

**Government of India  
Ministry of Finance (Department of Revenue)  
Chief Controller of Accounts  
Office of Pr.CCA, CBIC  
1<sup>st</sup>Floor, DGACR Building, ITO, New Delhi-110001  
Tel: #91-11-23702428;  
email: dhruvakumar.1973@gov.in**

## **REQUEST FOR PROPOSAL (RFP) DOCUMENT**

**For Engagement of IT Agency for management, maintenance,  
upgradations and future enhancements of Accounting &  
Reconciliation Portal of Indirect Taxes (ARPIT)in O/o Pr.Chief  
Controller of Accounts, Central Board of Indirect Taxes& Customs,  
Ministry of Finance, Department of Revenue**

## CONTENTS

S.No.	Particulars	Page No.
	Disclaimer	3
1	Section 1. Letter of Invitation	4-6
2	Section 2. Instructions to Consultants (including Data Sheet and Bid evaluation criteria and selection procedure)	7-21
3	Section 3. Technical Proposal-Standard Forms	22-51
4	Section 4. Financial Proposal – Standard Forms	52-54
5	Section 5. Terms of Reference	55-76
6	Section 6. Forms of Contract	77-99
7	Appendix	100-107
8	Integrity Pact	108-114

## DISCLAIMER

The information contained in this Request for Proposal ("RFP") document or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Authority or any of their employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Authority to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. **The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.**

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Consultancy and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

## Section 1. Letter of Invitation

Government of India  
Ministry of Finance (Department of Revenue)  
Chief Controller of Accounts  
Office of Pr.CCA, CBIC  
1st Floor, DGACR Building, ITO, New Delhi-110001  
Tel: #91-11-23702428, Email: [dhruvakumar.1973@gov.in](mailto:dhruvakumar.1973@gov.in)

No. File No. Pr. CCA/CBIC/GST & IT/15/CAP/2019-20

Date:xx.xx.2021

To

Name and Address of the firm/agency  
shortlisted based on EOI

As per List

Subject: Engagement of IT Agency for management, maintenance, upgradations and future enhancements of Accounting & Reconciliation Portal of Indirect Taxes (ARPIT) developed by the Office of Pr.CCA, CBIC, Ministry of Finance, Department of Revenue, Government of India

Dear Mr. /Ms.

1. Office of the Pr.CCA, CBIC is implementing accounting system for GST in the Ministry of Finance, Department of Revenue, Govt. of India for which a web enabled application / portal is functioning by the name of **Accounting & Reconciliation Portal of Indirect Taxes (ARPIT) which is part of Public Financial Management System.**

2. Office of the Pr.CCA had invited EOI from eligible Software Development firms/agencies for hiring of services of the following 24 IT professionals for a period of **four years** who can be granted further extension of one year on the same terms, conditions and commercials:

S.No.	Resource Category	Number of Resources
1	Project Manager	1
2	Business Analyst	2

3	Senior Software Developer (Biztalk)	2
4	System Administrator	1
5	Sr. Software Developer (Business Intelligence)	2
6	Sr. Software Developer (Test Lead)	1
7	Team Lead Development	1
8	Test Engineer (Tester)	2
9	Software Developer (.Net / ASP)	7
10	Help Desk Team Member	1
11	BI Support Team (S/W Developer)	1
12	Bank/GSTN/ICEGATE/RBI Interaction Team member	1
13	Sr. UI Designer	1
14	Database Administrator	1
	<b>Total</b>	24

3. As your firm has been short-listed based on your EOI, you are now invited to submit your proposal online through the portal [www.eprocure.gov.in/eprocure](http://www.eprocure.gov.in/eprocure) as per the attached RFP document. **The proposals received through physical mode shall not be considered.** More details on the services are provided in the Terms of Reference in this RFP document.

4. A firm will be selected under two stage selection process for evaluation of Proposals/Bids as described in this RFP. In the first stage, a Technical Evaluation will be carried out. Based on this technical evaluation, a list of technically qualified proposals shall be prepared. In the second stage, a financial evaluation will be carried out. Proposals will finally be ranked according to their combined technical and financial scores as per **Quality-cum-Cost Based Selection (QCBS)** method under which 70% weightage will be given to the Technical Evaluation and 30% weightage to the Financial Evaluation.

5. The RFP includes the following documents:

- Section 1 - Letter of Invitation
- Section 2 - Instructions to firms/agencies (including Data Sheet)
- Section 3 - Technical Proposal - Standard Forms
- Section 4 - Financial Proposal - Standard Forms
- Section 5 - Terms of Reference
- Section 6 - Standard Forms of Contract

6. Please inform us in writing at the address

**Chief Controller of Accounts**

**Office of Pr.CCA, Central Board of Indirect Taxes& Customs,**

**'B' Wing,1st Floor, DGACR Building, I.P. Estate, New Delhi-110001**

**Tel: #91-11-23702428, Email:**[dhruvakumar.1973@gov.in](mailto:dhruvakumar.1973@gov.in)**upon receipt:**

- (a) that you have received the Letter of Invitation and RFP document; and
- (b) that you will submit the proposal by the date & time indicated in RFP.

Yours Sincerely,

**(Dhruva Kumar Singh)**

Chief Controller of Accounts

Office of Pr.CCA, CBIC

1<sup>st</sup>Floor, DGACR Building, ITO, New Delhi-110001

Tel: #91-11-23702428, Email: [dhruvakumar.1973@gov.in](mailto:dhruvakumar.1973@gov.in)

## Section 2

### Instructions to Consultants / Service Providers / Firms / Agencies (ITC)

#### Part I

#### 1. Definitions

- (a) **“Employer/Authority”** “means the Ministry/Department who has invited the bids for services of IT Professionals and with which the selected firm/agency signs the Contract for the Services of IT Professionals and to which the selected firm/agency shall provide services as per the terms and conditions and TOR of the contract.
- (b) **“Firm/Agency”** means any entity or person or associations of persons who have been shortlisted to submit their proposals that may provide or provides the Services to the Employer/Authority under the Contract.
- (c) **“Contract”** means the Contract signed by the Parties and all the attached documents listed in its Clause 1, that is the General Conditions (GC), the project Specific Conditions (SC), and the Appendices.
- (d) **“Project Specific Information”** means such part of the Instructions to Service Providers used to reflect specific project and assignment conditions.
- (e) **“Day”** means calendar day.
- (f) **“Government”** means the Government of India.
- (g) **“Instructions to Service Providers”** (Section 2 of the RFP) means the document which provides short-listed Service Providers with all information needed to prepare their proposals.
- (h) **“Letter of Invitation”** (Section 1 of the RFP) means the Letter of Invitation being sent by the Authority to the short-listed Service Providers.
- (i) **“Personnel”** means IT Professionals and support staff provided by the Service Provider or by any Sub-agency and assigned to perform the Services or any part thereof; “Domestic Personnel” means such professionals and support staff who at the time of being so provided had their domicile in India.
- (j) **“Proposal”** means the Technical Proposal and the Financial Proposal.
- (k) **“RFP”** means the Request for Proposal prepared by the Employer/Authority for the selection of Service Provider/IT Professionals, based on the SRFP.

- (l) **"SRFP"** means the Standard Request for Proposals, which must be used by the Employer as a guide for the preparation of the RFP.
- (m) **"Assignment/job"** means the work to be performed by the IT Professionals pursuant to the Contract.
- (n) **"Sub-Consultant"** means any person or entity with which the Service Provider subcontracts any part of the Assignment/job.
- (o) **"Terms of Reference"** (TOR) means the document included in the RFP as Section 5 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Employer and the Service Provider, and expected results and deliverables of the Assignment/job.

## **2. Introduction**

2.1 The Authority named in the Part II, Data Sheet will select a firm/agency (the service provider) from those to whom the LOI has been addressed, in accordance with the method of selection specified in the Part II, Data Sheet.

2.2 The name of the assignment/Job has been mentioned in Part II, Data Sheet. Detailed scope of the assignment/job has been described in the Terms of Reference in Section 5.

2.3 The date, time and address for submission of the proposals have been given in Part II, Data Sheet.

2.4 The short-listed firms/agencies are invited to submit their Proposal, for consulting Assignment/job named in ITC clause 2.2 above. The Proposal will be the basis for a signed Contract with the selected firm/agency.

2.5 Firm/agency should familiarize themselves with local conditions and take them into account in preparing their Proposals. To obtain first-hand information on the Assignment/job and local conditions, firms/agencies are encouraged to meet the Authority's representative named in Part II, Data Sheet before submitting a proposal and to attend a pre-proposal meeting if one is specified in the Part II, Data Sheet. Attending the pre-proposal meeting is optional. Firm/agency should contact the Authority's representative to arrange for their visit or to obtain additional information on the pre-proposal meeting. Firm/agency should ensure that these representatives are advised of the visit in adequate time to allow them to make appropriate arrangements.

2.6 The Authority will provide at no cost to the firm/agency the inputs and facilities specified in the Part II, Data Sheet, assist the firms/agencies in obtaining licenses and permits needed to carry out the Assignment/job, and make available relevant project data and reports.

2.7 Firms/agencies shall bear all costs associated with the preparation and submission of their proposals. The Authority is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the firm/agency.

### **3. Clarification and Amendment of RFP Documents**

3.1 Firms/Agencies may request a clarification on any clause of the RFP documents up to the number of days indicated in the Part II, Data Sheet before the proposal submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Authority's address indicated in the Part II, Data Sheet. The Authority will respond in writing, or by standard electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all firms/agencies.

3.2 Should the Authority deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure under para 4.3 below.

3.3 At any time before the submission of Proposals, the Authority may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all firms/agencies and will be binding on them. Firms/agencies shall acknowledge receipt of all amendments. To give Firms/Agencies reasonable time in which to take an amendment into account in their Proposals the Authority may, if the amendment is substantial, extend the deadline for the submission of Proposals.

### **4. Conflict of Interest**

4.1 Authority requires that the Firms/Agencies ensure that the selected IT Professionals provide professional, objective, and impartial services and at all times hold the authority's interests paramount, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.

4.2 Firms/Agencies have an obligation to disclose any situation of actual or potential conflict that impacts capacity to serve the best interest of their employer, or that may reasonably be perceived as having this effect. Any such disclosure shall be made as per the Standard forms of technical proposal provided herewith. If the firm fails to disclose said situations and if the Authority comes to know about any such situation at any time, it may lead to the disqualification of the firm during bidding process or the termination of its Contract during execution of assignment.

### **5. Unfair Advantage**

5.1 If a short-listed Firm could derive a competitive advantage from having provided the desired services related to the Assignment/job in question and which is not defined as conflict of interest as per para 5 above, the Authority shall make

available to all short-listed Firms/Agencies together with this RFP all information that would in that respect give such Firm any competitive advantage over competing firms.

## **6. Proposal**

6.1 Short-listed Firms may only submit one proposal. If a Firm submits or participates in more than one proposal, such proposals shall be disqualified.

## **7. Proposal Validity**

7.1 The Part II, Data Sheet to firm indicate how long Firms' Proposals must remain valid after the submission date. During this period, Firms shall maintain the availability of IT Professionals nominated in the Proposal and also the financial proposal unchanged. The Authority will finalise/complete the process within this period. Should the need arise; however, the Authority may request Firms to extend the validity period of their proposals. Firms/Agencies who agree to such extension shall confirm that they maintain the availability of the IT Professionals nominated in the Proposal and their financial proposal remain unchanged, or in their confirmation of extension of validity of the Proposal, Firms could submit new IT Professionals in replacement, who would be considered in the final evaluation for contract award. Firms who do not agree have the right to refuse to extend the validity of their Proposals; under such circumstance the Authority shall not consider such proposal for further evaluation.

## **8. Preparation of Proposals**

8.1 The Proposal as well as all related correspondence exchanged by the Firms and the Authority shall be written in English language, unless specified otherwise.

8.2 In preparing their Proposal, Firms are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

8.3 While preparing the Technical Proposal, Firms must give particular attention to the following:

a) The estimated number of IT Professionals and the period for which they are required is as shown in the Part II, Data Sheet.

(b) Alternative professional staff shall not be proposed, and only one curriculum vita (CV) may be submitted for each position mentioned.

8.4 Firms are required to submit a Technical Proposal (TP) in forms provided in Section-III. The Part II, Data Sheet in Section-2 indicates the forms/formats of the Technical Proposal to be submitted. **Submission of the wrong type of Technical**

**Proposal will result in the Proposal being deemed non-responsive.** The Technical Proposal shall provide the information indicated in the following paras from (a) to (e) using the attached Standard Forms (Section 3). Form Tech – I in Section-III is a sample letter of technical proposal which is to be submitted along with the technical proposal.

A brief description of the firm's organization will be provided in Form Tech-2. In the same Form, the firm will provide details of experience of assignments which are similar to the proposed assignment / job as per the terms of reference. For each Assignment / job, the outline should indicate the names of Sub-Consultants / Professional staff who participated, duration of the Assignment / job, contract amount, and Firm's involvement. Information should be provided only for those Assignment / jobs for which the Firm was legally contracted by the Authority as a corporation or as one of the major firms within a joint venture. Assignment / jobs completed by individual Professional staff working privately or through other firms cannot be claimed as the experience of the Firm, or that of the Firm's associates, but can be claimed by the IT Professional themselves in their CVs. Firms should be prepared to substantiate the claimed experience along with the proposal and must submit letter of award / copy of contract for all the assignments mentioned in the proposal. Form Tech 2.A describes the Point System for evaluation of expertise of the Firm/Agency and details of the supporting Documents required in this regard.

- (a) Comments and suggestions on the Terms of Reference including workable suggestions that could improve the quality / effectiveness of the Assignment / job; and on requirements for counterpart staff and facilities including: administrative support, office space, Domestic transportation, equipment, data, etc. to be provided by the Authority (Form TECH-3 of Section 3).
- (b) CVs of the IT Professionals signed by themselves or by the authorized representative of the Professional Staff (Form TECH-4 (A) to (M) of Section 3).
- (c) Information regarding any conflict of interest and declaration thereof to be given in Form TECH-6 of Section 3

8.5 The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive.

8.6 **Financial Proposals:** The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall contain the Consolidated Monthly Charges (excluding taxes and other applicable duties) for providing the services of IT Professional(s) on hire to the O/o Pr.CCA in respect of each of the domains in a lot for which IT Professional are required / proposed for selection. The cost / charges mentioned here shall be firm .The contracting firm shall provide break up

of payment to be made to the employees such as taxes, service charge or any dues. TDS as applicable shall be deducted from the payment to be made to the firm. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

## **9. Taxes**

9.1 The Firm shall fully familiarize themselves about the applicable Domestic taxes (such as: GST, income taxes, duties, fees, levies) on amounts payable by the Authority under the Contract. **The bid price given in the financial proposal shall be exclusive of taxes (Tax component to be indicated separately).**

## **10. BID SECURITY DECLARATION FORM (in lieu of Earnest Money Deposit (EMD))**

- (i) The Tenderer should submit Bid Security Declaration form in lieu of EMD (Bid Security) accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or fail to submit a Performance security before the deadline in the bid document, they will be suspended for the period of three years from being eligible to submit bids for contracts with the O/o Pr.CCA, CBIC.
- (ii) A bid Security Declaration form in lieu of EMD shall be typed on the letter head of the tenderer as per the enclosed format (**APPENDIX-G**) and duly signed by the authorized signatory of the tenderer and submitted alongwith their technical bid. Tenders not accompanied by the Bid securing Declaration shall be summarily rejected.

## **11. Submission, Receipt, and Opening of Proposal**

11.1 The original proposal, both technical and Financial Proposals shall contain no interlineations or overwriting, except as necessary to correct errors made by the firms themselves. The person who signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be as given in format of TECH-1 of Section 3, and FIN-1 of Section 4.

11.2 An authorized representative of the Firms shall initial all pages of the uploaded Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The signed Technical and Financial Proposals shall be marked "ORIGINAL".

## **12. Manner of Bidding:**

Bidder should follow the procedure as mentioned in Appendix F to upload documents and place their respective bids.

## **13. Proposal Evaluation**

13.1 From the time the Proposals are opened to the time the Contract is awarded, the Firms should not contact the Authority on any matter related to its Technical and / or Financial Proposal. Any effort by Firms to influence the Authority in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Firms' Proposal.

13.2 **The Consultancy Evaluation Committee** (CEC) constituted by the authority will carry out the evaluation process.

13.3 **Public opening of Technical Proposals:** Technical proposals of all the firms who have submitted their proposal shall be opened publicly on the date & time specified in the Data sheet, in the presence of the Firms' representatives as per e procurement policy guidelines.

13.4 **Evaluation of Technical Proposals:** CEC while evaluating the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded, and the competent authority accepts the recommendation.

13.5 The CEC shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and by applying the evaluation criteria, sub-criteria specified in the Data. In the first stage of evaluation, a Proposal shall be rejected if it is found deficient as per the requirement indicated in the Data sheet for responsiveness of the proposal. Only responsive proposals shall be further taken up for evaluation. Evaluation of the technical proposal will start first and at this stage the financial bid (proposal) will remain **unopened**. The qualification of

the IT Professionals and the evaluation criteria for the technical proposal shall be as defined in the Data sheet.

**13.6 Public opening of the Financial Proposals:** Financial proposals of only those firms who are technically qualified shall be opened as per e-procurement policy guidelines.

