

No: F./ Comp.Div/10122(29)/DD(EDP)/2010-11/D-313 Dated:31-07-2012
Delhi Urban Shelter Improvement Board
Govt. of NCT of Delhi,
Punarwas Bhawan, I.P. Estate,
New Delhi- 110 002

**REQUEST FOR QUOTATION (RFQ)
FOR
DEVELOPMENT OF SOFTWARE APPLICATION
TO
SEED AADHAAR NUMBERS INTO THE
ELIGIBLE JJ DWELLERS DATABASE
AND
AUTHENTICATE THE HOUSING
BENEFICIARIES FROM UIDAI'S SRDH/CIDR**

**Last Date of Submission of Quotation:16/08/12 by 3 pm
Date of Pre Bid Conference : 7/08/12 at 11 am**

EMD : Rs 50,000/-(Fifty Thousand only)

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Delhi Urban Shelter Improvement Board
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New Delhi- 110 002

1. INVITATION TO BID

To

M/s

(As per List of Software solution Agency Empanelled with UIDAI)

Sub: Request for Quotation from Agencies Empanelled by UIDAI for developing the software application to identify and authenticate the housing beneficiaries using data captured during Aadhaar Enrolment.

Sir,

1. Quotations from the Tier-I software solution vendors empanelled by UIDAI, Govt. of India are invited **through Limited Tender** for Software Development. The last date of submission of the **quotation is 16/08/12 by 3 PM in Room no.42, Dy Director (IT), Punarwas Bhawan, I.P.Estate, New Delhi**. You are requested to submit your Commercial Bid as per item no. 12.1 to 12.6 & 12.9 to 12.12 of the tender Conditions given herein.
2. CEO, DUSIB reserves the right to accept the tender in part or reject any or all the quotations without assigning any reason thereof.

Yours faithfully

Director(IT)

Request for Quotation

Last Date of Submission of Quotation: 16/08/12 by 3.00 pm

2. INTRODUCTION

The Government of NCT of Delhi is planning to enhance the quality of services delivered to its residents of JJ Cluster by riding on the Aadhaar ecosystem. Delhi, other than being the capital city of country, is also a hub of economic and political activities. To make Delhi slum free, the Govt. of NCT of Delhi has planned to allot low cost dwelling units under the JNNURM Scheme to Slum & JJ dwellers. Delhi Urban Shelter Improvement Board (DUSIB) is the nodal agency for implementation of the above scheme.

DUSIB is primarily responsible for improving the quality of life of Slum & JJ dwellers of Delhi. At present the estimated population of JJ dwellers in Delhi is 21 lakhs, residing in approximately 4.25 lakh jhuggies in about 650 JJ clusters. The Govt. of NCT of Delhi is keen on developing its services delivery models on Aadhaar to properly identify residents, enhance efficiency and maximize user experience for residents.

Considering the fact that UIDAI has enrolled a major portion of the population of Delhi, DUSIB feels that this is the right time to start delivering its services on the Aadhaar platform so as to enhance efficiency of the delivery systems with greater transparency and accountability, coupled with finest user experience to the beneficiary of JJ clusters.

3. OBJECTIVE

The Delhi Urban Shelter Improvement Board (DUSIB) wishes to check / authenticate the slum dwellers prior to making allotment of flats. In doing so, the department wishes to leverage IT through Aadhaar number based bio-metric authentication.

To accomplish the project, DUSIB requires development of an Application software and testing of the application software through a pilot project to identify and authenticate the beneficiaries using data captured during Aadhaar Enrolment.

The software application would capture fingerprints of the beneficiaries as per UIDAI standards and match the captured fingerprint with the fingerprint information available in CIDR of UIDAI.

4. NAME OF THE PROJECT

Development of software application to seed Aadhaar Numbers into the Eligible JJ dwellers database and authenticate the Housing Beneficiaries from UIDAI's SRDH/CIDR.

5. BENEFICIARIES

Number of Housing beneficiaries: 70,000

The project is expected to cater to the housing allotment of 70,000 beneficiaries, which is to be done over a span of three years.

6. VALUE: USING AADHAAR FOR HOUSING BENEFICIARIES

Aadhaar implementation will be instrumental in delivering better services under this scheme because of following reasons:

- **Uniqueness of Aadhaar:** Aadhaar is a unique number, and no resident can have a duplicate number since it is linked to his/her individual biometrics. Using Aadhaar to identify beneficiaries in the DUSIB database will eliminate duplicate and false beneficiaries from the rolls, and make the identification for entitlements far more effective.
- **Aadhaar based authentication:** Aadhaar enables remote, online biometric and demographic authentication of an individual's identity. Using Aadhaar for real-time identity verification will assist departments to verify that the benefits reach the individuals for whom they were meant for.

7. SCOPE OF WORK

7.1 The implementing agency shall develop a web based application that should be able to receive relevant survey/eligible data from scanning devices and SRDH and testing of the software through a pilot project of 700 beneficiaries.

