

# **CENTRAL PENSION ACCOUNTING OFFICE**

**Government of India, Ministry of Finance**

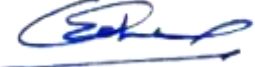
**Department of Expenditure**

**Trikoot-II, Bhikaji Cama Place,**

**New Delhi-110066.**

## **Request for Proposal (RFP)**

**Hiring of IT Professionals on an Outsourced Basis**

  
04/06/2024

**Tender No.: CPAO/Admn/Manpower support/2024-25/127**

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## 1. Invitation for Hiring Of IT Professionals On an 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 15 IT Manpower on Outsourced Basis in Central Pension Accounting Office Trikoot-II, Bhikaji Cama, Place New Delhi-110066 for a period of two years extendable by one more year. However, requirement will be reviewed after one year and number of manpower to be hired in subsequent years may increase/decrease depending on future requirements of CPAO.


The interested service providers may submit the Tender online at [www.eprocure.gov.in](http://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.

<b>Tender No.</b>	
<b>Name of Tendering Party</b>	Sr. Accounts Officer (Admn.) Central Pension Accounting Office Trikoot-II, Bhikaji Cama Place New Delhi-110066.
<b>Site Location</b>	Central Pension Accounting Office Trikoot-II, Bhikaji Cama Place New Delhi-110066.
<b>Contact Person</b>	Sh. Chander Mohan Sr. Accounts Officer (Admn.) Central Pension Accounting Office Trikoot-II, Bhikaji Cama Place New Delhi-110066.
<b>Place of opening of bid</b>	Central Pension Accounting Office Trikoot-II, Bhikaji Cama Place New Delhi-110066.
<b>Validity of Bid</b>	The bid must be valid for 90 days from the last date of submission of bid.

<b>Activity</b>	<b>Date</b>
<b>Date of Publication on <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> or <a href="http://www.cpaonnic.in">www.cpaonnic.in</a></b>	04.06.2024
<b>Downloading of the Tender Document</b>	From the next day of its publication on the <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> or <a href="http://www.cpaonnic.in">www.cpaonnic.in</a>
<b>Seek Clarifications – Start Date</b>	2 Days after its publication
<b>Seek Clarifications – End Date</b>	2 days before the pre-bid meeting
<b>Pre-bid meeting</b>	12.06.2024 at 03:00 PM in Central Pension Accounting Office Trikoot-2, Bhikaji Cama Place New Delhi-66
<b>Online bid uploading - start date</b>	13.06.2024
<b>Online bid uploading - end date</b>	19.06.2024 at 1:00 PM
<b>Opening date of bid</b>	<b>Technical Bid</b> - 20.06.2024 at 3:30 PM
	<b>Financial Bid</b> – 26.06.2024 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)'. Its functions include:

  
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- 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. PARAS:**

This is the backbone system of CPAO, as all the data related to pensioners is available under it. The database gets created as a result of a workflow process that starts from the reception of CPAO and ends at the dispatch branch of CPAO after going through the process of diary, data entry, verification, SSA generation, etc. Many MIS reports were generated to analyze the impact of the implementation of the 7th Pay Commission Report.

#### **2. ePPO :**

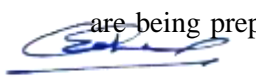
This system is being developed in collaboration with Deptt. Of Pensions and the PFMS team of CGA. New pension cases are being processed by the “BHAVISHYA” system of Deptt. of Pensions, after which data is shared by the “BHAVISHYA” with the PFMS for processing by the concerned Pay and Account Officer(PAO). After the submission by PAO, data is being sent to CPAO for further processing and onward transmission to the concerned bank for payment of pension. This system was inaugurated by the Hon’ble Minister of Finance Sh. Arun Jaitley on 1st March 2018, on the occasion of Civil Accounts Day.

#### **3. eRevision :**

This system was developed to process large no. of pension revisions, resulting from the implementation of recommendations of 7th Central Pay Commission. Under this system revisions are processed in a paperless manner with digital signing of revisions by Pay & Accounts Officers and CPAO. Web-based application has been developed wherein PAO can log into the system and review the legacy data related to pensioners. Once revision authority is digitally signed by the PAO, it becomes available to a concerned section of CPAO, for scrutiny and digital signing by authorized signatory, and finally, it is transferred to the concerned bank for payment of revised pension and arrears if any, to the pensioner. Till now more than 8 lakh cases have been processed with this system.

#### **4. eSSA:**

This project has successfully been developed and implemented in CPAO. Now Revision Authorities are being prepared as digitally signed PDF files. These files along with data as XML files are pushed to the

  
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SFTP folder of concerned banks, thus eliminating the movement of paper authorities and resulting in saving of efforts, stationery, and postal expenditure. Generated authorities are pushed the same day, to the folder of banks, resulting in quicker payment of pension and arrears.

5. **eScroll Auto Audit:**

eSCROLL project was successfully implemented with effect from the year 2012-13. No problem has been found with the methodology of the system. The process of receiving paper scrolls has been done away with, resulting in saving paper and human effort. Now a system is being developed where post-auditing of the submitted scroll will be done on the fly at the time of uploading the scrolls by the banks. Uploaded data will be compared with the master data of PARAS to generate exception reports. Once implemented this will help the audit section of CPAO, to carry out the post-audit of the banks in an effective manner.

6. **<https://cpao.nic.in>:**

The website of CPAO was revamped with a new look and feel and is made responsive. This website has now become the face of CPAO and it caters to the needs of all stakeholders like pensioners, banks, and ministries/departments. All the stakeholders have been provided separate user login passwords so that they access and submit the relevant information.

7. **Pensioners Grievances System :**

The PGMIS system for pensioners' grievances is going on for the last 10 years. Every complaint is entered into the system (other than the website where the pensioner himself enters the data) and marked to the concerned agency for resolution. Different MIS can be generated for use by the officers of CPAO to enable them to properly follow up on every case.

8. As an extension to this system, a "Single Window Service" for pensioners has been developed. Under this service, a pensioner can get himself registered and create his login account and password, after which he can view his profile and other data related to him, like the last six months' payments, complete data of CPAO related to him, and information about pending and disposed of grievances. He can even print a copy of his Special Seal Authority which is available there as a pdf file. The grievance system has been strengthened through this system as now grievances related to banks and ministries are being forwarded to them for action and disposal. Dashboards to Banks Nodal officers and PAOs/CCAs have been provided for action and monitoring.

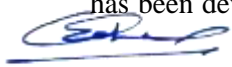
9. **SMS SERVICES :**

The SMS gateway of NIC is being used to inform the pensioners about different events and activities. Pensioners are being informed through SMS:

- a. Receipt of the pension case in CPAO.
- b. Dispatch of pension cases to banks.
- c. Registration of grievance along with grievance id.
- d. Disposal of grievance by CPAO.
- e. Submission of life certificate in November.

