel:
			Fax:
			Email:
S.No	Bidding Document Reference(s)(section number/ page)	Content of RFP requiring Clarification	Points of clarification Required
1			
2			

Note: The name of the organization and the date shall appear in each page of such as document/email in the header or footer portion.

Yours faithfully,

On behalf of [System Integrator]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of System Integrator

Format for Non-Disclosure Agreement to be signed by Bidders before obtaining FRS and detail of existing SELO infrastructure

(Refer – RFP of SELO-TWO Project No. M.V.43/2021-22-ITW-DA-IV dated 01/07/2021)

[The Non Disclosure Agreement needs to be signed by a person duly authorized by the bidder. A copy of the authorisation by the bidder (copy of Board resolution or Power of attorney) should be provided along with the Non - Disclosure Agreement]

[Non Disclosure Agreement to be submitted on duly notarized stamp paper of Rs. 100/-]

This AGREEMENT (hereinafter called the "Agreement") is made on the _____ day of the month of _____, _____, between, President of India through DIG(IT), CRPF, Block -1, CRPF HQ, CGO Complex, Lodhi Road, New Delhi-110003, on the one hand, (hereinafter called the "Purchaser") and, on the other hand, [Name of the Bidder] (hereinafter called the "Bidder") having its registered office at [Address] WHEREAS

1. the Purchaser has issued a public notice inviting various organisations for '**SELECTION OF SYSTEM INTEGRATOR FOR DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF IT INFRASTRUCTURE FOR SELO-TWO PROJECT FOR THE CRPF**' (hereinafter called the "Project") of the Purchaser;
2. the Bidder, having represented to the "Purchaser" that it is interested to bid for the proposed Project;

The Purchaser and the Bidder agree as follows:

1. In connection with the "Project", the Purchaser agrees to provide to the Bidder a Document on **Existing SELO infrastructure and proposed FRS of SELO-TWO Application** vide the Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
2. The Bidder to whom this Information is disclosed shall:
 - a) Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;

- b) Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
 - c) Use the Information only as needed for the purpose of bidding for the Project;
 - d) Except for the purpose of bidding for the Project, the bidder shall not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information; and
 - e) Undertake to document the number of copies it makes on completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.
3. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
 4. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information.
 5. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliates, successors and assigns.
 6. This Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

_____ (signature and company seal)

Name:

Designation:

Contact Details:

PRE CONTRACT INTEGRITY PACT

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on.....day of the month of2021, between, on one hand, Central Reserve Police Force, Block-1, CGO Complex, Lodhi Road, New Delhi-110003 acting through Shri, Designation of the officer, (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s.

...represented by Shri....., Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure, DESIGN, DEVELOPMENT AND IMPLEMENTATION OF SELO- TWO ERP with one year warranty post go live and 06 years Operation and maintenance contract OF SELO-TWO project and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Central Public Sector Unit.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications

by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows

1. Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following :-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

3.3 * BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 * BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid / contract.

3.5 * The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BBIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/sake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any public Sector Enterprise in India or any Government Department in India that could justify

BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason

5. Earnest Money (Security Deposit)

As mentioned in the Tender Document.

6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

- i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a county other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the

BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

- vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation /rescission and the BUYER shall be entitled to deduct the amount so payable from the money(S) due to the BIDDER.
- vii) To debar the BIDDER from participating in future bidding processes of the Coal India Ltd. For a minimum period of five years, which may be further extended at the discretion of the BUYER.
- viii) To recover all sums paid in violation of this Pact by BIDDER(S) to any middleman or agent or broker with a view to securing the contract.
- ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the Bidder, the same shall not be opened/
- x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

7.1 The BIDDER undertakes that it has not supplied / is not

supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

- 8.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors as given in the Tender document para 55). **Page No. 87**
- 8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 8.3 The monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 8.6 The BIDDER(S) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and

unconditional access to his project documentation. The same is applicable to Subcontractor. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

- 8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 8.8 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and place of Jurisdiction

This Pact is subject to India Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions.

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from date of its

signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and BIDDER/Seller, including warranty period, whichever is later. In case, BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sig this Integrity Pact at
on

BUYER

Name of the Officer
DIG(IT) CRPF on behalf of
President of India
CRPF, Block-1, CGO Complex
Lodhi Road, New Delhi-03

BIDDER

CHIEF EXECUTIVE OFFICER

Witness


1

2

Witness

1

2

Government eProcurement System		eProcurement System Government of India		
		Tender Details		
		Date : 02-Jul-2021 04:56 PM		
		 Print		
Basic Details				
Organisation Chain	DG,CRPF,MHA Works and Communication,CRPF,MHA Communication Sector,CRPF,MHA EDP or IT Branch,CRPF,MHA			
Tender Reference Number	M.V-43/2021-22-ITW-DA-IV			
Tender ID	2021_CRPF_636620_1			
Tender Type	Open Tender	Form of contract	Turn-key	
Tender Category	Services	No. of Covers	2	
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No	
Payment Mode	Not Applicable	Is Multi Currency Allowed For BOQ	No	
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No	
Cover Details, No. Of Covers - 2				
Cover No	Cover	Document Type	Description	
1	Fee/PreQual/Technical	.pdf	RFP for design, development, deployment and maintenance of SELO TWO ERP- PQ documents	
		.pdf	Technical bid / proposals	
		.pdf	All forms and Appendices of RFP duly filled and signed.	
		.pdf	Bid security declaration as mentioned in RFP	
		.pdf	compliance sheet of technical criteria and Pre qualification criterial as per RFP	
2	Finance	.xls	Financial bid as per format available in RFP clearly indicating break up as requested in RFP	
Other Important Documents				
S.No	Category	Sub Category	Sub Category Description	Format/File
1	Certificate Details	Registration Certificate	Registration Certificate Details	
2	Certificate Details	Bidders Address Format	Bidders Address Format Details	
3	Certificate Details	Affidavit regarding correctness of bid	Required in tender document in bidder file 1	
4	Certificate Details	Affidavit regarding No Near Relative working in department	Affidavit regarding No Near Relative working in department	
5	Certificate Details	Service Tax	Service Tax	
6	Certificate Details	GST Registration Certificate	GST Registration Certificate	
7	Certificate Details	Bank Solvency Certificate	Bank Solvency Certificate	
8	Certificate Details	The Micro, Small and Medium Enterprises Certificate	The Micro, Small and Medium Enterprises Certificate	
9	Financial Details	Annual Turn Over Details	Annual Turn Over Details	

10	Financial Details	Bankers Details	Bankers Details	
11	Financial Details	Annual Turn over certificates from CA	Annual Turn over certificates from CA	
12	Financial Details	Audited Profit and Loss Account and Balance Sheet Details for last 3 Years	Audited Profit and Loss Account and Balance Sheet Details for last 3 Years	
13	Litigation Details	Litigation Details	Litigation Details	
14	Man Power Details	Miscellaneous Docs	Miscellaneous Docs	
15	Work Details	Works Completed	Works Completed Details	eProc_WorksCompleted.xls
16	Work Details	Existing Commitments	Existing Commitments Details	eProc_ExistingCommitments.xls
17	Work Details	Works for which Bids submitted	Works for which Bids submitted details	eProc_BidsAlreadySubmitted.xls
18	Work Details	Quantity of Work Done	Quantity of Work Done Details	eProc_QuantityWorkDone.xls
19	Work Details	Principle place of Business	Proposed SubContractors Details	
20	Work Details	Work Completed Certificate Copies	Work Completed Certificate Copies	
21	Work Details	Existing Work Order Commitment	Ongoing Work Order Details with percentage of work completed	

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	0.00	EMD through BG/ST or EMD Exemption Allowed	No
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	Nil	EMD Payable At	Nil

Work /Item(s)

Title	RFP for Design, Development, Deployment and maintenance of SELO TWO ERP				
Work Description	RFP for Design, Development, Deployment and maintenance of SELO TWO ERP				
Pre Qualification Details	As per RFP documents				
Independent External Monitor/Remarks	Shri Vivek Rae IAS (Retd) 171 Gulmohar Enclave New Delhi 110049 Mob 9871412828 Res 01126950724 and Smt Anita Chaudhury (IAS (Retd) Block T 28 11 DLF III Gurgaon Haryana 122002 Mob No 9899111169 Res 01244046619				
Show Tender Value in Public Domain	No				
Tender Value in ₹	0.00	Product Category	Info. Tech. Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	270	Period Of Work(Days)	365
Location	CRPF DTE, BLOCK-1, CGO COMPLEX, LODHI ROAD	Pincode	110003	Pre Bid Meeting Place	LODHI ROAD, DELHI
Pre Bid Meeting Address	4TH FLOOR, BLOCK-1, CGO COMPLEX, LODHI ROAD, DELHI	Pre Bid Meeting Date	20-Jul-2021 11:00 AM	Bid Opening Place	DELHI
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	02-Jul-2021 05:00 PM	Bid Opening Date	30-Sep-2021 03:30 PM
Document Download / Sale Start Date	02-Jul-2021 05:30 PM	Document Download / Sale End Date	29-Sep-2021 03:00 PM
Clarification Start Date	02-Jul-2021 05:30 PM	Clarification End Date	31-Jul-2021 05:00 PM
Bid Submission Start Date	01-Sep-2021 09:00 AM	Bid Submission End Date	29-Sep-2021 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Notice for Inviting Tender SELO TWO ERP	682.77

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	BOQ	BOQ_670067.xls	BOQ FOR SELO TWO ERP	289.50
	2	Additional Documents	SLA_RFP_PART_2.pdf	RFP PART 2 SERVICE LEVEL AGREEMENT	1771.91
	3	Additional Documents	RFP_APPENDIX_C_FORMS.pdf	APPENDIX C OF THE RFP - FORMS TO BE SUBMITTED	1908.24
	4	Additional Documents	RFP_APPX_D_NDA_Form.pdf	Non Disclosure Agreement Form	183.41
	5	Additional Documents	RFP_APPX_E_Integrity_pact_format.pdf	Integrity Pact Format	103.18
	6	Tender Documents	TED_SELO_TWO.pdf	TED for Design, development, Deployment and Maintenance of SELO TWO ERP	4713.20

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	devbanyal@gmail.com	Devender Singh	DEVENDER SINGH
2.	esk921@gmail.com	Satheesh Kumar	E. Satheesh Kumar
3.	digit@crpf.gov.in	SHANKAR DUTT PANDEY	SHANKAR DUTT PANDEY
4.	riskyraosab@gmail.com	KARMVEER SINGH YADAV	KARMVEER SINGH YADAV

GeMARPTS Details

GeMARPTS ID	KSH40CW901RG
Description	DESIGN, DEVELOPMENT, DEPLOYMENT AND MAINTENANCE OF SELO TWO ERP
Report Initiated On	02-Jul-2021
Valid Until	01-Aug-2021

Tender Inviting Authority

Name	DIG(IT) DIRECTORATE GENERAL CRPF
Address	3RD FLOOR, BLOCK-1, CGO COMPLEX, LODHI ROAD, DELHI-110003

Tender Creator Details

Created By	KARMVEER SINGH YADAV
Designation	Dy. Comdt.
Created Date	01-Jul-2021 07:12 PM