

Government of India
Central Pension Accounting Office
Trikoot-2, Bhikaji Cama Place
New Delhi
(Visit us at www.cpao.nic.in)

No. CPAO/Admn./Manpower support/2017-18/ 38

Dated: 28-04-2017


Tender Document

NOTICE INVITING TENDER FOR HIRING OF IT PROFESSIONALS IN CPAO

S No	Particulars	Date & Time
01	Date of Issue of Tender Document	28-04-2017
02	Last date & time of submission of tender documents along with Demand Draft/Bankers cheque	22-05-2017 till 1:00 PM
03	Pre-bid Meeting	08-05-2017 at 3:00 PM
04	Date & Time for opening of tender document	23-05-2017 at 3:30 PM
05	Opening of Technical bids	23-05-2017 at 3:30 PM
06	Opening of Financial bids	02-06-2017 at 3:30 PM

Website for Online bid Submission: <https://eprocure.gov.in>

KINDLY NOTE THAT ONLY ONLINE BID WILL BE CONSIDERED AGAINST THIS TENDER.


Sr. Accounts Officer (Admn)

CENTRAL PENSION ACCOUNTING OFFICE

Government of India, Ministry of Finance

Department of Expenditure

**Trikoot-II, Bhikaji Cama Place,
New Delhi-110066.**

Request for Proposal (RFP)

Hiring of IT Professionals on Outsourced Basis

Tender No.: CPAO/Admn/Manpower support/2017-18/38



1. Invitation for Hiring of IT Professionals On Outsourced Basis

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1. Invitation for Hiring Of IT Professionals On Outsourced Basis

E-Tenders (RFP) are Invited by the Central Pension Accounting Office, Department of Expenditure, Ministry of Finance under two bid systems i.e. PART-1: Technical Bid and Part-2: Financial Bid from Reputed ICT service providers offering total IT solutions and services for providing 19 IT Manpower on Outsourced Basis in Central Pension Accounting Office Trikot-2, Bhikaji Cama Place New Delhi-66 for a period of one year extendable upto three years (one year at a time).

The interested service providers may submit the tenders online at www.eprocure.gov.in in two bids systems i.e. (i) Technical Bid and (ii) Financial Bid in the prescribed Performa. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

Tender No.	
Name of Tendering Party	Sr. Accounts Officer (Admn.) Central Pension Accounting Office Trikoot-II, Bhikaji Cama Place New Delhi-110066.
Site Location	Central Pension Accounting Office Trikoot-II, Bhikaji Cama Place New Delhi-110066.
Contract Persons	Sh. R. K. Jain Sr. Accounts Officer (Admn.) Central Pension Accounting Office Trikoot-II, Bhikaji Cama Place New Delhi-110066.
Place of opening of bid	Central Pension Accounting Office Trikoot-II, Bhikaji Cama Place New Delhi-110066.
Validity of Bid	The bid must be valid for 90 days from the last date of submission of bid.

Activity	Date
Date of Publication on www.eprocure.gov.in or www.cpao.nic.in	28-04-2017
Downloading of the Tender Document	From the next day of its publication on the www.eprocure.gov.in or www.cpao.nic.in
Seek Clarifications – Start Date	2 Days after its publication
Seek Clarifications – End Date	2 days before the pre-bid meeting
Pre-bid meeting	08-05-2017 at 03:00 PM in Central Pension Accounting Office Trikot-2, Bhikaji Cama Place New Delhi-66
Online bid uploading - start date	28-04-2017
Online bid uploading - end date	22-05-2017 at 1:00 PM
Opening date of bid	Technical Bid -23-05-2017 at 3:30 PM
	Financial Bid -02-06-2017 at 3:30 PM

1.1. Background Information

The Central (Civil) pensions are authorized through Central Pension Accounting Office (CPAO) functioning under the Controller General of Accounts. CPAO is administering the 'Scheme for payment of Pensions to Central Government Civil Pensioners by authorized Banks (both Public Sector and some Private sector Banks)'. It functions include:

- Issue of Special Seal Authorizations (SSAs) for pension payments to Authorized Banks.
- Preparation of budget for the Pension Grant and accounting thereof.
- Reconciliation with and performance review of banks with respect to pension payments and disbursements.
- Coordination with Ministries/Departments/Banks on pension payment, budget and accounting matters.
- Internal Audit of pension payment by Banks.
- Grievance Redressal of Pensioners.

The coverage of the Scheme extends to all pensioners of the Central Government employed in Civil Ministries/Departments (other than Railways, Posts, and Defense), National Capital Territory of Delhi, Union Territory administrations without legislatures, retired Judges of the High Courts and the Supreme Court and All India Service Officers. This Scheme also covers payment of pension to freedom fighters, former Members of Parliament and the payment of pension and other amenities to the former presidents/Vice Presidents of India.

CPAO was created with primary objective of simplifying procedure and reducing the number of agencies for pension payment and to expedite the process of authorization, revision and transfer of pension through Authorized Banks.

The working of CPAO is fully computerized and it maintains a databank of Central (Civil) Pensioners. Over 12 lakh pensioners are provided pension related services by the CPAO through about 70000 paying bank branches all over the country.

Current projects running in CPAO

1. Running and maintenance of software PARAS

Pension Authorisation Retrieval and Accounting System abbreviated as PARAS is lifeline software of pension matters for Government. It is run by CPAO and through this software new Pension Payment Orders are issued & Revision cases are dealt. It also caters General Dak answering queries and grievances of pensioners located all over India and RTI & legal cases.



2. **E-scroll project**

This project helps CPAO to monitor financial transactions with banks who claim amount paid to pensioner from RBI. These claims are received from Central Pension Processing Centres (CPPC) of different banks as e-scrolls in text files.

