

Directorate of Information Technology  
& Communication



# Request for Proposal For Software Management and Delivery and Installation of IT Equipment for Existing State Data Centre (SDC) at Nagaland, Kohima.

---

Ref: DIT&C/EST/SDC-62/2013(VOL.II) (Pt.)

## Contents

1	Section I: Invitation to Bidders / Important dates.....	6
1.1	Key Events and Dates.....	6
1.2	SDC Location.....	7
1.3	Procurement of the RFP .....	7
2	Section II - Instruction to Bidders.....	7
2.1	Instructions for Online Bid Submission.....	7
2.1.1	Registration .....	7
2.1.2	Submission of bids .....	7
2.2	Procedure for Submission of Bids .....	9
2.2.1	PART I: Technical Bid Documents .....	9
2.2.2	PART II: Financial Bid Documents .....	9
2.2.3	Please Note that Prices should not be indicated in the Technical Bid and should only be indicated in the Commercial Bid.....	10
2.3	Cost of Bid .....	10
2.4	Clarification on Tender Document .....	11
2.5	Discounts .....	11
2.6	Language of Bids.....	11
2.7	Bid Prices .....	11
2.8	Firm Prices .....	12
2.9	Bidder Qualification .....	13
2.10	Period of Validity of Bids.....	13
2.11	Local / Site Conditions.....	13
2.12	Contacting the Purchaser .....	14
2.13	Modification and Withdrawal of Bids .....	14
2.14	Opening of Bids .....	14
2.15	Evaluation of Bids.....	14
2.16	Evaluation of Commercial Bids .....	15

2.17	Evaluation of Bid .....	15
2.18	Post Qualification and Award Criteria.....	15
2.19	DITC's right to vary Scope of Contract at the time of Award.....	15
2.20	Confidentiality of the Document .....	16
2.21	Right to Terminate the Process .....	16
2.22	Right to vary quantity .....	16
2.23	Rejection Criteria .....	16
2.24	Concessions permissible under statutes.....	17
3	Section III: Eligibility Criteria .....	18
4	Section IV - General Conditions of the RFP .....	19
4.1	Earnest Money Deposit (EMD).....	19
4.2	Forfeiture of Earnest Money Deposit (EMD) .....	19
4.3	Ownership of Software & IT Equipment .....	19
4.4	Transit Risks.....	19
4.5	Indemnity .....	19
4.6	Suspension of Work .....	20
4.7	Incidental Services .....	20
4.8	Warranty .....	20
4.9	Insurance Requirement.....	21
4.10	Software Documentation.....	21
4.11	Performance and Spares.....	21
4.12	Prices.....	21
4.13	Payment Schedule.....	21
4.14	Force Majeure .....	23
4.15	Liquidated Damages .....	24
4.16	Supply of components .....	24
4.17	Specifications .....	24
4.18	Delivery & Installation .....	24
4.19	Transportation .....	24

4.20	Eligible goods and services .....	25
4.21	Recoveries.....	25
5	Section V - Scope of Work.....	25
5.1	Supply of IT equipment (Part -A).....	25
5.1.1	Scope of Work for Supply of IT equipment (Part -A) .....	25
5.1.2	Scope of Installation, Commissioning and System Integration .....	26
5.2	Scope of work for Software Development (Part – B) .....	27
5.2.1	Integration of Systems.....	27
5.2.2	Online Forms.....	28
5.2.3	Security and Compliance .....	28
5.2.4	Scalability and Performance .....	28
5.2.5	Documentation and Training.....	28
5.2.6	Deliverables .....	29
5.2.7	Detailed Scope of Activities .....	29
5.3	Operations and Maintenance.....	43
5.4	Bill-of Material.....	43
5.5	Technical Specification of the IT Equipment .....	44
5.5.1	Desktop .....	44
5.5.2	Laptop .....	45
5.5.3	LED Display Screen 65” .....	46
5.5.4	RAM, HDD, SATA HDD, Printer Cartridges, Printer Toner, Keyboard & Mouse.....	46
5.6	Estimated Timelines .....	47
6	Section VI - Formats to Response to the Tender – Pre- Qualification Bid .....	48
6.1	Format 1 – Qualification Bid Letter.....	48
6.2	Format 2 - General Information about the Bidder .....	50
6.3	Format 3 – Qualification Check List .....	51
6.4	Format 4 - DECLARATION REGARDING CLEAN TRACK RECORD .....	54
6.5	Format 5 – Declaration of Acceptance of Terms and Conditions of RFP .....	55
6.6	Format 6 – Declaration by the OEMs (Format of Manufacturers' Authorization Form).....	57

6.7	Format 7 Unpriced BoM .....	58
6.8	Format 8 – Price Bid Letter .....	59
6.9	Format 9 – Price Bid Format .....	60
6.10	Format 10- Bank Guarantee for Earnest Money Deposit (EMD) .....	62

# 1 Section I: Invitation to Bidders / Important dates

The invitation to bid is for Software Management and delivery and installation of IT equipment for existing Nagaland State Data Center (NSDC), Govt. of Nagaland. The portal will integrate and host the Integrated Operations System which includes the Helpdesk and Incident Reporting Management Information System (MIS) along with the Inventory Management System (IMS). Additionally, the portal will include online forms tailored for NSDC processes, such as domain registration form, system availability form etc. The bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. This section provides general information about the Issuer, important dates, addresses and the overall eligibility criteria for the bidders.

## 1.1 Key Events and Dates

S.No.	Information	Details
1.	RFP No. and Publishing Date	DIT&C/EST/SDC-62/2013(VOL.II)(Pt.) Dated 24 <sup>th</sup> November, 2023
2.	Availability of RFP	<a href="http://www.nagalandtenders.gov.in">www.nagalandtenders.gov.in</a> ; <a href="http://www.nagaland.gov.in">www.nagaland.gov.in</a>
3.	RFP Document Download Start Date	24 <sup>th</sup> November 2023, 11 AM (Server Time)
4.	RFP Document Download End Date	12 <sup>th</sup> December 2023, 11 AM (Server Time)
5.	Bid validity period	90 days from the last date (deadline) for submission of Techno-commercial response/ proposals.
6.	Last date for submission of Pre-bid queries	28 <sup>th</sup> November 2023, 11 AM (Server Time)
7.	Publication of Pre-Bid Responses and Corrigendum if any	29 <sup>th</sup> November 2023, 1 PM (Server Time)
8.	Bid Document Submission Start Date	24 <sup>th</sup> November 2023, 11 AM (Server Time)
9.	Bid Document Submission End Date	12 <sup>th</sup> December 2023, 11 AM (Server Time)
10.	Opening of Technical Bids	12 <sup>th</sup> December 2023, 11:30 AM (Server Time)
11.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	To Be announced Later
12.	Earnest Money Deposit (EMD)	INR 15,00,000/-(Payable to DIRECTOR, Directorate of Information Technology & Communication)
13.	Tender Document Fees	INR 5000 (Payable to DIRECTOR, Directorate of Information Technology & Communication)
14.	Contact person for Correspondence: All Queries to be submitted by e- mail only	“ Director IT& C ”, Directorate of Information Technology & Communication, Thizama Road, Nagaland, Kohima – 797001 Email Id - dit-ngl@nic.in

## 1.2 SDC Location

The State Data Centre (SDC) is hosted at the premises of the following:

**Directorate of Science & Technology, Govt. of Nagaland Kohima – 797001**  
**Opposite to Directorate of Health & Family Welfare**

## 1.3 Procurement of the RFP

The tender document can be downloaded from State website [www.nagalandtenders.gov.in](http://www.nagalandtenders.gov.in) and [www.nagaland.gov.in](http://www.nagaland.gov.in)

# 2 Section II - Instruction to Bidders

## 2.1 Instructions for Online Bid Submission

This tender document has been published on the eProcurement Portal of Nagaland (<https://nagalandtenders.gov.in>). The bidders are required to submit soft copies of their bids electronically on the above Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Portal, prepare their bids in accordance with the requirements and submitting their bids online on the eProcurement Portal of Nagaland. More information useful for submitting online bids on the eProcurement Portal of Nagaland may be obtained at: (<https://nagalandtenders.gov.in>).

### 2.1.1 Registration

- Bidders are required to enroll on the e-Procurement module of the eProcurement Portal of Nagaland (<https://nagalandtenders.gov.in>) by clicking on the link “Online Bidder Enrollment”. Enrolment on the Portal is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 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 eProcurement Portal of Nagaland.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Safescrypt /IDRBT /Capricorn CA/ nCode / eMudhra etc.), with their profile.
- 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.
- Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### 2.1.2 Submission of bids

- 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.
- The bidder has to digitally sign and upload the required bid documents one by one as Indicated in the tender document.

- 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 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.
- The server 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.
- 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. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 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 the bid with all other relevant details.
- 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.
- The decision of Tender Evaluation Committee arrived during the various stages of the evaluation of the bids is final & binding on all vendors. Any representation towards these shall not be entertained by the Tender Evaluation Committee .
- Upon verification, evaluation / assessment, if in case, any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- The Tender Evaluation Committee will not be responsible for any misinterpretation or wrong assumption by the Bidder, while responding to this tender.



## 2.2 Procedure for Submission of Bids

- The Tender shall be submitted in two part viz., Technical Bid and Price Bid.
- Both the Technical Bid & Financial Bid has to be submitted in the e-procurement portal only.
- The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this manner.
- All the pages of bid should be sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

### 2.2.1 PART I: Technical Bid Documents

The Technical Bid Of the Bidder should include the following documents (besides the other requirements of the tender), original copies or attested copies, as the case may be, in the absence of which the Tenders Bid will be rejected.

- Section VI – Format 1 – Qualification Bid Letter.
- Section VI – Format 2- General information about the Bidder.
- Section VI – Format 3- Detailed checklist for Qualification dully filled in along with the supporting documents as defined in this RFP. Bidders are requested to add a column for page no. in the Qualification check list table. Bidder are requested provide the corresponding page no. of the respective criteria given in the Qualification check list table.
- Section VI – Format 4- Declaration Regarding Clean Track Record
- Section VI – Format 5- Declaration of Terms & Conditions of the RFP
- Section VI – Format 6- OEM MAF
- Section VI – Format 7- Unpriced BoM and Compliance to the specification. Bidder to upload all the compliance from OEM Letterhead only. Also all the necessary product brochures and other necessary supporting documents to be uploaded.