**13.7 Evaluation of Financial Proposal:** The CEC will conduct evaluation of Financial Proposal and assign score in accordance with evaluation methodology indicated in Data Sheet. The CEC will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail. In addition to the above corrections the items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items. In case an activity or line item is quantified in the Financial Proposal differently from the Technical Proposal, (i) if the Time-Based form of contract has been included in the RFP, the Evaluation Committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity and correct the total Proposal cost, (ii) if the Lump-Sum form of contract has been included in the RFP, no corrections are applied to the Financial Proposal in this respect.

**13.8** After opening and evaluation of financial proposals, appropriate selection method shall be applied for combined (technical and financial) evaluation to determine the firm who will be declared winner and be eligible for award of the contract. The methods of selections are described in the Data Sheet. The selected firm will then be invited.

#### **14. Award of Contract**

**14.1** The firm(s) will sign the contract after fulfilling all the formalities / pre-conditions mentioned in the standard form of contract in Section-6, within 30 days of issuance of the letter of intent.

**14.2** The Firm is expected to commence the Assignment / job on the date and at the location specified in the Part II, Data Sheet.

#### **15. Bank Guarantee for Performance Security**

**15.1** After award of the work, the firm shall be required to submit a **Performance Guarantee of the amount equivalent to 3 % of the value of contract**, in the form of BG issued by a Scheduled Commercial bank, valid for **2** months beyond the completion of contractual obligation, as per the format given in Appendix-E of the Contract, which shall be invoked / en-cashed in the event of breach of contract or on non-fulfilment of any of the terms & conditions contained in the Agreement. BG shall be renewable for further period as may be required by the employers subsequent to extension of the contract period.

## **16. Confidentiality**

16.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Firms who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Firm of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Authority's antifraud and corruption policy.

## INSTRUCTIONS TO CONSULTANT/FIRM/AGENCY (ITC)

### Part-II

### DATA SHEET

Clause # of Data Sheet	Clause of ITC	Particulars	
1	2.1	Name of the Employer/Authority is:	Chief Controller of Accounts Office of Pr.CCA, CBIC 1 <sup>st</sup> Floor, DGACR Building, ITO, New Delhi-110001 Tel:#91-11-23702428, Email: <a href="mailto:dhurvakumar.1973@gov.in">dhurvakumar.1973@gov.in</a>
2	2.1	The method of selection is:	Quality cum Cost Based Selection (QCBS)
3	2.2	Name of the Assignment/job is:	Engagement of IT Agency for the accounting portal (ARPIT) for GST and other Indirect Taxes in the O/o Pr. Chief Controller of Accounts, Central Board of Indirect Taxes and Customs, Department of Revenue, Ministry of Finance.
4	2.3	Date & time and address for submission of proposal/bid:	
		Date	XX.XX.2021
		Time	_____hrs.
		Address	Sh. XXX, Sr. AO (Establishment) Office of Pr.CCA, CBIC 1 <sup>st</sup> Floor, DGACR Building, ITO, New Delhi-110001 Tel: _____ #91-11- email _____
5	2.5	The Employer's representative is:	
		Address	Chief Controller of Accounts Office of Pr.CCA, CBIC 1 <sup>st</sup> Floor, DGACR Building, ITO, New Delhi-110001
		Telephone	Tel/Fax: +91-11-23702428

Claus e # of Data Shee t	Claus e of ITC	Particulars																			
		E-mail	Email: <a href="mailto:dhurvakumar.1973@gov.in">dhurvakumar.1973@gov.in</a>																		
6	2.5	A pre-proposal meeting will be held: Yes/ No. (If yes, indicate date, time, and venue)	No																		
7	2.6	The Employer/Authority will provide the following inputs and facilities: All relevant information & documents such as System Requirement Specifications, data, Progress Reports, roll out plan, and administrative support shall be provided/ arranged by the Employer / Authority. The IT Professionals will get the full support & coordination of other members of the IT Team involved in Software Development for the PFMS portal and will work under the Technical supervision of NIC VPN connection will be approved by NIC and provided to the resources of the IT firm who will work from the premise provided by the employer.																			
8	4.1	Clarifications may be requested not later than seven days before the submission date. The address for requesting clarifications is: <b>Chief Controller of Accounts</b> Office of Pr.CCA, CBIC 1 <sup>st</sup> Floor, DGACR Building, ITO, New Delhi-110001 Tel: #91-11-23702428, Email <a href="mailto:dhruvakumar.1973@gov.in">dhruvakumar.1973@gov.in</a>																			
9	8.1	Proposals must remain valid for 180 days after the last day of submission.																			
10	9.3 (b)	The number of IT Professionals required for the Assignment/job is: <table><tr><th>S.N o.</th><th>Resource Category</th><th>Number of Resources</th></tr><tr><td>1</td><td>Project Manager</td><td>1</td></tr><tr><td>2</td><td>Business Analyst</td><td>2</td></tr><tr><td>3</td><td>Senior Software Developer (Biztalk)</td><td>2</td></tr><tr><td>4</td><td>System Administrator</td><td>1</td></tr><tr><td>5</td><td>Sr. Software Developer</td><td>2</td></tr></table>		S.N o.	Resource Category	Number of Resources	1	Project Manager	1	2	Business Analyst	2	3	Senior Software Developer (Biztalk)	2	4	System Administrator	1	5	Sr. Software Developer	2
S.N o.	Resource Category	Number of Resources																			
1	Project Manager	1																			
2	Business Analyst	2																			
3	Senior Software Developer (Biztalk)	2																			
4	System Administrator	1																			
5	Sr. Software Developer	2																			

Claus e # of Data Shee t	Claus e of ITC	Particulars			
				(Business Intelligence)	
		6	Sr. Software Developer (Test Lead)		1
		7	Team Lead Development		1
		8	Test Engineer (Tester)		2
		9	Software Developer (.Net / ASP)		7
		10	Help Desk Team Member		1
		11	BI Support Team (S/W Developer)		1
		12	Bank/GSTN/ICEGATE/RBI Interaction Team member		1
		13	Sr. UI Designer		1
		14	Database Administrator		1
			<b>Total</b>		24
		<p>I. The 24IT Professionals are required initially for a period of <b>four years</b>. Further, one year extension can be granted on the same terms, conditions and commercials.</p> <p>II. Any change in the assignment of individual IT professional should be in consultation with the employer. However, there should not be any change in tenure of the senior software developer for at least one year since the start of the project.</p>			
11	9.4	The formats of the Technical Proposal to be submitted are:			
		Form Tech 1	Letter of Proposal submission		
		Form Tech 2	Firm's organization & experience		
		Form Tech 2A	Point System for Evaluation of financial strength and experience of the Firm/company/Agency		
		Form Tech 4 (A to M)	Curriculum vitae of IT Professional(s) to be placed on		

Claus e # of Data Shee t	Claus e of ITC	Particulars		
			hire with O/o Pr.CCA	
		Form Tech 6	Information regarding any conflict of interest and declaration thereof.	
12	9.6	<p>Firm to state the monthly consolidated charges for providing the services of IT Professionals in Indian Rupees. The charges shall include all cost excluding taxes and may be stated in respect of each of the IT Professionals separately.</p> <p>Office working hours and holidays as applicable to the staff of O/o Pr.CCA shall also be applicable to the selected IT Professionals. Expenses in connection with the visits &amp; tours performed on the advice &amp; approval of the Employer/ Authority shall be borne by the Employer/Authority as per Govt norms.</p>		
13	14.2	Firm must submit the Technical and Financial Proposal as per Appendix F		
14	14.3	Date & time and address for opening of Technical proposals/ bids:		
		Date	XX.XX.2021	
		Time	_____hrs.	
		Place	Chief Controller of Accounts Office of Pr.CCA, CBIC 1st Floor, DGACR Building, ITO, New Delhi-110001 Tel:#91-11-23702428, Email :dhruvakumar.1973@gov.in	
15	15.4	Technical proposals of only those firms will be evaluated who fulfil the minimum eligibility criteria.		
16	15.4	Evaluation Criteria for Technical Proposal:		
		Sl	Evaluation Criteria	Points
		1	Expertise of Firm / Organization	40
		1.1	Financial stability, age/size of the firm, Experience on similar assignment in Government Sector/ no. of projects handled/ volume of projects	
		2	Adequacy of the proposed methodology and work plan	--

Claus e # of Data Shee t	Claus e of ITC	Particulars			
			in responding to the TOR(Terms of Reference)		
		3	Professional staff qualifications and competence for the assignment		<b>60</b>
		3.1	Project Manager (1)		
		3.2	Business Analyst (2)		
		3.3	Senior Software Developer (Biztalk) (2)		
		3.4	System Administrator (1)		
		3.5	Sr. Software Developer (Business Intelligence) (2)		
		3.6	Sr. Software Developer (Test Lead) (1)		
		3.7	Team Lead Development (1)		
		3.8	Test Engineer (Tester) (2)		
		3.9	Software Developer (.Net / ASP) (7)		
		3.10	Helpdesk Team Member (1)		
		3.11	BI Support Team (S/W Developer) (1)		
		3.12	Bank/GSTN/ICEGATE/RB I Interaction Team member (1)		
		3.13	Sr. UI Designer(1)		
		3.14	Database Administrator(1)		
		Total			<b>100</b>
		Evaluation of Firm/ Agency will be based on financial strength and experience of handling a similar project as specified in Form 2A having maximum score of 40			
		Evaluation criteria for the IT Professional will be based on General Qualifications and relevant experience in the desired field to assess adequacy for the assignment as specified in Form Tech 4.The score of the individual IT professional will be first calculated as per the matrix given in Form Tech 4(A) to Tech 4(M), having maximum score of 100. After that the score of all the IT professionals will be added with a maximum score of 2400 (24 X 100) and will be reduced on the point scale of 60			
		The final technical score T will be arrived at by adding the points of			

Claus e # of Data Shee t	Claus e of ITC	Particulars	
		Firms/Agencies (on point scale of 40) with the reduced points of IT professionals (on point scale of 60)	
		The minimum technical score T required to qualify for opening of financial bid will be 60Points out of 100.	
17	15.7	The agencies/firms whose technical proposal will qualify for financial bid evaluation shall be notified in writing about the date & time for opening of their Financial Proposal.	
18	15.8	Evaluation Criteria for Financial Proposal: The bid price of the bids found responsive in the technical evaluation shall be the criteria for evaluation of the Bid Score. The evaluation shall be as per QCBS as given in clause below.	
19	15.9	<p>The Authority shall adopt a two stage selection process in evaluating the Proposals as per <b>Quality-cum-Cost Based Selection (QCBS)</b> process under which 70% weightage will be given to the Technical Evaluation and 30% weightage to the Financial Evaluation.</p> <p>Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula:</p> $B = \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$ <p>where,  C = Evaluated Bid Price  C<sub>low</sub> = the lowest of all Evaluated Bid Prices among responsive Bids  T = the total Technical Score awarded to the Bid  T<sub>high</sub> = the Technical Score achieved by the Bid that was scored best among all responsive Bids  X = weightage for the Financial Evaluation = 0.3</p> <p><b>The Bid with the highest evaluated Bid Score shall be awarded the contract.</b></p>	
20	17.3	Expected date for commencement of work on assignment/job	The work may be commenced within 30 days of the issue of letter of award(LOA)
21	17.3	Location for performance assignment/job	Office of Pr.CCA, CBIC 1st Floor, DGACR Building, ITO, New Delhi-110001 Tel: #91-11-23702428, Email <a href="mailto:dhruvakumar.1973@gov.in">dhruvakumar.1973@gov.in</a>

---

## **Section 3**

### **Technical Proposal - Standard Forms**

## **FORM TECH-1**

### **LETTER OF PROPOSAL SUBMISSION**

[Location, Date]

To

Chief Controller of Accounts  
Office of Pr.CCA, CBIC  
1st Floor, DGACR Building, ITO, New Delhi  
110001  
Tel: #91-11-23702428,  
Email [dhruvakumar.1973@gov.in](mailto:dhruvakumar.1973@gov.in)

Dear Sir/Madam

We, the undersigned, offer to provide the services of IT Professional(s) for development of web enabled centralized accounting portal being developed by the O/o Pr.CCA for implementation of Goods and Services Tax (GST) of the Ministry of Finance, Department of Revenue, Govt. of India in accordance with your Request for Proposal dated XX.XX.2021. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope and requisite 'Bid Security Declaration Form'.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our Proposal is binding upon us and subject to the modifications resulting from contract negotiation.

We understand you are not bound to accept any Proposal you receive.

With regards,

Yours sincerely,

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

## **FORM TECH-2**

### **FIRM/AGENCY'S ORGANIZATION AND EXPERIENCE**

#### **A -Firm's Organization**

[Provide here a brief description of the background and organization of your firm/entity and each associate for this Assignment/job. The brief description should include ownership details, **date and place of incorporation of the firm**, objectives of the firm etc. Also if the firm has formed a consortium, details of each of the member of the consortium, name of lead members etc. shall be provided]

#### **B - Firm's Experience**

[Using the format below, provide information on each Assignment/job for which your firm, and each partner in the case of consortium or joint venture, was legally contracted either individually as a corporate entity or as one of the major partners within an association, for carrying out the Assignment/job similar to the ones requested under this Assignment/job and RFP. In case of consortium, association of firm, the firm must furnish the following information for each of the consortium member separately]

1. Firm's name:

1	Assignment/job name(of the similar nature as required in this RFP)	
1.1	Description of Project	
1.2	Approx. value of the contract (in Rupees):	
1.3	Country:	
1.4	Location within country:	
1.5	Duration of Assignment/job (months):	
1.6	Name of Employer/Client:	
1.7	Address:	
1.8	Total No of staff-months of the Assignment/job:	
1.9	Approx. value of the Assignment/job provided by your firm under the contract (in Rupees):	

1.10	Start date (month/year):	
1.11	Completion date (month/year):	
1.12	Name of associated Consultants, if any:	
1.13	No of professional staff-months provided by associated Consultants:	
1.14	Name of senior professional staff of your firm involved and functions performed.	
1.15	Description of actual Assignment/job provided by your staff within the Assignment/job:	

Note: Please provide documentary evidence from the client, i.e. copy of work order, contract for each of above mentioned assignment. The experience shall not be considered for evaluation if such requisite support documents are not provided with the proposal.

#### **C – Firm's Financial Stability**

Year	Annual Turnover (INR)	Profit after Tax (INR)
2017-18(a)		
2018-19(b)		
2019-20(c)		

**Average Turnover of three years:  $a+b+c/3 =$**

Note: Please provide documentary evidence in the form of annual accounts (Balance Sheet etc.) duly audited by the Chartered Accountants for the above mentioned year(s) along with copies of Income Tax Returns

## FORM TECH-2A

### Point System for Evaluation of Expertise of the Agency/Firm

Sl. No.	Evaluation Criteria	Maximum Points	Documents required	Documents submitted (at Page No.)
<b>1</b>	<b>Financial stability</b>	<b>10</b>	Audited copies of the Balance Sheets & ITR	
	Average annual turnover of the firm for the last three years			
	Rs. 5 cr. and more but less than 20 cr.	(3)		
	Rs. 20 cr. and more but less than 50 cr.	(5)		
	Rs. 50 cr. And more but less than 100 Cr	(7)		
	Rs 100 Cr and above	(10)		
<b>2</b>	<b>Experience of the Firm (Date of Incorporation)</b>	<b>10</b>	Certificate of Incorporation/Registration	
	3 years and above but less than 6 years	(5)		
	6 years and above but less than 9 years	(8)		
	9 years and above	(10)		
<b>3</b>	<b>Handling of Government Projects (Nos.) in the field of software development during last 3 years i.e. 2017-18, 2018-19, 2019-20 (Govt. means Central /State Govt./ Municipal/ Autonomous Bodies/PSUs/PSBs)</b>	<b>10</b>	Details of the project with volume of the Project handled	
	1 and above but less than 3	(5)		
	3 and above but less than 5	(8)		
	5 and above	(10)		
<b>4</b>	<b>Value of Government Projects Handled in the field of software development (Average of last 3 years i.e. 2017-18, 2018-19, 2019-20) (Govt. means Central /State Govt./ Municipal/ Autonomous Bodies/PSUs/PSBs)</b>	<b>10</b>	Details of the project with volume of the Project handled	
	less than Rs. 3 cr.	(5)		
	Rs. 3 cr. and above but less than Rs. 6 cr.	(8)		
	Rs. 6 cr. and above	(10)		
	<b>Total Points</b>		<b>40</b>	

## **FORM TECH-3**

### **COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON COUNTERPART STAFF AND FACILITIES TO BE PROVIDED BY THE EMPLOYER**

#### **A - On the Terms of Reference**

[Suggest and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the work/assignment (such as deleting some qualification or activity you consider unnecessary, or adding another, or proposing a different & more relevant qualification or phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

#### **B - On Inputs and Facilities to be provided by the employer**

[Comment here on Inputs and facilities to be provided by the Employer according to Paragraph 7 of the Part II Special information to firms/agencies.]