10. **NPS-AR:**

There are some cases of NPS pensioners where ad hoc relief is granted by Govt. of India. The payment of pension in such cases is given directly to the pension by crediting the pension to their account. The software has been developed and successfully implemented to process such types of pension cases. Presently there are

  
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3500 such cases where CPAO is making direct payment through GePG. It is a complete system starting from the entry of PPO to the preparation of monthly payment bills. No. of MIS reports are there to support the NPS section of CPAO. A pension arrears calculation module has been developed where arrears of DA, First Time Payment, or Life Certification are automatically calculated. Income tax deductions are also calculated automatically every month.

It has been decided by the Government to merge all the NPS-AR cases with the Central Civil Pension cases of CPAO. Now data of such cases is being merged with the PARAS database and PPO Booklets for the existing cases are being prepared by the concerned PAOs.

**11. General Dak:**

Under the module of “General DAK” all the general letters and documents other than PPO and Revisions are received and diarized, before marking these to the concerned sections. Within the sections, we are providing a facility to enter the related data and automatic generation of response letters. All the inward documents are being scanned and made available in the module, to be viewed by the sections. The response letters are digitally signed by the authorized persons and letters are sent to concerned agency/person via email, where ever email id is available otherwise the printed letter to sent to the concerned agency/person.

**12. Jasper Report Server:**

We have converted all the reports under PARAS to Jaster Report Server. Under Jasper Report Server, reports can by hosted on webservers and can be viewed remotely, unlike Oracle Reports.

**13. SVN:**


We are using different technologies for different projects, like ASP.Net, PHP, Oracle Forms and Reports JAVA, etc. A team of 10 persons is working on different projects. We were facing difficulties in integrating the work of different developers into the final solution. We decided to adopt SVN for controlling the versioning of software. For this team training was given in usage of SVN. Now we are using SVN as part of the best practices of software development.

**14. Digital Signatures:**

We are extensively using digital signatures in ePPO, eRevision, and ePPS projects to authorize the Special Seal Authorities. For this, we have developed utilities in “Windows Presentation Foundation” to carry out the actual digital signing of PDF files.

**15. Data Analytics:**


We have started using Python and Django to develop software for data analytics of pensioners’ databases. We also plan to use it for developing auto audit software for the eScroll project.

  
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## 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.	Designation	Technology	Fixed Salary pm (Rs)	No.	Project/Remarks
<b>Operational Manpower</b>					
1	Manager (IT Infra.)	Oracle, MS SQL Server, MySQL, PostGres, Windows, Linux, Cloud Servers etc. DevOps	137000	1	IT Infrastructure management.
2	Database Administrator	Oracle, MS SQL Server, MySQL, PostGres, etc.	60000	1	Administration of Databases of Oracle, MS SQL Server and MySQL.
3	Network Administrator	CISCO Router and Switches	50000	1	250 network nodes of CPAO and more than 10 switches.
4	Application/Software Developer	.Net/PHP/REACT/Mobile Applications/ Full Stack Engineer	63000	2	Maintenance of PGMIS, PARAS, ePPO, eScroll, GenDak, and NPS-AR applications
	<b>Total</b>			<b>5</b>	
<b>Software Development Manpower</b>					
5	Program Manager	.Net/PHP/Java/Python, Django, Data Analytics/ REACT/Mobile Applications with knowledge of various database technologies.	145000	1	All software projects of CPAO.
6	Technical Lead	Open Source - PHP/REACT/Mobile Application (Android and IOS)/DevOps/ Full Stack Engineer	110000	1	Integration of Databases, PGMIS features enhancement, NPS-AR Payment System and data migration, websites of CPAO etc. and DevOps operations.
7	Team Leader	.Net/Python/Django/Data Analytics/ Full Stack Engineer	100000	1	Auto Audit System, MIS Reports and Data Analytics
8	Team Leader	.Net Full Stack Engineer	100000	2	ePPO, ePPS, eScroll, AG Payment Systems, Auto Audit System, Data Integration.
9	Application/Software Developer	.Net Full Stack Engineer	63000	2	Auto Audit System, MIS Reports and Data Analytics, Data Integration, eScroll/ePPO features enhancement, etc.

  
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10	Application/Software Developer	.Net/PHP Full Stack Engineer	63000	1	Website maintenance, Data Integration, Adding new features to ePPO, eScroll, Website
11	Application/Software Developer	Python, Django, Data Analytics/ REACT/ Full Stack Engineer	63000	1	Auto Audit System, Integration of Database, Budget Forecasting, MIS Reports
12	Application/Software Developer	React, Mobile Application Development in Android and IOS and ASP.Net	63000	1	Mobile Application development and maintenance.
	<b>Total</b>			<b>10</b>	
	<b>Grand Total</b>			<b>15</b>	

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

  
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## 2. INSTRUCTION TO BIDDERS (ITB)

### 2.1. Pre-qualification Criteria:

- 2.1.1. The bidders average turnover from total IT Solutions and Services should be more than Rs.5,00,00,000/- (Rupees Five Crores) in each of the preceding three years viz. 2020-21, 2021-22, 2022-23. 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. The bidders must have themselves Designed, Developed at least two software/web based application project of value more than Rs.4 Cr each in each of the above referenced years for Central Government/State Government. Copies of Purchase orders and Go-Live certificate from the clients can be submitted as supporting documents and Information, on the total three 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.
- 2.1.3. The bidder firm should have at least 500 IT professionals on their payroll.
- 2.1.4. The bidder should be a minimum CMMi Level 5 & above company.
- 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. The bidder should be registered with the Goods and Service Tax department and having a valid PAN/TAN.
- 2.1.7. The bidders must be agencies offering total IT/ITES solutions and services. Data Entry Agencies, HR Staffing Companies, Placement and Security Personnel Services providers and non IT firms are not eligible for this tender. Bidder should not sublet the contract to any other agency. An Undertaking in this regard should be submitted.

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

  
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## 2.2. Scope of Tender

- 2.2.1. 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 and operations activities.
- 2.2.2. 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).
- 2.2.3. The engagement will be initially for a period of two year, which can be extended through mutual consent for a further period of one year.
- 2.2.4. The technical manpower being provided by the agency under various resource categories will work under the supervision of CPAO/Department project coordinators.
- 2.2.5. 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.
- 2.2.6. The performance and discipline of the resources provided by the bidder should be ensured by the agency.
- 2.2.7. 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.
- 2.2.8. Timely production of quality output will be an overarching responsibility of the empanelled agencies.
- 2.2.9. The Project plan including scope of work, job requirements, timelines 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.

## 2.3. Method of engagement :-

- 2.3.1. **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, administration & operations etc. work or other responsibilities as per the requirement under various projects by Central Pension Accounting Office (CPAO).
- 2.3.2. The agency needs 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 it 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 19.06.2024 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](http://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 20.06.2024 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. 6,00,000/- (Rupees Six Lakhs 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.

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**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/amendment issued by this office.