Section VI – Format 10 – Bank Guarantee for Earnest Money Deposit (EMD)

- The Scanned Copy of the Receipt of the payment of Earnest Money Deposit (EMD). It may be noted that the original DD/cheque/BG for the EMD should reach the address for correspondence before the bid opening date in a separate sealed envelope.
- Copy of Power of Attorney executed by the Bidder in favour of the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender.

### 2.2.2 PART II: Financial Bid Documents

- Price Bid Undertaking as Section VI- Format 8.
- Schedule of price bid as per Section VI- Format 9.

**2.2.3 Please Note that Prices should not be indicated in the Technical Bid and should only be indicated in the Commercial Bid.**

- The Bidder shall indicate in the Performa prescribed, the unit rates and total Bid Prices of the equipment / services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Document. In absence of this information the bid may be considered incomplete and be summarily rejected.
- The Bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work is intended to give the bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the DITC.
- The Bidder shall carry out all the tasks in accordance with the requirement of the tender documents with due diligence and it shall be the responsibility of the Bidder to fully meet all the requirements of the tender documents. If during the course of execution of the project any revisions are required to meet the goals of DITC like Technical specifications, Equipment sizing etc. are to be made within the current price without any impact to DITC.
- If bidder does any mistake in calculation of total amount, the unit price value will be taken as confirmed and calculations will be done accordingly.
- The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- The Bidder shall duly sign and seal its bid with the exact name of the firm/company to whom the contract is to be issued.

**2.3 Cost of Bid**

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the DITC. The DITC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

## 2.4 Clarification on Tender Document

A prospective Bidder requiring any clarification on the RFP Document may submit his queries, in writing ONLY by e-mail to the following address: [dit-ngl@nic.in](mailto:dit-ngl@nic.in). The Bidder should submit the Queries in Excel File only. The Bidders will have to ensure that their queries (if any) should reach the above mentioned e-mail id on or before 28/11/2023, by 11:00 AM. Queries received beyond the above-mentioned date & time will not be entertained/ addressed, at any cost.

Format for sending queries:

S. No.	Pg. No.	Section No.	Sub-section. (if any)	RFP statement requiring clarification	Type of Query (PQ/ Technical/Payment milestone/ Legal,Others.)	Proposed Clarification/ Amendments
1.						
2.						
3.						

## 2.5 Discounts

The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes.

## 2.6 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the DITC, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

## 2.7 Bid Prices

- The Bidder shall indicate in the Performa prescribed, the unit rates and total Bid Prices of the equipment / services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Document.
- In absence of above information as requested in Clause above, a bid may be considered incomplete and be summarily rejected.
- The Bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea

- about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the DITC.
- iv. The Bidder shall carry out all the tasks in accordance with the requirement of the tender documents with due diligence and it shall be the responsibility of the Bidder to fully meet all the requirements of the tender documents. If during the course of execution of the project any revisions are required to meet the goals like Technical specifications, Equipment sizing etc. are to be made within the current price without any impact to DITC.
  - v. If bidder does any mistake in calculation of total amount, the unit price value will be taken as confirmed and calculations will be done accordingly.
  - vi. If bidder misses any item/items and does total calculation excluding that item/items, H1 price will be loaded on that item/items.
  - vii. Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract.

## **2.8 Firm Prices**

- i. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- ii. The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies and other charges as may be applicable in relation to the activities proposed to be carried out.
- iii. The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes.
- iv. Prices in any form or by any reason before opening the Commercial Bid should not be revealed, failing which the offer shall be liable to be rejected.
- v. The final Rate shall be written both in words and figures. There should not be errors and/or over-writings. Corrections, if any, should be made clearly and initialed with dates. The rates should mention element of the GST separately.
- vi. DITC will consider if any revision in GST during the tenure of the project. But it's Bidder's responsibility to notify (with supporting document(s)) DITC regarding any upward and downward change in the GST and pass the benefit to DITC if there is any downward change in the same and DITC will bear in case of upwards change.

## **2.9 Bidder Qualification**

- i. The "Bidder" as used in the tender document shall mean the one who has signed the Tender Form. The Authorized Representative shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the representative.
- ii. It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/ she signs as the constituted attorney of the firm, or a company.
- iii. The authorization shall be indicated by written power-of-attorney accompanying the bid.
- iv. The power or authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid.
- v. Any change in the Authorized Signatory shall be intimated to DITC in advance.
- vi. No Bidder shall contact the tendering authority on any matter relating to its bid; from the time of the bid opening to the time the Contract is awarded. However the tendering authority may contact the Bidders during evaluation.
- vii. Any such effort by a Bidder influencing the tendering authority's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

## **2.10 Period of Validity of Bids**

- i. Bids shall remain valid for 3 months/ 90 days from the last date of submission of Bids. A bid valid for a shorter period may be rejected as non-responsive.
- ii. In exceptional circumstances, DITC may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in Corrigendum. The validity of EMD shall also be suitably extended.

## **2.11 Local / Site Conditions**

- i. Failure to obtain the information necessary for preparing the bid and/ or failure to perform activities that may be necessary for providing the services before entering into contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender document.
- ii. It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding document. DITC shall not entertain any request for clarification from the Bidder regarding such conditions.

- iii. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by DITC and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the DITC on account of failure of the Bidder to appraise themselves of local laws and site conditions.

## **2.12 Contacting the Purchaser**

- i. No Bidder shall contact the Purchaser on any matter relating to its bid; from the time of the bid opening to the time the Contract is awarded.
- ii. However the Purchaser may contact the Bidders during evaluation.
- iii. Any such effort by a Bidder influencing the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

## **2.13 Modification and Withdrawal of Bids**

- i. The Bidder is allowed to modify or withdraw its submitted bid any time prior to the last date prescribed for receipt of bids.
- ii. No bid may be altered/ modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders will not be considered.
- iii. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

## **2.14 Opening of Bids**

- i. An evaluation committee will be formed for evaluation of the bids. Decision of the committee would be final and binding upon all the Bidders.
- ii. The DITC will open the bids, in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned in section I Invitation for Bids/ Important Dates.
- iii. The Bidder's names, modifications, bid withdrawals and the presence or absence of the requisite EMD and such other details considered appropriate will be announced at the bid opening.

## **2.15 Evaluation of Bids**

The evaluation process of the tender proposed to be adopted by the DITC is indicated under this clause. The purpose of this clause is only to provide the Bidders an idea of the evaluation process that DITC may adopt. However, the State of Nagaland reserves the right to modify the evaluation process at any time before the last date of submission of bids without assigning any reason, whatsoever, and without any requirement of intimating the Bidders individually of any such change.

**I. Preliminary Examination:**

- a. The DITC will examine the bids to determine whether they are complete, whether the bid format confirms to the Tender requirements, whether any computational errors have been made, whether required EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- b. A bid determined as not substantially responsive will be rejected by DITC and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- c. The DITC may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation according to the Bidder, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

**II. Clarification**

When deemed necessary, during the tendering process, the DITC may seek clarifications on any aspect from any or all the Bidders. However, that would not entitle the Bidder to change or cause any change in the substance of the tender submitted or price quoted.

**III. Evaluation of Bids**

Pursuant to the Qualification criterion and subsequent Technical compliance of the Component, the Price Bid will be opened.

**2.16 Evaluation of Commercial Bids**

Commercial bids of those bidders who qualify the technical evaluation will be opened.

**2.17 Evaluation of Bid**

The Bidder who's Final Price is Least will be declared L1.

**2.18 Post Qualification and Award Criteria**

- I. Award of contract shall be given to the bidder who will be declared L1.
- II. An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event; DITC will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- III. DITC is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part, part without assigning any reason to the bidders

**2.19 DITC's right to vary Scope of Contract at the time of Award**

- I. DITC may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified.
- II. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both and the contract shall be amended.
- III. Schedule and the Contract or both shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Tendering authority change order.

## **2.20 Confidentiality of the Document**

This Tender Document is confidential and DITC shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever.

## **2.21 Right to Terminate the Process**

DITC reserves the right to terminate the RFP process at any time and without assigning any reason. DITC makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by DITC.

## **2.22 Right to vary quantity**

- I. At the time of award of Work Order and Contract, the quantity of goods, works or services originally specified in the bidding documents may be increased or decreased. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents. In the event, either the goods, works or services for which variation is sought for, then the same shall be done through a Change Order.
- II. If DITC does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.

## **2.23 Rejection Criteria**

Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

### **I. General Rejection Criteria**

- i. Bids submitted without or improper EMD.
- ii. Bids which do not confirm unconditional validity of the bid as prescribed in the Tender.
- iii. If the information provided by the Bidder is found to be incorrect / misleading at any stage/time during the Tendering Process.
- iv. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- v. Bids received by DITC after the last date and time prescribed for receipt of bids.
- vi. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
- vii. Technical Bid containing commercial details.
- viii. Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- ix. Failure to submit hardcopy of EMD (Cheque/DD or BG) and Tender document fee (Cheque/DD) to the DITC office Kohima.
- x. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- xi. Bidders not quoting for the complete scope of Work as indicated in the Tender



document, addendum(s) (if any) and any subsequent information given to the Bidder.

- xii. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Document.
- xiii. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work of this tender.

## **II. Commercial Rejection Criteria**

- i. Incomplete Price Bid.
- ii. Price Bids that do not conform to the Tender's price bid format.
- iii. Total price quoted by the Bidder does not include all statutory taxes and levies applicable.
- iv. If there is an arithmetic discrepancy in the commercial bid calculations the Tendering authority shall rectify the same and take it for further evaluation/ comparison. If the Bidder does not accept the correction of the errors, its bid will be rejected.
- v. Conditional Commercial Bids.

### **2.24 Concessions permissible under statutes**

Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sale Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concession on rates of levies like customs duty, excise duty, sales tax, etc. DITC will not take responsibility towards this.

### 3 Section III: Eligibility Criteria

The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The bidder must also possess the technical know-how and the financial. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the tender document.