3. **E-PPO Project**

Under this activity, Digitally signed pension documents are electronically received from different Pay and Accounts Offices and digitally signed Special Seal Authorities are sent to banks electronically through specially designed software.

4. **E-revision**

Changes in pension as a result of various Government orders on recommendations of successive Pay Commissions are carried out by CPAO. It requires modification in software and data base from time to time to implement the orders in respect of over one million pensioners.

5. **NPS-AR module**

Under New Pension Scheme which was launched in 2004, CPAO is making payment of death/disability pension and doing budget control and monitoring. The data of subscribers under this scheme is kept and maintained electronically. CPAO makes direct payment under this scheme to beneficiaries' accounts.

6. **Grievances Handling Mechanism**

Grievances of pensioners are being received via website and e-mails, besides on telephone and post etc. Records of all the grievances are kept in Database. CPAO is also managing newly created Web Responsive Pensioners Services (WRPS)' which has Pensioner's Information Service, Grievance Redressal and Retiring Employees Module.

7. **CPAO-Portal/Website**

CPAO website provides information to pensioners, Pay and Accounts Offices and Banks related to status of pension payment, Government orders on pension matters issued from time to time and other miscellaneous information. This website is required to be operated regularly.



1.2. Manpower Requirement on Outsourced Basis

CPAO requires following technical manpower to assist in ICT applications development, Database management, rollout, training and maintenance activities at its place.

S.No.	Position	No of Posts
1	Database Administrator	2
2	Team Lead (.Net)	3
3	Team Lead (Java)	1
5	Sr. Software Developer (.Net)	6
6	Sr. Software Developer (PHP)	2
7	Sr. Software Developer (Oracle forms & reports)	2
9	Software Developer (.Net)	3
Total		19

Note: Detailed Qualification requirement is available in Annexure-I(i) to I(vii). The agency will provide manpower matching with the qualification, experience and skills requirement as mentioned.



2. INSTRUCTION TO BIDDERS (ITB)

2.1. Eligibility Criteria:

- 2.1.1.** The bidders must be agencies offering total IT/ITES solutions and services, for at least three years. The bidders average turnover from total IT solutions and services should be more than Rs.10,00,00,000/- (Rupees Ten Crores) in each of the preceding three years viz. 2013-14, 2014-15 and 2015-16. A certificate, in original, from a chartered accountant on the turnover from total IT solutions for the reference years may be submitted.
- 2.1.2.** Data Entry Agencies, HR staffing companies, placement and security personnel services providers and non IT firms are not eligible for this tender.
- 2.1.3.** The bidders must have themselves developed/Customized/implemented/supported at least three software projects of value more than Rs.1,00,00,000Cr (Rs One Crore only) each in each of the above referenced years. Copies of Purchase orders and completion certificate from the clients can be submitted as supporting documents and Information, on the total nine projects in three years, may be furnished as per **Annexure 'II'**. Projects, where the bidders have supplied manpower for software development work, will not be considered.
- 2.1.4.** The bidder should be registered with the Service Tax department and having a valid PAN.
- 2.1.5.** Should produce Articles of Association (in case of registered firms), Bye laws and certificates for registration (in case of registered co-operative societies), Partnership deed (in case of partnership firm).
- 2.1.6.** An undertaking (self-certificate) that the bidder hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of similar services.
- 2.1.7.** The bidders should have an operational website.
- 2.1.8.** The bidder should be a CMM Level 5 company.
- 2.1.9.** The bidder firm should have at least 50 IT professionals on their payrolls.

In order for their bids to be considered, the Bidders are requested to furnish documents for each of the above clauses.



2.2. Scope of Tender

2.3. Towards e-governance initiatives, CPAO proposes to engage an agency to provide technical manpower to assist in ICT applications development, Database management, rollout, training and maintenance activities.

2.3.1. Educational Qualifications and Experience of the technical manpower being supplied by these Agencies to be deployed are indicated in Annexures I (i) to I(vii).

2.3.2. The engagement will be initially for a period of one year, which can be extended through mutual consent for a further period of two years (one year at a time).

2.3.3. The technical manpower being provided by the agency under various resource categories will work under the supervision of CPAO/Department project coordinators.

2.3.4. Selected Agency will work for on-going/new projects. Such work will be for a definite period and will not amount to any kind of employment obligation on the part of CPAO/User.

2.3.5. The performance and discipline of the resources provided by the bidder should be ensured by the agency.

2.3.6. Regular progress reporting and review of the same with the concerned CPAO/Department Project coordinator will be an integral part of the responsibility of the agency.

2.3.7. Timely production of quality output will be an overarching responsibility of the empanelled agencies.

2.3.8. The Project plan including scope of work, job requirements, time lines and resource requirements shall be finalized by the concerned division at CPAO/Department. These resources shall be engaged as per the requirements of the project.

2.4. Method of engagement :-

2.4.1. Man Month basis :- The hiring of technical manpower resources shall be on man month basis to carry out the IT related work such as consultancy, s/w development, networking etc. work or other responsibilities as per the requirement under various projects by Central Pension Accounting Office (CPAO).