7.2 Software Modules

The software application shall have the following three modules:

- Seeding
- Authentication
- Allotment

7.2.1 Seeding Module:

The Seeding module would perform the following functions:

- Receive inputs from the hand held device (POS) / laptop in the required format.
- Verify the eligibility of the individual from eligible JJ Dwellers provided by concerned section / Survey database and then seed the Aadhaar Numbers into the Eligible JJ Dwellers/Survey Database and verify from SRDH.
- Block the duplicity of the housing beneficiary based on name and father/spouse name or UINo.
- Generate an acknowledgement slip
- After Seeding, the data should be uploaded/ integrated on the DUSIB server and generate check list report with UINo.

7.2.2 Authentication Module:

The Eligible JJ dwellers will be called to the DUSIB office for Bio-metric Authentication to map the UINo with the UIDAI's CIDR/SRDH data and update the DUSIB database (matched/unmatched) and display the demographic detail along with photograph.

If the Bio-Metric finger print of JJ dwellers is found to be weak or if the individual's finger is missing, then the software would map the UINo with the UIDAI's CIDR/SRDH and update the DUSIB database with the status of the beneficiaries (matched / unmatched) and display the demographic detail along with photograph. If the Aadhaar No is matched then a remark will be displayed and saved in the

database, that the UID has been matched through the Aadhaar No. and not through Biometric matching.

The Authentication software should be able to perform following functions:

- Handle exceptions in the federated authentication.
- Handle exceptions for authenticating people with bio-metric exception and very poor fingerprints/ false reject
- Generate printed acknowledgement of status of matching finger prints along with photograph.
- Store complete transaction in local machine/server.
- Application software should have provision for Yearly/Annual Authentication.

7.2.3 Allotment Module:

The Allotment Module will have the following features:

- List of the eligible, UID matched JJ Dwellers required for the draw process in required format. (The format will be finalized in consultation with DUSIB)
- Provision to authenticate draw result with draw table and storing of data in allotment table of the successful allottee.
- Generate various MIS reports.
 - (i) Generate allotment letter with photograph.
 - (ii) Generate list of allottees who are going to complete 15 years from the date of possession/allotment.
 - (iii) Searching by features - allottee name (family head or spouse, date of allotment, UID No. etc. or any other relevant criteria decided by DUSIB at later stage.
 - (iv) Generate reports like colony wise, date of allotment-wise total no of housing beneficiaries.
 - (v) Triggered by matching of fingerprint above, capture the FP matching acknowledgement report.

7.3 User Roles

User Roles and privileges to be incorporated into the application as per DUSIB directions. (DUSIB will inform the agency about the roles either before the start of development of the software or at time of preparation of the DPR.)

7.4 Important Guidelines for Software Development

- The software shall have integration with SRDH for seeding and Authentication.
- The software shall have all the security features as per industry standard and shall be in compliance with all the security related guidelines by CERT-IN, NIC and Govt. of India etc. **In this regards Agency shall get the application software Audited through a certified Government Agency and furnish the relevant Audit certification.**
- The software shall have functionality for integration of digital signatures.
- The software shall have the functionality to:
 - Generate management reports.
 - Transfer transaction data into DUSIB's database.
 - Handle other forms of exceptions such as Network unavailability, request time-out etc.
 - Create network & Protocol for Communication from device to AUA /Sub AUA (SRDH) and from AUA to ASA server with respect to security and other network practices.
 - Provide facilities for fraud monitoring, generation of log files and Audit and Grievance Mechanism.
 - Application Software should be scalable and block the duplicity of the housing beneficiary.
 - After the authentication the data, same will form the input for Draw of flats for the beneficiaries and insert data of the matched records in Draw table.
 - Software should have periodic inspection assisted by biometric authentication.
 - e-Authentication, e.g. digital signature, should be used while uploading list of selected allottees.

- Application should be able to handle 700 records inserts/updates from UID mapping and application software in one day. Application should have the feature to provide multiuser facility for seeding/Authentication of housing beneficiaries.
- The Agency shall capture the UINo. of the Head of family ,spouse and family members as per the Eligibility table.
- Appropriate security processes will be integrated into the software application to ensure that the data cannot be manipulated or misused
- Software source code will be properly documented and complete process of compiling the source code will be provided to DUSIB.
- Other requirements to compile or operate the software application will be clearly specified.

8. PILOT PROJECT

8.1 To test the application software, the agency will implement a **pilot project** for 700 housing beneficiaries in the first phase – this shall include seeding and authentication data of 700 JJ dwellers who have been selected for allotment of flats under JNNURM scheme.

The shortlisted agency shall seed UID Numbers into the DUSIB JJ Dwellers Database after online verification from SRDH, authenticate and then issue the allotment letter with photograph of the aforementioned eligible JJ dwellers.

8.2 Suggested Methodology :

To achieve the objective of seeding, one of the suggested methodologies is described below:

The beneficiary shall report at a pre-designated place with his UID card for seed in. An Operator shall collect the Aadhaar number of the beneficiary and authenticate the beneficiary's identity using either a hand held device (POS) or a laptop. The POS / laptop shall have pre-populated data from the DUSIB Eligibility JJ Dweller/Survey Database.

The Operator shall search the beneficiary in the DUSIB database by name / address and match with the photograph available in the eligible JJ Dwellers database. He will then take the UID number from the beneficiary and match with SRDH of Govt of NCT of Delhi and update it in the DUSIB Database using the POS (Hand held device) / Laptop.

The selected company will use a 2-D barcode scanner to scan the UID number from the enrolment slip / Aadhaar card (if available), to reduce the chances of error via manual entry.

After completion of the seeding process, the data will be posted to the DUSIB Server and the beneficiary shall be provided with an allotment slip.

For the pilot project the shorted listed agency shall provide all the requisite hardware and software.

8.3 Database Table/Fields

The database of the application software should have the following tables/fields:

Eligibility	Authentication	Allottee_details
Cluster_id	Cluster_id	colony_id
Survey_cd	Survey_cd	allottee_name/family_head
name_of_family_head	UINo matching status(Y/N)	father_name /spouse name
FAMILY_HEAD_UINO	FAMILY_HEAD_UINO	Block
Name_of_father	Name_of_allottee	flat_no
Name_of_spouse	Date of Authentication	date_of_allotment
SPOUSE_UINO	Transaction ref ID	date_of_possession
Jhuggi_no	SPOUSE_UINO	Ration_card_no
Ration_card_no	NOMINEE_UINO	Date_of_birth
Batch_no(for image)	Name_of_operator	Lease-no
Nominee_name		Date_of_lease_agreement
NOMINEE_UINO		FAMILY_HEAD_UINO
		SPOUSE_UINO
		NOMINEE_NAME
		NOMINEE_UINO

Draw	JJ_Cluster_master	Colony_master
FAMILY_HEAD_UINO	CLUSTER_ID	COLONY_ID
SPOUSE_UINO	CLUSTER_NAME	COLONY_NAME

* → The table/fields are indicative and may be changed after they are finalized at the time of preparation of DPR or software development as per requirements.

9. DELIVERABLES

The selected agency shall deliver the following:

- Detail Project Report (DPR) comprising of current state assessment (“As-Is” assessment), future state requirements (“To-Be state), project implementation timeline and software requirement specifications (SRS).
- Application software comprising of Seeding, Authentication, Allotment, Yearly Verification/Authentication, Renew /Terminate Lease and MIS report module.
- Data Entry of 700 JJ Dwellers
- Seeding and Authentication of the above 700 housing dwellers as per the scope of work mentioned at para number 7 & 8 and generation of allotment letters.
- Generation of MIS reports
- Audit Report towards the security certification from empanelled vendor of I.T. Department, of GNCTD/GOVT. of India.
- Training, backup procedure and source code

10. CURRENT DATABASE AND HARDWARE

10.1 Database Specifications

The database for approximately 700 eligible beneficiaries has been digitized in SQL Server Database for the pilot project from prioritised JJ Clusters. The following fields are available against each beneficiary:

1. Survey Code
2. Name of Cluster
3. Name of the beneficiary
4. Father/Husband name
5. Jhuggie No
6. Ration Card No
7. Batch No/Beneficiary Code (for image)

The photograph of each beneficiary will be provided to the agency separately in “.jpg” format. (batchno.jpg)

10.2 Hardware Specifications

DUSIB has one server having the following configuration:

HP Server: HP ML 350 T06 Server with:

- a) CPU: Intel Xeon E 5620, 2.40 GHz, Quad Core, 6GB RAM
- b) Chipset: Intel 5500 or better on intel or equivalent OEM Motherboard
- c) Slots: 5 PCI/ PCI Expr.
- d) Memory: 16 GB 1067/ 1333 MHZ DDR3 RAM Expandable to 24GB.
- e) Hard Disk Drive: 6TB, 7.2K rpm SAS
- f) Raid Controller: Minimum 3 ports SAS Controller with 128 MB cache.

10.3 The Agency will have to suggest the required hardware for the implementation of the complete project.

11. PROJECT PLAN

The detailed project plan for the pilot project has been prepared. The project is expected to be completed in a time span of 16 weeks. Some timelines might differ depending upon the methodology adopted for seeding and preparedness of agency.

(Timeline in Weeks)		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
Hiring of Agency	Contract Signing																	
Preparation of DPR / SRS																		
	As-Is Assessment / To-Be State & SRS																	
	Finalization of DPR																	
Software Development																		
	Application development																	
	User Acceptance Testing (UAT)																	
	Testing for seeding and authentication																	
	Software Auditing																	
Seeding Activity																		
Authentication Activity																		
Allotment Activity , MIS Report, Training and submission of documentation																		

12. INSTRUCTIONS TO BIDDERS

12.1 Submission of Bid

- a. The Bid Document (referred to as “the Bid” in this RFQ) should consist of the following documents:

1	Letter of Intent (Lol) to submit bid in response to RFQ Invitation	As per Annexure 1, Format of Letter of Intent to submit bid in response to RFQ Invitation
2	Documents towards certification of registration, copies of the Registration of Company, VAT/TIN/PAN, Service Tax Registration	
3	Earnest Money Deposit	Rs.50,000/- in form of DD/ Pay order in favour of “DELHI URBAN SHELTER IMPROVEMENT BOARD”
4	Financial Bid	As per Annexure 2, Format of Financial Bid
5	A Plan of Implementation for this project in the zone(s) that the bidder is bidding for	As per Annexure 4, Format of Plan of Implementation
6	Power of Attorney for Authorized Signatory	Bidder to provide as per Legal format for PoA
7	RFQ Document Annexure	
8	Any other corrigendum that DUSIB might release on a later date	

Each page of the Bid document must be numbered, signed and stamped by the authorized signatory of the bidder, who has the Power of Attorney (PoA), to commit the responding firm to contractual obligations.

In case of a discrepancy between the items on the above checklist and the actual documents / material submitted, the Purchaser reserves the right to declare the bid invalid and disqualify the bidder.

Also, in case the documents / material submitted are not as per the formats specified in this RFQ document, the Purchaser reserves the right to declare the bid invalid and disqualify the bidder.

Bid may be rejected at any stage of the evaluation, if it is found that the bidder has provided misleading information or has been black listed by a central or state government or agency thereof or has indulged in any malpractice/ unethical practice and has not honoured contractual obligation elsewhere.

- b.** The bids submitted in response to this RFQ, and all associated correspondence shall be written in English. Any interlineations, erasures or over writings shall be valid only if they are countersigned by the authorized person signing the bid.
- c.** The currency(ies) of the Bid offer and the payments shall be in Indian Rupees (INR).
- d.** Project Implementation Plan to be submitted as per the format provided at Annexure 4 detailing how the bidder plans to implement the project.
- e.** Bids received by facsimile shall be treated as defective, invalid and rejected. Only detailed complete bids received prior to the closing time and date for receipt of bids shall be treated as valid.
- f.** The EMD along with other necessary and supportive documents and RFQ should be placed in a sealed Envelope- **A** super scribed as – “EMD and REQUISITE DOCUMENTS FOR - DEVELOPMENT OF SOFTWARE APPLICATION TO SEED AADHAAR NUMBERS INTO THE ELIGIBLE JJ DWELLERS DATABASE AND AUTHENTICATE THE HOUSING BENEFICIARIES FROM UIDAI’S SRDH/CIDR.”
- g.** A separate Envelope - **B** super scribed as – “FINANCIAL BID - RFQ FOR DEVELOPMENT OF SOFTWARE APPLICATION TO SEED AADHAAR NUMBERS INTO THE ELIGIBLE JJ DWELLERS DATABASE AND AUTHENTICATE THE HOUSING BENEFICIARIES FROM UIDAI’S SRDH/CIDR” should contain the Financial bid as per annexure 2.
- h.** Envelope A & envelope B should be placed in a larger single envelope, properly sealed, and super scribed with “RFQ FOR DEVELOPMENT OF SOFTWARE APPLICATION TO SEED AADHAAR NUMBERS INTO THE

ELIGIBLE JJ DWELLERS DATABASE AND AUTHENTICATE THE HOUSING BENEFICIARIES FROM UIDAI'S SRDH/CIDR. All envelopes should be addressed to the Addressee specified at Room No.42, Dy Director(IT), Punarwas Bhawan, I.P.Estate, New Delhi and bear the name and address of the Bidder submitting the bid. The Bids submitted should be concise and contain only relevant information as required under this RFQ document.

- i. The bidders submitting their bids would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their bids, attending any pre-bid meetings and visiting the sites or any other location in connection therewith etc. the Purchaser shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
- j. Commercial Bid should only be submitted from Agencies Empanelled by UIDAI to whom the RFQ is being issued.
- k. Commercial Bid should contain the rates **as per Annexure-2**.
- l. Selection of the agency for award of contract will be done on the basis of lowest Rate Quoted**
- m. Rates quoted by the agency shall be firm during the currency of the tender and no correction thereof will be entertained once the commercial bids are opened.
- n. Incomplete tender documents/conditional shall be summarily rejected.
- o. Commercial Bid should be quoted in all respects and not left blank. Incomplete bids will not be accepted.
- p. The agency shall submit the self-certified copies of the Registration of Company, VAT/TIN/PAN, Service Tax Registration
- q. EMD to the tune of Rs.50,000 in the form of Demand draft / Pay order in favour of Delhi Urban Shelter Improvement Board shall be submitted separately along with the other documents, failing which the financial bid shall not be open.

12.2 Bid Opening and Evaluation

All the documents shall be checked by DUSIB i.e. (Certificate of Incorporation from Registrar of Companies, TIN/PAN, VAT/ Service Tax number Registration, project implementation plan etc.) submitted by the bidder. In the event of non-

submission of above documents and EMD the financial bid of the vendor shall not be opened by the evaluation committee.

The financial evaluation of the bids will be taken in to account on the basis of the information supplied by the bidders in their financial bid (as per format in Annexure 2, Format of Financial Bid) as well as all other relevant documents submitted by the bidder.

All bids shall be subject to arithmetical checking and corrections, if any, which will be carried out by DUSIB. Ranking of bids as L1, L2 etc. will be decided thereafter.

12.3 Validity of Bid submitted

The bids submitted by the firms/agencies shall remain valid for a period of 90 days after the closing date (deadline) for submission of bids prescribed in this document. A bid valid for shorter period may be rejected as non-responsive. The Purchaser may solicit the bidders' consent to an extension of RFQ validity (but without the modification in their Bid).

12.4 Amendments of RFQ Document

At any time prior to the deadline for submission of the Bid, the DUSIB may for any reason, amend the RFQ document by issuing suitable Corrigendum. Any corrigendum issued in this regard will be communicated through email/written letter to the pre-qualified bidders, as well as be published on the website of the Purchaser, and such amendments shall be binding on bidder(s).

12.5 Clarifications on Bid submitted

During evaluation, DUSIB may, at its discretion, ask the respondents for clarifications on their bids. The Bidders are required to respond within the time frame prescribed by DUSIB.

12.6 Disqualification

DUSIB may at its sole discretion and at any time during the evaluation of bid, disqualify any bidder, if the bidder:

- a)** submits the bid after the response deadline;

- b)** makes misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c)** exhibits a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- d)** submits a bid which is not accompanied with required documentation or which is non- responsive to the terms and conditions and stipulations herein;
- e)** fails to provide clarifications related thereto within given time frame, when sought;
- f)** submits more than one bid;
- g)** has been declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
- h)** exceeds the maximum bid capacity.

12.7 Performance Bank Guarantee

Within 7 working days of the selected bidder being intimated about their selection through the letter of intent the Agency shall submit an unconditional, unequivocal and irrevocable Performance Bank Guarantee (PBG) of 10 % (Ten Percent) of the contract value, from any Nationalized Indian Bank and valid for 2 ½ years from the date of contract. The format for PBG is provided in Annexure 3, Format of Performance Bank Guarantee (PBG).

12.8 Signing of Contract

The selected bidder shall be required to enter into a contract with the Purchaser, within ten (10) days of the issue of LOI or within such extended period, as may be specified by DUSIB on a stamp paper of Rs.100 denomination.

This contract shall be on the basis of this document and such other terms and conditions as may be determined by DUSIB, to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof.

12.9 Confidentiality

Information relating to the examination, clarification, comparison and evaluation of the bids submitted shall not be disclosed to any of the responding firms or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its bid.

12.10 Disclaimer

Bids received late will not be considered and will be returned unopened to the respondents. The Purchaser reserves the right to

- a) Reject any / all bids without assigning any reasons therefore,
- b) Relax or waive any of the conditions stipulated in this RFQ document as deemed necessary in the best interest of the objective of the scheme/project without assigning any reasons therefore, and
- c) Include any other item in the scope of work at any time after consultation in the pre-bid meeting or otherwise.

12.11 Corrupt or Fraudulent Practices

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process, the Purchaser reserves the right to reject such bids at its sole discretion.

For the purpose of this clause:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of an official of the Purchaser or DIT in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome.

“Fraudulent Practice” means a misrepresentation of facts in order to influence the evaluation and selection process to the detriment of the Purchaser.

12.12 Limits on Promotion/Publicity/Advt.

The selected bidders shall not perform any kind of promotion, publicity or advertising etc. at the Purchaser or DIT and their field offices through any kinds of

hoardings, banners or the like without the express prior written consent of the Purchaser.

13. GENERAL TERMS & CONDITIONS

The selected agency shall abide by the following terms and conditions:

- a. Quotations are invited for execution of development of application software implementation as elaborated in the scope of work. The implementation of the complete project is subject to successful pilot testing. In case if the pilot testing does not meet the desired goal, appropriate aspects of the project will need to be redone as necessary.
- b. The source code and IPR of the software will be the property of DUSIB and will be handed over to DUSIB. Any limitations or dependencies on licensed software may be specified clearly.
- c. Three day training, on the use of software application, shall be provided to at least 5 personnel nominated by DUSIB.
- d. Two year warranty and maintenance on software application shall be provided. This would include bug fixing and modifications in the software if required.
- e. The selected agency will provide a complete end-to-end solution.
- f. The software developed shall be based on open source and shall be platform independent.
- g. For the Pilot project the short listed Agency will provide all the requisite hardware and software.**
- h. No Sub contracting of the work order shall be permitted.
- i. Government Taxes shall be deducted at source from the bills raised by the firm. PAN Number and Service Tax No. should be indicated in the body of the Bill while submitting bill for payment.
- j. CEO (DUSIB) has the right to reject any Quotation without assigning any reason thereto.

14. Financials/ Quotation

The firm has to submit the quote for the total turn-key project for Development of the application software for Seeding, Authentication, Allotment, MIS reports of pilot data comprising of 700 housing beneficiaries.

The Quotation shall be inclusive of taxes/service charges, if any.

15. Terms of payment

S.No	Release of Payment
i.	5% will be released on submission of DPR and acceptance of DPR
ii.	30% will be released on completion of Software Development and handover of the source code to the department
iii.	30% will be released on the successful completion of pilot project comprising of Seeding , Authentication and generation of allotments letters and required MIS Reports of 700 beneficiaries
iv.	25% will be released on submission of the Operational Manual and backup procedure document and audit certification
v.	10% will be released after receipt of satisfactory report from Rehabilitation/ Allotment Section and operation training .

- a) No direct payment will be made by the Board to the developer/employee deployed by the agency.
- b) Any additional statutory levies and taxes introduced by Central/State Government with prospective/retrospective effect shall be paid by the **Board**.
- c) The agency shall submit the bills (in triplicate) for the work done by it.
- d) No payment shall be made to the agency for any miscellaneous or un-defined work / activity which will come up during the period of successful implementation of the project.

16. Penalty

A penalty of Rs. 500/- per day shall be imposed on the vendor in the event of slippage in the project plan mentioned at item No. 11 at RFQ. The penalty amount will be adjusted in the bill at the time of payment. In case of substantial failure in performance beyond rectification, DUSIB reserved the right to forfeit the performance bank guarantee.

17. Contract Period

- a)** The agency shall enter into an agreement with the department on a non-judicial stamp paper of value Rs.100/- within 10 working days of placing the letter of intent / award. The agreement shall come into force as soon as the Letter of intent is placed by the department.
- b)** The validity of the contract shall be initially for the completion of the project from the date of award of the contract. This can be extended for further requirement of the subject to satisfactory services by the service provider. However, the final decision shall rest with the department.
- c)** The department has the exclusive right to terminate the contract by giving notice of 15 days to the agency without assigning any reason.
- d)** The agency has to give 15 day's notice in advance before cancellation of the contract. Contravention of the same would lead to forfeiture of Performance Guarantee along with all outstanding dues.

18. Foreclosure of agreement

- a)** In case of work being abandoned by the vendor for continuous period of 15 days, the contract shall be liable to be terminated with a 7 days show cause notice by the department and the EMD, Performance bank guarantee shall be forfeited.

19. Court: This contract is subject to the jurisdiction of the NCT of Delhi.

20. Arbitration: Any dispute, differences or questions arising at any time between the parties in respect of this agreement or concerning provision herein contained shall be referred within 30 days of such dispute to sole Arbitration of an arbitrator appointed by CEO (DUSIB) and the award of the arbitrator shall be final and binding on both the parties.

21. Extension of scope of work

DUSIB may based on Additional requirement, extend the scope of work to the extent of 20% of the original scope.

22. ANNEXURE 1 - Format of Letter of Intent to submit bid in response to RFQ Invitation

(To be submitted on the Letter head of the responding firm)

{Place}

{Date}

To,

The Director (IT),

Delhi Urban Shelter Improvement Board, Govt. of NCT of Delhi,

Punarwas Bhawan, I.P. Estate, New Delhi- 110 002

Ref: RFQ No.

dated:

Subject: Submission of bid in response to the RFQ for Development of Software Application to Seed Aadhaar Numbers into the Eligible JJ Dwellers Database and Authenticate the Housing Beneficiaries from UIDAI's SRDH/CIDR

Dear Sir,

1. Having examined the RFQ document, we, the undersigned, herewith submit our bid in response to your RFQ No._____ dated_____ for Development of Software Application to Seed Aadhaar Numbers into the Eligible JJ Dwellers Database and Authenticate the Housing Beneficiaries from UIDAI's SRDH/CIDR, in full conformity with the said RFQ document.
2. We have read and understood the provisions of the RFQ document and confirm that these are acceptable to us. We conform that only the terms and conditions in the RFQ shall apply; we further declare that additional conditions, variations, deviations, if any, found in our bid shall be without any effect whatsoever.
3. We agree to abide by this bid, consisting of this letter, the detailed response to the RFQ and all attachments, and validity of the bid shall be for a period of 90 days from the closing date fixed for submission of bids as stipulated in the RFQ document.
4. The Earnest Money Deposit (EMD) of Rs. 50,000 submitted by us may be forfeited and en-cashed under any of the circumstances as specified.
5. We hereby declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under

this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

6. We certify that we have not been blacklisted by any department/society/body/organization of central/state government.
7. We hereby declare that all the information and statements made in this bid are true and we accept that any misrepresentation/wrong information contained in it or /suppression of material or relevant facts/figures may lead to our disqualification.
8. We understand that you are not bound to shortlist / accept any bid you receive.

Our correspondence details with regards to this bid are:

S.No	Information	Details
1	Name of responding firm:	
2	Address of responding firm:	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFQ:	
4	Telephone no. of contact person:	
5	Mobile no. of contact person:	
6	Fax no. of contact person:	
7	E-mail address of contact person:	
8	Website URL of the responding firm	

We hereby declare that our bid submitted in response to this RFQ is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

Date:

[Firm's Name]

Place:

Signature

Name

Title

Seal of the Firm

23. ANNEXURE 2 – Format of Financial Bid

(To be submitted on the Letterhead of the responding firm)
[Location, Date]

To,

The Director (IT),

Delhi Urban Shelter Improvement Board, Govt. of NCT of Delhi,

Punarwas Bhawan, I.P. Estate, New Delhi- 110 002

Ref: RFQ No.

dated:

Subject: Submission of bid in response to the RFQ for Development of Software Application to Seed Aadhaar Numbers into the Eligible JJ Dwellers Database and Authenticate the Housing Beneficiaries from UIDAI's SRDH/CIDR

Dear Sir,

We, the undersigned, offer to provide the Development of Software Application to Seed Aadhaar Numbers into the Eligible JJ Dwellers Database and Authenticate the Housing Beneficiaries from UIDAI's SRDH/CIDR and implementation for pilot project in accordance with your Request for Quotation dated [Insert Date].

.

The cost for the project is _____ (in numbers)

_____ (in words)

(The cost of project shall be mentioned in both number and words, and if there is a difference in the cost mentioned in number & words, the cost in words shall be considered as the quoted amount.)

The above mentioned cost(s) is inclusive of all Government taxes/duties/levies/cess etc.

We remain,

Yours sincerely,

Authorized Signature [In full and initials] _____

Name and Title of Signatory: _____

Address of Firm: _____

Seal of the Firm

24. ANNEXURE 3 – Format of Performance Bank Guarantee (PBG)

BANK GUARANTEE NO.

DATE

PERIOD OF BANK GUARANTEE: - VALID UPTO (30 months from the date of Selection)

AMOUNT OF GUARANTEE: Rs_____

To,

The Director (IT),

Delhi Urban Shelter Improvement Board, Govt. of NCT of Delhi,

Punarwas Bhawan, I.P. Estate, New Delhi- 110 002

THIS DEED OF GUARANTEE EXECUTED ON THIS ____ Day of _____ 2012 by {Name of the Bank issuing guarantee} a scheduled commercial bank , constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its registered office at -----, Head office at (H.O. Address) and one of the Branch offices at (Branch address) hereinafter referred to as the 'Guarantor Bank' (which expression unless it be repugnant to the context or meaning thereof shall include its successors and assigns.) in favour of The Director, Delhi Urban Shelter Improvement Board, Govt. of NCT of Delhi, Punarwas Bhawan, I.P. Estate, New Delhi- 110 002 (hereinafter referred to as "Purchaser" which expression shall unless it be repugnant to the context or meaning thereof shall include its successors and assigns).

Whereas Selection Notification No. ----- dated ----- (Hereinafter called the "Selection Notification") for selecting M/s. ----- for the Development of Software Application to Seed Aadhaar Numbers into the Eligible JJ Dwellers Database and Authenticate the Housing Beneficiaries from UIDAI's SRDH/CIDR issued by the Purchaser on M/s. -- ----- (Hereinafter referred to as 'the Managed Service Provider ') stands accepted by the Managed Service Provider.

And whereas to ensure due performance of the obligations of the Managed Service Provider to the satisfaction of the Purchaser towards Providing Managed Services for the Development of Software Application to Seed Aadhaar Numbers into the Eligible JJ Dwellers Database and Authenticate the Housing Beneficiaries

from UIDAI's SRDH/CIDR the said performance and in terms thereof by the Managed Service Provider as aforesaid, the Guarantor Bank at the request of the Managed Service Provider has agreed to give guarantee as hereinafter provided.

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:

In consideration of the Purchaser, having engaged the Managed Service Provider for a period of four months for Providing Managed Services for the the Development of Software Application to Seed Aadhaar Numbers into the Eligible JJ Dwellers Database and Authenticate the Housing Beneficiaries from UIDAI's SRDH/CIDR (Name of the Guarantor Bank) do hereby undertake as under:

- a) To indemnify and keep indemnified the Purchaser to the extent of the sum of Rs. ----- -- /- (Rs. ----- only) for the losses and damages that may be caused to or suffered by the Purchaser in the event of non-performance or part/under performance of whatever nature on the part of the Managed Service Provider in discharging their obligations under the said contract against the above selection notification order and further undertake to pay immediately on demand to the Purchaser the amount claimed under this guarantee not exceeding Rs. ----- /- (Rs. -----only) without demur and without the Purchaser needing to prove or to assign reasons for the demand so made for the sum specified therein and mere written claim or demand of the Purchaser shall be conclusive and binding on the guarantor Bank as to the amount specified under these presents.

- b) The guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the obligations under the contract against the Selection Notification and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said contract against the Selection Notification have been fully paid and its claims satisfied or discharged or till _____Office/Department/Ministry of _____ certifies that the terms and conditions of the said contract against the Selection Notification have been fully and properly carried out by the Managed Service Provider and accordingly discharges this

guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the _____ we shall be discharged from all liability under this guarantee thereafter.

- c)** This guarantee shall not in any way be affected by the change in the constitution of the Managed Service Provider or of guarantor bank nor shall be affected by the change in the constitution, amalgamation, absorption or reconstruction of the Purchaser or otherwise but shall ensure for and be available to and enforceable by the absorbing amalgamated or reconstructed Company of the Purchaser.
- d)** We, _____ (indicate the name of bank) further agree with the Purchaser that the Purchaser shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract against the Selection Notification or to extend time of performance by the Managed Service Provider from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the Managed Service Provider and to forbear or enforce any of the terms and conditions relating to the said contract against the Selection Notification and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the Managed Service Provider or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser to the Managed Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving
- e)** We, _____ (indicate the name of bank) undertake not to revoke this guarantee during its currency except with the previous consent of the Purchaser in writing
- f)** Notwithstanding anything contained above
- g)** The liability of the guarantor Bank under this deed of guarantee is restricted to Rs. ----- /- (Rs. ----- only). This guarantee shall remain in full force till (mention date) and the guarantor Bank is liable to pay the

guaranteed amount or any part thereof under this Bank Guarantee only and only if the Purchaser serves upon the guarantor Bank a written claim or demand on or before (mention date) at (name of the guarantor Bank and branch). IN WITNESS WHEREOF the authorized signatories of the said (Guarantor Bank) have signed this deed for and on behalf of the guarantor on the date first here in above mentioned.

Place

Date

For

Authorized Signatories

Seal

25. ANNEXURE 4 – Format of Project Implementation Plan

1 Introduction

1.1 Purpose

[Describe the purpose of the plan and describes the project to be implemented]

1.2 Project Overview

[A description of the system to be implemented and its organization]

1.2.1 Project Description

[An overview of the services the project will provide the system]

1.2.2 Assumptions and Constraints

[Describes the assumptions made regarding the development and execution of this document as well as the applicable constraints]

1.2.3 Project Organization

[A description of the project organization structure and the major components essential to its implementation]

1.3 Glossary

[Lists all terms and abbreviations used in this plan]

2 Management Overview

[A description of how the implementation will be managed and identifies the major tasks involved]

2.1 Description of Implementation

[A description of the planned implementation approach]

2.3 Major Tasks

[Descriptions of the major project implementation tasks]

2.4 Implementation Schedule

[A schedule of activities to be accomplished]

2.5 Security and Privacy

[An overview of the security and requirements that must be followed during implementation]

2.5.1 Security Setup

[A description of the security setup to address the Confidentiality and Privacy concerns]

2.6 Data Backup & Restore Procedure

[An overview of the Data Backup & Restore Procedure that must be followed during implementation]

3 Implementation Support

3.1 Hardware, Software, Facilities, and Materials

[Lists all support hardware, software, facilities, and materials required for the implementation]

3.2 Documentation

[Lists any additional documentation needed to assist implementation]

3.3 Personnel

3.3.1 Staffing Requirements

[Describes the number of personnel, length of time needed, types of skills, skill levels, expertise, and their roles and responsibilities]

3.3.2 Training of Implementation Staff

[Describes the training necessary to prepare staff for taking up the task]

3.6 Performance Monitoring

[Describes the performance monitoring tool, techniques and how it will be used to help determine if the implementation is successful]

4 Implementation Requirements by Site

[Describes site-specific implementation requirements and procedures]

4.1 Site Name or Identification for Site X

[Identifies the site by name, location and ownership]

4.1.1 Site Requirements

[Describes the requirements that must be met for the orderly]

4.1.2 Site Implementation Details

[Description of the implementation team, schedule and processes required to accomplish the implementation at this site]

4.1.3 Risks and Contingencies

[Describes the risks and specific actions to be taken in the event the implementation fails]

4.1.4 Implementation Verification and Validation

[Describes the process for ensuring that task was not poorly executed]

4.2 Acceptance Criteria

[Describe the criteria that will be used to determine the acceptability of the deliverables]