The invitation to bid is open to all bidders who qualify the eligibility criteria as given below:

S. No	Clause	Documents required
1.	Bidder should be an IT Empanelled firm with Govt. of Nagaland	Copy of Notification
2.	The bidder should have executed atleast one project involving development of software, Supply & Installation of Desktop, Laptop, Printers etc. during the last two (2) years as on 31 <sup>st</sup> March 2023. The Work order value of such project should be minimum 50 Lakhs OR two work orders of 25 Lakhs value each.	Copy of Work Orders/Completion Certificates/Client Certificates
3.	The Product OEM should be <ul style="list-style-type: none"> <li>in operation in India for last Five Years</li> <li>must have a Service Center in North Eastern States of India as on 31<sup>st</sup> March 2023</li> <li>must have ISO 9001:2015 certificate.</li> </ul>	Valid Copy of Certificate
4.	The bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of INR 15,00,000/-.	The EMD should be denominated in Indian Rupees, and should be in the form of DD or BG, by a Nationalized/Scheduled bank.
5.	The bidder should submit valid letter from the OEMs confirming following: <ul style="list-style-type: none"> <li>Authorization for bidder</li> <li>Confirm that the products quoted are not “end of life or end of sale products” for next five years as on Bid Submission date. If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the superior product at no extra cost</li> </ul>	Relevant documentary evidences like Authorization letters, MAF (Manufacturers Authorization Form) from Vendors whose products are being quoted by the Bidder need to be attached in the proposal)
6.	The Bidder should have Valid GSTN registration certificate and Permanent Account Number (PAN/ TAN) issued by income Tax department.	Copy of each registration certificates should be provided along with up-to date GSTN clearance certificate.

## **4 Section IV - General Conditions of the RFP**

### **4.1 Earnest Money Deposit (EMD)**

- The Bidder has to deposit an EMD of value INR 15, 00,000/-(Fifteen Lakhs only)
- No interest will be paid by the DITC on the EMD.
- The EMD of unsuccessful Bidders will be returned after completion of Bid Procedure.
- The EMD of the Successful Bidder will be returned upon successful Delivery and Installation of all the components.

### **4.2 Forfeiture of Earnest Money Deposit (EMD)**

Forfeiture of EMD: Security amount in full or part may be forfeited in the following cases:

- a. When the terms and conditions of RFP is breached.
- b. When the Bidder fails to make complete supply satisfactorily.
- c. When contract is being terminated due to non-performance of the Bidder.
- d. Notice of reasonable time will be given in case of forfeiture of EMD. The decision of the DITC in this regard shall be final.

### **4.3 Ownership of Software & IT Equipment**

DITC shall own the Software Developed and IT equipment supplied by the Bidder arising out of or in connection with this Contract.

### **4.4 Transit Risks**

For successful bidders for supplies to the receiving points any damage, shortage, loss, deterioration, demurrage, warfare etc. will be to the account of the supplier.

### **4.5 Indemnity**

The Bidder shall execute and furnish to DITC, a Deed of Indemnity in favor of the DITC in a form and manner acceptable to the DITC, indemnifying the DITC from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:

- I. Any negligence or wrongful act or omission by the Bidder or the Implementation Agency's Team or any sub-Implementation Agency/ third party in connection with or incidental to this Contract.
- II. Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Implementation Agency, the Implementation Agency's Team or any sub Implementation Agency/ third party.
- III. Any breach of patent / copy right / intellectual property right on account of use of / in connection with any offered product/Licenses.
- IV. Any payment to OEM/Supplier/Third Parties/Manpower.
- V. The indemnity shall not be more than 100% of project value in favor of the DITC.

#### 4.6 Suspension of Work

The Bidder shall, if ordered in writing by DITC Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Implementation Agency, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Implementation Agency. If the temporary suspension is not due to Bidder, then any penalty or LD must not be applicable on Bidder. In case the suspension of works, is not consequent to any default or failure on the part of the Implementation Agency, and lasts for a period of more than 2 months, the Bidder shall have the option to request DITC to terminate the Contract with mutual consent.

#### 4.7 Incidental Services

The Bidder may be required to provide all of the following services:

- a) Performance, Supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties.
- b) These incidental services shall not relieve the Bidder of any warranty obligations under this tender.

#### 4.8 Warranty

- a) The Bidder is required to provide onsite OEM warranty valid for 3 years for all supplied component with no extra cost in commercial part of bid.
- b) The Bidder shall warrant that all the equipment supplied under the Work Order is newly manufactured and shall have no defect arising out of design, materials or workmanship or from any act or omission of the Bidder that may develop under normal use of the supplied equipment in the conditions prevailing across the country.
- c) This warranty, for all equipment, shall remain valid for 36 months after the successful Acceptance of all the Components at the Data Center.
- d) DITC shall promptly notify the Bidder about any claims arising under this warranty. Upon receipt of such notice, the Bidder shall repair/ replace/ reconfigure/ re-provision the defective equipment or service.
- e) If the Bidder, having been notified, fails to remedy the defect(s), DITC may proceed to take such remedial action as may be necessary at the Bidder's risk and expense and without prejudice to any other rights, which DITC may have against the Bidder under the contract.

#### **4.9 Insurance Requirement**

The Bidder shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for all the component supplied and submit the list of all the insured items to DITC at the time of delivery of the components. The Bidder shall take and keep effective all the insurances during the warranty support period of the components .

The Selected Bidder shall take necessary insurance against loss, damage, theft, pilferage, fire, accident and damages during transit and installation. The insurance shall cover the entire cost of materials.

It will be the responsibility of the selected Bidder to lodge, pursue and settle all claims (for all the equipment) with the insurance company in case of any damage, loss, or fire and the DITC shall be kept informed about it. The losses, if any, will have to be borne by the Bidder if the claims are not lodged and pursued properly in time or if the insurance company does not settle the same.

#### **4.10 Software Documentation**

The bidder shall ensure to prepare the FRS and submit all required documents as mentioned in clause no. 5.2.7.1 A7.

#### **4.11 Performance and Spares**

The OEM of all offered components shall stand guarantee for the supply of spares of all the equipment under the scope of supply for a minimum period of 3 years from the date of Delivery and Installation of Equipment's.

#### **4.12 Prices**

Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract. DITC however reserves the right to review and negotiate the prices.

#### **4.13 Payment Schedule**

The fee amount will be equal to the amount of the Commercial Bid. Payments will be released only on satisfactory acceptance of the deliverables for each Task as per the following schedule. Subject to discussion by DITC payments to the Bidder will be made.

**Part A – Payment schedule for delivery of IT Equipment**

S. No.	Payment Schedule	Fee Payable	Deliverables
1.	On Successful Delivery of IT equipment	60 %	1. Delivery Challan 2. Material Receipt confirmation by DITC
2.	On Successful Completion of Installation and Acceptance by DITC	40%	1. All Necessary Installation Document 2. OEM Warranty Support Document 3. All the Installation and Configuration Documents 4. Acceptance Report by DITC

**Part B****1. Payment schedule for Integrated Operation System for NSDC**

S. No.	Payment Schedule	Fee Payable	Deliverables
1.	On Submission of FRS	10 %	1. Documentation
2.	On Successful Completion of Software & Service Development @ 20% per application	60%	1. Submission of Source codes & Testing deployments for : a. Helpdesk & Incident reporting MIS Software b. Inventory management Software c. SDC Portal 2. On acceptance by DITC
3	Security Audit	15%	1. On submission of Security Audit Certificate from CERTIN empanelled firms 2. Golive, submission of completion certificate and handing over to DITC
4	Support and Maintenance (divided by 4 Quarters )	15%	1. On submission and acceptance of quarterly report

**\* All Payments shall be made in Indian Rupees Only**

## **2. Development & Integration of E-Services**

<b>S. No.</b>	<b>Payment Schedule</b>	<b>Fee Payable</b>	<b>Deliverables</b>
1.	On Submission of FRS	10 %	D o c u m e n t a t i o n
2.	On Successful Completion of Software & Service Development @ 2.4% per service	60%	1. Submission of Source codes & Testing deployments for each service. 2. On acceptance by DITC
3	Security Audit	15%	1. On submission of Security Audit Certificate from CERTIN empanelled firms 2. Golive, submission of completion certificate and handing over to DITC
4	Support and Maintenance (divided by 4 Quarters )	15%	1. On submission and acceptance of quarterly report

### **4.14 Force Majeure**

Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the Tender. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.

The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. DITC, will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Bidder in performing any obligation as is necessary and proper, to negate the damage due to projected force Majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force Majeure, as set out above.

In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and

to minimize any adverse consequences of Force Majeure.

#### **4.15 Liquidated Damages**

In the event Bidder fails to provide the Services in accordance with the Time Line at section 5, Bidder shall be liable for penalty of 1 % of the invoice value capped to 10% of the amount on milestone deliverables for every week delay to complete the milestone.

#### **4.16 Supply of components**

Tenders shall be given only by Manufacturer/ distributors/ bonafide dealers/System Integrator in the goods. They shall, therefore, furnish necessary declaration for the same. Proof of authorization by the manufacturer or country distributor in India shall invariably be enclosed. This could be dealers of their own or through their business associates/ franchisee.

The approved Bidder shall be deemed to have carefully examined the conditions, specifications, size, make etc., of the goods to be supplied. If he has any doubts as to the meaning of any portion of these conditions or of the specification etc., the Bidder shall, before signing the contract, refer the same to DITC and get clarifications. All rates quoted must be for destination/ site where the systems and allied items are to be installed, and should include all incidental charges except GST, which should be shown separately in the Format for Price Quotation only. In case of local supplies the rates should include all taxes, etc., and DITC will not pay any cartage or transportation charges.

#### **4.17 Specifications**

All articles supplied shall strictly conform to the specifications, trademark laid down in the tender form and wherever articles have been required according to ISI/ ISO/ other specifications / certifications, those articles should conform strictly to those specifications/ certifications.

The supply shall be of very best quality and description. The decision of DITC/ purchase committee whether the articles supplied conforms to the specifications shall be final and binding.

#### **4.18 Delivery & Installation**

- i. The Bidder whose tender is accepted shall arrange to supply the ordered material as per specifications mentioned and within time period specified in the schedule. During Delivery, DITC's representative shall physically check the ordered equipment. The Bidder shall submit all the delivery challans to DITC or Authorized representative. The Installation of all the Components should be carried by the successful Bidder.
- ii. The bidder shall complete design & development of Integrated operation system for NSDC and development & Integration of e-Services as per the stipulated timeline.

#### **4.19 Transportation**

All goods must be sent freight paid.



#### **4.20 Eligible goods and services**

All products quoted must be associated with specific model numbers, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document.