2.4.2. The agency need to submit bid for all the positions. Part bid will be rejected.



3. Bidding procedure

- 3.1.1.** Bidders are advised to study the Bid Document carefully. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the bidder's risk and may result in the rejection of the bid.
- 3.1.2.** Bids will be accepted only on-line through <http://eprocure.gov.in/eprocure> via two bid system Technical Bid & Financial Bid. The last date of submission of quotations is 18-05-2017 by 01:00 PM. For further, details and obtaining of the tender documents, tender notices may be seen at the website of Central Pension Accounting Office at <http://cpao.nic.in> under the section "Tenders" or www.eprocure.gov.in. Quotations received after stipulated date and time shall not be entertained. The on-line Technical Bids will be opened at 03:30 PM on 18-05-2017 in Central Pension Accounting Office, Trikoot-II, Bhikaji Cama Place, New Delhi-110066. Financial bids of only technically qualified bidders will be opened.
- 3.1.3.** All bids must be accompanied by a bid security for the amount of Rs. 2,50,000/- (Rupees Two Lakhs and Fifty Thousands only) in the form of a bank draft issued by Nationalized Bank in favor of " PAO, CPAO" Payable at New Delhi.
- 3.1.4.** Bid not accompanied by bid security will be summarily rejected.
- 3.1.5. Forfeiture of Earnest Money Deposit/Security Deposit:**
- 3.1.5.1.** The Earnest Money Deposit can be forfeited if a Bidder.
- 3.1.5.1.1.** Withdraws its bid during the period of bid validity.
- 3.1.5.1.2.** Does not accept the correction of errors.
- 3.1.5.1.3.** In case of the successful Bidder fails to sign the contract within the stipulated time.

Note: Fax/telex and incomplete offers will be rejected. The Chief Controller of Pension, CPAO, Trikoot-II, Bhikaji Cama Place, New Delhi-110066 has right to accept or reject or all bids received at his discretion without assigning any reasons whatsoever.



3.1.5.2. Pre bid meeting:

3.1.5.2.1. CPAO will hold a pre bid meeting with the prospective bidders at 03:00 PM on 08-05-2017 in Central Pension Accounting Office, Trikoot-II, Bhikaji Cama Place, New Delhi-110066. Queries received, from the bidders, two days prior to the pre bid meeting will be addressed. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Sh. R. K. Jain, Sr. Accounts Officer (Admn.), e-mail srao-cpao@gov.in , admn.cpao@gmail.com fax no. 011-26167326 or by post will before the closing date of submitting the tender in following format.

<i>Bidder's Request for Clarification</i>		
<i>Name of Organization submitting request</i>	<i>Name & Position of person submitting request</i>	<i>Address of Org. including phone, Fax, e-mail Points of Contact</i>
		Tel: Fax: e-Mail:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content or RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			
4.			
5.			
6.			

3.1.6. Last date for uploading of bids

- 3.1.6.1.** Bids, complete in all respects, must be uploaded on the mentioned site by the due date and time. In the event of the specified date for the submission of Bids being declared a holiday, the Bids can be uploaded up to the appointed time on the next working day for which CPAO will make necessary provisions.
- 3.1.6.2.** CPAO may, at its own discretion, extend the date for uploading of bids. In such a case all rights and obligations of CPAO and the Bidders shall be applicable to the extended time frame.
- 3.1.6.3.** As the bids can be uploaded only up to the defined date and time, there can't be any late bids. CPAO will not be responsible for any delay in obtaining the terms and conditions of the tender or uploading of the bid on e-procurement portal before the due date and time of submission.
- 3.1.6.4.** The offers submitted as documents, by telex/telegram/fax/Email or any manner other than specified above will not be considered. No correspondence will be entertained on this matter.
- 3.1.6.5.** At any time prior to the last date for receipt of bids, CPAO, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by an amendment. The amendment will be notified on CPAO's website

www.cpao.nic.in as well as on e-procurement portal www.eprocure.gov.in and should be taken into consideration by the prospective bidders while preparing their bids.

3.1.6.6. In order to give prospective bidders reasonable time to take the amendment into account in preparing their bids, CPAO may, at its discretion, extend the last date for the receipt of bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result in forfeiture of Bidder's EMD.

3.1.6.7. The bidders will bear all costs associated with the preparation and submission of their bids. CPAO will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.

3.2. Bid Price:

3.2.1. It is mandatory for the bidders to quote the prices for providing services of outsourced IT Professionals as specified in Section V. Bidders shall quote for the entire package on a single responsibility basis for the services, proposed to be provided under the contract. Part bill shall not be accepted and bidder has to provide IT Professionals for all the positions.

3.2.2. Prices should be quoted in Indian Rupees (INR).

3.3. Bid Security:

3.3.1. The Bidder shall furnish as part of its bid, Bid Security for an amount of Rs. 2,50,000/- (Rupees Two Lakhs and Fifty Thousands only) in the form of a nationalized bank/scheduled bank Pay Order and Demand Draft in favour of "Pay & Accounts Officer, CPAO" payable at New Delhi.

3.3.2. Unsuccessful bidder's bid security will be discharged/returned as promptly as possible without any interest.

3.3.3. The successful bidder's Bid Security will be discharged upon the bidder's signing the Contract and furnishing the Performance Security.

3.3.4. The Bid Security amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

3.3.5. The bid/proposal submitted without Bid Security, mentioned above, will be summarily rejected.

3.3.6. The Bid Security may be forfeited:

3.3.6.1. if a Bidder withdraws his bid during the period of bid validity specified by the bidder.

3.3.6.2. In case of a successful bidder, if the bidder fails to sign the Contract or to furnish performance security.

3.3.7. Period of validity of bid:

3.3.7.1. The bid shall remain valid for 90 days after the last date of submission of bid. If any bidder withdraws his tender before the said period the Purchaser shall without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security absolutely.