## FORM TECH-4

### CURRICULUM VITAE (CV)/EVALUATION CRITERIA OF THE SPONSORED/PROPOSED IT PROFESSIONAL ON THE PARAMETERS BASED ON EDUCATIONAL QUALIFICATION/PROFESSIONAL QUALIFICATION/EXPERIENCE

(For each position separate form TECH-4 will be prepared)

#### Form Tech-4 (A)

##### 1. Project Manager

Name of the Firm:					
Title of the IT Professional: PROJECT MANAGER					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
1	<b>Educational Qualification:</b>	20	Degree		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):				
	MCA/MSc in Computer Science	5			
	MBA/PGDM	10			
2	<b>Preferred Professional Qualification/ Certification:</b>	25	Certificate		
	Project Management Professional and Equivalent	25			
3	<b>Experience:</b>	45	Testimonials		
	a. Software development	25			
	7 years and above but less 10 years				
		20			
	10 years and above	25			

	b. Experience in managing a team of 25 IT professionals	20			
	5 years and above but less than 8 years	10			
	8 years and above but less than 10 years	15			
	10 years and above	20			
4	<b>Institute of Study</b>	10	<b>Degree</b>		
	IIT/NITs/IIITs	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

## 2. Business Analyst

Name of the Firm:					
Title of the IT Professional: BUSINESS ANALYST					
Name of IT Professional: Mr					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
1	<b>Educational Qualification:</b>	20	Degree		
	First Degree (Max 10 points):  BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology  BE/B. Tech	5     10			
	Higher Degree (Max 10 points)  MBA/PGDM	10			
2	<b>Experience:-</b>	70	<b>Testimonials</b>		

	a. Worked with a team of 25 IT professionals	40			
	More than 5 years but less than 7 years	30			
	7 years and above	40			
	b. Requirement gathering and client interaction	30			
	5 years and above but less than 7 years	25			
	7 years and above	30			
3	Institute of Study	10			
	MBA/PGDM from IIMs	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

### 3. Sr. Software Developer (BizTalk)

Name of the Firm:					
Title of the IT Professional: Sr.SOFTWARE DEVELOPER (BIZTALK)					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No	Score Obtained
1.	<b>Educational Qualification:</b>	20	Degree		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			

	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer Science	5			
	M.Tech/M.E. in Computer Science	10			
<b>2.</b>	<b>Experience:</b>	<b>70</b>	<b>Testimonials</b>		
	a.) Experience on Biztalk Server	<b>25</b>			
	3 years and above but less than 5 years	15			
	5 years and above but less than 7 years	20			
	7 years and above	25			
	b.) Experience on SQL Server 2012/2014	<b>10</b>			
	2 years and above	10			
	c.) Software Development	<b>25</b>			
	5 years and above but less than 7 years	15			
	7 years and above but less than 10 years	20			
	10 years and above	25			
	d.) Experience in Visual Studio 2010/2013	<b>5</b>			
	2 years and above	5			

	e.) Experience in implementation of .Net v4 framework	3			
	2 years and above	3			
	f.) Experience in implementation of SFTP using SSH-2, SHA-2 for secured messaging OR ISO standard formats for financial messaging	2			
	2 years and above	2			
4.	<b>Institute of Study</b>	<b>10</b>	<b>Degree</b>		
	IITs/NITs/IIITs	10			
	Others	6			

#### 4. System Administrator

Name of the Firm:					
Title of the IT Professional: SYSTEM ADMINISTRATOR					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No	Score Obtained
1.	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer				

	Science	5			
	M.Tech/M.E. in Computer Science	10			
<b>2.</b>	<b>Professional Qualification/ Certification:</b>	<b>20</b>	<b>Certificate</b>		
	MCSA MS Server 2008/2012 /Specialised Course completion in system administration	10			
	ITIL certifications/Specialised course completion in Virtualization	10			
<b>3.</b>	<b>Experience:</b>	<b>50</b>	<b>Testimonials</b>		
	a.) Administration/coordination of systems in the domain/areas of BFSI, E-commerce & Govt	<b>5</b>			
	2 years and above	5			
	b. Software Development	<b>10</b>			
	5 years and above	10			
	c. Virtualization (specifically Hyper-V/VM Ware)	<b>15</b>			
	2 years and above	15			
	d. Windows Server Systems Administration skills	<b>10</b>			
	2 years and above but less than 4 years	3			
	4 years and above but less than 6 years	5			
	6 years and above but less than 8 years	10			

	e. Knowledge of Microsoft products including Exchange, SQL Server etc	5			
	2 years and above	5			
	f. Knowledge of ITIL procedures	5			
	2 years and above	5			
4.	<b>Institute of Study</b>	10	<b>Degree</b>		
	IITs/NITs/IIITs	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

**5. Sr. Software Developer (Business Intelligence)**

Name of the Firm:					
Title of the IT Professional: SR. SOFTWARE DEVELOPER (BUSINESS INTELLIGENCE)					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
1	<b>Educational Qualification:</b>	20	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer Science	5			

	M.Tech/M.E. in Computer Science	10			
<b>2</b>	<b>Experience:-</b>	<b>70</b>	<b>Testimonials</b>		
	<b>a. Software development</b>	<b>5</b>			
	5years and above but less than 6 years	2			
	6 years and above but less than 8 years	3			
	8 years and above	5			
	<b>b. Working Experience in building report and dashboard using SSIS, SSAS, SSRS</b>	<b>20</b>			
	3 years and above but less than 5 years	15			
	5 years and above but less than 7 years	18			
	7 years and above	20			
	<b>c. Working experience in SharePoint Services</b>	<b>5</b>			
	3 years and above but less than 5 years	2			
	5 years and above but less than 7 years	3			
	7 years and above	5			
	<b>d. Experience in BI suite of MS SQL Server 2008R2/2012 OR in similar product development</b>	<b>20</b>			
	3 years and above but less than 5 years	15			
	5 years and above but less than 7 years	18			
	7 years and above	20			

	<b>e. Experience in developing and implementing Data warehouse and data mart data architecture</b>	<b>10</b>			
	3 years and above but less than 5 years	5			
	5 years and above but less than 7 years	7			
	7 years and above	10			
	<b>f. ETL and development activities by creating sophisticated logical and physical SQL server database design to quickly handle complex queries(response time)</b>	<b>10</b>			
	3 years and above but less than 5 years	5			
	5 years and above but less than 7 years	7			
	7 years and above	10			
<b>3</b>	<b>Institute of Study</b>	<b>10</b>	<b>Degree</b>		
	IITs/NITs/IIITs	10			
	Others	6			

**6. SR. SOFTWARE DEVELOPER (TEST LEAD)**

<b>Name of the Firm:</b>					
Title of the IT Professional: SR. SOFTWARE DEVELOPER (TEST LEAD)					
Name of IT Professional:					
<b>Sl. No.</b>	<b>Parameters</b>	<b>Score</b>	<b>Documents required</b>	<b>Page No.</b>	<b>Score Obtained</b>
<b>1</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with				

	Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer Science	5			
	M.Tech/M.E. in Computer Science	10			
<b>2</b>	<b>Professional Qualification/ Certification:</b>	<b>20</b>	<b>Certificate</b>		
	Certification in Software Quality & Testing	20			
<b>3</b>	<b>Experience:</b>	<b>50</b>	<b>Testimonials</b>		
	a. Software development	<b>10</b>			
	5 years and above but less than 7 years	5			
	7 years and above but less than 10 years	7			
	10 years and above	10			
	b. Software testing in application lifecycle management environment & familiarity with best practices in software development and testing in Microsoft platform	<b>15</b>			
	3 years and above but less than 5 years	5			
	5 years and above but less than 7 years	10			
	7 years and above	15			
	c. Testing tools	<b>25</b>			
	3 years and above but less than 5 years	15			

	5 years and above but less than 7 years	20			
	7 years and above	25			
<b>4</b>	<b>Institute of Study</b>	<b>10</b>	<b>Degree</b>		
	IITs/NITs/IIITs	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

#### 7. Team Lead Development

Name of the Firm:					
Title of the IT Professional: Team Lead Development					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
<b>1</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer Science	5			
	M.Tech/M.E. in Computer Science	10			
<b>2</b>	<b>Experience:</b>	<b>70</b>	<b>Testimonials</b>		
	<b>a. Software development</b>	<b>10</b>			
	7 years and above but less than 10 years	5			
	10 years and above but less than 15 years	8			
	15 years and above	10			
	<b>b. Handling of team of Software Developers</b>	<b>20</b>			
	2 years and above	20			

	<b>c. Designing the database and Application</b>	<b>10</b>			
	3 years and above but less than 5 years	5			
	5 years and above but less than 7 years	7			
	7 years and above	10			
	<b>d. Implementation of .Net v4.5 framework</b>	<b>10</b>			
	1 year and above	10			
	<b>e. Web service (SOAP, REST, JSON, XML), JQUERY, Java Sup</b>	<b>10</b>			
	1 year and above	10			
	<b>f. WCF Services with enterprise library</b>	<b>10</b>			
	1 year and above	10			
<b>3</b>	<b>Institute of Study:</b>	<b>10</b>	<b>Degree</b>		
	IITs/NITs/IIITs	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

#### 8. Test Engineer (Tester)

Name of the Firm:					
Title of the IT Professional: TEST ENGINEER (TESTER)					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
<b>1</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			

	MCA/MSc in Computer Science	5			
	M.Tech/M.E. in Computer Science	10			
<b>2</b>	<b>Professional Qualification/ Certification:</b>	<b>10</b>	<b>Certificate</b>		
	Certification in Software Quality & Testing	10			
<b>3</b>	<b>Experience:</b>	<b>60</b>	<b>Testimonials</b>		
	<b>a. Software development</b>	<b>10</b>			
	4 years and above but less than 5 years	5			
	5 years and above	10			
	<b>b. Software testing in application lifecycle management environment &amp; familiarity with best practices in software development and testing in Microsoft platform</b>	<b>15</b>			
	3 years and above but less than 5 years	10			
	5 years and above but less than 7 years	12			
	7 years and above	15			
	<b>c. Testing Tools</b>	<b>25</b>			
	More than 3 years but less than 5 years	15			
	5 years and above but less than 7 years	20			
	7 years and above	25			

	<b>d. Suite of Visual Studio</b>	<b>5</b>			
	2 years and above	5			
	<b>e. Manual Testing</b>	<b>5</b>			
	2 years and above	5			
<b>4</b>	<b>Institute of Study</b>	<b>10</b>			
	IITs/NITs/IITs	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

#### 9. Software Developer

Name of the Firm:					
Title of the IT Professional: SOFTWARE DEVELOPER					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No	Score Obtained
<b>1.</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer Science	5			
	M.Tech/M.E. in Computer Science	10			
<b>2.</b>	<b>Experience:</b>	<b>70</b>	<b>Testimonials</b>		
	a.) Experience on Biztalk Server	<b>25</b>			

5 years and above but less than 7 years	20			
7 years and above	25			
b.) Experience on SQL Server 2012/2014	<b>10</b>			
Less than 2 years	5			
2 years and above	10			
c.) Software Development	<b>25</b>			
3 years and above but less than 5 years	15			
5 years and above but less than 7 years	20			
7 years and above	25			
d.) Experience in Visual Studio 2010/2013	<b>5</b>			
5 years and above	5			
e.) Experience in implementation of .Net v4 framework	<b>3</b>			
Less than 2 years	2			
2 years and above	3			
f.) Experience in implementation of SFTP using SSH-2, SHA-2 for secured messaging OR ISO standard formats for financial messaging	<b>2</b>			
Less than 2 years	1			
2 years and above	2			

<b>4.</b>	<b>Institute of Study</b>	<b>10</b>	<b>Degree</b>		
	IITs/NITs/IIITs	10			
	Others	6			

**10. Help Desk team member**

Name of the Firm:					
Title of the IT Professional: <b>HELP DESK TEAM MEMBER</b>					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
<b>1</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer Science	5			
	M.Tech/M.E. in Computer Science	10			
<b>2</b>	<b>Professional Qualification/ Certification:</b>	<b>30</b>	<b>Certificate</b>		
	Certification in IT Support Systems/ Knowledge of ITIL Practices	15			
	Call Centre Operator Certificate/	15			
<b>3</b>	<b>Experience:</b>	<b>40</b>	<b>Testimonials</b>		
	IT Support in an on-site Call Centre using Microsoft Dynamics/ other CRM tools/In House developed tools				
	2 years and above but less than 5 years	30			

	5 years and above but less than 7 years	35			
	7 years and above	40			
<b>4</b>	<b>Institute of Study</b>	<b>10</b>			
	Central/State University	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

#### 11. B I Support Team(S/W Developer)

Name of the Firm:					
Title of the IT Professional: BI SUPPORT TEAM (S/W DEVELOPER)					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
<b>1</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer Science	5			
	M.Tech/M.E. in Computer Science	10			
<b>2</b>	<b>Experience:</b>	<b>70</b>	<b>Testimonials</b>		
	a. Software Development	<b>10</b>			
	3 years and above but less than 5 years	5			
	5 years and above but less than 7 years	7			
	7 years and above	10			

	working experience in building report and dashboard using SSIS, SSAS, SSRS, Sharepoint	30			
	1 year and above	30			
	c. Working experience in BI Suite of MS-SQL Server 2012 or in similar product development environment	30			
	1 year and above	30			
<b>3</b>	<b>Institute of Study</b>	<b>10</b>	<b>Degree</b>		
	IITs/NITs/IITs	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

**12. Bank/GSTN/ICEGATE/RBI Interaction Team member**

Name of the Firm:					
Title of the IT Professional: <b>BANK/GSTN/ICEGATE/RBI INTERACTION TEAM MEMBER</b>					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
<b>1</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	First Degree (Max 10 points):				
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5			
	BE/B. Tech	10			
	Higher Degree (Max 10 points):	10			
	MCA/MSc in Computer Science	5			
	M.Tech/M.E. in Computer	10			

	Science				
<b>2</b>	<b>Experience:</b>	<b>70</b>	<b>Testimonials</b>		
	a. IT Support in an on-site project	<b>40</b>			
	2 years and above but less than 5 years	30			
	5 years and above but less than 7 years	35			
	7 years and above	40			
	b. Working experience in handling of communications with Banks linked to events, Monitoring Performance and resolving issues	<b>30</b>			
	2 years and above	30			
<b>3</b>	<b>Institute of Study</b>	<b>10</b>	<b>Degree</b>		
	Central/State University	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

### 13. Sr. UI Designer

Name of the Firm:					
Title of the IT Professional: Sr. UI Designer					
Name of IT Professional:					
Sl. No.	Parameters	Score	Documents required	Page No.	Score Obtained
<b>1</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		
	M. tech / PhD in IT or Computer Science or relevant field	5	M. tech / PhD in IT or Computer Science or relevant field		
	BSC / BCA in IT / Computer Science or Relevant Field	5	BSC / BCA in IT / Computer Science or Relevant Field		

	Graduation in any field but not IT / Computer Science, but having relevant certifications like Adobe, Photoshop, Web-designing OR equivalent	10	Degree & certification		
<b>2</b>	<b>Experience:</b>	<b>70</b>	<b>Testimonials</b>		
	a. Work experience in DIV, HTML / Photoshop, Dreamweaver / magneto / PSD / html5 / word press, woo commerce / php / web design, html5 responsive, UI designing, bootstrap and relevant areas	40			
	4 years and above	(40)			
	b. Experience in designing UI / Websites for Government Projects of Similar Nature	30			
	Less than 1 year	(25)			
	1 year and above	(30)			
<b>3</b>	<b>Institute of Study</b>	<b>10</b>	<b>Degree</b>		
	IITs/NITs/IIITs	(10)			
	Others	(6)			
	<b>Total Score</b>	<b>100</b>			

#### 14. Database Administrator

<b>Name of the Firm:</b>					
Title of the IT Professional: <b>Database ADMINISTRATOR</b>					
Name of IT Professional:					
<b>Sl. No.</b>	<b>Parameters</b>	<b>Score</b>	<b>Documents required</b>	<b>Page No</b>	<b>Score Obtained</b>
<b>1.</b>	<b>Educational Qualification:</b>	<b>20</b>	<b>Degree</b>		

	First Degree (Max 10 points):			
	BCA/Bachelor Degree with Diploma in Computer Science OR Information Technology	5		
	BE/B. Tech	10		
	Higher Degree (Max 10 points):	10		
	MCA/MSc in Computer Science	5		
	M.Tech/M.E. in Computer Science	10		
<b>2.</b>	<b>Professional Qualification/ Certification:</b>	<b>20</b>	<b>Certificate</b>	
	MCSA MS Server 2008/2012	10		
	Specialised course completion in MS SQL server database	10		
<b>3.</b>	<b>Experience:</b>	<b>50</b>	<b>Testimonials</b>	
	a.) Administration/coordination of systems in the domain/areas of BFSI, E-commerce & Govt	<b>5</b>		
	Less than 2 years	3		
	2 years and above	5		
	b. Software Development related to database	<b>10</b>		
	Less than 3 years	8		
	3 years and above but less than 5 years	10		
	c. Database Architecture design	<b>15</b>		
	Less than 2 years	10		
	2 years and above	15		

	d. Data base Server Systems Administration skills& Database replication/	<b>10</b>			
	2 years and above but less than 4 years	3			
	4 years and above but less than 6 years	5			
	6 years and above but less than 8 years	10			
	e. Knowledge of Microsoft products including Exchange, SQL Server etc	<b>5</b>			
	Less than 2 years	2			
	2 years and above	5			
	f. Knowledge of ITIL procedures & recovery phase and Incident management	<b>5</b>			
	Less than 2 years	2			
	2 years and above	5			
<b>4.</b>	<b>Institute of Study</b>	<b>10</b>	<b>Degree</b>		
	IITs/NITs/IIITs	10			
	Others	6			
	<b>Total Score</b>	<b>100</b>			

## **FORMTECH-5**

### **COMMENTS/MODIFICATIONS SUGGESTED ON DRAFT CONTRACT**

[Here the Firm/Agency/Consultant shall mention any suggestion/views on the draft contract attached with the RFP document. The firm may also mention here any modifications sought by him in the provisions of the draft contract. However, the Employer is not bound to accept any/all modifications sought and may reject any such request of modification.]