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 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 on 12.06.2024 at 03:00 PM 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. Chander Mohan, Sr. Accounts Officer (Admn.), e-mail [admncpao@gov.in](mailto:admncpao@gov.in), admn.cpao@gmail.com fax no. 011-26167326 or by post well before the closing date of submitting the tender in following format.

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

<b>S. No.</b>	<b>RFP Document Reference(s) (Section &amp; Page Number(s))</b>	<b>Content or RFP requiring Clarification(s)</b>	<b>Points of Clarification</b>
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.

  
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- 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.cpaonnic.in](http://www.cpaonnic.in) as well as on e-procurement portal [www.eprocure.gov.in](http://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 5. 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 or Rs. 6,00,000/- (Rupees Six lakh only) in the form of a nationalized bank/scheduled bank Pay Order and Demand Draft in favor 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.

  
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- 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 be required to make 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)	Reputation of Organization/Credibility/Reliability/Industry Standing (general Organizational Capability which is likely to affect implementation-Financial Stability, age of the firm)	Financial Strength Based on Average annual turnover = (10)* Age of the Firm = (10)**	20
b)	Size of the Firm (No. of IT Professionals)	More than 800 – 20 Marks More than 600 and upto 800 – 15 Marks More than 500 and upto 600 – 10 Marks	20
c)	The bidder must have themselves Design, Developed Software/Web based application project for any Government Department of value more than 5 Cr in the last three financial year (2021-22, 2022-23, 2023-24)	1 Project of Value more than 4 Crores – 20 Marks Or 2 Projects of Value more than 2 Crores – 10 Marks	20
d)	Details of major previous IT/ITES outsourcing contracts executed during the last three years and details of providing such manpower to the Central or State Government.	Minimum 3 Contracts => 1 Crore (atleast 1 Contract of not less than 1 crore per year) = 10 points  More than 3 and upto 6 contracts => 1 Crore (atleast 1 Contract of not less than 1 crore per year) = 14 points	20

		More than 6 and upto 10 contracts => 1 Crore (atleast 1 Contract of not less than 1 crore per year ) = 18 points  More than 10 contracts(atleast 1 Contract of not less than 1 crore per year ) = 20 points	
e)	Minimum 5 years of experience in providing IT/ITES outsourcing contracts executed during the last three years and details of providing such manpower to the Central or State Government.	<5 years=Nil 5-8years=05 8-10 years=07 >10 years=10	10
f)	Satisfactory performance certificates from previous/current major clients (Central or State Government) for the last three consecutive years	<3 clients = Nil 3 clients = 03 4-5 clients =05 >5 clients = 10	10
<b>Total</b>			<b>100</b>

**Note – All bidders have to score minimum 70 Marks to qualify for further QCBS evaluation.**

**\*Annual Turnover**

Above Rs. 50 Crore-	10 points
Above Rs. 30Crore to 50 Crore-	08 points
Above Rs. 20Crore to 30Crore –	06 points
Above Rs. 10Crore to 20Crore –	04 points
Above Rs. 05Crore to 10Crore-	02 points

**\*\*Age of the Firm**


Above 10 years-	10 points
Above 08 years to 10 years-	08 points
Above 06 years to08 years–	06 points
Above 04 years to 06 years–	04 points
Above 03 years to 04 years-	02 points

On the basis of the 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 bidder’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 bidders who are found technically suitable shall be open for evaluation.

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

**Documents to be attached with technical bids:**

01	Registration Certificate
02	Copy of GST 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 Central/State Government
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

  
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**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.
- 3.6.2. 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. Evaluation Criteria for Financial Bid:**


- 3.7.1. The financial evaluation shall be conducted taking into account the total cost to government based on quotation of the bidder for first year and second year.
- 3.7.2. The bid with the lowest cost/quoted price shall be given a financial score of 100 and the other bid given financial score that are inversely proportionate to their prices.

$$F(s) = (LEC/EC)*100$$

F(s) = stands for financial score

EC stands for Evaluated Cost of the financial bid

LEC stands for Lowest Evaluated Cost of the financial bid.

  
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3.7.3. The Authority shall adopt a two stage selection process in evaluating the Bid as per **Quality-cum-Cost Based Selection (QCBS)** process under which 70% weightage will be given to the Technical Evaluation and 30% weightage to the Financial Evaluation.

3.7.4. For working out the combined score, the employer will use the following formula:

Total points =  $T(w) \times T(s) + F(w) \times F(s)$ , where

T(w) stands for weight of the technical score (70%)

T(s) stands for technical score

F(w) stands for weight of the financial bid (30%)

F(s) stands for financial score

### **3.8. CPAO reserves the right to accept or reject any or all Bids:**

3.8.1. 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.

3.8.2. 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.

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

3.8.4. 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.

### **3.9. Notification of Award**


3.9.1. 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.

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

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

### **4. Signing of Contract (Annexure IV):**

4.1. 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.

  
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- 4.2. 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.
- 4.3. Performance Security and Annulment of the Contract (**Annexure-V**).
- 4.4. 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 Form provided in the bidding Documents.
- 4.5. Failure of the successful Bidder to comply with the requirement as above shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

## **5. Responsibilities of the Bidder**

- 5.1.1. 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 along with 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(viii). 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.
- 5.1.2. 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.
- 5.1.3. 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.
- 5.1.4. Agency shall provide an undertaking for the implementation of Data Confidentiality and privacy of the projects undertaken.
- 5.1.5. 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.
- 5.1.6. 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.
- 5.1.7. The empaneled agencies will mandatorily pay the prescribed amount to the hired employees as mentioned in financial bid. Also proof of payment must be enclosed with all the claims submitted to this office. CPAO will not reimburse any amount towards Provident Fund, Employees Insurance or Bonus. These issues must be settled between the empaneled agencies and the manpower supplied by them from time to time.

## **5.2. Liability of the Agency:**

- 5.2.1. The 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.


  
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- 5.2.2. The 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.**

### 5.3. PAYMENT PROCESS

- 5.3.1. 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.
- 5.3.2. An invoice will contain the items ordered less than one Work order only. Bill / Invoice shall not be combined for more than one work order.
- 5.3.3. 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.
- 5.3.4. Payments will be made at the end of each month for the period of engagement.
- 5.3.5. 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.
- 5.3.6. All payments will be made through e-payment mode on PFMS.
- 5.3.7. 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.

  
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## 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 at the rate of 3% of the value of the contract (as per M/o Finance OM No. F.9/4/2020-PPD dated 12<sup>th</sup> November 2020) 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 the 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.