3.4. Clarification of Technical Bids:

3.4.1. To assist the examination, evaluation and comparison of Technical Bids the Purchaser may at its discretion, ask the bidder for clarification of its bid within three weeks of the opening of the tender. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

3.5. Evaluation of Technical Bids (Annexure-II):

3.5.1. The Technical bid will carry maximum marks of 100. The maximum mark for each activity of technical bid is assigned below:

3.5.1.1. The technical bids will be scrutinized by Technical Evaluation Committee (TEC) on the basis of basic eligibility criteria. Thereafter, the short listed bidder may require making presentation and/or written submissions before a Evaluation Committee constituted for the purpose. The presentation will broadly cover the following:-

S.No.	Criteria	Criteria for point allocation	Max Marks
a)	The background of the organization/Agency (Financial & the Establishment)	Financial Strength Based on Average annual turnover =(10) Personnel and Establishment=(10)	20
b)	Details of major previous IT/ITES outsourcing contract executed during the last three years and details of providing such manpower to the Govt./Semi-Govt./Universities/Institutes/Autonomous bodies	9 contracts =>1 Crore=20 9 or more contracts=>2 Crore=30 9 or more contract=>3 Crore=40	40
c)	Minimum 3 years of experience in providing IT/ITES outsourcing contract executed during the last three years and details of providing such manpower to the Govt./Semi-Govt./Universities/Institutes/Autonomous bodies	<3 years=Nil 3-4 years=10 4-5 years=15 >5 years=20	20
d)	Satisfactory performance certificates from previous/current major clients(Central/State Govt Ministries Departments/PSU/Autonomous Bodies) for last three consecutive years	<9 clients = Nil 9clients =10 10-12 clients =15 >12 clients =20	20

On the basis of preliminary evaluation of technical bids, the Technical Evaluation Committee (TEC) constituted for the purpose of the Evaluation of the tenders may find it necessary to visit the organizations/or may confirm on phone the quality of performance and/or may visit tenderer's official working place. The Committee will shortlist the bids according to quality, capabilities and skills of the tenders. The financial bids of only short listed tenderers who are found technically suitable shall be open for evaluation.

The decision arrived at for short listing the tenderers by the Committee and the Competent Authority in CPAO, New Delhi shall be final and binding upon all the tenderers.



3.6 Documents to be attached with technical bids:

01	Registration Certificate
02	Copy of TIN Registration Certificate
03	Copy of PAN/TAN Card
04	Copies of Articles of Association (in case of registered firms), Bye laws and certificates for registration (in case of registered co-operative societies), Partnership deed (in case of partnership firm).
05	Certificate regarding CMM Level 5 company
06	Copies of Income Tax Return filed for last three financial years
07	Copies of audited A/c statements i.e. Balance sheets and Profit & Loss A/c for last three financial years duly attested by CA
08	Details of major previous IT/ITES outsourcing contract executed during the last three years and details of providing such manpower to the Govt./Semi-Govt./Universities/Institutes/Autonomous bodies
10	Proof of experience of at least three years in providing IT Professional on outsourced basis
11	Affidavit of Notary regarding blacklisting or otherwise
12	Copy of license to run outsourcing services or similar kind of services from concerned Govt. Authorities.
13	Proof of annual turnover in outsourcing services
14	Copy of PF and ESI registration certificate

3.6.1 CPAO will examine the Technical Bids to determine whether:

3.6.1.1. They are complete.

3.6.1.2. They are free from computational errors

3.6.1.3. Required sureties have been furnished.

3.6.1.4. The documents have been properly signed.

3.6.1.5. Certificate to the effect that the bidder will appoint the same personnel whose CVs have been attached with the bids.

3.6.2. Evaluation of Technical Bids shall be done based on the information furnished by the bidder. The conformity of the Technical Bids to the technical specifications shall be examined.

3.6.3. The Purchaser will examine the Technical Bids to determine:

3.6.3.1. The substantial responsiveness of each bid to the bidding. For purpose of these clauses, a substantially responsive bid is one which conforms to all

technical specifications and terms and conditions of the bidding documents without material deviations. The purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

3.6.3.2. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.

3.6.4. CPAO may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving does not prejudice or effect the evaluation of bid.

In order to obtain any clarification on technical and financial bids submitted by the bidders, CPAO may call for a meeting if considered necessary.

3.7. Financial Bid Evaluation

3.7.1. After approval of the Technical Evaluation Committee (TEC) report by the competent authority, the processing of the second stage will commence with the opening of the Financial Bids of only the technically qualified Bidders on the prescribed date in the presence of bidder representatives. A Financial Evaluation Committee (FEC) would scrutinize the commercial bids. The bids, found lacking in strict compliance to the commercial bid format will be rejected straightaway.

3.7.2. The bid price shall be in Indian Rupees excluding the taxes and levies.

3.7.3. Any conditional bid would be rejected.

3.7.4. Financial Bid score will be calculated as under:-

Financial score = $(\text{Lowest financial quote} / \text{Agency's financial quote}) \times 100$

3.8 H1 Agency will be selected after taking into account combined score of technical evaluation and financial evaluation as under:-

Total score = Technical Score \times 70% + Financial Score \times 30%

Example: If , in response to this NIT, three bids, A, B & C are received and the Evaluation Committee awarded them 75, 80 and 90 marks respectively, all the three proposals would be technically suitable. Further, if the quoted price of bids A, B & C are Rs. 120, 100 and 110 respectively, then the following points for financial bids will be given.

A : $100/120 = 83$ points

B : $100/100 = 100$ points

C : $100/110 = 91$ points

In the combined evaluation, the process would be as follows :

Bid A : $75 \times 0.7 + 83 \times 0.3 = 77.4$

Bid B : $80 \times 0.7 + 100 \times 0.3 = 86$



$$\text{Bid C : } 90 \times 0.7 + 91 \times 0.3 = 90.3$$

Bid C would be considered the H1 and would be recommended.

3.9. CPAO reserves the right to accept or reject any or all Bids:

3.9.1. The Purchaser reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders of the grounds for the Purchaser's action.

3.9.2. The acceptance of tender will rest with Purchaser who does not bind himself to accept the any specific bid and reserves himself the right to reject any or all tenders received without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

3.9.3. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the bidders who resort to canvassing will be liable to rejection.