## **FORM TECH-6**

### **INFORMATION REGARDING ANY CONFLICT OF INTEREST AND DECLARATION THEREOF**

Are there any activities carried out by your firm or group company or any member of the consortium which are in the nature of conflict of interest as mentioned in para 5 of section 2. If yes, please furnish details of any such activities.

If no, please certify,

We hereby declare that our firm, our associate/group firm or any of the member of the consortium are not indulged in any such activities which can be termed as conflict of interest under para 5 of the section 2. We also acknowledge that in case of misrepresentation of the information, our proposals/contract shall be rejected/terminated by the Employer/Authority which shall be binding on us.

Authorized Signature [In full and initials]

Name and Title of Signatory:

Name of Firm:

Address:

## Section 4.

### Financial Proposal - Standard Forms

#### **FORM FIN-1**

#### **FINANCIAL PROPOSAL SUBMISSION FORM**

To

[Location, Date]

**Chief Controller of Accounts**  
**Office of Pr.CCA, CBIC**  
**1st Floor, DGACR Building, ITO, New**  
**Delhi-110001**  
**Tel: #91-11-23702428,**  
**Email dhruvakumar.1973@gov.in**

Dear Sirs/Madam

We, the undersigned, offer to provide the service of IT Professional(s) in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum: Amount in figures (Rs)(Amount in Words (Rs))

This amount is exclusive of the Domestic taxes & duties (Tax component indicated separately). We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal. Our Financial Proposal shall be binding upon us, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Part II, Data Sheet.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,  
Authorized Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Firm:  
Address:

## FORM FIN-2

S. No	IT Professional(S)	Number of Resources	Amount per head (Rs.) per month	Total (Rs.) per month (exclusive of Taxes)	Annual Charge (Rs) (exclusive of Taxes)	Service Charge	Tax Component such as GST etc. as applicable *	Annual Charge (Rs) (all inclusive)	Total Charges Per person (excluding H) (Rs.)
A	B	C	D	E=C*D	F=E*12	G	H	I=F+G+H	J= E+F+G
1	Project Manager	1							
2	Business Analyst	2							
3	Senior Software Developer (Biztalk)	2							
4	System Administrator	1							
5	Sr. Software Developer (Business Intelligence)	2							
6	Sr. Software Developer (Test Lead)	1							
7	Team Lead Development	1							
8	Test Engineer (Tester)	2							
9	Software Developer (.Net / ASP)	7							
10	Helpdesk Team Member	1							
11	BI Support Team (S/W Developer)	1							
12	Bank/GSTN/ICEGATE/RBI Interaction Team member	1							
13	Sr. UI Designer	1							
14	Database Administrator	1							
<b>Total</b>		<b>24</b>							

Project Cost (all inclusive) for four years:

Annual Charge for <b>Year one</b> (as per <b>column I</b> above)	Annual Charge for <b>Year Two</b> (as per <b>column I</b> above)	Annual Charge for <b>Year Three</b> (as per <b>column I</b> above)	Annual Charge for <b>Year Four</b> (as per <b>column I</b> above)	Total for four years
a	b	c	d	e = a+b+c+d

**Note:** \* In case of any tax exemption, kindly enclose exemption certificates.  
The cost/charges mentioned here shall be firm.

Authorized Signature

Name:

Designation

Name of firm:

Address:

## **Section 5**

### **Terms of Reference**

#### **Part I**

#### **Objective, Scope of Work, eligibility criteria & deliverables**

### **1. Background**

The Office of the Principal Chief Controller of Accounts (Pr. CCA) (the 'Employer') is headed by Additional Secretary level officer of Government of India. The office is primarily responsible for payment and accounting functions of the Department of Central Board of Indirect Taxes and Customs, Department of Revenue, Ministry of Finance. Its mandate includes:

- i. Payment functions of all Commissionerate's / Directorates through Pay and Accounts Offices and delegated Cheque Drawing DDOs located at various places.
- ii. Accounting of both Expenditures and Revenues (Indirect Taxes) of each Commissionerate/Directorate, on a monthly basis (through the Pay and Accounts Offices) and final consolidation of accounts of CBIC through the Principal Accounts Office, at Head Quarters.
- iii. Preparation of Annual Head-wise Appropriation Accounts and statement of Central Transactions of the Department for the Union Finance Accounts.
- iv. Prescribing banking arrangements for Indirect Tax collections, including nomination of banks and bank branches, (determining accounting procedural requirement) and exercising coordination with the Reserve Bank of India.
- v. Tracking, monitoring, reconciliation and accounting of Indirect Tax revenues including monitoring delays in remittances to Government accounts.
- vi. Conducting Internal Audit of Customs, Service Tax and Central Excise Commissionerate's at Headquarters, Division and Range Level.
- vii. Rendering financial and technical advice to CBIC on matters relating to collection, accounting, banking arrangements and advice on classification of Indirect Taxes.

There are 80 Pay and Accounts Offices (PAOs) spread all over the country assisting the Pr. CCA in discharging these responsibilities. Six exclusive e-Pay and Accounts Offices (e-PAOs) including four e-PAOs accounting for e-payments of GST, Central Excise & Service Tax and Customs at Mumbai, Chennai and New Delhi respectively and two e-PAOs for GST refunds at Mumbai and Chennai respectively. Additionally, two exclusive Revenue PAOs are functioning in Kolkata and Mumbai to account for physical payments of Central Excise and Service Tax.

There are 1206 DDOs (Drawing and Disbursing Officers) under the payment control of this office, 91 DDOs have Cheque Drawing Powers and the remaining 1115 DDOs are Non-Cheque Drawing and Disbursing Officers (NCDDOs) who submit their bills to Cheque Drawing DDOs, or to the PAOs directly.

The total tax revenue receipts of the Central Board of Indirect taxes and Customs in the year 2019-20 was around Rs. 13.05 lakh crore. Out of this, GST, Customs and Union Excise duties & Service Tax were around Rs. 9.24 lakh crore, Rs. 1.29 lakh crore and Rs. 2.52 lakh crore respectively.

The O/o Pr. CCA is running various IT related applications for carrying out accounting and reporting related functions in the O/o Pr. CCA, CBIC involving Revenue and Expenditure Accounts.

## **2. Objective:**

The office of the Pr. CCA acts as the nodal agency for carrying out accounting and reconciliation functions of the proposed Goods and Service Tax (**GST**) already implemented throughout the country. The Office of Pr. CCA has created an interface in the form of **Accounting & Reconciliation Portal of Indirect Taxes (ARPIT)** with all the major stakeholders-(Goods and Service Tax Network/Reserve Bank of India (e-kuber)/Focal Point Branches of Banks/Tax Authorities) thereby enabling user and access management, Reconciled /Challans from GSTN, Masters Management w.r.t. Assessee Master from Department, Luggage files from e-FPBs, Put through data/Scroll data from RBI/e-kuber.

The proposed management, maintenance, up-gradation and future enhancements required for the ARPIT portal (of the office of Pr. CCA) which is a web based Integrated Application which includes the functionalities of existing P-CBIC application for accounting and reconciliation of indirect taxes as well as dynamic version of existing public portal.

The ARPIT portal is linked to Public Financial Management System (PFMS) of GoI as backend support for integrating with banks and other stakeholders and common management of Masters. PFMS has been implemented by the Office of Controller General of Accounts (<http://cga.nic.in>), Ministry of Finance in partnership with National Informatics Centre. The scheme has established a common transaction-based on-line fund management and payment system and MIS for the Plan and Non-Plan payments of Government of India.

PFMS has already operationalized an active interface with multiple Nationalised, Private sector, Co-operative and Regional Rural Banks to provide immediate validation of bank accounts, electronic credit to the beneficiary's bank account and bank reconciled expenditure statements to the implementing agencies.

### **3. Scope of Work:**

ARPIT is part of PFMS, administered and managed by the office of Pr CCA, CBIC. The agency will work under the technical Supervision of NIC (PFMS)/Pr.CCA, CBIC and shall carry out tasks/plans as directed by NIC (PFMS)/Pr. CCA for maintenance, development, upgradation of ARPIT and seamlessly integrate it with all portal/ network of the Indirect Taxes. The ARPIT system will be designed to generate and /or compile data on real time basis which can also be stored for online/offline analysis later on. MIS report has to be generated on regular basis, i.e. daily, weekly, quarterly, biannual, annual. Monthly Accounts, Appropriation Account, Finance Account, Statement of Central Transaction etc as required by O/o CGA, Department of expenditure, Ministry of Finance have to be generated. The scope of work is further elaborated from para 3.1 to 3.7

#### **3.1 Access Management:**

The portal would provide necessary interface for Login and access to the web utility which would be managed through backend integration with PFMS. Separate User Access management for other stake holders like Deptt. of Revenue, CBIC, Banks and State/UTs and any other new stakeholder(s) in future has also to be developed.

#### **3.2 Integration Mechanism with PFMS/GSTN/ICEGATE/RBI**

##### **3.2.1 Integration with GSTN**

ARPIT is integrated with GSTN through APIs for the daily CPIN/CIN data along with the EOD (End of the Day) data. Further developments are required for consuming the APIs related to:

- a. Settlement of IGST to the Centre and State: GSTN Provides the data of IGST apportionment to States, and the ITC cross utilization between the Centre and States in the form of various GSTL reports. These data is at present being shared offline by GSTN. APIs have also been developed by GSTN for fetching this data. ARPIT needs to integrate with GSTN to these Settlement data and prepare draft sanctions based on the accounting heads. Some validation checks on the data shared also need to be performed before consumption of the same.
- b. Recovery of SGST/UTGST Refunds made by Centre on behalf of States/UTs: GST refunds are made by e-PAO (GST-Refunds) through PFMS. The

SGST/UTGST portion of Refunds made is to be recovered from respective States/UTs. The Recovery of refund to be made is conveyed by GSTN in GSTL Report 6.04. This is to be reconciled with the information from PFMS. The GSTL Report are shared through APIs which are to be consumed, reconciled and draft sanctions prepared for DOR

- c. Transfer of duties from one head to another (Single Ledger System): It has been envisaged that a Single Cash Ledger irrespective of Heads will be maintained in future and the amount will be transferred from this ledger to various heads of account when the same is utilized for tax payments. The detailed process can be provided as and when the policy is finalized.
- d. GSTN are sharing some System level controls APIs to check the status of CIN/CPIN/EOD files. The development for utilization of these APIs to check the status of the CINs and CPINs is required

### 3.2.2 Integration with ICEGATE

ARPIT is integrated with ICEGATE for accounting of Central Excise, Service Tax (through ACES); Customs Duty, IGST & Cess (through SEZ).

ICEGATE provides the challan data to ARPIT on real time basis through APIs. The digitally signed payment transaction data received from RBI (NEFT/RTGS) transaction is also shared by ICEGATE. The first level accounting is done based on the Challan data and payment data.

Similar development and integration are required with ICEGATE for:

- a. Accounting of Customs collections at Ports and ECCS through NEFT/RTGS.
- b. Accounting of Excise, Service Tax, SEZ, ECCS and Customs collections through Net banking and other modes of payments

Electronic Cash Ledger is being introduced in Customs, where the tax payers are allowed to make payments in advance (like a wallet) The advance amount paid can be utilized for payment of various duty liabilities as and when required. ARPIT is to be Integrated with ICEGATE through APIs for capturing the Advance payments made and for capturing the data of utilization of the same for various duty payments. Development for Accounting and reconciliation of this data is required

Electronic Credit ledger: Scrips are being issued to exporters by *Ministry of Commerce* in lieu of the various taxes paid by the exporters. The issue of Scrips is

under budgetary control. *Detailed process of integration with the various stake holders is to be finalized and integration and development to be made in ARPIT accordingly.*

### **3.2.3 Integration with RBI**

ARPIT is integrated with RBI through SFTP for all payments made through GSTN portal and ICEGATE portal. *Further development is required for any new integration happening at ICEGATE/GSTN.*

*MoE (Memorandum of Error) Module – a unique error correction mechanism developed for GST collection is to be developed for payment made through ICEGATE payment gateway.*

Integration is required with RBI to get the Put through data (Remittance of Collections made by Banks to RBI for payment made through physical mode) to reconcile and monitor data and also any delay in remittances by the banks.

### **3.2.4 Integrations with PFMS**

ARPIT is already integrated with PFMS to push the accounted data to PFMS. It should *further integrate with PFMS* to fetch:

- a. updated classifications codes mapped with functional accounts codes
- b. updated details of Banks (through BSR Codes) with location attributes (local/outstation/Hill Areas)
- c. updated PAO and DDO masters
- d. Fetch the expenditure data from PFMS

## **3.3 Input Mechanism**

At present the field PAOs are using stand-alone software application of COMPAC-REVACT to account the collection of Customs, Excise Service Tax IGST(Imports), Cess (Imports) received through physical mode over the counter (OTC) of collections. As support for this application has been stopped and in order *to move to a single/unified portal for accounting all indirect tax collections*, development in ARPIT is required for providing input utility for PAOs w.r.t.:

- a. incorporation of physical challans and scrolls
- b. incorporation of zone-wise holiday master of banks

- c. incorporation of list of refund payments
- d. incorporation of put-through data files received from RBI after validation

### **3.4 Monitoring and Processing of delayed remittances**

The portal would provide for necessary utility for monitoring of delayed remittances of revenue/indirect taxes , performance of banks vis a vis timely deposit of money in the Government account and calculation of penal interest on banks for any delay in timely deposit of money in the Government account as per existing Government instruction.

### **3.5 Redesigning of website**

The existing website would be made dynamic through database management system. The new portal would be merged with the upgraded website and would be accessible through single sign-on through public portal. The contents would be enriched and got *audited for security* in the light of the GoI guidelines issued in this regard.

The existing website would also act as a platform for two-way document exchange/tracking system between PAOs and Pr. A.O.

Development Work as per future needs and requirements.

### **3.6 Generation of various Reports and Dashboards**

Data visualization and analysis is the need of the hour. Dashboards are required to convert the enormous data into meaningful analysis with charts and graphs for quick conception. User dashboard can also be made customizable to add or remove analytics information user will like to access. All these information should be available in reportable and shareable format.

In this regard, ARPIT will be developed with following features:

- i. **Graphical Representation:** ARPIT has to provide information in Graphical way including but not limited to various aspects of collection of indirect taxes , agency banks and their performance and other accounting aspects through visual elements such as graph, chart etc and like tools . Data display can be made dynamic wherever applicable.
- ii. **Data analysis and Forecasting:** ARPIT should be equipped to undertake data analysis for collection of Indirect Taxes or its components, likely surplus

or shortfall over projection etc. through latest statistical tools. If required data analysis may incorporate attributes based on inputs from web site of other Ministry/ Department.

- iii. **Real Time and Alerts:** ARPIT should be equipped to generate and compile data with real time accuracy and provide alerts with regard to any discrepancies/anomalies etc.
- iv. **Mobile friendly:** Considering ubiquitous nature of mobile and its substantial utility, data generated and compiled by ARPIT should be made mobile friendly through mobile APP.
- v. **Data Security:** ARPIT should be provided with latest cyber security features.