The OEM/ Vendor should have its direct representation in India in terms of registered office for at least past 5 years. The presence through any Distribution / System Integration partner agreement will not be accepted.

Bidder must quote products in accordance with above clause “Eligible goods and services”.

The OEM whose equipment are being quoted shall have Technical Support/ Assistance Center to provide 24x7X365 support over Toll Free numbers as well as web-based support.

#### **4.21 Recoveries**

Recoveries of liquidated damages, short supply, breakage, rejected articles shall ordinarily be made from bills. Amount may also be withheld to the extent of short supply, breakage, rejected articles and in case of failure in satisfactory replacement by the Bidder along with amount of liquidated damages shall be recovered from his dues and security deposit available with DITC. In case recovery is not possible recourse will be taken under laws in force.

### **5 Section V - Scope of Work**

The scope of work shall cover Software Management and delivery and installation of IT Equipment for existing Nagaland State Data Center, Govt. of Nagaland.

#### **5.1 Supply of IT equipment (Part -A)**

##### **5.1.1 Scope of Work for Supply of IT equipment (Part -A)**

It would be the responsibility of the Bidder to supply all the products and equipment as specified in the Bill of Materials as final at their appropriate quantity and capacity. It would be inclusive of but not limited to –

- a. Timely delivery to NSDC as per the stated timelines. The Bidder in co-ordination with the composite team should ensure the readiness in all respect before delivery, installation & commissioning of all items.
- b. Transportation of items – no extra / additional charges (road tax, entry tax, excise, toll-tax, insurance) would be considered for payment.
- c. Safety – The Bidder would be responsible for maintaining adequate safety measure at the storage points.
- d. The bidder must not supply any such equipment that it likely to be declared end-of-sale within

Five years from the date of supply. The bidder must replace any such equipment with at least the equivalent or higher configuration.

- e. Duly tagged product catalogues with technical specifications of the product should be provided along with certificate from OEM. Any lower deviation in the installed equipment / items from the proposed equipment / items would not be accepted and the bidder will have to replace them with the same or higher specification without any extra cost.
- f. All the licenses of components shall be in the name of DITC only.
- g. Offered software licensing details shall be mentioned elaborately.

### **5.1.2 Scope of Installation, Commissioning and System Integration**

The Bidder shall be responsible for all unpacking, assemblies, wiring, installations, cabling between hardware units and connecting to power supplies, commissioning & necessary configuration including OS. The Bidder will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at installation sites. The Installation Activity will include but not limited to

- Installation of all active and passive components and accessories supplied under this Project and configuring it
- The components to be installed would include but not limit to :
  - i. Desktop
  - ii. Laptop
  - iii. LED Display Screen
  - iv. IBM DS5020 SATA Hard Drive
  - v. HP Rack Server RAM
  - vi. HP Rack Server HDD
  - vii. LED Display Screen
  - viii. Printer Cartridge for Kyocera
  - ix. Printer Cartridge for HP
  - x. Printer Toner
- To bring all the installation equipments and tools required for installation and commissioning of systems without any extra cost
- To provide all patches and updates during the duration of the contract
- To carry out all general test such as power test on delivery, pre-installation check to ensure correct connection etc.
- To Provide a demonstration on the Fire Extinguisher Operation.

## 5.2 Scope of work for Software Development (Part – B)

The purpose of this Scope of Work (SoW) document is to define the scope, objectives, and deliverables for the development of a comprehensive portal for existing Nagaland State Data Center (NSDC). The portal will integrate and host the Integrated Operations System which includes the Helpdesk and Incident Reporting Management Information System (MIS) along with the Inventory Management System (IMS). Additionally, the portal will include online forms tailored for NSDC processes, such as domain registration form, system availability form etc..The NSDC portal aims to create a centralized platform that seamlessly integrates various systems and processes, enhancing efficiency, accessibility, and data management within the Nagaland State Data Center.

The primary objectives of this project are as follows:

1. **Integration of Systems:**
  - Integrate the Helpdesk and Incident Reporting MIS System.
  - Integrate the Inventory Management System.
  - Ensure seamless data flow and interoperability among the integrated systems.
2. **User-Friendly Portal:**
  - Develop an intuitive and user-friendly portal interface for easy navigation and interaction.
  - Provide a consistent user experience across the integrated systems.
3. **Online Forms:**
  - Implement online forms for NSDC processes, including domain registration forms.
  - Ensure secure data collection and processing through the forms.
4. **Security and Compliance:**
  - Implement robust security measures to safeguard data integrity and user privacy.
  - Ensure compliance with relevant data protection and security standards.
5. **Scalability and Performance:**
  - Design the portal to be scalable to accommodate future expansions and increased user loads.
  - Optimize performance for efficient data retrieval and processing.
6. **Documentation and Training:**
  - Provide comprehensive documentation for users and administrators.
  - Conduct training sessions to familiarize users with the portal functionalities.

### 5.2.1 Integration of Systems

1. **Helpdesk and Incident Reporting MIS:**
  - Integrate the Helpdesk and Incident Reporting MIS System into the NSDC portal.
  - Establish secure communication channels between the portal and the MIS.
2. **Inventory Management System:**
  - Integrate the Inventory Management System into the NSDC portal.
  - Ensure real-time synchronization of inventory data within the portal.
3. **Portal Development**
  1. **User Interface Design:**
    - Design a visually appealing and responsive user interface for the NSDC portal.

- Implement consistent branding elements across the integrated systems.
2. **Navigation and Dashboard:**
    - Create an intuitive navigation structure for easy access to different modules.
    - Develop a dashboard providing at-a-glance insights into Helpdesk, Incident Reporting, and Inventory Management data.
  3. **Role-Based Access Control (RBAC):**
    - Implement RBAC to control access based on user roles and responsibilities.
    - Define roles and permissions for administrators, helpdesk staff, inventory managers, and other relevant users.

### 5.2.2 Online Forms

1. **Form Development:**
  - Develop online forms for NSDC processes, starting with a domain registration form.
  - Implement validation mechanisms to ensure data accuracy and completeness.
2. **Form Submission and Processing:**
  - Enable users to submit forms securely through the portal.
  - Implement backend processes for form data validation, storage, and processing.

### 5.2.3 Security and Compliance

1. **Data Encryption:**
  - Implement encryption mechanisms for data transmission and storage.
  - Adhere to industry-standard encryption protocols.
2. **Access Controls:**
  - Enforce access controls to restrict unauthorized access to sensitive data.
  - Conduct regular security assessments and audits.

### 5.2.4 Scalability and Performance

1. **Scalable Architecture:**
  - Design the portal architecture to scale horizontally to handle increased user loads.
  - Optimize database queries and implement caching strategies.
2. **Performance Testing:**
  - Conduct performance testing to identify and address bottlenecks.
  - Ensure the portal meets acceptable performance benchmarks.

### 5.2.5 Documentation and Training

1. **User Manuals and Guides:**
  - Develop user manuals and guides for portal users.
  - Include step-by-step instructions for common tasks and processes.
2. **Administrator Documentation:**
  - Provide comprehensive documentation for administrators, covering system configuration and maintenance procedures.

**3. Training Sessions:**

- Conduct training sessions for users and administrators to familiarize them with the portal.
- Offer ongoing support and training as needed.

**5.2.6 Deliverables**

The key deliverables for this project include:

1. Integrated NSDC Portal with Helpdesk and Incident Reporting MIS, Inventory Management System, and Online Forms.
2. User manuals and guides for portal users and administrators.
3. Documentation on system architecture, security measures, and compliance.
4. Training sessions conducted for NSDC staff.

**5.2.7 Detailed Scope of Activities****5.2.7.1 Integrated Operations System for Nagaland State Data Centre (NSDC)****A. Helpdesk & Incident Reporting MIS Module**

The Nagaland State Data Center (NSDC) plays a pivotal role in the digital transformation initiatives of the Nagaland government, serving as the central hub for data storage, processing, and management. As part of its ongoing efforts to modernize and optimize data operations, NSDC is undertaking the development of an Integrated Operations System, a comprehensive solution designed to enhance the efficiency and effectiveness of data-related processes across various departments. Within this broader initiative, the Helpdesk & Incident Reporting Management Information System (MIS) module emerges as a critical component. The need for this module arises from the increasing complexity and scale of data operations within NSDC, necessitating a dedicated system for streamlined helpdesk operations and incident reporting. The overarching objective of the Helpdesk & Incident Reporting MIS module is to establish a centralized and robust framework for handling user queries, issues, and incident reporting within NSDC. The module aims to provide a user-friendly interface for both NSDC personnel and end-users, facilitating the seamless creation, tracking, and resolution of helpdesk tickets. Simultaneously, the incident reporting component seeks to enhance the monitoring and management of data-related incidents, ensuring a prompt and efficient response to any disruptions. This module aligns with NSDC's commitment to providing a secure and efficient data infrastructure for various government departments, contributing to the overall goals of data accessibility, integrity, and confidentiality.

The primary stakeholders for this project include NSDC administrators, helpdesk personnel, end-users across government departments, and IT specialists involved in incident resolution. Effective collaboration and communication among these stakeholders are paramount for the successful implementation and adoption of the Helpdesk & Incident Reporting MIS module.

In addition to meeting the internal operational needs of NSDC, this module is designed to adhere to relevant regulatory standards and data protection laws governing the handling of sensitive information. Compliance with data security standards is integral to the design and development process, with a particular emphasis on guidelines outlined by OWASP (Open Web Application Security Project) to ensure the highest levels of cybersecurity.

## A.1 Functional Requirements

### Helpdesk Management Ticket Creation & Tracking

The Helpdesk Management module shall provide a user-friendly interface leveraging a web-based application developed using a responsive design approach. This interface enables both NSDC personnel and end-users to initiate helpdesk tickets with robust attributes:

- **User Authentication and Authorization:** Implement secure user authentication mechanisms, leveraging protocols such as OAuth 2.0, 2FA etc. to ensure authorized access to the system.
- **Categorization with Metadata:** Utilize a metadata-driven categorization system to classify tickets, employing taxonomies and ontologies for precise issue classification.
- **File Upload Capability:** Integrate file upload functionality using secure protocols (e.g., HTTPS) to allow users to attach relevant documents or screenshots securely. All Uploaded Files should be checked for viruses and mime types.
- **Ticket ID Generation:** Implement a unique ticket identification mechanism, generated using cryptographic hashing algorithms, ensuring uniqueness and integrity.