  
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- 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 perform 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 amicably by direct informal negotiation any disagreement or 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 amicably 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 mutually agreed upon as per 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.**

  
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### SCOPE OF WORK (For Deployment of Outsource Manpower in Computer Cell, CPAO)

Central Pension Accounting Office (CPAO) requires the services of a firm that can provide IT manpower for software development, feature enhancement, deployment and further support to all existing IT Applications and new IT projects of CPAO. The role wise scopes of work required for various IT manpower are as follows:


Sl No	Category	Scope of Work for Manpower	Qualification	Experience
1	<b>Manager(IT Infrastructure)</b> (Minimum 14 years of Experience)	<ul style="list-style-type: none"> <li>14+ years of related experience with minimum 5 to 7 years of experience as Database Administrator and System Administration of Windows and Linux servers.</li> <li>Minimum 5 years of experience in configuration and administration of cloud based servers.</li> <li>Minimum 5 years of experience of establishing On-prem virtual servers and physical servers.</li> <li>Good understanding of data and should have capability to identify right set of data variables to perform analytics.</li> <li>Expertise in development and tuning of SQL queries and stored procedures etc. using ORACLE/MySQL/SQL server databases.</li> <li>Development of script for database transaction/full backup and restore.</li> <li>Database migration/unification from one RDBMS (ORACLE/MySQL/SQL server) to another (SQL Server/ MySQL).</li> <li>Database designing &amp; normalization based on new requirement</li> </ul>	B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics & Tele-Communication Engineering	<p><b>Experience in OS:</b> Windows and Linux OS Management and Support.</p> <p><b>Experience in Databases</b> Expert in Database Management, Query writing and Optimization using ORACLE, MySQL, MS SQL Server databases.</p> <p><b>Languages:</b> SQL/PLSQL (SQL query and stored procedure writing and query optimization), Oracle Forms &amp; Reports, Oracle Database, MS SQL Server, MySQL, T-SQL.</p> <p><b>Experience in Tools and Frameworks:</b> DB Convert, Quest Toad, SSMS, ETL Tool, VMware, SFTP, WinSCP etc.</p> <p>Expert in crash recovery, backup and restoration operations, database replication and mirroring.</p> <p>Experience in Vulnerability Assessment and malware prevention.</p>

from CPAO management.


- Creating users profiles, and ensuring system security by careful allocation of user permissions.
- Implement and maintain failover cluster and mirroring in SQL servers at different location.
- Data synchronization form CPAO servers to Cloud servers.
- Writing, Debugging and troubleshooting SQL and PL/SQL stored procedures and functions in different databases.
- Should ensure the availability of data 24x7 along with its backup at geographically different locations.
- Creating a backup and recovery strategy for the database, and regularly testing the backups to ensure usability.
- Should ensure the updation of server software with latest patches.
- Monitoring, Management and support to Physical /Cloud servers (including Application, database, file servers, SFTP server etc.) infrastructure and associated services of CPAO.
- Physical and Cloud server/VMs OS Configuration, Upgradation and Management.
- Implement security policies, Windows updates/Security Patches management on servers, Server

  
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		<p>vulnerability clearance and troubleshooting of servers related issues of CPAO.</p> <ul style="list-style-type: none"> <li>• Management of all databases, application, gateway and file servers.</li> <li>• Monitoring, Management and Support for all IT applications of CPAO and Coordination with developers, users (CPAO/Bank CPPCs/PAOs) and vendors, for new implementation.</li> </ul>		
2	<p><b>Database Administrator cum Server Administrator</b> (Minimum 5 years of experience)</p>	<ul style="list-style-type: none"> <li>• 5+ years of related experience with minimum 2 to 5 years of experience as Database Administrator.</li> <li>• Good understanding of data and should have capability to identify right set of data variables to perform analytics.</li> <li>• Expertise in development and tuning of SQL queries and stored procedures etc. using ORACLE/MySQL/SQL server databases.</li> <li>• Development of script for database transaction/full backup and restore.</li> <li>• Database migration/unification from one RDBMS (ORACLE/MySQL/SQL server) to another (SQL Server/MySQL).</li> <li>• Database designing &amp; normalization based on new requirement from CPAO management.</li> <li>• Creating users profiles, and ensuring system security by careful allocation of user permissions.</li> </ul>	<p>B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics &amp; Tele-Communication Engineering</p>	<p><b>Experience in Databases</b> Expert in Database Management, Query writing and Optimization using ORACLE, MySQL, MS SQL Server databases. <b>Languages:</b> SQL/PLSQL (SQL query and stored procedure writing and query optimization), Oracle Database, MS SQL Server, MySQL.</p> <p><b>Experience in Tools and Frameworks:</b> DB Convert, Quest Toad, SSMS, ETL Tool etc.</p>


  
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- Implement and maintain failover cluster and mirroring in SQL servers at different location.
- Data synchronization form On-prem servers to Cloud servers.
- Writing, Debugging and troubleshooting SQL and PL/SQL stored procedures and functions in different databases.
- Should be capable to manage existing databases of all applications of CPAO along with backup, restoration of database etc.
- Should ensure the availability of data 24x7 along with its backup at geographically different locations.
- Creating a backup and recovery strategy for the database, and regularly testing the backups to ensure usability.
- Should ensure the updation of server software with latest patches.
- Monitoring, Management and support to Physical /Cloud servers (including Application, database, file servers, SFTP server etc.) infrastructure and associated services of CPAO.
- Physical and Cloud server/VMs OS Configuration, Upgradation and Management.
- Implement security policies, Windows updates/Security Patches management on servers, Server


  
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		<p>vulnerability clearance and troubleshooting of servers related issues of CPAO.</p> <ul style="list-style-type: none"> <li>• Management of all databases, application, gateway and file servers.</li> <li>• Monitoring, Management and Support for all IT applications of CPAO and Coordination with developers and users (CPAO/Bank CPPCs/ PAOs) for new implementation.</li> </ul>		
3	<b>Network Administrator (Minimum 5 years of experience)</b>	<ul style="list-style-type: none"> <li>• Minimum 5 year of experience in networking field.</li> <li>• To manage switches, Routers and complete LAN network of CPAO.</li> <li>• To manage firewall in CPAO.</li> <li>• Coordination with NIC team for internet connectivity issue resolution.</li> <li>• Excellent understanding of Network and Hardware troubleshooting and Management.</li> <li>• LAN Network security implementation and record maintenance.</li> <li>• MAC binding of each and every PC/Node connected with CPAO network.</li> <li>• Antivirus Software installation and management in each and every Computer Systems of CPAO.</li> <li>• Network resource utilization, Monitoring and Management.</li> <li>• CPAO LAN network user support.</li> <li>• Management of network securities of CPAO to make local network more secure.</li> </ul>	B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics & Tele-Communication Engineering	<ul style="list-style-type: none"> <li>• Sound Knowledge of leaf &amp; Spine architecture, Switching, routing, BGP, OSPF etc.</li> <li>• Working knowledge of Application Load Balancing, SSL Offloading, manage switches, VLANs, NLB etc. is required.</li> <li>• Router and Switches (L2, L3) installation, configuration and upgradation.</li> <li>• Configuration and management of network firewall.</li> <li>• Windows Patch management, User account management, antivirus installation, MAC binding etc.</li> <li>• Excellent understanding of network and hardware troubleshooting and management.</li> <li>• LAN network security implementation</li> </ul>