### 3.7 Other Areas of Work

- a. **Maintenance and bug fixes (if any) of existing modules.**
- b. **Development work as per future needs and requirements as directed by the PFMS/ O/o Pr CCA, CBIC.**
- c. **Integration with any other entity/stakeholder as per need of the hour**
- d. **Development of any additional modules as and when required.**

## **Educational Background, Experience, skill sets and deliverables expected**

The exact Terms of reference for each of the unique domain is provided below:

<b>1. Project Manager – 1</b>
<b>Educational Qualification:---</b>
BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology
<b>Preferred Professional Qualification/ Certification:---</b>
Project Management Professional and Equivalent
<b>Experience:---</b>
i.) Total 7+ years' experience in software development
ii.) Minimum 5 years' experience in managing a team of 25 IT professionals
<b>Responsibility Areas:---</b>
Defining project scope, goals and deliverables that support goals set for project. Developing success criterion of each phase/ stage of the project. Develop full-scale project plans using agile methodology and associated communications documents. Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfilment of requirements in time. Implement project quality and security policies and manage project library and security program, Developing and review of tasks and responsibilities to appropriate personnel in project. Plan and schedule project timelines and milestones and Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time. A project Manager having relevant and past experience in managing large scale government related projects (Govt. means Central /State Govt./Semi Government Municipal/ Autonomous Bodies/ PSUs/ PSBs) shall be preferred.
<b>2. Business Analyst -2</b>
<b>Educational Qualification :---</b>
MBA/PGDM or any Bachelor Degree in Computer Science/ Information Technology
<b>Preferred Professional Qualification/ Certification:---</b>
N.A
<b>Experience:---</b>
5+ years' experience in large IT Software Project in Requirement Gathering, Client Interaction
<b>Responsibility Areas:---</b>
Understanding Analyzing the business processes, requirements and communicating by eliciting and documenting the business requirements, SRS and User Manuals. Reviewing test cases, test plans, defect logs to ensure functional features for end user acceptance. UAT facilitation, UAT Test Plans, functional testing and providing training to end users. Experience in direct and manage software project development lifecycle. Business Analysis, Project Management, Requirement Project, Business Process Re-engineering, Government Process Re-engineering, Pre-Sales, Data Analysis, Functional Testing, Enterprise Reporting, UML Modelling

<b>3. Sr. Software Developer (Biztalk) - 2</b>	
<b>Educational Qualification:---</b>	
BE/B.Tech/MCA or BCA/any Bachelor Degree with Degree/Diploma in Computer Science/Information Technology	
<b>Preferred Professional Qualification/ Certification:---</b>	
Microsoft Certified Technology Specialist in BizTalk 2010/14	
<b>Experience:---</b>	
i)	Total 3 years' experience on Biztalk Server
ii)	Minimum 2 years' experience on SQL Server 2012/2014
iii)	5+ years in software development
iv)	Minimum 2 years' experience in Visual Studio 2010/2013,
v)	Minimum 2 years' experience in implementation of .Net v4 framework,
vi)	Minimum 2 years' experience in implementation of SFTP using SSH-2, SHA-2 for secured messaging. ISO standard formats for financial messaging
<b>Responsibility Areas:---</b>	
<p>Responsible for building and deploying interface between numerous platforms and creating effective interactive automated processes including alerts for exceptions, build business rule using BRE, optimizing system performance and time window management, Availability of audit trails/logs of system alerts, managing deployment documentation and developing controls for interface. He/she will handle requirement of development/configuration management for Orchestrations, Maps, Pipelines, Port Configuration, XSD, XSLT, XML, as well as performance and scalability tuning and effectively usage of xQueries/jQueries for optimization.</p> <p>He/she will develop applications and manage configuration relating to exception Handling, WCF-Custom, FTP/SFTP and built in adapters and applications exposing Orchestration as a WCF service, consuming Web Services/WCF in PFMS development technology environment in coordination with other team members and under guidance of team lead. He will also provide and participate in service desk support, incident management and Problem management.</p> <p>He/she will follow coding standards, best practices, guidelines &amp; checklist in line with available tools and CMMI practices applicable for agile development environment. He/she will also create Technical Specification, Designs based on requirements and use current state build and deployment procedures.</p> <p>He/she will share responsibilities as part of planned activities for full lifecycle to be executed by him/team (development and testing), Change control and impact analysis of change on application, Status reporting of his/her functional area including ESB exception handling. He/she will undertake to define future state coding standards, build and deployment procedures and conducts peer reviews of specification and build artifacts and code base for his/her functional area.</p> <p>He/she will also test application, review the script, fix the defects and will provide environment support by monitoring the operational state and take corrective action to ensure SLA and Work towards code quality and measures by using appropriate tools and participate and perform Security administration, System administration, Network administration, Service monitoring and control</p>	
<b>4. System Administrator - 1</b>	
<b>Educational Qualification:---</b>	
BE/B.Tech/MCA/MSc in Software Engineering or BCA/Bachelor Degree with Additional Degree/Diploma in Computer Science/Information Technology in	

Software Development
<b>Preferred Professional Qualification/ Certification:---</b>
MCSA MS Server 2008/2012, ITIL certifications preferred. Administration/coordination of systems in the domain/areas of banking & Business Intelligence is preferred.
<b>Experience:---</b>
<ul style="list-style-type: none"> <li>i. Minimum 2 years' experience in administration/coordination of systems in domain areas of banking and Business Intelligence</li> <li>ii. Minimum 5 years in software development</li> <li>iii. Minimum 2 years' experience in Virtualization (specifically Hyper-V/VM ware)</li> <li>iv. Minimum 2 years of experience in Windows Server Systems Administration skills,</li> <li>v. Minimum 2 years' experience in Microsoft products knowledge including Exchange, SQL Server etc.</li> <li>vi. Minimum 2 years' Experience with ITIL procedures.</li> </ul>
<b>Responsibility Areas:---</b>
<p>To install, set up configure, upgrade, monitor, maintain and manage multiple windows Servers in standalone and cluster environment and support/administration servers clusters, perform server patching &amp; releases/upgrades, backup, recover/restore OS in database migrations and upgrades in addition to implementing and maintaining security, high availability, (clustering), BCP/Disaster Recovery configuration solutions. The assignment carries responsibility of monitoring systems for performance, stability and performance monitoring and other tools and also install, configure and maintain server firewall and other security software if required. Identify and provide technical resolution for potential security breaches. Establish and monitor security and apply appropriate fixes.</p> <p>He/she will be responsible for providing operations support for mission-critical, high availability systems. Monitor and maintain system integrity assuring maximum availability using System Center. This includes monitoring backups, managing appropriate access rights, and securing enterprise systems in accordance with IT Services standards. Monitor and forecast future needs. He/she will perform migration of Web sites and applications and databases and undertake root cause analysis of production-related OS issues. The person will support Change Management System and the promotion of database and application source code changes to QA and Production and monitors project deliverables, as directed, to ensure project success and functional leaders receive accurate, timely updates as required.</p> <p>Achievement of critical performance metrics including all required Service Level Requirements (SLRs) on a 24x7 basis are a key focus of this position and is required to collaborate with other associates and functional business teams to build, deliver, and support effective, creative solutions aligned to specified business initiatives.</p> <p>He/she will interface with application developers, storage system support personnel, network team and database administrators and will open, track, and manage resolution of all OS incidents and problems. He will also create in coordination with network and database administrators, base definition of resources, structure documentation, operational guidelines and security including OS hardening and antivirus installation and patch management. He/she will conduct server health checks, implement and maintain technical solutions for</p>

disaster recovery and business continuity of project systems. (ex. Windows 2008/2012 Failover Cluster). He will play important role in data backup and archival policy implementation.

He/she will produce essential reports on a daily, weekly, monthly or ad hoc as necessary on Server availability and performance monitoring and reporting. He/she will be involved in testing, reporting, back-up and restores including OS and product configuration and conducting performance tuning by analyzing database and OS performance and implementing tuning and optimization recommendations. He/she will provide support for File and database Servers management and integration of external server for SFTP/Web service and contribute to system automation via scripting and other tools to reduce time spent on operational tasks.

He is also responsible for Administration of Active Directory including group policy management, administration and maintaining user/computer account permissions and access rights.

## **5. Sr. Software Developer (Business Intelligence) - 2**

### **Educational Qualification:-**

BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology

### **Experience:-**

- i. Total 5+ years in software development
- ii. Minimum 3 years of working Experience in building report and dashboard using SSIS, SSAS, SSRS
- iii. Minimum 3 years of experience in Sharepoint Services
- iv. Minimum 3 years of experience in BI suite of MS SQL Server 2008R2/2012 or in similar product development
- v. Experience in developing and Implementing Data Warehouse and data mart database architecture
- vi. Experience in ETL and development activities by creating sophisticated logical and physical SQL Server databases design to quickly handle complex queries (response time)

### **Responsibility Areas:-**

Responsible for developing and Implementing Data Warehouse and data mart database architecture, ETL and development activities by creating sophisticated logical and physical SQL Server databases design to quickly handle complex queries (response time). He/she will also use sharepoint for reports/dashboard management including CMS requirements. He/she will be responsible for designing, constructing, and testing of ETL processes and software coding that may be necessary to extract data from the transactional and/or operational databases, transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Data mart. He will also contribute in designing data backup and archival policy and implement such policy. He/she will provide input for data structures and incremental data needs for real-time DWH to OLTP team.

The person will develop user interface for OLTP/OLAP application for multilingual environment. Prepare ETL/ELT plan for import and export under data integration plan using SSIS from/to different sources and reports using SSRS, .NET framework, MS Power pivot and silver light. Develop and implement data integration testing policy. Develop/manage sharepoint portal

His/her important tasks include develop and deploy SSAS based Cubes, partitioning, writing KPIs, implement Drill-through for designing and development of reporting/dashboard and DSS modelling solutions using sharepoint/ SSRS on android and windows mobile/iPad and ensure reports classification and their delivery and monitoring of use for improving performance of system. The person will perform analysis, development, and evaluation of data mining needs in a data warehouse environment that includes database design, database architecture, metadata, and repository creation.

He/she will monitor use of data warehouse system resources and plan enhancement of response time for frequently and most used reports. He/she will test, troubleshoot, optimize, and tune SQL processes and complex SQL queries and use X-queries/J-queries for optimisation. He/she will continuously work for enhancing performance of existing database objects used in ETL Processes and work with BI Lead, Solution Architects and Business Analysts to define scope and estimations of project / service delivery and effectively use SQL Server Business Intelligence Development Studio (SQL Server Data Tools) and share point server to empower users with support to report builder. Effectively control data integration jobs and manage records in error and removing errors in controlled manner.

He/she will use data profiling and lineage tools for determining quality and impact on reports and confidence level of reports and will participate and contribute to requirements analysis, ad-hoc reporting, and user support Plans and authors the user documentation set, acceptance criteria, and helps construct representative test data sets.

Provide first level support to users regarding application related issues by studying solution and mapping with problem diagnostic, provide guidance to users and feedback to software development team for Change Management after testing. The person is responsible for development of a strong solution framework for some of the data intensive projects and troubleshooting failed batch jobs, correcting outstanding issues and resubmitting scheduled jobs to ensure completion.

Develop user friendly web/mobile application reports/dashboards using Sql Server under Microsoft Sharepoint and customise Dynamics (CRM), performance point and power pivot resources and Microsoft Visual Studio and deploy application reports/dashboards. The person will develop dashboards/reports compatible for mobile phones and iPad.

He/she may be required to design/develop, test and implement DR and BCP Policy for data warehouse and build risk management scenarios for the purpose. He/she will ensure first-time-right delivery and migrate users to self-service their requirements on Report Builder facility to reduce developmental and maintenance work. He will develop proper data quality parameters and managing information from data in error and follow optimisation criterion for the reports and dashboard by proper de-normalised database design and assess performance of reports and dashboard for further optimisation.

#### **6. Sr. Software Developer(Test Lead) – 1**

##### **Educational Qualification :---**

BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology

##### **Preferred Professional Qualification/ Certification:---**

Certification in Software Quality & Testing

##### **Experience:---**

i.) Minimum 5 years in software development

ii.)	Minimum 3 years of working Experience on Software testing in application lifecycle management environment & familiarity with best practices in software development and testing in Microsoft platform including load testing
iii.)	Minimum 3 years' experience of testing tools i.e., Visual Studio
<b>Responsibility Areas:-</b>	
<p>Will investigate problems uncovered during analysis and design and execute test cases as appropriate and advise corrective actions to reduce rework. As part of other responsibilities, the person will also provide feedback on usability, serviceability, documentation, and report status to the appropriate audience. Software testing is an important role at proposed INDIRECT TAX ACCOUNTING SYSTEM that ensures the quality of application for wider group of users. 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.</p> <p>He/she will be responsible for Assessment, Analysis and Reporting on Detailed Blue Print of Testing Environment, Tools and Processes for INDIRECT TAX ACCOUNTING SYSTEM, acquiring and usage of Standard Templates in SDLC at different stages, report on Gap Assessment to project management, prepare interim reports of gap analysis and action plan to fill the gap for improvement and migration to standard practices of implementation of Software Quality Assurance Plan, Software Quality Testing Practices and Standard Documentation, UAT practices and Templates for Use and related cycle.</p> <p>He/she will update management on qualitative areas in, Test Environment Setup, Requirement Analysis, Test Planning and Test Case Development. He/she will review existing artefacts used and creation, modification, verification and rework of test cases &amp; test scripts and will constantly follow CMMI and OWASP, PCI-DSS security guidelines in testing and review of codes. He/she is responsible for Test data preparation, it's review and then reworked as well as warranted for Test Execution, Test Cycle Closure and will ensure full scale testing including Test Links, Test Forms, Test Cookies, Test HTML and CSS, Test Business Workflow, Test business boundaries, Usability testing, Interface Testing, Database Testing, Compatibility testing.</p> <p>The person will also provide guidance to team members in area of Performance Testing, Security testing as per standards specified for the purpose. He will also ensure that appropriate input documents are available during test cycle and errors and defects are minimised and efforts on maintenance are reduced considerably through team efforts.</p> <p>The person will ensure that tests are specified and rigorously carried out by use of appropriate tools, techniques and methods; problems are recorded and tracked; risks to the project are minimised by formulation and implementation of complete software testing strategies for Unit Testing, Integration Testing, System Testing and Acceptance Testing.</p>	
<b>7.Team Lead Development – 1</b>	
<b>Educational Qualification:---</b>	
BE/B. Tech/MCA or any Bachelor Degree with Degree/Diploma in Computer Science/Information Technology	
<b>Preferred Professional Qualification/ Certification:---</b>	
N.A	
<b>Experience:---</b>	

i.)	7+ years in software development
ii.)	Minimum 2 years of experience in handling a team of software developers
iii.)	Minimum 3 years' experience in designing database and application
iv.)	Minimum 1 year experience in implementation of .Net 4.5 framework
v.)	Minimum 1 year experience in Web Services (SOAP, REST, JSON, XML), JQUERY, JAVA Sup
vi.)	Minimum 1 year experience in WCF services with enterprise library

**Responsibility Areas:---**

Defining project scope, goals and deliverables that support goals set for project. Developing success criterion of each phase/stage of the project. Develop full-scale project plans using agile methodology and associated communications documents. Proactively assess of project resources hardware, software and manpower requirements and continuously monitor their performance and work in coordination for fulfilment of requirements in time. Implement project quality and security policies and manage project library and security program, Developing and review of tasks and responsibilities to appropriate personnel in project. Plan and schedule project timelines and milestones and Track project milestones and deliverables and developing action plan to troubleshoot delays and remain on time

**8. Test Engineer(Tester) -2**

**Educational Qualification:---**

BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology

**Preferred Professional Qualification/ Certification:---**

Certification in Software Quality & Testing, PCI DSS/OWASP Security Standards

**Experience:---**

- |       |  |
|-------|--|
| i.)   | Total 4+ years in software development   |
| ii.)  | Minimum 3 years of working Experience on Software testing in application lifecycle management environment & familiarity with best practices in software development and testing in Microsoft platform including load testing |
| iii.) | Minimum 3 years' experience of testing tools i.e.,   |
| iv.)  | 2+ years of experience of testing on Suite of Visual Studio  |
| v.)   | 2+ years of experience in manual testing   |

**Responsibility Areas:-**

Required to fully test a product/application or system to ensure, it functions according to specifications and business requirements and meets the business needs. Testing activities cover all aspects of the product/system including function/component, usability, performance, system, regression, and service. Thus, as a software test engineer, a person must demonstrate knowledge of the domain you are responsible for testing of solution developed in Microsoft software product development environment including TFS 2013.

The person will design test plans, develop test cases/scenarios/use cases, and execute these cases using Microsoft product tools, Mercury & Rational etc. and carry out software load testing, performance testing, and scalability testing for a wide array of applications, including Web, Microsoft, Web Services, Web site security and compliance testing to identify vulnerabilities and assess compliance requirements to improve the accuracy and reliability of online systems and undertake defect Classification, Defect Severity, Defect Probability, Defect Priority,

Defect Life Cycle, Defect Report as part of job.  
The person will appropriately plan levels of testing for Unit Testing, Integration Testing, System Testing, Acceptance Testing to achieve "first time" and "No Defect" policy approach and perform all aspect of testing including Usability Testing, Interface Testing, Database Testing, Compatibility Testing, Performance Testing, Security testing and apply best practices and OWASP and PCI-DSS principles in order to reduce risks in area of financial transactions and implementation of Digital Signatures and encryption in XML financial messages as per ISO requirement.  
The person will also provide feedback to developers and propagate standards in development and also aim for reducing rework/maintenance of application.

<b>9. Software Developer – 7</b>
<b>Educational Qualification:---</b>
BE/B. Tech/MCA or BCA/Bachelor Degree with Degree/Diploma in Computer Science/Information Technology
<b>Preferred Professional Qualification/ Certification:---</b>
N.A
<b>Experience:---</b>
<ul style="list-style-type: none"> <li>i.) Total 5+ years in software development in Visual Studio 2010/2013,</li> <li>ii.) Minimum 1 year experience in implementation of .Net v4.5 framework</li> <li>iii.) Minimum 1 year experience in Web service (SOAP, REST ,JSON, XML) JQuery, Java Sup</li> <li>iv.) Minimum 1 year experience in WCG services with enterprise library</li> </ul>
<b>Responsibility Areas:---</b>
<p>will build new applications and functionalities with .NET 4.0 / .NET 4.5/ ASP.NET / SQL Server 2008R2/2012 / WCF Web Services / WCF, MS Visual Studio 2013, TFS 2013 for financial and non-financial transactions maintaining appropriate security and confidentiality for web application and develop application for MS Dynamics CRM complying with CMMI 3 requirements. The person will use appropriate tools for implementing Workflow/business rules engine facility with dynamic screen and facilitate implementing Tooltip in web based applications and adopt SRUM principles for agile development environment. The person will effectively and efficiently use schemas, tables, FKs, PKs, indexes as resource structure that meets their needs to develop application in SOA environment. The person will be responsible for application tuning and performance management and use appropriate event trigger and alert system for improving response time. The person will also be required to develop user friendly web/mobile application and reports using Microsoft Technologies environment and customise Dynamics (CRM) solution to achieve laid down requirements.</p> <p>The person may be required to develop user interface for OLTP application for multilingual environment, Prepare ETL/ELT scripts for import and export under data integration plan using SSIS from/to different sources and generate reports using SSRS, .NET framework, silver light and develop optimal strategy for using ASP.NET, Java Script, AJAX, HTML/DHTML/HTML 5 resources for secured and user friendly applications and modules development with least faults during testing. The person will follow best practices of ITIL3.0, Web 2.0/3.0 standards and maintain SOA architecture and communicate with other teams for effective</p>

application developments and performance to commit to time schedule and code quality related compliance.

#### **10. Help Desk Team Member – 1**

##### **Educational Qualification:--**

Graduate in any discipline (having computer operations certificate/diploma) preferably BCA

##### **Preferred Professional Qualification/ Certification:-**

Certification in IT support systems, Call Centre Operator Certificate

##### **Experience:-**

2-3 Year experience in IT support in an on-site/call centre using Microsoft Dynamics/other CRM tools and IVRS infrastructure environment

##### **Responsibility Areas:-**

The resource will use MS Dynamics CRM solution supported by web based solution, IVRS, Automated call routing, Web Chatting, Call on demand, Fax on demand, email, Voice Mail, SMS, data collection depending on requirements and should keep himself abreast on issues and solutions being released and under development to satisfy queries. He/she will study & understand the complete INDIRECT TAX ACCOUNTING SYSTEM/PFMS System to be able to use CRM Solution.

The person will use infrastructure resources and knowledge management tools in discharging duties and enhance role by acquiring necessary knowledge to reduce escalations of calls. He/she will provide first level support for troubleshoot and resolve end-user application software related problems, basic network, application and report access problems for end-users

He/she will prepare reports, respond to inter-office correspondence relating to support and maintain record of incoming calls and seek knowledge and support from concerned resources to quickly resolve problems, data education algorithms and also report outstanding issues. The person will take ownership and complete cycle of newly raised issues and begin problem determination. Identify root causes of issues and formulate an appropriate input to caller and ensure all work performed to resolve an issue complies with the standards and policies

He/she will hold surveys of users experience and provide easy access to support/knowledge documents and continuously update extended support program and work co-operatively as part of a team and deliver adequate knowledge to user to enhance their skills and efficiency in busy demand environment and shall use service managing templates for service under quality management systems and use principles of ITIL. He/she will participate fully in the 12/16 Hour Cycle in shifts as needed from time to time.

The person will use effective computer skills for technologically equipped call centre, Microsoft Office Software, MS Dynamics CRM and use tools like broadcasting, mass/group mailing, collecting and sending faxes online for specific software applications module changes/enhancements related to knowledge sharing with users. He/she will have good spoken knowledge of English, Hindi and additional Indian language (if known)

#### **11. BI Support Team(S/W Developer) - 1**

##### **Educational Qualification:-**

BE/B.Tech/MCA or any Bachelor Degree with Degree/Diploma in Computer Science/Information Technology
<b>Preferred Professional Qualification/ Certification:-</b>
Certification in related area
<b>Experience:-</b>
Total 3+ years in software development with minimum 1 year of working experience in building report and dashboard using SSIS, SSAS, SSRS, Sharepoint Services and BI suite of MS SQL Server 2012 or in Similar product development environment
<b>Responsibility Areas:-</b>
Responsible for designing, constructing, and testing of ETL processes. This includes software coding that may be necessary to extract data from the transactional and/or operational databases, transforming the data according to analytical / reporting business needs, and loading the data into a Data Warehouse or Data mart. The person will perform analysis, development, and evaluation of data mining in a data warehouse environment that includes data design, database architecture, metadata, and repository creation. Job carries responsibility of designing and development of reporting/dashboard Solutions using sharepoint/ SSRS on Android/windows mobile/iPad ensuring first-time-right delivery. He/she will be developing and designing Cubes using SSAS and SSRS on MS SQL server and will troubleshoot, optimize, and tune SQL processes and complex SQL queries. He/she will provide first level support to users regarding application related issues by studying solution and mapping with problem diagnostic, provide guidance to users and feedback to software development team for Change Management. He/she will document and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code and will work with Lead BI Solution Architects and Business Analysts to define scope and estimations of project / service delivery by effective use of available resources and tools as part of SQL Server, Business Intelligence Development Studio and sharepoint server implement information security systems by studying operations in designing, developing solutions, supports and develops software team. He/she will effectively manage/monitor data integration jobs and manage records in error and removing errors in controlled manner and use data profiling and lineage tools for determining quality and impact on reports and confidence level in reports. He/she will participate and contribute to requirements analysis, ad-hoc reporting, and user support Plans and authors the user documentation set, acceptance criteria, and helps construct representative test data sets and development of a strong solution framework for some of the data intensive areas and develop and implement data lifecycle plan from extraction, upload to archive, retain and purge periodically as per policy.

<b>12. Bank/GSTN/ICEGATE/RBI Interaction Team Member - 1</b>
<b>Educational Qualification:-</b>
MCA/Any Master Degree and experience in software development and writing SQL queries will be desirable
<b>Preferred Professional Qualification/ Certification:-</b>
Certification in related area
<b>Experience:---</b>
2-3 Year experience in IT support in an on-site project; handling the communication with banks linked to events , monitoring Performance and resolving issues
<b>Responsibility Areas:---</b>

Monitoring daily "Critical Reports" and resolve issues in close coordination with banks teams to maintain assurance by timely actions and escalation in proactive manner to realise the goals of effectiveness and efficiency of PFMS and bank interface. The areas relate to Daily & Periodic Batch/transaction Rejected/Recalled by agency with Reasons; Daily Debit Rejected by Bank But Credits processed; Daily Periodic Pending Transactions not Authorised (pending) by Agency in Bank's System; Batches Rejected by Bank on verification( Reasons as per codes); Daily Batches Not Processed (pending) at PFMS (Payment Processing pending at PFMS); Batch Failed at Bank & Returned unprocessed; Batch failed due to digital signatures do not tally at Banks; Status Completed but Receiving Agency/Beneficiary Disputes;

The assignment requires to monitor exceptions and alerts and close them as part of daily routine actionable. For performance management, Scrutinise "Delay Reports" for message/data stuck at any Stage (Various Entities) in Payment Cycle and take corrective measures with agency/banks as necessary; Monitor and study transactions rejected & and pending for re-cycling in banks where so warranted as per rules; Reconciliation and tracing the transactions rejected/recalled but response not available; Analyse aberrations in payment system like wrong rejections; Help in getting rejected Batch Re-processing after repair where warranted by bank; Study behaviours of debit transactions debited in parts and follow up with such banks; Follow up complaints relating to banks to close them and advise the complainant periodically till closed; Confirm from reports that all rejected transactions are returned to agency accounts; Analyse conflict in data status of transactions to resolve such issues; Age wise Transaction Yet to be Reconciled with transaction types; Batch Status Completed but All Transactions not Reconciled (bank wise & age wise); Close reconciliation action pending at bank/agency; Find transaction status Pending from crediting bank and assumed status used and report to RBI and banks; Prepare performance reports on bank interface and share with related banks

The person will be responsible for System Related Performance Management and Escalation including; Follow-up and escalation on Transactions delays due to PFMS interface downtime; Transaction Delays due to bank's interface downtime; Transaction Rejected due to data quality issues at PFMS/Bank; Transactions rejected due to PFMS/Bank application error; Collect information regarding Support & Maintenance of Existing Applications; Coordination with Banks to collect status info on Application/Change Implementation; Monitoring of integration applications and taking the required actions as and when required based on parameterised dash boards/reports; Master data management related to Banks /India Post/RRBs/Coop Banks; Analyse data for inconstancy with rules.

The person will also monitor BizTalk Operational effectiveness by monitoring regularly SFTP queues and events on 24x7x365 basis; Particularly monitor India Post interface; Prepare data for update on missing IFSC/MICR and inconsistencies; Monitor BizTalk dashboard and connections to SFTP and follow up with related entity; Help team in defining problems based on input and maintain high availability; Identify file level errors reports and coordinate correction; Monitor queues and rejections for corrective action; Settle business rules and mapping compatibility with banks.

The person will review documents from banks against standards/checklist and submit /handle observations on Check reports and checklist from banks; Update checklist and business rules of payment system.

Manage information regarding payment system of IDRBT/NPCI Changes in rules regarding Manage information /rules of payment systems; Find gaps through studies

<b>13. Sr. UI Designer – 1</b>
<b>Educational Qualification:-</b>
B.Tech/BE/BCA/MCA/M.Tech/ME/Ph.D. in Computer Science / Information Technology (I.T) and related fields or equivalent with consistently good academic record.
<b>Preferred Professional Qualification/ Certification:-</b>
Expertise in Adobe Photoshop / Web-designing / similar designing tools.
<b>Experience:---</b>
4+ Years' experience in similar areas of DIV, HTML, Photoshop, Dreamweaver, magneto, PSD, html5, word press, woo commerce, my MY-SQL, php, web designer, web design, html5 responsive, UI designer, bootstrap
<b>Responsibility Areas:---</b>
As a web / UI designer, He / she should have 4+ years of experience in Photoshop, Dreamweaver. The candidate should have expertise in HTML, CSS, Java Script / Query. The candidate must be passionate and enthusiastic for design, with a creative flair. The candidate should be flexible in approach, when working in a team. The ideal candidate must possess accuracy and attention to detail, when finalizing designs. The candidate should be open to feedback and willing to make changes to his / her designs. Also the candidate should possess excellent communication skills in order to interpret and negotiate briefs with the clients.

<b>14. Database Administrator- 1</b>
<b>Educational Qualification:-</b>
B.Tech/BE/BCA / MCA/M.Tech/ME/Ph.D. in Computer Science / Information Technology (I.T) and related fields or equivalent with consistently good academic record.
<b>Preferred Professional Qualification/ Certification:-</b>
Microsoft MS-SQL Server 2008/ 2012 / 2014 Configuration and Administration / ITIL
<b>Experience:---</b>
5+ Years of experience in carrying out performance, integrity and security of a database, Must be able to do planning, development and troubleshooting, maintaining data standards including adherence to Data Protection and Act, writing database documentation, controlling access permissions and privileges, developing, managing and testing, back-up and recovery plans; ensuring that storage, archiving, back-up and recovery procedures are functioning correctly; capacity planning etc. Must be capable of managing multiple projects
<b>Responsibility Areas:---</b>
Should have very good knowledge of Database concepts and Database Developments in MS, MS-SQL server from version 2008 to version 2014. Data in CBIC is growing exponentially and its continuous monitoring and performance tuning is becoming a critical activity. He / she shall be responsible to install, configure, monitor, manage multiple MS SQL server instances in standalone and cluster environment and perform MS-SQL server patching, replication, log shipping, database migrations. He / she shall co-ordinate and administer MS SQL, including data base definitions, structure documentations, operational guidelines and security. He / She will do high-availability (clustering), BCP / Disaster Recovery database solutions and will be providing operations support for mission critical, high availability systems in addition to monitoring systems for performance, stability and capability using MS system

Performance Monitor and other tools. He / she will design and develop physical layers of various MS SQL making use of advance features such a partitioning. He / she will provide technical assistance and mentoring to project team members in all aspects of MS-SQL management and undertake consulting and advising applications development team of MS SQL designing, security, query optimization, and performance and conduct performance tuning by analysing MS SQL and OS performance and implementing tuning and optimizing recommendations. he will also be responsible for review of MS SQL procedures developed by the developers. He will be responsible for all deployment related to MS SQL objects and will keep back-up of all required MS-SQL objects before deployment. He will also be responsible for management of access rights for different users.

Achievement of critical performance matrix including all required service level requirements (SLRs) on a 24x7 basis are a key focus of this position and is required to collaborate with other associates and functional business teams to build, deliver and support effective, creative solutions aligned to specific business initiatives.

## Part – II

### TOR related information

1	Names of different departments / ministries and different places where different tasks relating to the assignment are to be performed.	The work will have to be performed at <b>different ministries, departments, and States of India for study, review and meetings.</b>
2	Procedure for review of the work of the consultant after award of contract including testing, validation, approval. The name and/or designation and address of the officials responsible for reviewing the work of the consultants may also be included here.	The progress of work will be reviewed on daily/weekly basis by the Dy CA/CA/CCA or their representative officers.
3	Expected input of key professionals and requisite expertise and number of key professional staff.	The output that is required of the IT Professional is mentioned in the Datasheet and Terms of Reference.
4	Expected schedule for completing the assignment. If an assignment consists of more than one activity, the target period/date for completing each activity can also be specified.	Time for completion of various processes will be scheduled periodically by the Project Cell of this office for ensuring scheduled compliance by the IT Professional. Target date shall be reviewed and fixed on weekly basis.
5	Background material including data available and to be provided to the consultant.	Background material including vision document, System Requirement Specifications, data and access to all relevant information & documents such as System Requirement Specifications, data, Progress Reports, roll out plan, detail of progress achieved in development of different modules in system shall be provided/ arranged by the Employer/Authority.
6	Facilities which can be provided to the consultants.	<b>VPN connectivity will be provided for working on the ARPIT project</b>

7	Any other related information specific to the study/assignment which is necessary to be furnished to all the bidders.	The IT firm will work from premises provided by the Employer.

## Section 6. Form of Contract

### Consultants' Services

#### Contents

S.No.	Contents	Page No.
<b>I</b>	<b>Form of Contract</b>	78-81
<b>II</b>	<b>General Conditions of Contract</b>	
1	General Provisions	82-85
2	Commencement, Completion, Modification and Termination of Contract	85-89
3	Obligations of the Consultant	90-92
4	Consultants' Personnel and Sub-Consultants	92-93
5	Obligations of the Employer	93
6	Payments to the Consultant	93-94
7	Fairness and Good Faith	94
8	Settlement of Disputes	94-95
9	Miscellaneous Provisions	96
<b>III</b>	<b>Special Conditions of Contract</b>	97-100
<b>IV</b>	<b>Appendices</b>	
	Appendix A – Description of Services	101
	Appendix B - Cost Estimates	
	Appendix C - Duties of the Employer	
	Appendix D – Payment Schedule	
	Appendix E – Format of Bank Guarantee/Performance Security	102-103
	Appendix F – Manner of Bidding	104-107

**CONTRACT**

**FOR ENGAGEMENT OF AGENCY FOR HIRING OF SERVICES OF IT  
PROFESSIONAL**

**between**

**[The President of India acting through the Chief Controller of  
Accounts (Department of Revenue), Ministry of Finance,  
Government of India]**

**and**

**[Name of the Consultant/Firm/Agency providing services of IT  
Professional(s)]**

**Dated:**

## **I. Form of Contract**

This CONTRACT (hereinafter called the "Contract") is made the [day] day of the month of [month], [year], between **the President of India acting through the Chief Controller of Accounts, Ministry of Finance, Department of Revenue, Government of India, 1<sup>st</sup>Floor, DGACR Building, ITO, New Delhi-110001,** hereinafter called the "Authority/Employer", of the First Part and, [name of Firm/Agency/Consultant] (hereinafter called the "Firm/Agency/Consultant") of the Second Part.

[Note: If the Consultant consist of more than one entity, the above should be partially amended to read as follows: "... (hereinafter called the "Authority/Employer") and, on the other hand, a joint venture/consortium/association consisting of the following entities, namely, lead consultant [name of lead Consultant] and [name of firms/agencies/Consultant/s] (hereinafter called the "Consultant").

### **WHEREAS**

(a) the firm/agency/consultant, having represented to the "Authority/Employer" that he has the required professional skills, personnel and technical resources, has offered to provide in response to the Tender Notice dated \_\_\_\_\_ issued by the Authority/Employer ;

(b) the "Authority/Employer" has accepted the offer of the Consultant to provide the services on the terms and conditions set forth in this Contract.

**NOW, THEREFORE, IT IS HEREBY AGREED** between the parties as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The General Conditions of Contract;
- (b) The Special Conditions of Contract;
- (c) The following Appendices:

Appendix A: Description of Services

Appendix B: Cost Estimates

Appendix C: Duties of the "Authority/Employer"

Appendix D: Payment Schedule

2. The mutual rights and obligations of the "Employer" and the Consultant shall be as set forth in the Contract, in particular:

(a) The Consultants shall carry out, provide and complete the Services in accordance with the provisions of the Contract; and

(b) The "Employer" shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

In presence of (Witnesses)	1	Signed by ----- For and on behalf of the President of India
(i)		
(ii)		[Authorized Representative]

In presence of (Witnesses)	2	For and on behalf of [name of Consultant]
(i)		
(ii)		[Note: If the Consultant consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]

	3	For and on behalf of each of the Members of the Consultant.
		[name of member]
		[Authorized Representative]

	4	[name of member]
		[Authorized Representative]

## II. General Conditions of Contract

### 1. GENERAL PROVISIONS

1.1 **Definitions** unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) **"Applicable Law"** means the laws and any other instruments having the force of law in India for the time being.
- (b) **"Consultant"** means any private or public entity/firm/agency that will provide the Services to the "Employer" under the Contract.
- (c) **"Contract"** means the Contract signed by the Parties and all the attached documents listed in its Clause 1 that is this General Conditions (GC), the Special Conditions (SC), and the Appendices.
- (d) **"Day"** means calendar day.
- (e) **"Effective Date"** means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.
- (f) **"Foreign Currency"** means any currency other than the currency of the "Employer's" country.
- (g) **"GC"** means these General Conditions of Contract.
- (h) **"Government"** means the Government of India
- (i) **"Local Currency"** means Indian Rupees.
- (j) **"Member"** means any of the entities that make up the joint venture/consortium/association; and "Members" means all these entities.
- (k) **"Party"** means the "Employer" or the Consultant, as the case may be, and "Parties" means both of them.
- (l) **"Personnel"** means professionals and support staff provided by the Consultants or by any Sub-Consultants and assigned to perform the Services or any part thereof; "Local Personnel" means such professionals and support staff who at the time of being so provided had their domicile inside the Government's country; and "Key Personnel" means the Personnel referred to in Clause GC 4.2(a).
- (m) **"Reimbursable expenses"** means all assignment-related costs [such as travel, subject to specified maximum limits in the Contract].

(n) **“SC”** means the Special Conditions of Contract by which the GC may be amended or supplemented.

(o) **“Services”** means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A hereto.

(p) **“Sub-Consultants”** means any person or entity to whom/which the Consultant subcontracts any part of the Services.

(q) **“Third Party”** means any person or entity other than the “Employer”, or the Consultant.

(r) **“In writing”** means communicated in written form with proof of receipt.

## 1.2 Relationship between the Parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the “Employer” and the Consultant. The Consultant, subject to this Contract, has complete charge of Personnel and Sub-Consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

1.3 **Law Governing Contract:** This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India.

1.4 **Headings:** The headings shall not limit, alter or affect the meaning of this Contract.

## 1.5 Notices

1.5.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered post to such Party at the address specified in the SC.

1.5.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

1.6 **Location:** The Services shall be performed at such locations as are specified in **Appendix A hereto** and, where the location of a particular task is not so specified, at such locations, as the “Employer” may approve.

1.7 **Authority of Lead Partner:** In case the Consultant consists of a joint venture/consortium/association of more than one entity, the Members hereby authorize the entity specified (Lead Consultant) in the SC to act on their behalf in

exercising all the Consultant's rights and obligations towards the "Employer" under this Contract, including without limitation the receiving of instructions and payments from the "Employer". However, each member or constituent of Consortium of Consultant shall be jointly and severally liable for all obligations of the Consultant under the Contract.

**1.8 Authorized Representatives:** Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the "Employer" or the Consultant may be taken or executed by the officials specified in the SC.

**1.9 Taxes and Duties:** The Consultant, Sub-Consultants and Personnel shall be liable to pay such direct and indirect taxes, duties, fees and other impositions levied under the applicable laws of India.

#### **1.10 Fraud and Corruption**

**1.10.1 Definitions:** It is the Employer's policy to require that Employers as well as Consultants observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, the Employer defines, for the purpose of this provision, the terms set forth below as follows:

(i) **"corrupt practice"** means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;

(ii) **"fraudulent practice"** means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;

(iii) **"collusive practices"** means a scheme or arrangement between two or more consultants, with or without the knowledge of the Employer, designed to establish prices at artificial, non-competitive levels;

(iv) **"coercive practices"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;

#### **1.10.2 Measures to be taken by the Employer**

(a) The Employer may terminate the contract if it determines at any time that representatives of the consultant were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the consultant having taken timely and appropriate action satisfactory to the Employer to remedy the situation;

(b) The Employer may also sanction against the Consultant, including declaring the Consultant ineligible, either indefinitely or for a stated period of time, to be

awarded a contract if it at any time determines that the Consultant has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, an Employer-financed contract;

#### **1.10.3 Commissions and Fees**

At the time of execution of this Contract, the Consultants shall disclose any commissions or fees that may have been paid or are agreed to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.

### **2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT**

**2.1 Effectiveness of Contract:** This Contract shall come into force and effect on the date (the "Effective Date") of the "Employer's" notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the conditions precedent and effectiveness conditions, if any, listed in the SC have been met.

**2.2 Termination of Contract for Failure to Become Effective:** If this Contract has not become effective within such time period after the date of the Contract signed by the Parties as specified in the SC, either Party may, by not less than twenty one (21) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

**2.3 Commencement of Services:** The Consultant shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC.

**2.4 Expiration of Contract:** Unless terminated earlier pursuant to Clause GC 2.9 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.

**2.5 Entire Agreement:** This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.

**2.6 Modifications or Variations:** (a) Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. Pursuant to Clause GC 7.2 here of, however, each Party shall give due

consideration to any proposals for modification or variation made by the other Party.

(b) In cases of substantial modifications or variations, the prior written consent of the Employer is required.

## **2.7 Force Majeure**

**2.7.1 Definition** (a) For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

(b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's Sub-Consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

(c) Subject to clause 2.7.2, Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

**2.7.2 No Breach of Contract:** The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

**2.7.3 Measures to be taken:** (a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

(c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

(d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the "Employer", shall either:

(i) demobilize, or

(ii) continue with the Services to the extent possible, in which case the Consultant shall continue to be paid proportionately and on prorata basis, under the terms of this Contract.

(e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 8.

**2.8 Suspension:** The "Employer" may, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Consultant to remedy such failure, if indirect tax accounting systemable of being remedied, within a period not exceeding thirty (30) days after receipt by the Consultant of such notice of suspension.

## **2.9 Termination**

**2.9.1.1 By the "Employer":** The "Employer" may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (h) of this Clause GC 2.9.1.1.

(a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GC 2.8 hereinabove, within thirty (30) days of receipt of such notice of suspension or within such further period as the "Employer" may have subsequently approved in writing.

(b) If the Consultant becomes insolvent or go into liquidation or receivership whether compulsory or voluntary.

(c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.

(d) If the Consultant, in the judgment of the "Employer", has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.

(e) If the Consultant submits to the "Employer" a false statement which has a material effect on the rights, obligations or interests of the "Employer".

(f) If the Consultant places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Employer.

(g) If the consultant fails to provide the quality services as envisaged under this Contract. The Consultancy Monitoring Committee (CMC) formulated to monitor the progress of the assignment may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The CMC may decide to give one chance to the consultant to improve the quality of the services.

(h) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

(i) If the "Employer", in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

2.9.1.2 In such an occurrence the "Employer" shall give a not less than thirty (30) days' written notice of termination to the Consultants, and sixty (60) days' in case of the event referred to in .

2.9.2 **By the Consultant:** The Consultant may terminate this Contract, by not less than thirty (30) days' written notice to the "Employer", in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause GC 2.9.2.

(a) If the "Employer" fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clause GC 8 hereof within forty-five (45) days after receiving written notice from the Consultant that such payment is overdue.

(b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

(c) If the "Employer" fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.

(d) If the "Employer" is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Consultant may have subsequently approved in writing) following the receipt by the "Employer" of the Consultant's notice specifying such breach.

2.9.3 **Cessation of Rights and Obligations:** Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof, (iii) the Consultant's obligation to permit inspection,

copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof, and (iv) any right which a Party may have under the Law.

**2.9.4 Cessation of Services:** Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the "Employer", the Consultant shall proceed as provided.

**2.9.5 Payment upon Termination:** Upon termination of this Contract pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the "Employer" shall make the following payments to the Consultant:

(a) If the Contract is terminated pursuant to Clause 2.9.1 (h), (i) or 2.9.2, remuneration pursuant to Clause GC 6.3 hereof for Services satisfactorily performed prior to the effective date of termination.

(b) If the agreement is terminated pursuant of Clause 2.9.1 (a) to (g), the consultant shall not be entitled to receive any agreed payments upon termination of the contract.

However, the "Employer" may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Employer. Applicable Under such circumstances, upon termination, the client may also impose liquidated damages as per the provisions of Clause 9 of this agreement. The consultant will be required to pay any such liquidated damages to client within 30 days of termination date. If the seller fails to deliver the Services within the Delivery Time, Liquidated Damages will be charged @ 0.5% per week or part of the week of delayed period not exceeding 5% of the contract value.

(c) The employer shall implement all penalty clauses after giving due notice to the bidder.

**2.9.6 Disputes about Events of Termination:** If either Party disputes whether an event specified in paragraphs (a) through (h) of Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

### **3. OBLIGATIONS OF THE CONSULTANT/FIRM/AGENCY PROVIDING SERVICES**

#### **3.1 General**

**3.1.1 Standard of Performance:** The Consultant shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the "Employer", and shall at all times support and safeguard the "Employer's legitimate interests in any dealings with Sub-Consultants or Third Parties.

**3.2 Conflict of Interests:** The Consultant shall hold the "Employer's interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the period of this contract, a conflict of interest arises for any reasons, the Consultant shall promptly disclose the same to the Employer and seek its instructions.

**3.2.1 Consultant not to benefit from Commissions, Discounts, etc.:** (a) The payment of the Consultant pursuant to Clause GC 6 hereof shall constitute the Consultant's only payment in connection with this Contract and, subject to Clause GC 3.2.2 hereof, the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant

shall use its best efforts to ensure that any Sub-Consultants, as well as the Personnel and agents of either of them, similarly shall not receive any such additional payment.

(b) Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the "Employer" on the procurement of goods, works or services, the Consultant shall comply with the Employer's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of the "Employer". Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the "Employer".

**3.2.2 Consultant and Affiliates Not to Engage in Certain Activities:** The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-Consultants and any entity affiliated with such Sub-Consultants, shall be

disqualified from providing goods, works or services (other than consulting services) resulting from or directly related to the Consultant's Services for the preparation or implementation of the project.

**3.2.3 Prohibition of Conflicting Activities:** The Consultant shall not engage, and shall cause their Personnel as well as their Sub-Consultants and their Personnel not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.

**3.3 Confidentiality:** Except with the prior written consent of the "Employer", the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and its Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

**3.3 Consultant's Actions Requiring "Employer's Prior Approval:** The Consultant shall obtain the "Employer's prior approval in writing before taking any of the following actions:

(a) Any change or replacement of the IT Professional deployed for the assigned work.

(b) Subcontracts: the Consultant may subcontract work relating to the Services to an extent and with such experts and entities as may be approved in advance by the "Employer". Notwithstanding such approval, the Consultant shall always retain full responsibility for the Services. In the event that any Sub-Consultants are found by the "Employer" to be incompetent in indirect tax accounting system or undesirable in discharging assigned duties, the "Employer" may request the Consultant to provide a replacement, with qualifications and experience acceptable to the "Employer", or to resume the performance of the Services itself.

**3.4 Documents Prepared by the Consultant to be the Property of the "Employer":** All plans, drawings, specifications, designs, reports, other documents and software prepared by the Consultant for the "Employer" under this Contract shall become and remain the property of the "Employer", and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the "Employer", together with a detailed inventory thereof. The Consultant may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from the Employer and the Employer reserves right to grant or deny any such request. If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of any such computer programs/modules, the Consultant shall obtain the "Employer's prior written approval to such agreements, and the "Employer" shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned.

**3.5 Equipment and Materials Furnished by the "Employer":** Equipment and materials made available to the Consultant by the "Employer", or purchased by the Consultant wholly or partly with funds provided by the "Employer", shall be the property of the "Employer" and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the "Employer" an inventory of such equipment and materials and shall dispose of such equipment and materials in accordance with the "Employer's instructions.

#### **4. CONSULTANTS' PERSONNEL AND SUB-CONSULTANTS**

**4.1 General:** The Consultant shall deploy only such qualified and experienced Personnel as has been selected and approved by the Employers in technical & financial evaluation to carry out the Services.

**4.2 Description of Personnel:** (a) The title, agreed job description, minimum qualification and estimated period of engagement in the carrying out of the Services of each of the Consultant's Personnel are as per the consultant's proposal. If the Personnel has already been approved by the "Employer", his/her name is listed as well.

(b) If required to comply with the provisions of Clause GC 3.1.1 hereof, adjustments with respect to the estimated periods of engagement of the Personnel may be made by the Consultant by written notice to the "Employer".

(c) If additional work is required beyond the scope of the Services specified in Appendix A, the estimated periods of engagement of Personnel may be increased by agreement in writing between the "Employer" and the Consultant. In case where payments under this Contract exceed the ceilings set forth in Clause GC 6.1(b) of this Contract, this will be explicitly mentioned in the agreement.

#### **4.3 Removal and/or Replacement of Personnel:**

(a) Except as the "Employer" may otherwise agree, no changes shall be made in the Personnel. If, for any reason beyond the reasonable control of the Consultant, such as retirement, death, medical incapacity, resignation by an employee among others, it becomes necessary to replace any of the Personnel, the Consultant shall forthwith provide as a replacement a person of equivalent or better qualifications.

(b) If the "Employer" (i) finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultant shall, at the "Employer's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the "Employer".

(c) Any of the Personnel provided as a replacement under Clauses (a) and (b) above, as well as any reimbursable expenditures (including expenditures due to the

number of eligible dependents) the Consultants may wish to claim as a result of such replacement, shall be subject to the prior written approval by the "Employer". The rate of remuneration applicable to a replacement person will be the rate of remuneration paid to the replacement person. Also (i) the Consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and (ii) the remuneration to be paid for any of the Personnel provided as a replacement shall not exceed the remuneration which would have been payable to the Personnel replaced.

## **5. OBLIGATIONS OF THE "EMPLOYER"**

**5.1 Assistance and Exemptions:** Unless otherwise specified in the SC, the "Employer" shall use its best efforts to ensure that the Government shall:

(a) Provide the Consultant/IT Professionals such other documents as shall be necessary to enable the Consultant to perform the Services.

(b) Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.

(c) Provide to the Consultant any such other assistance as may be specified in the SC.

**5.2 Change in the Applicable Law Related to Taxes and Duties:** If, after the date of this Contract, there is any change in the Applicable Laws of India with respect to taxes and duties, which are directly payable by the consultant for providing the services i.e. service tax or any such applicable tax from time to time, which increases or decreases the cost incurred by the Consultant in performing the Services, the same shall be borne by the firm/agency/consultant and not by the employer.

**5.3 Services, Facilities and Property of the "Employer":** (a) The "Employer" shall make available the services given in Appendix C to the Consultant, for the purposes of the Services and **free of any charge**.

**5.4 Payment:** In consideration of the Services performed by the Consultant under this Contract, the "Employer" shall make to the Consultant such payments and in such manner as is provided by Clause GC 6 of this Contract.

## **6. PAYMENTS TO THE CONSULTANT**

**6.1 Total Cost of the Services** (a) The total cost of the Services payable is set forth in Appendix B as per the consultant's proposal to the Employer.

b) Except as may be otherwise agreed under Clause GC 2.6 and subject to Clause GC 6.1(c), payments under this Contract shall not exceed the amount specified in Appendix-B.

c) Monthly payment to the firm shall be made on the basis of invoice provided by the firm and approved by Consultant Monitoring Committee in the office of Pr CCA CBIC.

**6.2 Currency of Payment:** All payments shall be made in Indian Rupees. [In case the payment is to be made in the currency other than Indian Rupees, the same shall be mentioned instead of Indian Rupees]

**6.3 Terms of Payment:** The payments in respect of the Services shall be made as follows:

- (a) The consultant shall submit the invoice for payment when the payment is due as per the agreed terms.
- (b) The consolidated Monthly Charges shall be payable to the Firm/Service provider on closure of the month, after submission of a bill/invoice by the firm for the services provided and a certificate of Satisfactory Services issued by the O/o Pr.CCA, CBIC.

## **7. FAIRNESS AND GOOD FAITH**

**7.1 Good Faith:** The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

**7.2 Operation of the Contract:** The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause GC 8 hereof.

## **8. SETTLEMENT OF DISPUTES**

**8.1 Amicable Settlement:** Performance of the contract is governed by the terms & conditions of the contract, in case of dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled

within 60 days following the response of that party, clause GC 8.2 shall become applicable.

**8.2 Arbitration:** In the case of dispute arising upon or in relation to or in connection with the contract between the Employer and the Consultant, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of 3 (three) arbitrators, one each to be appointed by the Employer and the Consultant, the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the Secretary of the Ministry/Department. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.

8.3. Arbitration proceedings shall be held at New Delhi, India at the place indicated in SC and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

8.4 The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Employer and the Consultant. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

## **9. Miscellaneous provisions:**

- (i) "Nothing contained in this Contract shall be construed as establishing or creating between the Parties, a relationship of master and servant or principal and agent.
- (ii) Any failure or delay on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.
- (iii) The Contractor/Consultant shall notify the Employer/ the Government of India of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.
- (iv) Each member/constituent of the Contractor/Consultant, in case of a consortium, shall be jointly and severally liable to and responsible for all obligations towards the Employer/Government for performance of works/services including that of its Associates/Sub Contractors under the Contract.
- (v) It is acknowledged and agreed by all Parties that there is no representation of any type, implied or otherwise, of any absorption, regularization, continued engagement or concession or preference for employment of persons engaged by the (Contractor/Consultant) for any engagement, service or employment in any office or establishment of the Government of India or the Employer.