### Ticket Assignment and Escalation

Efficient assignment and escalation processes are critical for timely issue resolution. The module shall incorporate the following features:

- **Rule-Based Assignment Engine:** Develop a rule-based assignment engine employing algorithms and machine learning models for intelligent ticket routing based on historical data and agent expertise.
- **Manual Assignment with Role-Based Access Control (RBAC):** Integrate manual assignment capabilities with RBAC, allowing supervisors to assign tickets based on role-specific permissions.
- **Escalation Workflow using Webhooks:** Implement a webhook-based escalation workflow, enabling seamless communication between the Helpdesk Management module and external systems for higher-level support.

### Status Updates

Transparent communication and status updates are vital components of effective helpdesk management. The module shall facilitate this through:

- **Real-time User Updates through WebSocket:** Utilize WebSocket technology to enable real-time bidirectional communication, allowing users to receive instant updates on their ticket status.
- **Automated Notifications via Message Queues:** Integrate message queuing systems for automated notifications, ensuring reliable and asynchronous delivery of notifications to users and assigned personnel.
- **Resolution Confirmation through Cryptographic Signatures:** Implement cryptographic signatures to ensure the authenticity of user confirmations, securing the closure of helpdesk tickets.

### Knowledge Base Integration

The integration of a Knowledge Base within the Helpdesk Management module shall involve the following technical aspects:

- **Full-Text Search Engine (e.g., Elasticsearch):** Implement a powerful full-text search engine like Elasticsearch to enable fast and accurate searches within the Knowledge Base.
- **API-based Integration with External Knowledge Repositories:** Develop API connectors for seamless integration with external knowledge repositories, allowing for dynamic updates and synchronization.
- **Natural Language Processing (NLP) for Content Tagging:** Employ NLP algorithms to automatically tag and categorize knowledge base content, enhancing search relevance.

### Reporting and Analytics

The module shall offer comprehensive reporting and analytics capabilities, leveraging advanced data processing and visualization technologies:

- **Data Warehouse Integration (e.g., Amazon Redshift):** Integrate with data warehousing solutions for efficient storage and retrieval of large datasets, ensuring scalability.
- **Dashboard Creation using Business Intelligence Tools:** Leverage BI tools such as Tableau or Power BI etc. for the creation of interactive and visually appealing dashboards representing key helpdesk metrics.
- **RESTful API Endpoints for Data Export:** Develop RESTful API endpoints to facilitate data export, enabling seamless integration with external analytics tools.

### Mobile Accessibility

Ensuring accessibility on mobile devices involves the following technical considerations:

- **Progressive Web App (PWA) Development:** Implement PWA principles for the development of a mobile-responsive application that offers native-like experiences across various devices.
- **Firebase Cloud Messaging (FCM) for Mobile Notifications:** Integrate FCM or a similar service to enable push notifications on mobile devices, ensuring timely updates for users and support personnel.

## A.2 Incident Reporting MIS

The Incident Reporting MIS module demands a robust incident recording system that incorporates advanced technologies for data integrity and security:

- **Event Logging with Blockchain Technology:** Employ blockchain technology for event logging to ensure an immutable record of incidents.
- **JSON Schema Validation using JSON Web Tokens (JWT):** Implement JSON Schema validation for structured data entry, complemented by the use of JSON Web Tokens (JWT) for secure data transmission and validation, ensuring consistency and security in incident data.
- **Severity Classification:** Develop models for automated severity classification based on incident attributes.

## Reporting and Analysis

Empowering NSDC with comprehensive incident reporting and analysis capabilities necessitates the incorporation of advanced data processing and visualization technologies:

- **Real-time Data Streaming with Apache Kafka:** Implement Apache Kafka for real-time data streaming to enable the ingestion of large volumes of incident data. This facilitates immediate analysis and response to emerging incidents.
- **Security Incident Taxonomies**  
Effective categorization of incidents requires adherence to standardized security incident taxonomies:
- **Common Vulnerabilities and Exposures (CVE) Integration:** Integrate with CVE databases for standardized identification of vulnerabilities associated with reported incidents.
- **Security Content Automation Protocol (SCAP) Compliance:** Ensure SCAP compliance for incident data, allowing for standardized representation and exchange of security information.

## Automated Incident Response Integration

To streamline incident response, integrate the module with automated incident response systems:

- **Security Orchestration, Automation, and Response (SOAR) Integration:** Integrate with SOAR tools for automated incident response, leveraging playbooks and workflows to orchestrate response actions.
- **RESTful API Endpoints for External Integrations:** Provide RESTful API endpoints for seamless integration with external incident response tools and systems.

## Mobile Accessibility

Ensuring accessibility on mobile devices involves considerations for responsive design and mobile-specific technologies:

- **Cross-Platform Mobile App Development:** Utilize cross-platform mobile app development, ensuring a consistent user experience on both iOS and Android devices.

## A.3 Technical Requirements

### OWASP Compliance Secure Coding Practices

Adhering to secure coding practices is fundamental for OWASP compliance. This involves:

- **Input Validation:** Implement rigorous input validation mechanisms to prevent common vulnerabilities like SQL injection and cross-site scripting (XSS). Utilize input validation libraries or frameworks to ensure comprehensive coverage.
- **Output Encoding:** Employ proper output encoding techniques to mitigate the risk of XSS attacks. Utilize context-aware encoding libraries to encode user inputs appropriately based on the context in which they are displayed.
- **Session Management:** Implement secure session management practices, including secure session token generation, enforcement of session timeouts, and protection against session hijacking through secure cookie attributes.

### Authentication and Authorization



Ensure robust authentication and authorization mechanisms are in place:

- **Password Management:** Implement secure password storage using industry-standard hashing algorithms (e.g., bcrypt or Argon2) with appropriate salting. Enforce strong password policies and multi-factor authentication where applicable.
- **Access Controls:** Implement proper access controls and role-based access mechanisms to ensure that users have the minimum necessary privileges. Conduct regular reviews and audits of access control configurations.

### Data Security

Protecting sensitive data is a crucial aspect of OWASP compliance:

**Encryption:** Implement strong encryption algorithms (e.g., AES) for data in transit and at rest. Utilize secure key management practices to safeguard encryption keys.

**Data Validation:** Apply data validation techniques to ensure the integrity of data stored in the system. Validate incoming data against predefined schemas to prevent injection attacks and ensure data consistency.

### Security Headers

Utilize security headers to enhance the security posture of the web application:

- **Content Security Policy (CSP):** Implement a strict CSP to mitigate the risk of XSS attacks by controlling the sources from which resources can be loaded.
- **HTTP Strict Transport Security (HSTS):** Enable HSTS to enforce secure communication over HTTPS, reducing the risk of man-in-the-middle attacks.

### Security Testing and Code Reviews

Regular security testing and code reviews are integral to OWASP compliance:

- **Static Application Security Testing (SAST):** Integrate SAST tools into the development pipeline to identify and remediate security vulnerabilities in the source code.
- **Dynamic Application Security Testing (DAST):** Conduct regular DAST to identify and address vulnerabilities in the deployed application, simulating real-world attack scenarios.

### Vulnerability Management

Establish a vulnerability management process to address security issues promptly:

- **Patch Management:** Regularly update and patch software dependencies and libraries to address known vulnerabilities. Maintain an inventory of dependencies and subscribe to vulnerability databases for timely updates.
- **Incident Response Plan:** Develop and maintain an incident response plan outlining the steps to be taken in the event of a security incident. Conduct regular drills to ensure the effectiveness of the plan.

### Logging and Monitoring

- **Comprehensive Logging:** Implement comprehensive logging of security-relevant events, including user authentication, access control decisions, and critical application activities.

- **Security Information and Event Management (SIEM):** Integrate with SIEM solutions to aggregate and analyze log data, enabling proactive detection of security incidents and anomalies.

#### API Security

- **Authentication and Authorization for APIs:** Implement strong authentication and authorization mechanisms for API endpoints. Use API tokens or OAuth tokens with appropriate scopes to control access.
- **Input Validation for API Calls:** Apply input validation to API parameters to prevent injection attacks. Ensure that API endpoints are designed with security in mind, validating and sanitizing inputs.

#### External Dependencies

Manage external dependencies securely to reduce the risk of supply chain attacks:

- **Dependency Scanning:** Regularly scan and monitor external dependencies for known vulnerabilities. Utilize dependency management tools to automatically identify and update outdated components.
- **Supply Chain Security:** Implement controls to secure the software supply chain, including code signing, repository integrity checks, and secure distribution practices.

### A.4 Role-Based Access Control (RBAC) Implementation

Role-Based Access Control (RBAC) is a foundational component for controlling access to features and data within the Incident Reporting MIS module:

- **Role Definition:**  
Define distinct roles representing different job functions or responsibilities within the organization. Examples may include "Admin," "Incident Responder," and "User."
- **Role Assignment:**  
Assign users to specific roles based on their responsibilities and job functions. This assignment can be done manually by administrators or automatically based on user attributes.
- **Permission Assignment:**  
Associate each role with a set of permissions that define the actions users in that role are allowed to perform. Permissions may include read, write, create, delete, or specific actions within the Incident Reporting MIS module.
- **Hierarchical Roles:**  
Establish a hierarchical structure for roles, allowing for the inheritance of permissions. This simplifies role management and ensures consistency across roles with similar responsibilities.
- **Dynamic Assignment:**

Implement dynamic role assignment based on contextual factors, such as the user's current project, team, or department. This ensures that users have the appropriate roles in different contexts.

- **Least Privilege Principle:**

Apply the principle of least privilege, ensuring that each user is granted the minimum level of access required to perform their duties. This minimizes the risk associated with unnecessary permissions.

## A.5 Role-Based Access Control Enforcement

Enforce RBAC within the Incident Reporting MIS module to control access to features and data:

- **Access Control Lists (ACLs):**

Implement Access Control Lists to map roles to specific resources and actions. ACLs define which roles are permitted to access or modify specific components of the system.

- **Policy Enforcement Points (PEPs):**

Integrate Policy Enforcement Points within the application architecture to enforce access policies. PEPs evaluate the permissions associated with a user's role and determine whether a requested action should be allowed or denied.

- **Fine-Grained Authorization:**

Enable fine-grained authorization by associating roles with specific operations or data elements. This ensures that users can only perform actions relevant to their role and responsibilities.