  
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		<ul style="list-style-type: none"> <li>• Video Conferencing Support to CPAO users in coordination with NIC team.</li> </ul>		and record maintenance. Network resource utilization, Monitoring and Management.
4	<b>Application developer</b> (Minimum 6 years of experience)	<ul style="list-style-type: none"> <li>• 6+ years of related experience.</li> <li>• Full Stack application developer with knowledge of both front end and back end development as well as different technologies used.</li> <li>• Software code development for Web applications, Web Services and APIs.</li> <li>• Development, Maintenance and support for various IT applications of CPAO.</li> <li>• Candidate should be expert in programming languages PHP, HTML5, JavaScript, CCS3, Bootstrap, XML, REST API, SOAP API development and Integration.</li> <li>• Candidate should be expert in development of Jasper Report.</li> <li>• Candidate should have sufficient knowledge of web servers such as Apache etc. for hosting the application on server with fine tuning of web servers.</li> <li>• Candidate should be expert/have sufficient knowledge in databases like Oracle/MySQL/MS SQL Server and able to write queries and stored procedures for assigned applications and Jasper Report.</li> <li>• Independently able to write complex database queries and stored procedures for IT applications of CPAO.</li> </ul>	B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics & Tele-Communication Engineering	<b>Experience in Languages and databases:</b> PHP, TibcoJasperSoft, HTML5, CSS3, JavaScript, Bootstrap, SOAP API, REST API, MySQL, Oracle, MS SQL Server and ASP.Net  <b>Experience in Tools and Frameworks:</b> MySQL Workbench, Toad for Oracle, Mysql PDO, JasperSoft Reports development and integration, Jasper API integration.

  
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		<ul style="list-style-type: none"> <li>• Migration of IT Applications / Jasper Reports for Database unification.</li> <li>• Monitoring, Management and Support for all IT applications of CPAO and Coordination with users (CPAO/Bank CPPCs/ PAOs) for new implementation.</li> <li>• Implement availability of audit trails/logs of system/application alerts, managing deployment documentation and developing controls for interface.</li> <li>• Technical Support to Banks CPPCs, PAOs and CPAO users for projects of CPAO.</li> <li>• Custom Report development using Jasper Soft, Tibco, Office 365. Coordination with CPAO users for understanding actual report requirement and development time to time.</li> </ul>		
5	<b>Program Manager</b> (Minimum 14 years of Experience)	<ul style="list-style-type: none"> <li>• 14+ years of related experience.</li> <li>• The candidate must have independently handled at least one large projects on all aspects from concept stage to implementation and support.</li> <li>• The person will understand and determine Project Deliverables, Project plan, Scheduling, Project time frame, identification of risks, contingency plans, resource availability, quality process for accomplishing the project goals.</li> </ul>	B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics & Tele-Communication Engineering	<b>Experience in Languages:</b> ASP.Net, PHP, API development and integration, SQL/PLSQL (SQL query and stored procedure writing and query optimization), Oracle Forms & Reports , Oracle Database, MS SQL Server, MySQL, Windows and Linux OS Support. etc.  <b>Experience in Tools and Frameworks:</b> Visual Studio, DB Convert, Quest Toad, SSMS, GIT, Jenkins, GIT Gogs, Jasper Soft Reports, Jasper API integration, ETL Tool,

  
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		<ul style="list-style-type: none"> <li>• Development of SOP and implementation of new Software &amp; Operational changes.</li> <li>• The candidate should be strong in the assessment of project needs and their resolutions, system integration, quality assurance besides handling project teams.</li> <li>• Defining project scope, goals and deliverables that support goals set for the project.</li> <li>• Good communication and coordination skill with users.</li> <li>• Implement project quality, security policies and server vulnerability clearance.</li> <li>• Good understanding of data and should have capability to identify right set of data variables to perform data analytics.</li> <li>• Data analytics for reports using Oracle, MySQL, SQL Server databases.</li> <li>• Development of custom reports as per requirements of CPAO time to time.</li> <li>• Candidate should have sufficient knowledge of Database Administration and Management, Physical/Cloud Server Administration and Management.</li> <li>• Good knowledge of Jasper Report and Cloud Server Administration (Windows/RHEL).</li> <li>• Implementation of API based system for data transfer between CPAO applications and other stakeholders of CPAO.</li> </ul>		<p>VMware, SFTP, WinSCP.</p>
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- Knowledge of database migration from one RDBMS (ORACLE/MySQL/SQL server) to another RDBMS (SQL Server/MySQL).
- Knowledge about Digital Signature/eSign and its implementation.
- Monitoring, Management and Support for all IT applications of CPAO and Coordination with developer team and applications users (CPAO/Bank CPPCs/PAOs) for new implementation, Custom Reports.
- Knowledge about Technology upgradation & Database Unification.
- Guiding team members to make changes in IT applications of CPAO related to new requirement or bugs faced in existing software applications.
- Management of Proper data synchronization and sharing among CPAO servers and stakeholders.
- Assistance to CPAO management in developing SOP related to implementation of new software development, feature enhancement & operational changes as per requirement time to time.
- Coordination for technical support to banks CPPCs, PAOs and CPAO users for all projects of CPAO as per requirements time to time.


  
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6	<p><b>Technical Lead</b> (Minimum 10 years of Experience)</p>	<ul style="list-style-type: none"> <li>• 10+ years of related experience with minimum 5 year experience as Team Lead.</li> <li>• Full Stack application developer with knowledge of both front end and back end development as well as different technologies used.</li> <li>• Software code development for Web applications, Mobile apps, Web Services and APIs.</li> <li>• Automated code deployment in cloud infrastructure and version control with systems like GIT.</li> <li>• Development, Maintenance and support for various IT applications and Mobile Application of CPAO.</li> <li>• Candidate should be expert in programming languages React Native, PHP, Python (desirable), HTML5, JavaScript, CCS3, Bootstrap, XML, DevOps, CI/CD (Continuous Integration and Continuous Deployment), React JS, NodeJS, Jenkins, REST API, SOAP API, Mobile App API Integration.</li> <li>• Candidate should have sufficient knowledge of web servers such as Tomcat/Apache etc. for hosting the application on server with fine tuning of web servers.</li> <li>• Candidate should be expert/have sufficient knowledge in databases like Oracle/MySQL/MS SQL Server and able to</li> </ul>	<p>B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics &amp; Tele-Communication Engineering</p>	<p><b>Experience in Languages and databases:</b> PHP, React- Native, Basics of Python, HTML5, CSS3, JavaScript, Bootstrap, SOAP API, REST API, NodeJS, MySQL, Oracle, MS SQL Server.</p> <p><b>Experience in Tools and Frameworks:</b> MySQL Workbench, Toad for Oracle, GIT, Jenkins, GIT Gogs, Mysql PDO, JasperSoft Reports development and integration, Jasper API integration, Adobe Photoshop, SSMS</p>
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design database for application as well as write queries and stored procedures for application.

- Independently able to write complex database queries and stored procedures for IT applications of CPAO.
- Knowledge of data Encryption/Decryption using industry standards is mandatory.
- Cross platform mobile application development and support.
- Software testing for wider group of users.
- SSL Certificate installation/Renewal for windows and Linux servers.
- Rest APIs, SOAP API, Web services development, management and Integration with CPAO Applications and other stakeholders of CPAO.
- Migration of IT Applications of CPAO for Database unification.
- Assignment and review of tasks and responsibilities to appropriate personnel in project.
- Automation of scheduler for email and SMS.
- Development of Dashboard and support.
- Monitoring, Management and Support for all IT applications of CPAO and Coordination with users (CPAO/Bank CPPCs/ PAOs) for new implementation.
- Security Audit Clearance of IT

  
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		<p>Applications and Mobile App of CPAO.</p> <ul style="list-style-type: none"> <li>• Coordination and support to other team members for development.</li> <li>• Implement availability of audit trails/logs of system/application alerts, managing deployment documentation and developing controls for interface.</li> <li>• Technical Support to Banks CPPCs, PAOs and CPAO users for projects of CPAO.</li> <li>• Custom Report development using Jasper Soft, Tibco, Office 365.</li> <li>• Coordination with CPAO users for understanding actual report requirement and development time to time.</li> </ul>		
7	<p><b>Team Leader</b>(Minimum 9 years of Experience)</p>	<ul style="list-style-type: none"> <li>• 9+ years of related experience with minimum two year experience as Team Lead.</li> <li>• Full Stack application developer with knowledge of both front end and back end development as well as different technologies used.</li> <li>• Design/development of ETL jobs and design data models as per the analytics requirements, integrating data for multiple departments.</li> <li>• Proficient in development and unit testing of ETL packages.</li> <li>• Development, deployment, Maintenance of ETL Jobs ,SSIS Packages.</li> <li>• Software code development in</li> </ul>	<p>B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics &amp; Tele-Communication Engineering</p>	<p><b>Experience in Languages:</b>  ASP.Net, C#, .Net MVC, Ado.Net, .Net Core, Windows Programming, Very strong query writing skills, HTML5, JavaScript, CSS3, SOAP API, REST API, Web Services, MySQL, Oracle, MS SQL Server, Power BI.</p> <p><b>Experience in Tools and Frameworks:</b>  Visual Studio,MS SQL Server Management Studio, MySQL Workbench, Toad for Oracle, SSMS, GIT, Jenkins, GIT Gogs, JasperSoft, Reports development and integration, SFTP, WinSCP etc.</p>

  
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ASP.Net, for web application, Windows application, Web Services and APIs.

- Automated software deployment in cloud infrastructure and version control with systems like GIT.
- Development, maintenance and support for various IT applications of CPAO.
- Independently able to write complex database queries and stored procedures for IT applications of CPAO.
- Knowledge of data Encryption/Decryption using industry standards is mandatory.
- Candidate should be expert in Programming languages like .Net Core, ASP.Net, C#, .Net MVC, Ado.Net, Windows Programming, HTML5, JavaScript, XML, CCS3, Bootstrap, SOAP API, REST API, Web Services development etc.
- Candidate should have sufficient knowledge of web servers such as IIS etc. for hosting the application on server with fine tuning of web servers.
- Candidate should be expert/have sufficient knowledge in databases like Oracle/MySQL/MS SQL Server and able to design database for application as well as write queries and stored procedures for application.
- Must have Knowledge of DLL deployment, Knowledge of Digital Signature and its


  
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implementation is mandatory.

- Software testing for wider group of users.
- Migration of IT Applications of CPAO for Database unification.
- Assignment and review of tasks and responsibilities to appropriate personnel in project.
- Implement project quality and security policies and manage project library and security program.
- SSL Certificate installation/Renewal for windows and Linux servers.
- Monitoring, Management and Support for IT applications of CPAO and Coordination with users (CPAO/Bank CPPCs/ PAOs) for new implementation.
- Coordination and support to other team members for development.
- Implement availability of audit trails/logs of system/application alerts, managing deployment documentation and developing controls for interface.
- Security Audit Clearance of IT Applications of CPAO.
- Technical Support to Banks CPPCs, PAOs and CPAO users for projects of CPAO.
- Custom Report development using Jasper Soft, Tibco, Office 365.
- Coordination with CPAO users for understanding actual report requirement and


  
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		<p>development time to time.</p> <ul style="list-style-type: none"> <li>•</li> </ul>		
8	<p><b>Team Lead (.Net)</b> (Minimum 9 years of Experience)</p>	<ul style="list-style-type: none"> <li>• 9+ years of related experience with minimum two year experience as Team Lead.</li> <li>• Full Stack application developer with knowledge of both front end and back end development as well as different technologies used.</li> <li>• Software code development for web application, Windows application, Web Services and APIs.</li> <li>• Automated software deployment in cloud infrastructure and version control with systems like GIT.</li> <li>• Development, maintenance and support for various IT applications of CPAO.</li> <li>• Independently able to write complex database queries and stored procedures for IT applications of CPAO.</li> <li>• Knowledge of data Encryption/Decryption using industry standards is mandatory.</li> <li>• Candidate should be expert in Programming languages like .Net Core, ASP.Net, C#, .Net MVC, Ado.Net, Windows Programming, HTML5, JavaScript, XML, CCS3, Bootstrap, SOAP API, REST API, Web Services development etc.</li> <li>• Candidate should have sufficient knowledge of web servers such as IIS</li> </ul>	<p>B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics &amp; Tele-Communication Engineering</p>	<p><b>Experience in Languages:</b> ASP.Net, C#, .Net MVC, Ado.Net, .Net Core, Windows Programming, HTML5, JavaScript, CSS3, SOAP API, REST API, Web Services, MySQL, Oracle, MS SQL Server.</p> <p><b>Experience in Tools and Frameworks:</b> Visual Studio, MySQL Workbench, Toad for Oracle, SSMS, GIT, Jenkins, GIT Gogs, JasperSoft Reports development and integration, SFTP, WinSCP etc.</p>


  
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etc. for hosting the application on server with fine tuning of web servers.