3.9.4. It may be noted, that the technical bids of all the tenderers will be opened first and evaluated. Financial bids of only those who qualify technically will be opened. For those who do not qualify, the financial bids shall not be opened.

4. Notification of Award

4.1. Prior to the expiry of period of bid validity, the CPAO will notify the successful bidder in writing by registered letter or cable or telex or fax or email, to be confirmed in writing by registered letter, that their bid has been accepted.

4.2. The notification of award will constitute the formation of the contract.

4.3. Upon the successful bidder's furnishing of Performance Security, the CPAO will promptly notify each unsuccessful bidder and will discharge its bid security.

5. Signing of Contract (Annexure IV):

5.1. CPAO will notify the successful bidder that its bid has been accepted the CPAO will send the Bidder the Contract Form provided in the Bidding Documents, incorporating all agreements between the parties.

5.2. Within 5 days of receipt of Contract Form, the successful Bidder shall come to Central Pension Accounting Office, Trikoot-II, Bhikaji Cama Place, New Delhi-110066.

5.3. Performance Security and Annulment of the Contract (Annexure-V).

5.4. Within 15 days of the receipt of notification of award from the CPAO, the successful Bidder shall furnish the Performance Security in accordance with the



Conditions of Contract, in the Performance Security From provided in the bidding Documents.

- 5.5.** Failure of the successful Bidder to comply with the requirement as above shall continue sufficient grounds for the annulment of the award and forfeiture of the bid security.

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6. Responsibilities of the Bidder

- 6.1.1.** For the deployment of technical professionals in CPAO , the selected bidder, on demand from CPAO, shall forward list of at least two eligible candidates against each position alongwith the qualification/experience and skill checklist duly filled to CPAO. A duly constituted Selection Committee from CPAO/NIC will select the candidates for deployment to the projects based upon the scores arrived at as mentioned in Annexures I(i) to I(vii). The bidder will post only the recommended candidates to the projects. The names of candidates, rejected by the selection committee will not be forwarded again for a period of three months.
- 6.1.2.** The bidder will deploy the requisite manpower within 10 days of placing the work order by CPAO. Beyond ten days a penalty of Rs.1000/- (Rupees One Thousand only) per day per person will be levied for a period of 10 days and after that the work order will be cancelled and manpower obtained from alternate sources at the risk and cost of the defaulting bidder. The work order cancellation charges will be applicable.
- 6.1.3.** The agency is liable for damages on account of any violation by the employees engaged under the Information Technology Act and other prevalent laws of the country.
- 6.1.4.** Agency shall provide an undertaking for the implementation of Data Confidentiality and privacy of the projects undertaken.
- 6.1.5.** In case, the person employed by the Agency commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work / project and any other necessary action as required by CPAO and provisions of the legal framework of the country.
- 6.1.6.** The Agency shall replace immediately any of its personnel who is found unacceptable to this Department because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from CPAO.
- 6.1.7.** The empanelled agencies will mandatorily pay the prescribed amount to the hired employees as mentioned in financial bid. CPAO will not reimburse any amount towards Provident Fund, Employees Insurance or Bonus. These issues must be settled between the empanelled agencies and the manpower supplied by them from time to time

6.2. Liability of the Agency:

- 6.2.1.** Agency shall be liable for all acts of omissions and commission by its employees engaged under this empanelment and CPAO shall stand insulated against aggrieved third-party complaints against any civil or criminal actions of the service provider or its employees.
- 6.2.2.** Agency to indemnify for non-compliance with the specifications given to create the software, for any intellectual property infringement of any third party, for any employee-related claims, for any personal injury or property damages, etc.

Note: CPAO Reserves the Right to reject any Candidate(s) at the time of Interview or after the selection without giving any reason.



6.3. PAYMENT PROCESS

- 6.3.1.** A pre-receipted bill (three copies) in the name of CPAO, along with a certificate of satisfactory performance (Monthly performance report) from the CPAO/ User project coordinator for the project will have to be submitted for each of the hired manpower resource as mentioned in the work order issued to the agency.
- 6.3.2.** An invoice will contain the items ordered under one Work order only. Bill / Invoice shall not be combined for more than one work order.
- 6.3.3.** Payments shall be subject to deductions of any amount for which the vendor is liable under the empanelment or tender conditions. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the current Income-Tax Act.
- 6.3.4.** Payments will be made at the end of each month for the period of engagement.
- 6.3.5.** Payments will be made as per the actual number of engagements during the month and number of days of attendance for each individual during the month.
- 6.3.6.** All payments will be made through e-payment mode on PFMS.
- 6.3.7.** In case the submission of bills to CPAO, along with the necessary documents i.e. Performance Reports etc., is delayed by the Vendor beyond 30 days from the date of issue of Performance Report etc. the entire liability towards payment of interest/penalty to the tax authorities would be on the cost of Vendor so that CPAO is not burdened unnecessarily with this amount. The entire amount will be deducted from the payment due to Vendor.



General Conditions of Contract (GCC)

Definitions

1. In this Contract the following items shall be interpreted as indicated:
 - (a) "The Contract" means the agreement entered into, between the Purchaser and the Supplier, as recorded in the contract form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
 - (b) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its Contractual obligations;
 - (c) "The Purchaser" means the Organization or its authorized representative, getting the services.
 - (d) "The Supplier" means the service provider under this Contract.

2. Application

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3. Performance Security (Annexure V)

Within 15 days after the receipt of notification of award of the Contract, the Supplier shall furnish performance security of Rs 6,00,000 (Rs. Six Lacs only) or 5% of the value of the contract whichever is more to the Purchaser valid up to 60 days after the date of completion of the contract.