- **Runtime Evaluation:**

Implement runtime evaluation of access policies to account for dynamic changes in user roles or permissions. This ensures that access control decisions reflect the most current state of the system.

- **Logging and Auditing:**

Implement logging and auditing mechanisms to track access attempts and changes to roles and permissions. This information is valuable for security monitoring, compliance, and incident response.

## A.6 RBAC Administration and Management

Facilitate efficient RBAC administration and management processes:

**Role Creation and Modification:**

Provide an administrative interface for creating, modifying, and deleting roles. Include features for adjusting role permissions and assigning users to roles.

**User Management:**

Develop user management functionality to add, modify, and remove users from roles. Include features for bulk user role assignment and removal.

**Role-Based Reporting:**

Implement reporting capabilities that provide insights into role assignments, permissions, and user activity. This assists administrators in maintaining a clear understanding of the RBAC structure.

**Automated Role Provisioning:**

Integrate automated role provisioning mechanisms to streamline the onboarding process. When a new user joins the organization, assign default roles based on their job role or department.

**Role Review and Recertification:**

Implement periodic reviews of roles and permissions to ensure alignment with organizational changes and security policies. Automate recertification processes to confirm that assigned roles remain appropriate.

**A.7 Deliverables**

Project Documentation

**Functional Requirements Specification (FRS)****Content:**

- Detailed functional and technical requirements for the Helpdesk & Incident Reporting MIS module.
- Use cases, user stories, and scenarios illustrating system behavior.
- Acceptance criteria for each functional requirement.
- Non-functional requirements, including performance, security, and scalability criteria.

**Format:**

- Standardized document format preferably in PDF, including sections for introduction, scope, requirements, and acceptance criteria.

**Test Plans and Test Cases****Test Plans:**

- Overview of the testing approach, including types of testing to be conducted (unit testing, integration testing, system testing, etc.).
- Test environment specifications.
- Testing schedule and resource allocation.

**Test Cases:**

- Detailed test cases for each functional requirement.
- Input data, expected results, and steps to reproduce each test scenario.
- Test scripts for automated testing, if applicable.

**A.8 Software Components****Source Code Repository:**

- A version-controlled repository containing the source code for the Incident Reporting MIS module.
- Proper branching and tagging strategies for version management.

**Code Quality:**

- Adherence to coding standards and best practices.
- Documentation within the code for clarity and maintainability.

**Executable Builds Compiled Executables:**

- Compiled and executable versions of the Incident Reporting MIS module.

- Build scripts and instructions for deployment.

#### **Containerized Deployment (Optional):**

- Docker images and Kubernetes configurations for containerized deployment, if applicable.

#### **APIs and Interfaces**

##### **API Documentation:**

- Comprehensive documentation for all APIs exposed by the Incident Reporting MIS module.
- Endpoint details, request/response formats, and authentication mechanisms.

##### **Integration Points:**

- Documentation outlining integration points with other modules or external systems.
- Data exchange formats and protocols.

#### **System Configurations**

##### **Configuration Files**

##### **Application Configuration:**

- Configuration files specifying parameters such as database connections, security settings, and module-specific configurations.

##### **Deployment Configuration:**

- Configurations for deploying the Incident Reporting MIS in different environments (development, testing, production).

## **A.9 User Documentation**

### **User Manuals**

#### **End-User Manual:**

- A manual for end-users explaining how to use the Incident Reporting MIS.
- Step-by-step guides for common tasks.
- Troubleshooting tips and FAQs.

## **A.10 Security Artefacts**

### **Security Documentation**

#### **Security Architecture:**

- Documentation outlining the security architecture of the Incident Reporting MIS module.

#### **Penetration Testing Reports:**

- Reports from security assessments, including penetration testing and vulnerability scanning and Security Audits by CERT-IN.

## B. Inventory Management System (IMS)

The purpose of this document is to outline the detailed requirements for the custom development of an Inventory Management System (IMS) tailored for the State Data Center (SDC). The IMS is intended to provide a robust and efficient solution for tracking, managing, and optimizing inventory related to IT assets and equipment within the SDC. The Inventory Management System will cover the entire lifecycle of IT assets, including procurement, allocation, usage tracking, maintenance, and retirement. The system will integrate with existing systems and databases within the SDC to ensure seamless data flow.

### B.1 Functional Requirements

#### User Roles

The system will support the following user roles:

1. **Administrator:**
  - Manage user roles and permissions.
  - Configure system settings.
  - Generate reports on inventory status and trends.
2. **Inventory Manager:**
  - Add, edit, and delete inventory items.
  - Assign assets to specific users or departments.
  - Monitor inventory levels and receive notifications for low stock.
3. **User/Department Personnel:**
  - Request new assets.
  - View and track assigned assets.
  - Report issues or request maintenance for assigned assets.

### B.2 Asset Management

1. **Asset Creation and Editing:**
  - Capture detailed information for each asset, including type, model, serial number, and purchase details.
  - Attach relevant documentation (invoices, warranty information, etc.).
2. **Asset Allocation:**
  - Assign assets to specific users or departments.
  - Track the history of asset allocations and transfers.
3. **Stock Management:**
  - Automatically update stock levels upon asset allocation or retirement.
  - Generate alerts for low stock levels.

### B.3 Maintenance and Repairs

1. **Maintenance Requests:**
  - Users can submit maintenance requests for faulty assets.
  - Assign maintenance tasks to designated personnel.
2. **Maintenance History:**
  - Maintain a log of all maintenance activities.
  - Track costs associated with maintenance.

### B.4 Reporting and Analytics

1. **Inventory Reports:**
  - Generate comprehensive reports on inventory levels, asset utilization, and trends.
  - Filter reports based on various criteria (e.g., date, asset type, department).
2. **Audit Trail:**
  - Maintain an audit trail for all inventory-related activities, including additions, edits, and deletions.

**B.5 Technical Requirements**

## Security

1. **User Authentication and Authorization:**
  - Implement secure authentication mechanisms (e.g., multi-factor authentication).
  - Enforce role-based access controls to restrict users to relevant functionalities.
2. **Data Encryption:**
  - Encrypt sensitive data at rest and during transmission.
3. **Audit Logging:**
  - Log all security-relevant activities for auditing purposes.

**B.6 Integration**

1. **Database Integration:**
  - Integrate with existing databases and systems within the SDC to ensure data consistency.
  - Support data synchronization mechanisms.
2. **APIs for External Systems:**
  - Provide well-documented APIs for integration with external systems.

**B.7 Performance and Scalability**

1. **Scalable Architecture:**
  - Design a scalable architecture to accommodate future growth in inventory and user base.
2. **Performance Optimization:**
  - Implement caching mechanisms to enhance system performance.
  - Optimize database queries for efficient data retrieval.

**B.8 Mobile Accessibility**

1. **Responsive Design:**
  - Develop a responsive user interface for seamless access on various devices.
2. **Mobile App (Optional):**
  - Consider developing a mobile application for on-the-go access to the IMS functionalities.

**B.9 Data Backup and Recovery**

1. **Regular Backups:**
  - Implement a scheduled backup mechanism for critical data.
  - Store backups in a secure and offsite location.
2. **Disaster Recovery Plan:**
  - Develop a comprehensive disaster recovery plan to ensure minimal downtime in the event of data loss.

**B.10 User Interface (UI) Design**

1. **Intuitive Navigation:**
  - Design a user-friendly interface with intuitive navigation.

- Implement dashboards for quick insights into inventory status.

## 2. Customizable Views:

- Allow users to customize views and set preferences based on their roles and requirements.

## B.11 Usability and Accessibility

### 1. Accessibility Compliance:

- Ensure that the IMS complies with accessibility standards (e.g., WCAG) to accommodate users with disabilities.

### 2. Usability Testing:

- Conduct usability testing to gather feedback on the system's user interface and make improvements as necessary.

## B.12 Training and Documentation

### 1. User Training:

- Develop training materials for each user role.
- Conduct training sessions for users and administrators.

### 2. Documentation:

- Provide comprehensive user manuals and administrator guides.
- Maintain an online knowledge base for quick reference.

## B.13 Legal and Compliance

### 1. Data Privacy:

- Ensure compliance with data protection regulations relevant to the SDC.

### 2. License and Usage Agreement:

- The IMS developed shall be licensed to the NSDC, Department of IT&C for perpetuity.

### 5.2.7.2 Scope of Work for Development of e-Services and Integration with State Unified Portal, DigiLocker, Payment Gateway, etc.

The purpose of this Technical Scope of Work (SoW) document is to provide detailed specifications and requirements for the development of 25 E-Services and their seamless integration with the State Unified Portal, DigiLocker, Payment Gateway, and other relevant systems. This project aims to enhance citizen engagement, streamline service delivery, and establish a robust digital infrastructure. The project involves the development of 25 E-Services listed in annexure that cater to various public needs. These services will be integrated into the State Unified Portal, leveraging DigiLocker for secure document storage, and implementing a Payment Gateway for financial transactions. The primary objectives of this project are as follows:

#### 1. E-Service Development:

- Develop 25 E-Services to address diverse citizen requirements.

#### 2. Integration with State Unified Portal:

- Seamlessly integrate the developed E-Services with the State Unified Portal.

#### 3. DigiLocker Integration:



- Implement integration with DigiLocker for secure document storage and retrieval.
4. **Payment Gateway Integration:**
    - Enable secure and seamless financial transactions through integration with a Payment Gateway.
  5. **User-Friendly Interface:**
    - Design intuitive user interfaces for the E-Services to ensure ease of use.
  6. **Security and Compliance:**
    - Implement robust security measures to protect user data and ensure compliance with relevant standards.

## **A. Technical Scope**

### **A.1 E-Service Development**

1. **Service Requirements Gathering:**
  - Collaborate with the Department of IT&C to gather detailed requirements for each E-Service.
2. **User Interface (UI) Design:**
  - Design visually appealing and user-friendly interfaces for each E-Service.
3. **Backend Development:**
  - Develop backend logic and databases to support the functionality of each E-Service.
4. **Frontend Development:**
  - Implement responsive and intuitive frontend interfaces for users.
5. **Testing:**
  - Conduct thorough testing, including unit testing, integration testing, and user acceptance testing, for each E-Service.
6. **Deployment:**
  - Deploy E-Services to a staging environment for testing and then to the production environment.