- Candidate should be expert/have sufficient knowledge in databases like Oracle/MySQL/MS SQL Server and able to design database for application as well as write queries and stored procedures for application.
- Must have Knowledge of DLL deployment, Knowledge of Digital Signature and its implementation is mandatory.
- Software testing for wider group of users.
- Migration of IT Applications of CPAO for Database unification.
- Assignment and review of tasks and responsibilities to appropriate personnel in project.
- Implement project quality and security policies and manage project library and security program.
- SSL Certificate installation/Renewal for windows and Linux servers.
- Monitoring, Management and Support for IT applications of CPAO and Coordination with users (CPAO/Bank CPPCs/ PAOs) for new implementation.
- Coordination and support to other team members for development.
- Implement availability of audit trails/logs of system/application alerts, managing


  
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		<p>deployment documentation and developing controls for interface.</p> <ul style="list-style-type: none"> <li>• Security Audit Clearance of IT Applications of CPAO.</li> <li>• Technical Support to Banks CPPCs, PAOs and CPAO users for projects of CPAO.</li> <li>• Custom Report development using Jasper Soft, Tibco, Office 365.</li> <li>• Coordination with CPAO users for understanding actual report requirement and development time to time.</li> </ul>		
9	<p><b>Application/Software Developer(.Net) (Min. 5 years)</b></p>	<ul style="list-style-type: none"> <li>• 5+ years of related experience.</li> <li>• Full Stack application developer with knowledge of both front end and back end development as well as different technologies used.</li> <li>• Software code development for web application, Windows application, Web Services and APIs.</li> <li>• Automated software deployment in cloud infrastructure and version control with systems like GIT.</li> <li>• Development, maintenance and support for various IT applications of CPAO.</li> <li>• Independently able to write complex database queries and stored procedures for IT applications of CPAO.</li> <li>• Knowledge of data Encryption/Decryption using industry standards is mandatory.</li> <li>• Candidate should be expert in Programming languages like .Net</li> </ul>	<p>B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics &amp; Tele-Communication Engineering</p>	<p><b>Experience in Languages:</b> ASP.Net, C#, .Net MVC, Ado.Net, .Net Core, Windows Programming, HTML5, JavaScript, CSS3, SOAP API, REST API, Web Services, MySQL, Oracle, MS SQL Server.</p> <p><b>Experience in Tools and Frameworks:</b> Visual Studio, MySQL Workbench, Toad for Oracle, SSMS, GIT, Jenkins, GIT Gogs, JasperSoft Reports development and integration, SFTP, WinSCP etc.</p>


  
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Core, ASP.Net, C#, .Net MVC, Ado.Net, Windows Programming, HTML5, JavaScript, XML, CCS3, Bootstrap, SOAP API, REST API, Web Services development etc.

- Candidate should have sufficient knowledge of web servers such as IIS etc. for hosting the application on server with fine tuning of web servers.
- Candidate should be expert/have sufficient knowledge in databases like Oracle/MySQL/MS SQL Server and able to design database for application as well as write queries and stored procedures for application.
- Must have Knowledge of DLL deployment, Knowledge of Digital Signature and its implementation is mandatory.
- Software testing for wider group of users.
- Migration of IT Applications of CPAO for Database unification.
- Assignment and review of tasks and responsibilities to appropriate personnel in project.
- Implement project quality and security policies and manage project library and security program.
- SSL Certificate installation/Renewal for windows and Linux servers.
- Monitoring, Management and Support for IT


  
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		<p>applications of CPAO and Coordination with users (CPAO/Bank CPPCs/ PAOs) for new implementation.</p> <ul style="list-style-type: none"> <li>• Coordination and support to other team members for development.</li> <li>• Implement availability of audit trails/logs of system/application alerts, managing deployment documentation and developing controls for interface.</li> <li>• Security Audit Clearance of IT Applications of CPAO.</li> <li>• Technical Support to Banks CPPCs, PAOs and CPAO users for projects of CPAO.</li> <li>• Custom Report development using Jasper Soft, Tibco, Office 365.</li> <li>• Coordination with CPAO users for understanding actual report requirement and development time to time.</li> </ul>		
10	<p><b>Application developer (PHP)</b> (Minimum 5 years of experience)</p>	<ul style="list-style-type: none"> <li>• 5+ years of related experience.</li> <li>• Full Stack application developer with knowledge of both front end and back end development as well as different technologies used.</li> <li>• Software code development for Web applications, Web Services and APIs.</li> <li>• Development, Maintenance and support for various IT applications of CPAO.</li> <li>• Candidate should be expert in programming languages PHP, HTML5, JavaScript, CCS3, Bootstrap,</li> </ul>	<p>B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics &amp; Tele-Communication Engineering</p>	<p><b>Experience in Languages and databases:</b> PHP, TibcoJasperSoft, HTML5, CSS3, JavaScript, Bootstrap, SOAP API, REST API, MySQL, Oracle, MS SQL Server and ASP.Net</p> <p><b>Experience in Tools and Frameworks:</b> MySQL Workbench, Toad for Oracle, Mysql PDO, JasperSoft Reports development and integration, Jasper API integration.</p>

  
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XML, REST API,  
SOAP API  
development and  
Integration.

- Candidate should be expert in development of Jasper Report.
- Candidate should have sufficient knowledge of web servers such as Apache etc. for hosting the application on server with fine tuning of web servers.
- Candidate should be expert/have sufficient knowledge in databases like Oracle/MySQL/MS SQL Server and able to write queries and stored procedures for assigned applications and Jasper Report.
- Independently able to write complex database queries and stored procedures for IT applications of CPAO.
- Migration of IT Applications / Jasper Reports for Database unification.
- Monitoring, Management and Support for all IT applications of CPAO and Coordination with users (CPAO/Bank CPPCs/ PAOs) for new implementation.
- Implement availability of audit trails/logs of system/application alerts, managing deployment documentation and developing controls for interface.
- Technical Support to Banks CPPCs, PAOs and CPAO users for projects of CPAO.
- Custom Report development using Jasper Soft, Tibco, Office 365.


  
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		<ul style="list-style-type: none"> <li>• Coordination with CPAO users for understanding actual report requirement and development time to time.</li> </ul>		
11	<b>Application/Software Developer(Python) Min. 5 years experience)</b>	<ul style="list-style-type: none"> <li>• 5+ years of related experience.</li> <li>• Full Stack application developer with knowledge of both front end and back end development as well as different technologies used.</li> <li>• Software code development for Web applications, Web Services and APIs.</li> <li>• Development, Maintenance and support for various IT applications of CPAO.</li> <li>• Candidate should be expert in programming languages Python, HTML5, JavaScript, CCS3, Bootstrap, XML, REST API, SOAP API development and Integration.</li> <li>• Candidate should be expert in development of Jasper Report.</li> <li>• Candidate should have sufficient knowledge of web servers such as Apache etc. for hosting the application on server with fine tuning of web servers.</li> <li>• Candidate should be expert/have sufficient knowledge in databases like Oracle/MySQL/MS SQL Server and able to write queries and stored procedures for assigned applications and Jasper Report.</li> <li>• Independently able to write complex database queries and stored procedures for IT applications of CPAO.</li> </ul>	B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics & Tele-Communication Engineering	<b>Experience in Languages and databases:</b> Python, TibcoJasperSoft, HTML5, CSS3, JavaScript, Bootstrap, SOAP API, REST API, MySQL, Oracle, MS SQL Server and ASP.Net, Django  <b>Experience in Tools and Frameworks:</b> MySQL Workbench, MS SQL Management Studio, Toad for Oracle, Mysql PDO, JasperSoft Reports development and integration, Jasper API integration, query writing in MS SQL Server.

  
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		<ul style="list-style-type: none"> <li>• Migration of IT Applications / Jasper Reports for Database unification.</li> <li>• Monitoring, Management and Support for all IT applications of CPAO and Coordination with users (CPAO/Bank CPPCs/ PAOs) for new implementation.</li> <li>• Implement availability of audit trails/logs of system/application alerts, managing deployment documentation and developing controls for interface.</li> <li>• Technical Support to Banks CPPCs, PAOs and CPAO users for projects of CPAO.</li> <li>• Custom Report development using Jasper Soft, Tibco, Office 365.</li> </ul> <p>Coordination with CPAO users for understanding actual report requirement and development time to time.</p>		
12	<p><b>Mobile App Developer</b> (Android/iOS) (Minimum 5 years of experience)</p>	<ul style="list-style-type: none"> <li>• 5+ years of related experience.</li> <li>• Experience in Languages: Java, Kotlin, React-native, xml, JavaScript, SQLite, HTML, CSS, Type script, REST and SOAP API integration, Flutter etc.</li> <li>• Must have worked on Scalable solutions (Cross platform) and should be well aware about mobile App security related issues.</li> <li>• Development, deployment, change management of Mobile Application for Android /iOS.</li> <li>• Knowledge of Mobile App deployment on</li> </ul>	<p>B. Tech/ BE/ M. Tech/ ME/MCA/ Ph.D. in Computer Science / Information technology (IT)/ Electronics &amp; Tele-Communication Engineering</p>	<p><b>Experience in Languages:</b> Java, Kotlin, React-native, Flutter, XML, JavaScript, SQLite, HTML, CSS, JavaScript, Type script, REST and SOAP API integration and ASP.Net</p> <p><b>Experience in Tools and Frameworks:</b> Android studios code, xcode, Firebase, Retrofit, Volley, Picaso, Glide, Redux, Android SDK, SDK manager, Git, Github, postman, crashlytics, Figma.</p>

  
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		<p>Google Play Store and Apple App Store.</p> <ul style="list-style-type: none"> <li>• Development, Deployment and support hybrid mobile application for iOS/Android.</li> <li>• Capable to resolve app related issues during development or after deployment of app on App Store or Play Store.</li> <li>• Development and maintenance of app for iOS/Android using cross form technology.</li> <li>• New features additions in existing DIRGAHYU mobile app of CPAO.</li> <li>• Ability to identify and resolve production issues, Perform code reviews.</li> <li>• Monitor and enhance platform performance tools in production.</li> <li>• Design, Develop and test product features, enhancements and defect resolution independently.</li> <li>• Investigate and troubleshoot complex issues across our platform.</li> <li>• Mobile App code management and maintain code backup.</li> <li>• Users support for app related issues.</li> </ul>		
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**TECHNICAL DETAILS**

- a) Name of the Agency:
- b) In corporate as \_\_\_\_\_ in year \_\_\_\_ at \_\_\_\_\_ (State Registered Firm, Co-operative Society or Partnership Firm) (enclose documentary proof)
- (d) Whether any Legal Arbitration/proceeding is instituted against the Agency or the Agency has lodged any claim in connection with works carried out by them. If yes, please give details.
- (e) Copy of license to run outsourcing services or similar kind of services from concerned Govt. Authorities.
- (f) Copy of PF and ESI registration certificate
- (g) Whether the agency complies with the requirement of Registration under the Contract Labour (Regulation and Abolition) Act: Yes/No
- (h) Affidavit of Notary regarding blacklisting or otherwise
- (i) Agency profile (\*) Address:

Website address:

Name of the Executive with designation: Telephone No:

Mobile:

E-mail:

Service Tax No: PAN No:

GST No: (Photocopy of each of the above)


- i) Certificate regarding CMM Level 5 company
- j) Office Strength: Technical: \_\_ Nos. Administrative: \_\_Nos.
- k) Turnover from Total IT Solutions: ( Rs. In Crores)

l)

2021-22	2022-23	2023-24

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.

Details of Software Projects

  
04/06/2024

S. No.	2021-22	2022-23	2023-24
1			
2			
3			

At least Three software development/customization projects (One 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 duration shouldn't be more than 12months. 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	2022/2023/2024
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) who maintains the project	
9	Name of the Contact person with phone number	

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

  
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### Financial Bid Performa

The Financial Bid for Providing IT manpower to the Central Pension Accounting Office should be submitted as under:-

1. Name of Tendering Company/Firm/Agency:
2. Rates with the following break up:

Sl. No	Contract Designation	No of Manpower	Base Price(Salary per month)*	Total Amount for year one	Total Amount for year two	Total amount for year Three	Total amount for years one, two and three, if extended
		(a)	(b)	(c)=(a)*(b)*12	(d)=(c)	(e)=(c)	(f)=(c)+(d)+(e)
1	Manager(IT Infrastructure) (Oracle, MS SQL Server, MySQL, Postgres, Windows, Linux, Cloud Servers etc. DevOps)	1	137000				
2	Database Administrator (Oracle, MS SQL Server, MySQL, Postgres, etc.)	1	60000				
3	Network Administrator (CISCO Router and Switches)	1	50000				
4	Application/Software Developer (.Net/PHP/REACT/ Mobile Applications/ Full Stack Engineer)	2	63000				
5	Program Manager (.Net/PHP/Java/Python, Django, Data Analytics/ REACT/Mobile Applications)	1	145000				
6	Technical Lead (Open Source - PHP/REACT/Mobile Application (Android and IOS)/DevOps/ Full Stack)	1	110000				
7	Team Leader (.Net/Python/Django /Data Analytics/ Full Stack Engineer)	1	100000				
8	Team Leader (.Net Full Stack Engineer)	2	100000				
9	Application/Software Developer (.Net Full Stack Engineer)	2	63000				
10	Application/Software Developer (.Net/PHP Full Stack Engineer)	1	63000				
11	Application/Software Developer (Python, Django, Data	1	63000				

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Sl. No	Contract Designation	No of Manpower	Base Price(Salary per month)*	Total Amount for year one	Total Amount for year two	Total amount for year Three	Total amount for years one, two and three, if extended
		(a)	(b)	(c)=(a)*(b)*12	(d)=(c)	(e)=(c)	(f)=(c)+(d)+(e)
	Analytics/ REACT/ Full Stack Engineer)						
12	Application/Software Developer (React, Mobile Application Development in Android and IOS and ASP.Net)	1	63000				
13	<b>TOTAL</b>	<b>15</b>	-				
14	Administrative Service Charges/ Agency Charges (in % of Total Amount) only	_____%					
15	GST as Applicable	_____%					
16	Grand Total						

Rates per month for professional IT manpower support services:

Note:- No charges of any kind/element of the tax/duty will be considered after opening of price bid in the event the same is left to be mentioned due to omission or otherwise by the bidding Agency. The impanelled 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.


Signature of the authorized person

Full Name:

Seal:

Date:

Place:

  
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**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 of .....20.....

Signature and seal of Guarantors

Date .....20.....

Address

  
04/06/2024