The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

The performance Security shall be in one of the following forms :

- (a) A Bank Guarantee issued by a nationalized/scheduled bank located in India, and in the form provided in the Bidding documents or another form acceptable to the Purchaser; or
- (b) A Nationalized/Scheduled Bank's pay order or demand draft in favor of "PAO, CPAO" payable at New Delhi.



4. Liquidated damages:

4.1 If the Supplier fails to maintain, any or all of the equipment or software within the time period specified in the Contract, the Purchaser may at its sole discretion without prejudice to its other remedies under the Contract, deduct from the Contract price as liquidated damages, a sum equivalent to 5.0% (five percent) of price of the delayed services for each week or part thereof, of delay until actual performance, up to a maximum deduction of 25% (twenty five percent) of the delayed services of the Contract price. Once the maximum is reached, the Purchaser may consider termination of the Contract.

5. Termination by default:

5.1 The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to supplier, terminate the Contract in whole or part :

- (a) If the Supplier fails to deliver, within the time period specified in the Contract or any extension thereof granted by the Purchaser.
- (b) If the Supplier fails to perform any other obligation(s) under the Contract.

5.2 In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods similar to those un-maintained goods for any excess costs for such similar goods. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

6. Force Majeure

6.1 Notwithstanding the provision of Clauses above, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to performs its obligations under the Contract is the result of an event or Force Majeure.

6.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

6.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless

otherwise directed by the Purchaser in writing, the supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7. Termination for Convenience

7.1 The Purchaser may, by written notice sent to the Supplier, terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

8. Resolution of Disputes

8.1 The Purchaser and the Supplier shall make every effort to resolve amicable by direct informal negotiation any disagreement of dispute arising between them under or in connection with the Contract.

8.2 If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicable a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the Special Conditions of Contract. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national forum. The mechanism shall be specified in the Special Condition of Contract.

9. Applicable Law

9.1 The Contract shall be governed by and interpreted in accordance with the laws of the Union of India.

10. Notices

10.1 Any notices given by one party to the other pursuant to the Contract shall be sent in writing or by fax/telex/cable and confirmed in writing to the address specified for that purpose in the Special Conditions of Contract.

11. Taxes and Duties

11.1 Prices shall be quoted for all required IT Professionals and administrative charges excluding all applicable taxes and duties.



DATABASE ADMINISTRATOR (NO OF POST : 02)

Sl. No.	Parameters	Parameter of candidates To be filled in by the Firm/Agency	Total Score
1	Qualification BE/B. Tech/MCA with Minimum 8+ Years of Experience		16
2	Professional Certification (PI. attach copies of certificates wherever applicable)		
2.1	MCSD/ Oracle Certified Associate (Yes/No)		4
3	Experience & Skills (Please attach supporting documents) (Years of Experience in the following areas)		
3.1	Experience in one or more of the following areas: Government Finance, Data Processing in Government of India, e-Banking etc. (Number of years)		4
3.2	Experience in designing and developing applications using .NET technologies with Oracle Database & SQL Server Database, Oracle Forms & Reports 10g or 11g (Number of years)		6
3.3	Competence in writing optimized code and Tuned Complex SQL Queries, Strong knowledge of Oracle 10g Database, Oracle 11g Database, MS SQL 2008 and Well versed in SQL, PL-SQL, T-SQL, SOAP , WSDL, UDDI (Number of years)		4
3.4	Solid understanding Microsoft development platform & Oracle Developer Suite. (Yes/No)		3
3.5	Experience in Administration of Oracle Application Server 10g, Oracle Weblogic 11g, SOA Suite, Oracle MFT Installation , Configuration & Administration (Number of Years)		2
3.6	Experience in Application Support for .Net & Oracle Forms & Reports (10g, 11g). (Number of years)		2
3.7	Experience of Database Backup USING RMAN . (Yes/No)		1
3.7	Experience of Database Crash Recovery . (Yes/No)		1
3.8	Knowledge of Digital Signing of PDF Using ItextSharp, Data & File Synchronization using Shell or BASH Scripting etc. (Yes/No)		2
	Total		45



Team Lead .Net (NO OF POST : 03)

Sl. No.	Parameters	Parameter of candidates To be filled in by the Firm/Agency	Total Score
1	Qualification BE/B. Tech/MCA with Minimum 5+ Years of Experience		16
2	Professional Certification (PI. attach copies of certificates wherever applicable)		
2.1	MCSD/ MCPD (Yes/No)		5
3	Experience & Skills (Please attach supporting documents) Years of Experience in the following areas)		
3.1	Experience in one or more of the following areas: Government Finance, Data Processing in Government of India, e-Banking etc. (Number of years)		3
3.2	Experience in designing and developing applications using .NET technologies using MS SQL SERVER & ORACLE Database (Number of years)		5
3.3	Competence in writing optimized code and Tuned Complex SQL Queries, working knowledge of MS SQL 2008 and Well versed in SQL, SSIS, SSRS Reporting. (Number of years)		5
3.4	Solid understanding Microsoft development platform (MVC,ASP.net, VB.net, Webservices (WCF service, WPF), C# windows application). (Yes/No)		5
3.5	Experience in Encryption/Decryption Technologies & Digital Signing Technologies. (Number of years)		3
3.6	Knowledge of JQuery,JSON, angularjs, google maps api, ajax,XML,Crystal Report etc. (Yes/No)		3
	Total		45



Annexure I(iii)

Team Lead .Java (NO OF POST : 01)

Sl. No.	Parameters	Parameter of candidates To be filled in by the Firm/Agency	Total Score
1	Qualification BE/B. Tech/MCA with Minimum 5+ Years of Experience		16
2	Professional Certification (PI. attach copies of certificates wherever applicable)		
2.1	OCAJP(Yes/No)		5
3	Experience & Skills (Please attach supporting documents) Years of Experience in the following areas)		
3.1	Experience in one or more of the following areas: Government Finance, Data Processing in Government of India, e-Banking etc. (Number of years)		3
3.2	Experience in designing and developing applications using .NET technologies using MS SQL SERVER & ORACLE Database (Number of years)		5
3.3	Competence in writing optimized code and working knowledge of MS SQL 2008, Oracle Database 10g/11g, MySQL and Well versed in SQL, Eclipse, Netbeans IDE, LINUX, Windows 2008/2010. (Number of years)		5
3.4	Solid understanding JAVA development platform (Hibernate, MVC, JFC/SWING, JNDI, CORBA, JDBC, JNDI, EJB,). (Yes/No)		5
3.5	Experience in Encryption/Decryption Technologies & Digital Signing Technologies. (Number of years)		3
3.6	Knowledge of JQuery,JSON, angularjs, google maps api, ajax,XML,Java script,JSP, BEANS, APPLETs, JAR FILES, etc. (Yes/No)		3
	Total		45



Sr. Software Developer .Net (NO OF POST : 06)

Sl. No.	Parameters	Parameter of candidates To be filled in by the Firm/Agency	Total Score
1	Qualification BE/B. Tech/MCA with Minimum 3+ Years of Experience		16
2	Professional Certification (PI. attach copies of certificates wherever applicable)		
2.1	MCSD/ MCPD (Yes/No)		5
3	Experience & Skills (Please attach supporting documents) Years of Experience in the following areas)		
3.1	Experience in one or more of the following areas: Government Finance, Data Processing in Government of India, e-Banking etc. (Number of years)		3
3.2	Experience in designing and developing applications using .NET technologies using MS SQL SERVER & ORACLE Database (Number of years)		5
3.3	Competence in writing optimized code and Tuned Complex SQL Queries, working knowledge of MS SQL 2008 and Well versed in SQL, SSIS, SSRS Reporting. (Number of years)		5
3.4	Solid understanding Microsoft development platform (MVC,ASP.net, VB.net, Webservices (WCF service, WPF), C# windows application). (Yes/No)		5
3.5	Experience in Encryption/Decryption Technologies & Digital Signing Technologies. (Number of years)		3
3.6	Knowledge of JQuery,JSON, angularjs, google maps api, ajax,XML,Crystal Report etc. (Yes/No)		3
	Total		45



Sr Software Developer PHP (NO OF POST : 02)

Sl. No.	Parameters	Parameter of candidates To be filled in by the Firm/Agency	Total Score
1	Qualification BE/B. Tech/MCA with Minimum 3+ Years of Experience		16
2	Experience & Skills (Please attach supporting documents) Years of Experience in the following areas)		
2.1	Experience in one or more of the following areas: Government Finance, CMS for Government Websites etc. (Number of years)		5
2.2	Experience in designing and developing web applications using Core PHP using MS SQL SERVER & ORACLE Database (Number of years)		5
2.3	Competence in writing optimized code and working knowledge of MS SQL 2008, Oracle Database and Well versed in SMARTY, CAKE PHP, MAJENTO, WORDPRESS, DRUPAL. (Number of years)		5
2.4	Solid understanding of SOAP,Jquery,JSON, CSS, HTML5 (Yes/No)		5
2.5	Experience in CMS, Adobe Photoshop. (Number of years)		4
2.6	Knowledge of google maps api, ajax,XML, PHP IDE (ECLIPSE, NUSPHERE), DREAMWEAVER, ADHAAR CARD AUTHENTICATION INTEGRATION, NIC-SMS GATEWAY INTEGRATION etc. (Yes/No)		5
	Total		45



Sr. Software Developer Oracle PL/SQL, FORMS & REPORTS (NO OF POST : 02)

Sl. No.	Parameters	Parameter of candidates To be filled in by the Firm/Agency	Total Score
1	Qualification BE/B. Tech/MCA with Minimum 3+ Years of Experience		16
2	Professional Certification (PI. attach copies of certificates wherever applicable)		
2.1	Oracle Certified Associate (Yes/No)		2
3	Experience & Skills (Please attach supporting documents) (Years of Experience in the following areas)		
3.1	Experience in one or more of the following areas: Government Finance, Data Processing in Government of India, e-Banking etc. (Number of years)		2
3.2	Experience in designing and developing applications using Oracle Forms & Reports 10g or 11g (Number of years)		6
3.3	Competence in writing optimized code and Tuned Complex SQL Queries, working knowledge of Oracle 10g Database, Oracle 11g Database, MS SQL 2008 and Well versed in PL-SQL, PACKAGES, ENCRYPTION, NESTED TABLES (Number of years)		5
3.4	Solid understanding Oracle Developer Suite. (Yes/No)		4
3.5	Experience in Administration of Oracle Application Server 10g, Oracle Weblogic 11g, SOA Suite Configuration & Administration (Number of Years)		3
3.5	Experience in Application Support for Oracle Forms & Reports (10g, 11g). (Number of years)		3
3.6	Knowledge of MATRIX REPORTS, BLOB MANAGEMENT, DIGITAL SIGNING OF PDF (Yes/No)		4
	Total		45



Software Developer .Net (NO OF POST : 03)

Sl. No.	Parameters	Parameter of candidates To be filled in by the Firm/Agency	Total Score
1	Qualification BE/B. Tech/MCA with Minimum 2 Years of Experience		16
2	Professional Certification (PI. attach copies of certificates wherever applicable)		
2.1	MCSD/ MCPD (Yes/No)		5
3	Experience & Skills (Please attach supporting documents) Years of Experience in the following areas)		
3.1	Experience in one or more of the following areas: Government Finance, Data Processing in Government of India, e-Banking etc. (Number of years)		3
3.2	Experience in designing and developing applications using .NET technologies using MS SQL SERVER & ORACLE Database (Number of years)		5
3.3	Competence in writing optimized code and Tuned Complex SQL Queries, working knowledge of MS SQL 2008 and Well versed in SQL, SSIS, SSRS Reporting. (Number of years)		5
3.4	Solid understanding Microsoft development platform (MVC,ASP.net, VB.net, Webservices (WCF service, WPF), C# windows application). (Yes/No)		5
3.5	Experience in Encryption/Decryption Technologies & Digital Signing Technologies. (Number of years)		3
3.6	Knowledge of JQuery,JSON, angularjs, google maps api, ajax,XML,Crystal Report etc. (Yes/No)		3
	Total		45



TECHNICALDETAILS

- a) NameoftheAgency:
- b) Incorporatedas_____ inyear_____ at _____
(StateRegisteredFirm,Co-operativeSocietyorPartnershipFirm) (enclose documentary proof)
- c) Whether any Legal Arbitration/proceedingis instituted against the Agency or the Agencyhaslodgedanyclaiminconnection _____ withworkscarriedoutbythem.Ifyes, pleasegivedetails.
- (d) Copy of license to run outsourcing services or similar kind of services from concerned Govt. Authorities.
- (e) Copy of PF and ESI registration certificate
- f) Whether the agency complies with the requirement of Registration under the ContractLabour(RegulationandAbolition)Act: _____ Yes/No
- (g) Affidavit of Notary regarding blacklisting or otherwise
- h) Agencyprofile (*)
Address:
Website address:
Nameofthetopexecutive withdesignation:
TelephoneNo: _____ Mobile: _____
E-mail : _____
ServiceTaxNo: PAN No: _____

TIN No: _____ (Photocopy of each of the above)
- i) Certificate regarding CMM Level 5 company
- j) OfficeStrength: Technical:_____ Nos. Administrative:_____Nos.

- k) TurnoverfromTotalITSolutions :(In Crores)

2013-14	2014-15	2015-16

Copies of audited A/c statements i.e. Balance sheets and Profit & Loss A/c for last three financial years duly attested by CA may be attached.

Arjun

I) Details of Software Projects

S No	2013-14	2014-15	2015-16
1			
2			
3			

Nine software development/customization projects (two for each reference year) developed in house for the Clients, of value more than Rupees One Crore, implemented in the last three years. The project durations should not be more than 12 months. Information may be submitted in the following format. Please attach separate sheet for each project and submit work orders & satisfactory completion certificates from the clients.

S.No.	Caption	Details
1	Name of the Client with address	
2	Year	2014/2015/2016
3	Project Name and summary	
4	Project Start Date	
5	Project Completion Date	
6	Project Cost	
7	Whether the project is still operational	Yes/No
8	If yes to (7) whom maintain the project	
9	Name of the Contact person with	

m. EMD details:

Particulars	Amount (Rs)	Draft No.	Date	Bank	Branch
EMD					

Documents in support of the above may be furnished with page numbers indicated in the index. Please use separate sheets wherever necessary.

(*) If the Agency has branch offices in India, please give profile of the branch offices as per item (e) above.

Date

Authorized Signatory

Place:

Name:

SEAL



(Financial Bid)

Rates per month for professional support services

Bidder's Name:					
S.No	Position	DBA	Team Lead	Sr Software Developer	Software Developer
(1)	(2)	(3)	(4)	(5)	(6)
1	No. of positions	2	4	10	03
2	Prescribed salary per month *				
3	Administrative Charges(Rs.)				
4	Total Amount (2+3)				
5	Grand Total Amount	(Total bid price)			
	Service Tax	Extra as applicable from time to time			

1. The empanelled agencies will mandatorily pay the *prescribed amount to the hired employees. CPAO will not reimburse any amount towards Provident Fund, Employees Insurance or Bonus. These issues must be settled between the agency and the manpower supplied by them from time to time.



2. The professionals deputed to work on the projects would observe the working days/hours of CPAO. Honorarium, overtime etc, beyond office hours is not admissible to the deployed professionals.

Authorized Signatory:

Date :

Name:

Place:

SEAL

A handwritten signature in blue ink, appearing to read 'Aiyani', is written over a faint circular stamp.

CONTRACT FORM

THIS AGREEMENT made the Day of, 20.....(Between(Name of Purchaser) of(Address of Purchaser) (Hereinafter "the Purchaser") of one part and (Name of Supplier) of (Address of Supplier) (hereinafter "the Supplier") of the other part:

WHEREAS the Purchaser is desirous to provide outsource IT Professional, viz (Brief Description of Services) and has accepted a bid by the Supplier for the goods & services in the sum of (Contract Price in Words and Figure) (Hereinafter "the Contract Price")

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

The following documents shall be deemed to form and be read and constructed as part of this agreement, viz:

- (a) The Bid Form and Price Schedule submitted by the Bidder;
- (b) The Technical Details;
- (c) The General Conditions of Contract;
- (d) The Purchaser's Notification of Award

In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Services and to remedy defects therein in conformity in all respects with provisions of the Contracts.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed the day and year first above written.

Signed, Sealed and Delivered by the said (For the Purchaser)

In the presence of

Signed, Sealed and Delivered by the said (For the Supplier)

In the presence of



PERFORMANCE SECURITY FORM

To

_____ (Name of Purchaser)

WHEREAS (Name of Supplier) hereinafter called "the Supplier" has undertaken, in pursuance of Contract No. dated.....20..... to provide (Description of Services) hereinafter called "the Contract",

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognizes bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier Guarantee,

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of (Amount of the Guarantee in Words and Figures) and we undertaken to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without civil or argument, any sum or sums within the limit or (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the day of20.....

Signature and seal of Guarantors

Date20.....

Address