### III. Special Conditions of Contract:

(Clauses in brackets {} are optional; all notes should be deleted in final text)

SC Clause	Ref. of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1	1.5	<p>The addresses are:</p> <ol style="list-style-type: none"> <li>1. "Employer" : Attention : Facsimile (Fax) :</li> <li>2. Consultant : Attention : Facsimile (Fax):</li> </ol>
2	1.7	<p>{Lead Partner is [insert name of member]}</p> <p>Note: If the Consultant consists of a joint venture/ consortium/association of more than one entity, the name of the entity whose address is specified in Clause SC 1.6 should be inserted here. If the Consultant consists only of one entity, this Clause SC 1.8 should be deleted from the SC.</p>
3	1.8	<p>The Authorized Representatives are:</p> <p>For the "Employer":</p> <p>For the Consultant:</p>
4	2.1	<p>{The effectiveness conditions are the following:[insert conditions]}</p> <p>Note: List here any conditions of effectiveness of the Contract e.g., approved of the Contract by the Employer, "Employer's approval of Consultant's proposals for appointment of specified key staff members, effectiveness of Employer Loan, receipt by Consultant of advance payment and by "Employer" of advance payment guarantee (see Clause SC 6.4(a)), etc. If there are no effectiveness conditions, delete this Clause SC 2.1 from the SC.</p>
8	3.4	<p>Limitation of the Consultants' Liability towards the "Employer"</p> <p>{Note: Proposals to introduce exclusions/limitations of the Consultants' liability under the Contract should be carefully scrutinized by Employers/"Employer's. In this regard the parties should be aware of the Employer's policy on this</p>

SC Clause	Ref. of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
		<p>matter which is as follows:</p> <ol style="list-style-type: none"> <li>1. If the Parties agree that the Consultants' liability should simply be governed by the Applicable Laws of India, they should delete this Clause SC 3.4 from the SC.</li> <li>2. If the Parties wish to limit or to partially exclude the Consultants' liability to the "Employer", they should note that, to be acceptable to the Employer, any limitation of the Consultants' liability should at the very least be reasonably related to (a) the damage the Consultants might potentially cause to the "Employer", and (b) the Consultants' ability to pay compensation using their own assets and reasonably obtainable insurance coverage. The Consultants' liability should not be limited to less than a multiplier of the total payments to the Consultants under the Contract for remuneration and reimbursable expenses. A statement to the effect that the Consultants are liable only for the re-performance of faulty Services is not acceptable to the Employer. Also, the Consultants' liability should never be limited for loss or damage caused by the Consultants' gross negligence or wilful misconduct.</li> </ol>
9	3.5	<p>The risks and the insurance coverage shall be as follows: (Note : Delete/modify whichever is not applicable)</p> <ol style="list-style-type: none"> <li>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in the Government's country by the Consultant or its Personnel or any Sub-Consultants or their Personnel, with a minimum coverage of [insert amount and currency];</li> <li>(b) Third Party liability insurance, with a minimum coverage of [insert amount and currency];</li> <li>(c) Professional liability insurance to cover the employer against any loss suffered by the employer due to the professional service provided by the Consultant, with a minimum coverage of [insert amount and currency];</li> <li>(d) Workers' compensation insurance in respect of the Personnel of the Consultant and of any Sub-Consultants, in accordance with the relevant provisions of the Applicable Laws of India, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</li> <li>(e) Insurance against loss of or damage to (i) equipment</li> </ol>

SC Clause	Ref. of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
		<p>purchased in whole or in part with funds provided under this Contract, (ii) the Consultant's property used in the performance of the Services, and (iii) any documents prepared by the Consultant in the performance of the Services, by theft, fire or any natural calamity.</p> <p>Note: If there are no other actions, delete this Clause SC 3.6. If the Services consist of or include the supervision of civil works, the following action should be inserted: {taking any action under a civil works contract designating the Consultant as "Engineer", for which action, pursuant to such civil works contract, the written approval of the "Employer" as "Employer" is required.}</p>
10	4.6	<p>{The person designated as resident project manager in Appendix C shall serve in that capacity, as specified in Clause GC 4.6.}</p> <p>Note: If there is no such manager, delete this Clause SC 4.6.</p>
11	{5.1}	Note: List here any changes or additions to Clause GC 5.1. If there are no such changes or additions, delete this Clause SC 5.1.
12	6.1 (b)	The ceiling in local currency is: [insert amount and currency]
13	6.3	<p>[Delete whichever is not applicable]</p> <p>For time-based contracts remuneration will be paid on monthly basis.</p>
14.	8.3	The Arbitration proceedings shall take place in (New Delhi) in India.

Binding signature of Employer Signed by:

\_\_\_\_\_

(for and on behalf of the President of India)

Binding signature of Contractor Signed by:

\_\_\_\_\_

(for and on behalf of \_\_\_\_\_ duly authorized vide Resolution  
No \_\_\_\_\_ dated \_\_\_\_\_ of the Board of Directors of \_\_\_\_\_)

In the presence of (Witnesses)

1.

2.

## **IV. Appendices**

### **APPENDIX A – DESCRIPTION OF SERVICES**

Note: This Appendix will include the final Terms of Reference worked out by the “Employer/Authority” and the Consultants/Firm/Agency during technical negotiations, dates for completion of various tasks, place of performance for different tasks/activities, specific tasks/activities/outcome to be reviewed, tested and approved by “Employer”, etc.

### **APPENDIX B – TOTAL COST OF SERVICES**

(Include here the rates quoted in the financial proposal,

### **APPENDIX C - DUTIES OF THE “EMPLOYER”**

**The Employer shall provide VPN connection to the resources of the IT firm to perform the services from a premise provided to the IT Firm.**

**Background material including System Requirement Specifications, data access to all relevant information & documents will be provided.**

### **APPENDIX D- PAYMENT SCHEDULE**

The consolidated Monthly Charges shall be payable to the Firm/Service provider on closure of the month, after submission of a bill/invoice by the firm for the services provided and a certificate of Satisfactory Services issued by the O/o Pr.CCA.

## **APPENDIX E- Bank Guarantee for Performance Security**

(in the format below)

To

**The President of India  
(acting through Chief Controller of Accounts,  
O/o the Pr.CCA, CBIC,  
1<sup>st</sup>Floor, DGACR Building,  
ITO, New Delhi-110001)**

In consideration of the O/Pr.CCA, D/o Revenue, M/o Finance acting on behalf of the President of India (hereinafter referred as the "Authority",] which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s \_\_\_\_\_, having its office at \_\_\_\_\_ (hereinafter referred as the "Consultant/firm/supplier of services of [title of the IT Expert] which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), vide the Authority's Agreement no. \_\_\_\_\_ dated \_\_\_\_\_ valued at Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_), (hereinafter referred to as the "Agreement") a Services of [title of the IT Expert] for the web enabled indirect tax accounting system being developed by the O/o Pr.CCA, CBIC (Department of Revenue), Government of India for the implementation of Indirect tax accounting system, GoI and the Consultant having agreed to furnish a Bank Guarantee amounting to Rs.-----/- (Rupees-----only) to the Authority for performance of the said Agreement.

We, \_\_\_\_\_ (hereinafter referred to as the "Bank") at the request of the Consultant/firm/Supplier of the services do hereby undertake to pay to the Authority an amount not exceeding Rs.-----/-(Rupees -----only ) against any loss or damage caused to or suffered or would be caused to or suffered by the Authority by reason of any breach by the said Consultant of any of the terms or conditions contained in the said Agreement.

2. We, \_\_\_\_\_ (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the Authority stating that the amount/claimed is due by way of loss or damage caused to or would be caused to or suffered by the Authority by reason of breach by the said Consultant of any of the terms or conditions contained in the said Agreement or by reason of the Consultant's failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs.-----/-(Rupees-----only).

3. We undertake to pay to the Authority any money so demanded notwithstanding any dispute or disputes raised by the Consultant in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a

valid discharge of our liability for payment there under and the Consultant shall have no claim against us for making such payment.

4. We, \_\_\_\_\_ (indicate the name of Bank) further agree that the Guarantee herein contained shall remain in full force and effect for 38 months from the date of issue of Letter of Award (LOA). Unless a demand or claim under this Guarantee is made on us in writing on or before a period of six months from the date of this Guarantee, we shall be discharged from all liability under this Guarantee thereafter.

5. We, \_\_\_\_\_ (indicate the name of Bank) further agree with the Authority that the Authority 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 Agreement or to extend time of performance by the said Consultant/firm from time to time or to postpone for any time or from time to time any of the powers exercisable by the Authority against the said Consultant/firm and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Consultant or for any forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Consultant/firm or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Consultant/firm.

7. We, \_\_\_\_\_ (indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Authority in writing.

Dated the \_\_\_\_\_ day of \_\_\_\_\_ 2021

For \_\_\_\_\_

(Name of Bank)

(Signature, Name and Designation of the Authorized Signatory of the Bank)

Seal of the Bank:

NOTES:

(i) The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.

(ii) The address, telephone no. and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.

## Appendix F

### Instructions for Online Bid Submission:

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their userID / password and the password of the DSC / eToken.

## SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

## PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The serve time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

**APPENDIX G – BID SECURITY DECLARATION FORM**

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD  
(On Bidders Letter head)**

To

The Chief Controller of Accounts  
Office of Pr.CCA, CBIC  
1st Floor, DGACR Building, ITO, New Delhi 110001  
Tel: #91-11-23702428,  
Email [dhruvakumar.1973@gov.in](mailto:dhruvakumar.1973@gov.in)

Sir,

Ref: Tender No. \_\_\_\_\_

I / We, the authorized signatory of M/s \_\_\_\_\_ ,  
participating in the subject tender No. \_\_\_\_\_ for the \_\_\_\_\_ of  
\_\_\_\_\_, do hereby declare:

- (i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
- (ii) That I/we understand that as per clause 10 of Section 2 (Part -1 'Instructions to Consultants / Service Providers / Firms / Agencies (ITC), bids must be supported by a Bid Security Declaration in lieu of Earnest Money Deposit.
- (iii) That in the event we withdraw/ modify our bid during the period of validity OR I/ We fail to execute formal contract agreement within the given timeline OR I/We fail to submit a Performance Security within the given timeline OR I/We commit any breach of Tender Conditions / Contract which attracts penal action and I/We will be suspended from being eligible for bidding/ award of all future contract(s) of O/o Pr.CCA, CBIC for a period of three years from the date of committing such breach.

Signature and Seal of Authorised Signatory of bidder

Name of Authorized Signatory .....

Company Name .....

## **INTEGRITY PACT**

This integrity pact is entered by and between

The President of India, acting through Pr Chief Controller of Accounts , Central Board of Indirect Taxes and Customs, Department of Revenue, Ministry of Finance, Government of India, having its office located at 1<sup>st</sup> floor, D.G.A.C.R. Building New Delhi 110021 therein after referred to as the 'Purchaser", which expression shall unless excluded by or repugnant to the context, deemed to include its successors/s in office or assign) of the First part ;

AND

'.....', a Company incorporated under the Companies Act 1956, having its registered office at ".....", (hereinafter referred to as "Bidder" which expression shall, unless the context otherwise requires, include its permitted successors and assigns) of the Second part.

### **Preamble**

The purchaser intends to award, under laid down organizational procedure, contract for 'Appointment of IT vendor to operate, maintain and support software development at ARPIT" through as open tender process and has issued RFP bearing number \_\_\_\_\_. The Purchaser values full compliance with all relevant laws of the land, rules regulations, and economic use of resources and of fairness/transparency in its relations with its Bidder and / or Vendor /Contractor.

In order to achieve these goals, the purchaser wishes to enter into this Integrity Pact with the Bidder(s) for this tender process and execution of the Agreement and will appoint an Independent External Monitor (IEM) who will monitor the tender process and the execution of the Agreement for compliance with the principles mentioned above.

### **Section 1- Commitments of the Purchaser**

1). The Purchaser commits itself to take measures necessary to prevent corruption and to observe the following principles: -

a) No employee of the Purchaser, personally or through family member, will in connection with the RFP for, or the execution of the Agreement, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to

b) The Purchaser will during this tender process treat all Bidder(s) with equity and reason. The Purchaser will in particular, before and during this tender process, provide to all Bidders the same information and will not provide to any Bidder(s)

6. The Bidder will not, directly or through any other person or firm, approach any Govt. officials, ministers, political persons public servants, or any external agencies in an effort to influence the bidding decision making process or to attain any undue favours to the Bidder.
7. The Bidder shall expend best efforts to exclude, from this tender process or execution of the Agreement all known prejudiced persons including those employees / Directors / management representatives of the Bidder who have family relationships with the employees or officers of the Purchaser.
8. The Bidder shall disclose the circumstances, arrangements, undertakings or relationships that constitute, or may reasonably be considered to constitute, an actual or potential conflict of interest with its obligations specified in the tender process or under any Agreement which may be negotiated or executed with the Purchaser Bidder and its employees, agents, advisors and any other person associated with the Bidder must not place themselves in a position which may, or does give rise to conflict of interest (or potential conflict of interest) between the interests of the Purchaser or any other interest during this tender process or through operation of the Agreement.
9. The bidder will not indulge in any corrupt, fraudulent, coercive undesirable or restrictive practice in the tender process or the execution of the Agreement.
- 10 The bidder will not instigate third person to commit offences outlined above or be an accessory to such offences.

### **Section 3: Disqualification from tender process and exclusion from future Contracts**

If the Bidder, During the tender process or before award or during execution of the Agreement has committed a transgression through a violation of Section 1(a) above, or in any other form, such as to put his reliability or credibility in question, the Purchaser is entitled to disqualify the Bidder from this tender process or decide not to award the work or terminate the awarded Agreement or blacklist the Bidder.

#### **Section 4: Compensation for Damages**

- 1) If the Purchaser has terminated the Agreement according to section3, or if the Purchaser is entitled to terminate the Agreement according to Section 3, the Purchaser shall be entitled to demand and recover from the Bidder/ Vendor the amount equivalent to Security Deposit /Performance Bank Guarantee in addition to any other penalties/recoveries as per terms and conditions of the Agreement.

#### **Section 5: Previous Transgression**

- 1) The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 2) If the Bidder makes incorrect statement on this subject or hides any material information, the Purchaser is entitled to disqualify the Bidder from this tender process or action can be taken as per the procedure mentioned in the "Guidelines on Banning of Business dealings".

#### **Section 6: Equal treatment of all Bidders**

- 1) The Bidder undertakes to demand from all subcontractors of the commitment in conformity with this Integrity Pact, and to submit it to the Purchaser before signing the Agreement with the Purchaser.
- 2) The Purchaser will enter into individual Integrity Pact with identical conditions as this one with all sub-contractors of the Vendor.
- 3) Only if the Bidder has entered into this Integrity Pact with Purchaser, the Bidder shall be eligible to participate in this tender process or execution of the Agreement.
- 4) The Purchaser will have the right to disqualify the Bidder from this tender process if the Bidder does not get this Integrity Pact from Bidder's authorized signatory or violate any of its provisions.

confidential/additional information through which the Bidder(s) could obtain an advantage in relation to this tender process or the Agreement execution.

c) The Purchaser will exclude from the process are known prejudiced persons.

2) If the purchaser obtains information on the conduct of any of its officers/employees which is a criminal offence under the Indian Penal Code 1860 and /or Prevention of Corruption Act 1988, or if there be a substantive suspicion in this regard, the purchaser will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

## **Section 2- Commitments of the Bidder**

1) The Bidder commits to take all measures necessary to prevent corruption. It commits itself to observe the following principles during its participation in this tender process and during the Agreement execution.

2. The Bidder will not, directly or through any other persons or firm, offer promise or give to any of the Purchaser's employees involved in this tender process or the execution of the Agreement or to any third person any material or other benefit which he/she is not legally entitled to in order to obtain in exchange any advantage of any kind whatsoever during this tender process or during the execution of the Agreement.

3. The Bidder will not enter with other bidder(s) into any undisclosed agreement or understanding whether formal or informal. This applies in particular to prices specification, certification subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in this tender process.

4. The Bidder will not commit any offence under the Indian Penal code 1860 and/or Prevention of corruption Act 1988 further the Bidder will not use improperly for purposes of competition or personal gain or pass on to others any information or document provided by the Purchaser as part of business relationship regarding plans, technical proposals and business details, including information contained or transmitted electronically.

5. The Bidder will, when presenting its bid disclose any and all payments it has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with this tendering process or the award of Agreement under this tendering process.

## **Section 7: Criminal charges against violation Bidder/Subcontractor (s)**

If the Purchaser obtains knowledge of conduct of a Bidder or its Subcontractor, or of an employee or a representative or an associate of a Bidder or Subcontractor which constitutes corruption, or if the Purchaser has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

## **Section 8 - Independent External Monitor / Monitors**

- (1) The Purchaser appoints .....as Independent External Monitor for Integrity Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
- (2) The Monitor is not subject to instructions by the representatives of the Parties and performs his functions neutrally and independently. He reports to Pr Chief Controller of Accounts, CBIC.
- (3) The Bidders accepts that the Monitor has the right to access without restriction to all Project documentation of the Purchaser including that provided by the Bidder. The Bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is application to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders/ Subcontractor(s) with confidentiality.
- 4)The Purchaser will provide to the Monitor sufficient information about all meetings among the parties related the tender process or the execution of the Agreement provided such meeting could have an impact on the contractual relations between the Purchaser and the successful Bidder. The Parties offer to the option to participate in such meetings.
- 5) As soon as the Monitor notices, or believes to notice, a violation of this Integrity Pact, he will so inform the Purchaser and request the Purchaser to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond

this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

- 6) The Monitor will submit a written report to the Purchaser within 8 to 10 weeks from the date of reference or intimation to him by the Purchaser and, should the occasion arise, submit proposals for correcting problematic situations.
- 7) If the Monitor has reported to the Purchaser, a substantiated suspicion of an offence under relevant Indian Penal Code 1860 and Prevention of Corruption Act 1988, and the Purchaser has not, within the reasonable time taken visible action to proceed against such offence or
- 8) reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India
- 9) The word "Monitor" would include both singular and plural.

#### **Section 9 - Pact Duration**

- 1) This Integrity Pact begins when both Parties have legally signed it. It expires for the Bidder 12 months after the last payment under the Agreement, and for all other Bidders 6 months after the execution of the Agreement with the vendor.
- 2) If the claim is made/lodged during this time, the same shall be binding and continue to be valid despite of the lapse of this pact as specified above, unless it is discharged/determined by the Purchaser.

#### **Section 10 - Other provisions**

- 1) This Integrity Pact is subject to Indian Law, Place of performance and jurisdiction is the Office of the Purchaser first above written, i.e. New Delhi.
- 2) Changes and supplements of this Integrity Pact, as well as termination notice, need to be made in writing. Parties acknowledged that side agreements have not been made.
- 3) Should one or several provisions of this agreement turn out to be invalid; the remainder of this Integrity Pact remains valid. In this case, the parties will strive to come to an

agreement to their original intentions.

(For & on behalf of the Purchaser) (For & On behalf of the Bidder/Contractor)

(Official Seal)

(Official Seal)

Place-----  
---

Place-----

Date-----  
---

Date-----

Witness 1 :

(Name & Address)

-----  
-----

Witness 2 :

(Name & Address)

-----  
-----