### **A.2 Integration with State Unified Portal**

1. **API Development:**
  - Develop APIs to facilitate communication between the E-Services and the State Unified Portal.
2. **Data Synchronization:**
  - Implement mechanisms for real-time or scheduled data synchronization between E-Services and the State Unified Portal.
3. **Single Sign-On (SSO):**

- Implement Single Sign-On functionality for a seamless user experience across the portal and E-Services.

### **A.3 DigiLocker Integration**

1. **API Integration:**
  - Integrate E-Services with the DigiLocker API for document storage and retrieval.
2. **Document Encryption:**
  - Implement encryption mechanisms to ensure the security of documents stored in DigiLocker.

### **A.4 Payment Gateway Integration**

1. **Gateway Selection:**
  - Select a secure and reliable Payment Gateway that complies with regulatory standards.
2. **API Integration:**
  - Integrate the Payment Gateway API for processing financial transactions.
3. **Transaction Security:**
  - Implement encryption and secure transmission protocols to safeguard financial transactions.

### **A.5 User-Friendly Interface**

1. **Responsive Design:**
  - Ensure that all interfaces are responsive and accessible across various devices.
2. **Usability Testing:**
  - Conduct usability testing to gather feedback and make improvements to the user interfaces.

### **A.6 Security and Compliance**

1. **Data Encryption:**
  - Implement end-to-end encryption for data in transit and at rest.
2. **Access Controls:**
  - Implement role-based access controls to ensure that users have appropriate permissions.
3. **Compliance with Standards:**
  - Adhere to relevant data protection and security standards. OWASP, CVE etc.

### **A.7 Deliverables**

The key deliverables for this project include:

1. Developed and Deployed E-Services (25 in total).
2. Integrated State Unified Portal with E-Services.
3. Integration with DigiLocker for document storage and retrieval.
4. Integration with a Payment Gateway for secure financial transactions.

5. User-friendly interfaces for each E-Service.
6. Thoroughly documented APIs and integrations.

### 5.3 Operations and Maintenance

The selected Bidder is responsible for the Warranty support and maintenance for hardware supplied.

### 5.4 Bill-of Material

The proposed Bill of Materials to be supplied by the Bidder are as follows.

#### Part A- IT Equipment

SL No	Equipment Name	Qty
1	Desktop	10
2	Laptop	10
3	LED Display Screen 65"	2
4	HP Rack Server RAM 64 GB (DL360GEN10) PID- P19774-P21	2
5	HP Rack Server HDD 1TB (DL360GEN10) PID- P19774-P21	4
6	3TB SATA Hard Drive IBM DS5020	3
7	Printer Cartridges for Kyocera, Model-TK7120	20
8	Printer Cartridges for HP, Model-110A	20
9	Toner for Canon Photocopier, Model-NPG-59 Toner	4
10	Wireless Keyboard & Mouse	20

#### Part B- Software Development

Sl. No	Activity / Module	Quantity	Unit Cost in INR	Applicable GST in %	Total
1	<b>Integrated Operations System for NSDC</b> (including Helpdesk & Incident Reporting MIS, Inventory Management System and NSDC Portal with online forms) including Security Audit for all modules	1 nos			
2	<b>Development of e-Services and integration with the Unified Portal with all other statutory integrations and security audit of services hosted at NSDC</b>	25 nos			
3	<b>Support and Maintenance for 1 Year</b>	1 nos			

**IMPORTANT:.**

The items and quantity mentioned in this bill of material are the minimum requirement which may vary during actual execution & this is an indicative BoM. The actual components as well as their number will be dependent on the solution provided by the Bidder considering the site requirements, proposed solution. In case the bidder feels that some extra items are required as per the solution they propose, they may quote the same as additional item.

## 5.5 Technical Specification of the IT Equipment

### 5.5.1 Desktop

Sl. No.	Desired Specification		Bidder's Proposed Specification	Compliance (Yes/ No)	Deviations (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted			
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	<b>Processor</b>	Latest Generation Intel Core i7- or equivalent			
	<b>Speed</b>	Minimum 3.70 GHz			
	<b>Chipset</b>	Compatible Chipset on OEM Motherboard			
	<b>Graphics</b>	Integrated Intel Iris Xe Graphics			
	<b>Memory</b>	16 GB DDR5- 5200 MHz (2X8.0 GB)			
	<b>Hard Drive</b>	1TB SSD M.2 PCIe Gen4 TLC			
	<b>Speaker</b>	5WX2			
	<b>Network</b>	Integrated 100/1000M			
	<b>Interfaces</b>	Rear Ports 1xUSB -C 3.2 Gen2. HDMI 2.1 TMDS , Ethernet(RJ-45)			
	<b>Keyboard &amp; Mouse</b>	Wireless			
	<b>Pointing Device</b>	Calliope Wireless Mouse			

	<b>WiFi Wireless LAN Adapters</b>	WiFi 6 11AX (2X2) & Bluetooth			
	<b>Monitor</b>	68.58 cm 100Hz ,14 ms			
	<b>OS</b>	Windows 11 Professional or higher OS Pre-Loaded. Product key/ license striker should be there.			
	<b>OS Support</b>	Microsoft Windows 11 Professional			
	<b>Warranty</b>	3 years comprehensive on-site OEM Warranty			

### 5.5.2 Laptop

Sl. No.	Desired Specification		Bidder's Proposed Specification	Compliance (Yes/ No)	Deviations (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted			
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	<b>Processor</b>	Latest Generation 13th Gen Core™ i7-13700H (24 MB cache, 14 cores, up to 5.00 GHz			
	<b>Speed</b>	Minimum 3.70 GHz up to 5.00			
	<b>Display</b>	15.6", 3.5K 3456x2160, 60Hz, OLED, Touch, Anti-Reflect, 400			
	<b>Graphics</b>	NVIDIA® GeForce RTX™ 4050, 6 GB GDDR6			
	<b>Memory</b>	NVIDIA® GeForce RTX™ 4050, 6 GB GDDR6			
	<b>Hard Drive</b>	1 TB, M.2, PCIe NVMe, SSD			
	<b>Speaker</b>	8 W total peak			
	<b>Interfaces</b>	1 USB 3.2 Gen 2 Type-C™ port with Display Port™ 2 Thunderbolt™ 4 (USB Type-C™ 3.2 Gen 2) ports			
	<b>Keyboard &amp; Mouse</b>	Black Backlit Keyboard			
	<b>Wireless</b>	Intel® Killer™ Wi-Fi 6 1675 (AX211), 2x2, 802.11ax, Bluetooth® wireless card			

	<b>OS</b>	Windows 11 Professional or higher OS Pre-Loaded. Product key/			
	<b>OS Support</b>	Microsoft Windows 11 Professional			
	<b>Warranty</b>	3 years comprehensive on-site OEM Warranty			

### 5.5.3 LED Display Screen 65”

Sl. No.	Desired Specification		Bidder's Proposed Specification	Compliance (Yes/ No)	Deviations (If any)
	<b>Make</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted			
	<b>Model</b>	To be clearly mentioned. All the relevant product brochures and manuals must be submitted.			
	<b>Product</b>	QLED			
	<b>Display</b>	Screen Size 65” Refresh Rate 100 Hz			
	<b>Video</b>	Picture Engine - Quantum Processor 4K			
	<b>Audio</b>	Dolby Atmos			
	<b>Smart Service</b>	Smart TV, Web Browser			
	<b>Connectivity</b>	HDMI 4K 120 Hz, Ethernet LAN , eARC, Wireless LAN built-in, Bluetooth (BT 5.2)			

### 5.5.4 RAM, HDD, SATA HDD, Printer Cartridges, Printer Toner, Keyboard & Mouse

Sl. No.	Desired Specification		Bidder's Proposed Specification	Compliance (Yes/ No)	Deviations (If any)
1	<b>Rack server RAM</b>	Make – HP Model – DL360GEN10 PID - P19774-B21 64 GB			
2	<b>Rack Server HDD</b>	Make – HP Model – DL360GEN10 PID - P19774-B21 1TB			
3	<b>SATA HARD DRIVE</b>	Make – IBM Model – IBM DS5020 3TB			

4	<b>Printer Cartridge</b>	Make - Kyocera, Model-TK7120			
5	<b>Printer Cartridges</b>	Make – HP Model - 110A			
6	<b>Toner</b>	Make - Canon Photocopier Model-NPG-59 Toner			
7	<b>Keyboard &amp; Mouse</b>	Wireless			

## 5.6 Estimated Timelines

The table below provides the proposed tentative time schedule for delivery and installation of IT equipment and design & development of Software Application.

### Part A - Timelines for IT equipment delivery

SI No	Activity	Timeline
a.	Work Order by DITC	T0
b.	Delivery of the Desktop, Laptops and other Accessories	T1= T0+30 Days
c.	Installation of the Desktop, Laptops and other Accessories	T2=T1+5 Days
d.	Acceptance of the System	T3= T2+ 3 Days
e.	Warranty Support of the System	T3+ 3 years

### Part B- Timelines for IT Software Development

SI No	Activity	Timeline
a.	Work Order by DITC	T0
b.	Software Development integration & security Audit	T1= T0+90 Days
c.	Go live, Submission of completion certificate & handing over to DITC	T2=T1+5 Days
d.	Support and maintenance	T3=T2+365 Days

## 6 Section VI - Formats to Response to the Tender – Pre- Qualification Bid

### 6.1 Format 1 – Qualification Bid Letter

To,  
The Director  
Directorate of Information Technology & Communication  
Thizama Road, Nagaland,  
Kohima – 797 001  
Sir/ Madam,

**Subject: Appointment of an Agency for Software Management and Delivery and Installation of IT Equipment for existing Nagaland State Data Center, Govt. of Nagaland.**

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated  
<DD/MM/YYYY>

We, the undersigned Bidders, having read and examined in detail all the Tender documents do hereby propose to provide the services as specified in the Tender document number <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY> along with the following:

1. EARNEST MONEY DEPOSIT  
(EMD)

We have enclosed an EMD in the form of a Demand Draft/BG for the sum of INR INR 15,00,000/- (Rupees Fifteen lakhs only). This EMD is liable to be forfeited in accordance with the provisions of the RFP.

2.  
DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

**Date**

**Signature of Bidder (with official seal)**

---



**Name**

---

**Designation**

---

**Address**

---

**Telephone**

---

**Fax**

---

**E-mail address**

---

**Details of Enclosures:**

---

Printed Name

Designation

**6.2 Format 2 - General Information about the Bidder**

Details of the Prime Bidder (Company)		
1.	Name of the Bidder (Prime)	
2.	Address of the Bidder	
3.	Status of the Company (Public Ltd. / Pvt. Ltd.)	
4.	Empanelment Notification	
5.	Details of Commencement of Business	Date: Ref:
6.	Valid GSTN registration no.	
7.	Permanent Account Number (PAN)	
8.	Name & Designation of the contact person to whom all references shall be made regarding this tender	
9.	Telephone No. (with STD Code)	
10.	E-Mail of the contact person:	
11.	Fax No. (with STD Code)	
12.	Website	

**6.3 Format 3 – Qualification Check List**

S. No	Position	Description	Document	Details along with page number of relevant documents	Submitted Yes/ No
1		Bidder should be an IT Empanelled firm with, Govt. Of Nagaland	Empanelment Notification		
2		The bidder should have executed one project involving software development and supply ,Installation of Desktop, display screen Printers etc. during the last two (2) years as on 31 <sup>st</sup> March 2023. The Work order value of such project should be minimum 50 Lakhs OR two work orders of 25 Lakhs value each.	Copy of Work Orders/ Completion Certificates/Client Certificates		

S. No .	Position	Description	Document	Details along with page number of relevant documents	Submitted Yes/ No
3		<p>The Product OEM should be</p> <ul style="list-style-type: none"> <li>in operation in India for last Five Years</li> <li>must have a Service Center in North Eastern States of India as on 31<sup>st</sup> March 2023</li> <li>must have ISO 9001:2015 certificate.</li> </ul>	Valid Copy of Certificate		
4		<p>The bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of INR 15,00,000/-</p>	The EMD should be denominated in Indian Rupees, and should be in the form of DD or BG, by a Nationalized/Scheduled bank.		
5		<p>The bidder should submit valid letter from the OEMs confirming following:</p> <ul style="list-style-type: none"> <li>Authorization for bidder</li> <li>Confirm that the products quoted are not “end of life or end of sale products” for next five years as on Bid Submission</li> </ul>	<p>Relevant documentary evidences like Authorization letters, MAF (Manufacturers Authorization Form) from Vendors whose products are being quoted by the Bidder need to be attached in the proposal)</p>		

S. No	Position	Description	Document	Details along with page number of relevant documents	Submitted Yes/ No
		<p>If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the superior product at no extra cost</p> <p>Undertake that the support including spares, patches, upgrades for the quoted products shall be available for the period of 5 years from the date of acceptance.</p>			
6		The Bidder should have Valid GSTN registration certificate and Permanent Account Number (PAN/ TAN) issued by income Tax department.	Copy of each registration certificates should be provided along with up-to date GSTN clearance certificate.		

#### **6.4 Format 4 - DECLARATION REGARDING CLEAN TRACK RECORD**

To,

The Director  
Directorate of Information Technology & Communication  
Thizama Road, Nagaland,  
Kohima – 797 001

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document.

I hereby declare that my company <name has to specify by bidder>, as mentioned below to complete the project has not been debarred/ black listed by any Government / Semi Government organizations / Any other Govt. Agency in India.

I further certify that I am competent officer in my company to make this declaration.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

## 6.5 Format 5 – Declaration of Acceptance of Terms and Conditions of RFP

Date: dd/mm/yyyy

To,  
The Director  
Directorate of Information Technology & Communication  
Thizama Road,  
Nagaland, Kohima –  
797 001

### Reference:

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

### Bidder

Signature

Name

Designation

Address

Company

Date

Company Seal

## 6.6 Format 6 – Declaration by the OEMs (Format of Manufacturers' Authorization Form)

(Authorization to be taken from Equipment/Software OEM's)

Ref. No. \_\_\_\_\_ Date:

To,

The Director  
Directorate of Information Technology & Communication  
Thizama Road, Nagaland,  
Kohima – 797 001

Sub:

Dear Sir,

Please refer to your Notice Inviting Tenders for Appointment of an Agency for Software Management and Delivery and Installation of IT Equipment for existing Nagaland State Data Center Govt. of Nagaland at Kohima. M/S \_ (Bidder), who is our reliable partner, is hereby authorized to quote on our behalf for this prestigious tender. M/S \_\_\_\_\_ (Bidder) is likely to continue as our business partner during years to come. We undertake the following regarding the supply of all the equipment and related software as described in this tender

1. Authorization for M/S \_\_\_\_\_ (Bidder) to sell all the hardware / software.
2. Confirm that the products quoted are not “end of life or end of sale products” as on Bid Submission date. If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the equivalent or superior product at no extra cost.
3. Undertake that the support including spares, for the quoted products shall be available for 5 years from the signing of contract. In case the State decides to change the Bidder authorized in this undertaking, we (OEM) will continue to support the State for the products supplied by us till the Warranty period.

**Yours**

**faithfully,**

**(NAME)**

**(Name of manufacturers)**

**Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.**



## 6.7 Format 7 Unpriced BoM

### Part A- IT Equipment

SL No	Equipment Name	Qty
1	Desktop	10
2	Laptop	10
3	LED Display Screen 65"	2
4	HP Rack Server RAM 64 GB (DL360GEN10) PID-P19774-B21	2
5	HP Rack Server HDD 1TB (DL360GEN10) PID-P19774-B21	4
6	3TB SATA Hard Drive IBM DS5020	3
7	Printer Cartridges for Kyocera, Model-TK7120	20
8	Printer Cartridges for HP, Model-110A	20
9	Toner for Canon Photocopier, Model-NPG-59 Toner	4
10	Wireless Keyboard & Mouse	20

### Part B- Software Development

Sl. No	Activity / Module	Quantity	Unit Cost in INR	Applicable GST in %	Total
1	<b>Integrated Operations System for NSDC</b> (including Helpdesk & Incident Reporting MIS, Inventory Management System and NSDC Portal with online forms) including Security Audit for all modules	1 nos			
2	<b>Development of e-Services and integration with the Unified Portal with all other statutory integrations and security audit of services</b>	25 nos			
3	<b>Support &amp; Maintenance for 1 (One) Year</b>	1 nos			

## 6.8 Format 8 – Price Bid Letter

Date: dd/mm/yyyy

To,

The Director

Directorate of Information Technology & Communication

Thizama Road, Nagaland,

Kohima – 797 001

### Reference:

Dear Sir,

I hereby, submit the Price Bid for  
\_\_\_\_\_ and related activities as  
envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3. I offer to work at the rates as indicated in the Price Bid Annexure.

Yours faithfully

Signature of Authorized Representative

<b>Bidder</b>	
Signature	
Name	
Designation	
Address	
Company	
Date	
Company Seal	

## 6.9 Format 9 – Price Bid Format

### Part A- IT Equipments

<p align="center"><b><u>PRICE</u></b> <b><u>SCHEDULE</u></b> (This BOQ template is for the reference only. Bidders are requested to download the original Price Bid format from the e-procurement portal only)</p>						
NUMBER	TEXT #	NUMBER	TEXT #	NUMBER #	NUMBER #	TEXT #
S I . N O.	Item Description (Make & Model)	Quantity	Units	BASIC RATE without Taxes In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT Inclusive of Taxes
1	2	3	4	5	6	7
1	Desktop	10	No.			
2	Laptop	10	No.			
3	LED Display Screen 65"	2	No.			
4	HP Rack Server RAM 64GB (DL360GEN10) PID-P19774-B21	2	No.			
5	HP Rack Server HDD 1TB (DL360GEN10) PID-P19774-B21	4	No.			
6	3TB SATA Hard Drive IBM DS5020	3	No.			
7	Printer Cartridges for Kyocera, Model-TK7120	20	No.			
8	Printer Cartridges for HP, Model-110A	20	No.			
9	Toner for Canon Photocopier, Model-NPG-59 Toner	4	No.			
10	Wireless Keyboard & Mouse	20	No.			

## Part B – Software Development

<p style="text-align: center;"><b><u>PRICE</u></b> <b><u>SCHEDULE</u></b> (This BOQ template is for the reference only. Bidders are requested to download the original Price Bid format from the e-procurement portal only)</p>						
<b>NUMBER</b>	<b>TEXT #</b>	<b>NUMBER #</b>	<b>TEXT #</b>	<b>NUMBER #</b>	<b>NUMBER #</b>	<b>TEXT #</b>
<b>Sl. No.</b>	<b>Item Description (Make &amp; Model)</b>	<b>Quantity</b>	<b>Units</b>	<b>BASIC RATE without Taxes In Figures To be entered by the Bidder Rs. P</b>	<b>TOTAL AMOUNT Without Taxes</b>	<b>TOTAL AMOUNT Inclusive of Taxes</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	<b>Integrated Operations System for NSDC</b> (including Helpdesk & Incident Reporting MIS, Inventory Management System and NSDC Portal with online forms) including Security Audit for all modules	1	No.			
2	<b>Development of e-Services and integration with the Unified Portal with all other statutory integrations and security audit of services</b>	25	No.			
3	<b>Support &amp; Maintenance for 1 (One) Year</b>	1	No.			

## 6.10 Format 10- Bank Guarantee for Earnest Money Deposit (EMD)

To,

The Director  
Directorate of Information Technology & Communication  
Thizama Road, Nagaland,  
Kohima – 797 001

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <RFP Number> dated <Date> for Request for Proposal

**Selection of Bidder for Software Management and Delivery and Installation of IT Equipment for existing Nagaland State Data Center, Govt. of Nagaland (hereinafter called "the Bid") to DITC.**

Know all Men by these presents that we <...> having our office at <Address> (hereinafter called "the Bank") are bound unto the DITC, Kohima (hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures> (Rupees <Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

- a) Withdraws his participation from the bid during the period of validity of bid document; or
- b) Fails or refuses to participate in the subsequent Tender process after having been short listed;
- c) Fails to Deliver the Components as per the Workorder.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to **<insert date>** and including **<extra time over and above mandated in the RFP>** from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

**NOTWITHSTANDING ANYTHING  
CONTAINED HEREIN:**

Our liability under this Bank Guarantee shall not exceed Rs. **<Amount in figures>** (Rupees **<Amount in words>** only)

This Bank Guarantee shall be valid up to **<insert date>**)

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before **<insert date>**) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the

Bank) Seal: