

**DRAFT**

**DUE Date: DD Month, 2013**



**RFP for selecting Technology Partner  
for  
Mobile Seva**

**Centre for Development of Advanced Computing, Mumbai**

Gulmohar Cross Road No. 9, Juhu, Mumbai 400 049

Tel : 022 26201606, 26201574, Fax: 022-26232195/26210139

Email : msdp@cdac.in

## Table of Contents

1.	INVITATION FOR RFP .....	4
1.	RFP Notice .....	4
2.	Critical Information .....	5
3.	Project Background – Mobile e-Governance Services Delivery Gateway .....	6
4.	Key Objectives of the selection Process .....	8
5.	Selection Process.....	8
6.	Award of contract.....	9
7.	Qualification Criteria.....	9
8.	Methodology and Criteria for Evaluation of proposals .....	11
9.	Scope of Work.....	12
2.	INSTRUCTIONS FOR SUBMISSION OF PROPOSALS.....	21
1.	Submission of Proposals.....	21
3.	GENERAL CONDITIONS .....	22
1.	Validity of Proposals submitted.....	22
2.	Clarifications on proposals submitted.....	22
3.	Amendments to RFP Document.....	22
4.	Disqualification.....	22
5.	Confidentiality.....	22
6.	Intellectual Property Rights .....	23
7.	Force Majeure.....	23
8.	Resolution of Disputes.....	23
9.	Payment Terms.....	24
10.	Indemnity.....	24
11.	Disclaimer .....	24
4.	PROJECT DELIVERABLES.....	26
1.	Deliverables by Technology Partner.....	26
2.	Approvals .....	28
3.	Penalty & Liquidated Damages .....	28
4.	Exit Management and Knowledge Transfer .....	28
5.	.....	28
6.	Service Level Requirements.....	29
7.	Deployment of SLR.....	31
8.	Technical SLR.....	33
9.	Operational SLR.....	35
5.	FORMS FOR RESPONDING (TECHNICAL AND FINANCIAL).....	37
1.	Technical Evaluation Criteria.....	37
	Guidelines for preparing supporting documentation.....	38
5.1	Form 1: Notice of Intent to submit proposal in response to RFP Notice.....	40
5.2	Form 2: Details of responding firm and Years of Experience in MVAS .....	42
5.3	Form 3 Details of TRAI NCCP Registration.....	43
4.	Form 4 Details of Experience with mGovernance in State/Central Governments/ PSU.....	44
5.	Form 5 eSMS Platform Deployment Details .....	44
6.	Form 6 SMSC Platform Deployment Details .....	45
7.	Form 7 IVRS Platform Deployment Details .....	45
8.	Form 8 USSD Platform Deployment Details.....	45
9.	Form 9 WAP Platform Deployment Details .....	45
10.	Form 10 Mobile Application Development Deployment Details.....	45
11.	Form 11 SMS Platform Deployment Details .....	45
12.	Form 12 Voice Platform Deployment Details .....	45
13.	Form 12 USSD Platform Deployment Details.....	45
14.	Form 14 SMS/Voice/WAP VAS User Baser handled.....	45
15.	Form 15 mGovernance Contracts/Empanelment's/Agreements with State/Central Governments /PSU's Details .....	46
16.	Form 16mGovernance Successful Certificates by Government Departments Details....	46

17.	<i>Form 17mGovernance Industry Innovation Awards/Best Practice Recognitions/Technical-Research Papers Details .....</i>	<i>46</i>
18.	<i>Form 18 Project Teams Details.....</i>	<i>47</i>
	<i>Curriculum Vitae (CV) for Proposed Professional Staff Template.....</i>	<i>47</i>
19.	<i>Form 19 Work Schedule Template.....</i>	<i>49</i>
20.	<i>Form 20 Format of Bank Guarantee .....</i>	<i>50</i>
21.	<i>Form 21 Format of Performance Bank Guarantee .....</i>	<i>51</i>
22.	<i>Form 22 Format of Financial Bid .....</i>	<i>53</i>
	ANNEXURE A .....	59
	ANNEXURE B .....	61
	MOBILE SEVA - TECHNICAL SUPPORT.....	61

## 1. Invitation for RFP

### 1. RFP Notice

- a. This RFP document is for selecting a Technology Partner to provide support to CDAC in Mobile Seva National Rollout (Implementation and Integration). This includes rollout of Mobile Governance services across India. The project duration would be initially for a period of three years and may get extended further based on project review and evaluation.
- b. The selected Technology Partner would be responsible for providing technical expertise to CDAC in development of the Mobile Seva project with industry best practices including enhancement of existing Mobile Seva core platform that is developed by CDAC. The selected technology partner will also provide support in integration with telecom operators for various channels and support in scaling up the existing Mobile Seva system to handle load from pan India.
- c. The bidders are expected to carry out integration with Telecom Operators and follow rules and regulations laid out by Telecom Sector Regulator TRAI and DoT. In this regards, companies that are desirable of connecting with the resources of a Telecom Operator should have **valid registration with TRAI and a telemarketing licence**. The telemarketing license from TRAI should be valid for at least 12 months from date of issue of tender and the company may be in the business of providing services to Telecom Operators (Value Added Services/ Core Network Elements/ OSS/BSS/USSD Based Services/SMS/IVRS)
- d. As the existing Mobile Seva solution and associated platforms have been developed by CDAC on open source technologies, interested agencies may get in touch with CDAC to know more details about the existing architecture of MSDG, NSDG and SSDG. The web portals at [www.mgov.gov.in](http://www.mgov.gov.in) and [www.nsdg.gov.in/](http://www.nsdg.gov.in/) have more details. The mGovernance Framework is also available at <http://deity.gov.in/content/framework-mobile-governance>
- e. Interested agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- f. Interested agencies may download the RFP document from the website [www.cdacmumbai.in/xxxxx](http://www.cdacmumbai.in/xxxxx) or may obtain the same from Centre for Development of Advanced Computing, Gulmohar Cross Road No 9, Mumbai - 400049, on payment of Rs. 5000 (Rupees Five Thousand only) as Tender Fee. The payment will be accepted in the form of a crossed demand draft from any scheduled bank, payable at Mumbai drawn in favor of C-DAC Mumbai.
- g. Firms/agencies downloading the RFP document from the website should include in their proposals a demand draft of Rs. 5000 from any scheduled bank as Tender Fee, payable at Mumbai drawn in favor of C-DAC Mumbai. Failure to do so will result in rejection of the proposal.
- h. All proposals submitted in response to the RFP document must be accompanied by a **Earnest Money Deposit of Rs. 10, 00,000.00 (Rs. Ten lakhs only) in the form Bank Guarantee as given in Form 8.**

- i. The Earnest Money Deposit (EMD), without any interest accrued will be refunded as follows:
- Earnest Money Deposit (EMD) of bidders who fail to qualify the eligibility criteria, or whose technical bids do not qualify, EMD will be refunded without any interest accrued within one month of the acceptance of TEC (Technical Evaluation Committee)'s recommendations.
  - Bidders who qualify in the technical stage I but fail to qualify in the stage II, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within one month of the acceptance of FEC (Financial Evaluation Committee)'s recommendations.
  - Bidder whose tender bid is accepted and contract is awarded, EMD will be refunded on receipt of Performance Bank Guarantee (PBG) for Rs. 50 Lakhs within one month on receipt of the PBG.
- j. This RFP document is not transferable.

## 2. Critical Information

S. No.	Information	Details
1.	Advertisement Date	<b>T</b>
2.	Last date for sale of RFP document	<b>T+7 days</b>
3.	Last date for submission of written queries for clarifications	<b>T+14 days</b>
4.	Place, Time and Date of Pre-Bid	Centre for Development of Advanced Computing (CDAC) Gulmohar Cross Road No. 9, Juhu, Mumbai – 400049 <b>T+16 days at 11:00 AM</b>
5.	Release of response to clarifications	<b>T+ 23 days Nov2012</b>
6.	Last date (deadline) for receipt of proposals (Technical & Commercial) in response to RFP notice	<b>T+30days Upto 02:00 PM</b>
7.	Place, Time and Date of opening of technical proposals received in response to the RFP notice	Centre for Development of Advanced Computing (CDAC) Gulmohar Cross Road No. 9, Juhu, Mumbai – 400049 <b>T+30 days 02:30 PM</b>
8.	Place, Time and Date of opening of commercial proposals of technically qualified proposals	Centre for Development of Advanced Computing (CDAC) Gulmohar Cross Road No. 9, Juhu, Mumbai – 400049 <b>T+44 days 02:30 PM</b>
9.	Contact Persons for queries	<b>Mr. Manish Kumar / Mr. Kapil Kant Kamal / Mr. Ranjan Kumar</b>  <b>Tel: +91 22 26201606 Ext. 312/324/318</b>  <b>E-mail: <a href="mailto:msdp@cdac.in">msdp@cdac.in</a></b>

10.	Addressee and Address at which proposals in response to RFP notice are to be submitted:	<b>Purchase Officer</b> Centre for Development of Advanced Computing (C-DAC) Gulmohar Cross Road No. 9, Juhu, Mumbai – 400049 Tel: 6201606/6201574 Fax: 6232195 / 6210139
-----	---	---

### 3. Project Background – Mobile e-Governance Services Delivery Gateway

The objective of the National e-Governance Plan (NeGP) of the Government of India is to bring public services closer to the public, as articulated in the Vision Statement of NeGP: "Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realise the basic needs of the common man".

As an extension of this vision, and in cognizance of the vast mobile phone subscriber base of over 900 million (and growing) in the country and its reach, the Government has decided to enable public services through mobile devices, thereby establishing mobile Governance (m-Governance) as a compelling new paradigm within the ethos of e-Governance.

This project has been formulated to fulfill the vision of providing easy and convenient services to the citizens. By having an integrated platform, considerable delays can be avoided for launch of new services and uniformity can be maintained in service delivery across the country.

In order for various government departments to have a single access to the Mobile Governance Service(s), following web portals have been established, including:-

1. <http://mgov.gov.in>– mGovernance Information Portal
2. <http://services.mgov.gov.in> – SMS Gateway Portal
3. <http://apps.mgov.gov.in> - App Store Portal

The Mobile Service Delivery Gateway also acts as the entry point to services available on Department of IT's National eGovernance Service Delivery Gateway (NSDG) and State eGovernance Service Delivery Gateway (SSDG) also known as eGov eXchange.

FRAMEWORK FOR MOBILE GOVERNANCE has been notified in The Gazette of India , February 25 – March 2, 2012, [Part I – Section 1], Weekly Issue No. 8, Job No. 471G1/2011, DeitY File Reference 9(6)/2010-EG-II (Part II).

Ref: <http://deity.gov.in/content/framework-mobile-governance>

The Department of Electronics and IT (DeitY) led IMG Framework for Mobile payments and the Union Cabinet has already approved mobile banking.

Ref: <http://www.deity.gov.in/content/government-approves-framework-provision-basic-financial-services-through-mobile-phones>

**The objective of the Mobile Seva project is to ensure the following:**

- i. Providing easy, anywhere and anytime access to Government Services (both Informational & Transactional) through mobile channels.
- ii. Reducing number of visits of citizens to government offices, for availing the services
- iii. Reducing administrative overhead and service fulfillment time & costs for the Government.

- iv. Reducing direct physical contact of citizen with the Government and encourage m-interaction and more efficient communication through mobile devices.
- v. Enhancing perception & image of the Government and its constituent Departments

As a first step towards m-Governance in India, CDAC has created a platform known as Mobile Seva (based on open source technologies) with the following subsystems as part of the Proof of Concept.

- SMS Gateway
- USSD Gateway
- IVRS
- A Bouquet of 100+ Mobile Applications including 40+ live integrated with department application
- mGov Application Store – Similar to Apple / Android / Nokia App Store or Apple App Store (<http://apps.mgov.gov.in>)
- m-Gov App Market (Accessible from Mobile Handset)
- Mobile Governance Portal (<http://mgov.gov.in>)
- SMS portal (<http://esms.mgov.gov.in>)

Detailed information is available at [www.mgov.gov.in](http://www.mgov.gov.in).

It has been decided to scale up the Mobile Seva for a National Rollout by selecting a Technology Partner to assist CDAC in terms of industry best practices. The QCBS model of selection, as outlined in Annexure A would be followed for finalizing the Technology Partner for CDAC.

It is understood that various States/Centre Departments and PSUs have their own specific m-Governance needs ranging from simple SMS services to complex USSD applications and voice based services, etc. There are various line departments like Health, Education, Power, etc which are already integrated or in the process of integrating with this centralized platform. There is a need to evangelize Mobile Seva services and handhold these departments for integration of Mobile Seva.

**A Technology Partner will be selected through this process for development, implementation, and Operations & Maintenance and will be contracted initially for 3 years and the contract period may be extended further by one year at a time based on review, satisfactory performance and project requirement. All components of Mobile Seva and associated platforms will be scaled-up or developed only on open source technologies and should be free from proprietary licenses. Source Code & IPR thus created as part of development will be owned by Department of Electronics, GoI and IT and managed by C-DAC subject to terms and conditions of open source licenses.**

**The basic components of the Mobile Seva project are as follows:**

- Core Components
  - SMS Gateway (Push and Pull)
  - USSD Gateway (Push and Pull)
  - Voice Gateway (OBD and IVR)
  - WAP Gateway
  - mGov.gov.in Portal
  - services.mGov.gov.in Portal
  - apps.mGov.gov.in Portal
- Support components
  - Mobile Application Development

- Audit logging
- Reporting & Monitoring
- Operations & Management
  - Help Desk
- Standard Mobile Communication Services Interfaces
  - SMS Push
  - Department Application Interfaces through NSDG/SSDG/MSDG
  - Mobile Payment Interfaces
- Govt departments will provide interfaces:
  - SMS Pull
  - USSD Pull
  - IVRS Pull
  - Back-end system interfaces (through NSDG / SSDG / MSDG) for Mobile Applications
- Unified Gateway Entry Point (s) for all States/Central Government Agencies
- Standardized formats across India for Information Sending & Information Retrieval through mobile phones
- Training and Awareness

**During the National Rollout the following activities will be carried out:**

- Scaling up the existing Mobile Seva infrastructure.
- Running Mobile Seva in High Availability (HA) and Fault Tolerance mode by provisioning redundant servers at Data Center
- Setup of DC and DR sites
- Data replication between DC and DR
- Training and Awareness of Mobile Seva Platform
  - Maximum 15, 1-day awareness workshops will be conducted in three years. 4 regional per year for maximum 100 attendees per workshop and 1 national level workshop per year for maximum 150 attendees per workshop will be arranged by the TP.
- Management & Reporting for various reports and management of Mobile Seva components
- Operations and Maintenance of Mobile Seva Platform including mgov.gov.in portal
- TP will provide a pool of 5-7 technically qualified personnel for development and operations of Mobile Seva with CDAC/DeitY.
- **Billing Module**
- **Detailed scope of work on Mobile Seva platform subsystems are given in section 1.9**

#### 4. Key Objectives of the selection Process

The objective of this process is to select capable and qualified firm who can support CDAC with technical know-how in development and /or scaling up of various components of Mobile Seva on open source. These firms will be required to maintain relationship with telecom operators and any other concerned stakeholders, as and when required, on behalf of CDAC, and also maintain & operate the Mobile Seva infrastructure

Proposals of Companies meeting the Qualification Criteria (Section 1.6) would be evaluated as per Evaluation Criteria (Section 1.6) and would be called for presentations and discussions. Commercial offers of technically qualified Companies meeting all qualification criteria will be opened.

#### 5. Selection Process

All bids are to be submitted in sealed physical copies and should include the following

1. Demand Drafts towards Tender Fee and EMD
2. Technical bid in the format specified in *Annex-*



### 3. Financial bid as per format specified in *Annex-*

Offers (Technical & commercial) in duplicate along with one soft copy (on a non-rewriteable CD) must be submitted at the same time, giving full particulars. The envelopes of technical and commercial offers should be separately sealed and stamped and both the covers should be put in one envelope and this envelope should be again securely sealed and stamped and this envelope must also contain the Demand draft towards the EMD. **The envelope containing technical offers should also have the documents required for Qualification Criteria listed at clause 1.6 of this RFP.**

Both the envelopes (technical and commercial offers) must be super-scribed with the following information:

- Type of Offer (Technical or Commercial)
- RFP Reference Number
- Due Date
- Name of Company / Vendor

The Technical offer (T.O) should be complete in all respects and must contain all information asked for, **EXCEPT THE PRICES AND COMMERCIAL INFORMATION**. The T.O. should cover all items asked for in this RFP. **It should not contain any price information**. The envelope containing T.O. must also have the documents / information needed for Qualification Criteria as listed in the section 1.6.

The commercial offer should give all relevant price information and should not, in any manner, contradict the technical offer.

### **The selection of the technology partner will follow a three-stage process:**

**Stage 1–Pre - Qualification:** The envelope with the Pre- Qualification Criteria and Technical offer would be opened first. All the agencies responding to the RFP have to meet the Qualification Criteria listed at clause 1.6 of this RFP.

**Stage 2 - Technical Bid Opening & Evaluation:** The technical proposal evaluation for the technical offer would be performed only for the agencies qualifying the Stage 1. The technical evaluation is performed as per the technical bid evaluation criteria listed Form 1 at clause 4.1 of this RFP. Minimum qualification score for this stage is 70 marks; the agencies also need to get minimum of 60% marks in each of the evaluation criteria. Maximum of the top ten (10) rated companies will be considered for commercial evaluation.

**Stage 3 - Commercial Bid Opening & Evaluation:** The commercial proposal for the project would be opened only for the agencies that have qualified at stage1, and stage 2. The bids shall be evaluated on the basis of the Bid Price indicated in the commercial offer of the bidders

### **6. Award of contract**

The award of contract will be based on **Quality and Cost Based Selection (QCBS)**. The agency scoring highest shall be selected for award of the work. The mode of computation of the score is specified in **Annexure - A**. Once a Technology Partner is selected, an Agreement, detailing all the terms and conditions, will be signed between C-DAC and the selected Technology Partner.

### **7. Qualification Criteria**

The Agency(s) meeting the following qualification criteria will be short listed and considered for technical and commercial evaluation.

S. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	The responding firm / agency (a) Should have made a payment of <b>Rs.</b>	(a) Proof of payment of Rs. 5000 / DD for Rs. 5000 (if RFP Document is downloaded)

	<b>5000 (Rupees Five Thousand only)</b> for the RFP document (b) should have submitted a <b>Security of Rs. 10,00,000 (Rs. Ten Lakhs only) in the format prescribed</b>	must be furnished.  (b) The original bank guarantee (in Form8) must be furnished.
2.	The respondents submitting their proposals should be a Company registered under the Indian Companies Act, 1956 and who have their registered offices in India. The Company must be registered with the appropriate authorities for all applicable statutory taxes/duties.	Certificate of Incorporation needs to be attached.
3.	The Firm / Company should be in the business of providing services to Telecom Operators (Value Added Services/ Core Network Elements/ OSS/BSS/ USSD Based Services/SMS/IVRS)	Memorandum & Articles of Association should be attached, and Work orders/ Invoices/ Purchase Orders confirming year and Area of activity
4.	The responding firm must have on its roll <b>at least 50</b> technically qualified graduate personnel in Mobile Value Added Services/Core Network Elements/OSS/BSS /USSD/SMS/IVRS business domains and who shall be, at least, relevant degree holders and possess prior experience in providing the Telecom Infrastructure services to Telecom Operators as on December 31, 2012.	Certificate from HR Department for number of technically qualified graduate professionals employed by the company and appropriate supporting undertakings.
5.	A responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self certified letter by the designated official of the responding firm.
6.	The responding Firm / Company should have been profitable in at least two (2) of the last three(3) financial Years (FY 11-12, FY 10-11, FY 09-10) as revealed by Audited Accounts / certified balance sheet	A self certified letter by the designated official of the responding firm along with copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years.
7.	The responding firm / Company should have an average annual turnover of at least <b>Rs 10 Crores as revealed</b> in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above.	Copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years and Certificate by Chartered Accountant
8.	The Net Worth of the responding firm must be at least <b>Rs. 5 Crores</b> as per the latest audited Balance Sheet for Year 2011-12.	Certificate issued by Chartered Accountant certifying the Net Worth of the firm
9.	The responding firm must have an average annual turnover of <b>Rs. 5 Crores</b> or more in each of the last 3 financial years in India, from (Value Added Services/ Core Network Elements/ OSS/BSS/ /USSD Based Services/SMS/IVRS) business as supported by Audited Accounts/ certified Balance Sheet	Audited Accounts/ certified Balance Sheet / any other necessary information and copies of documentary proof
10.	The responding firm should have	Completed Form 4 for the 3 projects

	implemented at least <b>THREE</b> integrated projects involving minimum two of (Appstore, SMS G/W, USSD G/W, IVRS). The responding firm must also provide references <b>of these projects</b> with a minimum order value of <b>INR 100 Lakhs</b> .	supported with Work order & Job completion certificates within last 7 years. The projects should have been completed or shall be operational. For projects implemented on transactional Revenue Model ( <b>Applicable only for such Projects where Client is a Government Agency / PSUs / Large Corporates and which are completed by 31st December 2012</b> )
11.	The responding firm should have valid NCCP TRAI with Department of Telecom for over 12 months and conversant with The Telecom Commercial Communication Customer Preference Regulations, 2010 as notified by TRAI	Self Attested Letter from Authorized Signatory with Registration number with Registration Data, allotted by TRAI on NCCP portal. The registration date should show experience of at least 12 months as March 31 <sup>st</sup> , 2012

Agencies / firms should clearly indicate, giving **explicit supporting documentary evidence** with respect to the above, **in absence of which their proposals will be rejected summarily at the qualification stage itself.**

## 8. Methodology and Criteria for Evaluation of proposals

The proposals meeting the qualification criteria listed at clause 1.6 will be evaluated as per the criteria given hereunder.

S No.	Criteria / Sub Criteria	Max Criteria/ Sub Criteria Marks
1.	<b>General Industry Experience of firm And Executing Projects at national level</b>	15
2.	<b>Technical Capability and proposed methodology</b>	10
3.	<b>Scaling-up and System Load Handling capability</b>	10
4.	<b>Solution proposed for the Mobile Seva National Rollout</b>	30
5.	<b>Project Team Composition and Combined Experience</b>	15
6.	<b>Exit Plan &amp; Knowledge Transfer</b>	20
	<b>Total Points</b>	100

The responding firm has to submit the above information along with the details in the appropriate forms illustrated in "Technical Evaluation Criteria" given in Form 1.

**Further the responding firm is required to provide the following:**

The Documents and Information with regard to the qualification criteria listed at clause 1.7.

1. Notice of Intent to submit proposal in response to RFP Notice as per Form 2 of Annexure.
2. Each page of the RFP response must be signed and stamped by the authorized signatory of the responding firm who has the Power of Attorney to commit the responding firm to contractual obligations.
3. The responding firm should furnish an unconditional declaration undertaking total responsibility including responsibility for the security of any transactions/data transfer through the Mobile Seva for the defect free operation of the proposed Mobile Seva project solution.

4. The responding firm shall also furnish a statement that all the software and hardware for the project shall be bought after the contract has been awarded and agreement is signed and any upgrade/replacement of hardware or components throughout the period of the contract shall be with a new component unless specifically authorized by the CDAC /DeitY, Gol.
5. The responding firm shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the responding firm due to prior, current, or proposed contracts, engagements, or affiliations with stage govt. and DeitY. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the responding firm to complete the requirements as given in the RFP.
6. The proposal will include a 'Power of Attorney' letter for "Authorized Signatory"

Note : At the option of C-DAC, the responding firms may be invited to make presentation on technical and operations aspect of the RFP

## 9. Scope of Work

The primary scope of work of Technology Partner is to Install, Integrate, Scale-up, Test, Maintain and develop mobile applications in on all major platforms like android, windows, symbian, IOS etc. the various components of Mobile Seva as given below. The complete solution will be based on open source technologies and be able to communicate with SSDG/NSDG over standard web services/SOAP Please, note that every sub-system has to be provisioned in two units for DC /DR deployment.

### a. Specifications and Scope of Work for SMS Server System and Gateway

#### SMS Gateway

To scale-up the existing system or any other open source platforms (**free from proprietary licenses**), install, integrate, test and operate the SMS server of Mobile Seva to meet the following requirements:-

1. *Transactions Per Second*: 500 TPS, this is the number of SMS transactions per second.
2. *Connectivity Protocols*: Standard network protocols.
3. *Hardware Provisioning*: The servers will be provided by CDAC, open source OS and databases will be used

#### Features/Requirements:

1. *WAP Push Functionality* over SMS.
2. *SMPP Support*
3. *Flash SMS Support*
4. *Message Concatenation*: SMS fragments must be sent contiguously for up to 1000 characters.
5. *Unicode & multiple vernacular Indian language support*, allowing for mobile subscriber limitations.
6. *Communication Scheduler*: It must be possible to schedule SMS for a defined future date.
7. *Sender ID Hardcoding*: It must be possible to hardcode the Sender IDs of all messages sent by the SMSC so that an invalid Sender ID is never used.
8. *Multiple user support*, with multiple users able to schedule messages simultaneously.

9. *Admin Module* with granular user management, including changing passwords for users, setting allowed time windows for SMS communication, hardcoding sender IDs for users, choosing from a whitelist of sender IDs for users and other features to be built on demand.
10. *MIS Reports*
  1. *Audit Trail*: Reports page to chronological order of scheduled promos from where reports pertaining to any promotion can be downloaded
  2. *Successful Subscriber* – MSISDN export – Detailed Delivery Report should be downloaded which enlists the Delivered, Undelivered and Erring MSISDNs in the chronological order of attempt.
  3. *Daily Detailed MIS* featuring all the MSISDNs loaded, along with the status of the communication alongside each MSISDN.
  4. *Real Time details* of time wise delivery of messages to be downloadable in Excel/CSV Format.
  5. *Separate custom reports* on demand for successful, pending and erred Attempts.
11. *Hardware Installation*: Vendor is to Provide On-site support for Server Installation at the assigned Telecom Operator's Premises.
12. *Maintenance and support*: Vendor will conduct Timely Maintenance and keep backup Data up to 12 months.

### **Bulk SMS for Mobile Terminated (MT) Messages**

A web-based services portal will be scaled up for sending SMS to mobile numbers (MT messages). This portal must have the features described below.

#### **Particulars**

1. *Transactions Per Second Required*: The portal should be able to handle load of at least 500 TPS. This is the number of SMS to be sent every second.
2. *Connectivity Protocols*: HTTP/HTTPS. The interface must be accessible by both HTTP and by HTTPS.
3. *Hardware Provisioning*: It is intended that the logical components of the interface be hosted on separate servers with adequate redundancy. A suggested configuration is to separate out:
  1. *Web Servers*
  2. *Application Servers*
  3. *Database Servers*
  4. *Logging or Reporting/MIS Servers*
  5. *Caching or Proxy Servers* and any other component that the interface would need.

#### **Features/Requirements**

1. *User authentication*: The interface must allow screened login with defined username and passwords. There should be at least two kinds of users: normal users and administrators:
  1. *Normal users* have the privilege to send SMS, view/download reports for SMS sent by them in daily, weekly or monthly format.
  2. *Administrators* have the privilege to send SMS and view/download reports sent by all users. They also have the privilege to add or remove users, reset passwords and do user management (edit users name, change his sender ID et. al.).
2. *SMS Dispatch*: It must be possible to send SMS via the interface by routing it to a valid backend SMSC.
  1. *Quick SMS*: The interface must allow sending SMS to a small number of MSISDNs quickly.
  2. *Grouping MSISDNs (User Contacts)*: A group or contacts feature must be available for users to select a group of contacts and send a message to that group. It must be possible to select multiple groups. Group management features (add contact to group, edit, remove) must be available.

3. *Send by uploading spreadsheets*: The interface must provide a feature to send SMS by uploading spreadsheets to the interface. At least XLS and CSV format must be supported.
3. *Message templates*: It must be possible to create message templates which can then be used to send SMS without typing in the entire message text repeatedly.
4. *SMS Gateway and Operator Connectivity Support*: The interface should be able to connect to backend SMSCs via several different protocols:
  1. *SMPP Protocol*: The Short Messaging Peer-to-Peer protocol must be supported.
  2. *HTTP/S Protocol*: Any custom HTTP or HTTPS protocol must be support, either as an GET URL, or a HTTP POST URL with defined parameters.
  3. *CIMD Protocol*: The proprietary Computer Interface to Message Distribution protocol must be supported.
  4. *SOAP over HTTP*: Any custom SOAP protocol must be supported on demand.
5. *Supports Flash SMS*: It must be possible to send flash SMS through the interface.
6. *Unicode SMS*: It must be possible to send Unicode SMS through the interface. The interface must correctly show unicode SMS limits (usually 70 characters instead of 160 characters for a normal SMS).
7. *Scheduling of SMS*: It must be possible to schedule SMS to be sent at a future date.
8. *Hardcoded Sender-Id*: Administrators must have the ability to hardcode Sender IDs for a particular user to prevent abuse.
9. *Multiple Deployment Support*: It must be possible to deploy the interface multiple times, or the same interface must have multiple different administrator and user logins to facilitate multiple deployments. Example deployment scenarios include: different interface deployments for different departments or organizations. Each deployment must be completely isolated from the other with administrators only having access to their deployment.
10. *API Support*: The interface must provide an Application Programming Interface (API) to all common languages, including at least Java, C# .NET, Visual Basic .NET, PHP, Python and Ruby. In addition, a SOAP interface must be provided. The API must allow for common functions and must be authenticated using the same credentials as the website. Functions required:
  1. Send Single SMS
  2. Send Multiple SMS
  3. Receive Delivery Reports
  4. Send SMS to multiple MSISDNs, each SMS with different message text.

### **Short-code & long code and Keyword Configuration for Mobile Originated SMS (MO)**

A web-based solution (hereafter “interface”) is required for receiving SMS and processing such SMS received from a mobile subscriber.

#### **Particulars**

1. *Transactions Per Second Required*: to the demands of the SMSCs connected, but at least 500 TPS. This is the number of SMS to be received every second.
2. *Connectivity Protocols*: HTTP/HTTPS. The interface must be accessible by both HTTP and by HTTPS.
3. *Hardware Provisioning*: It is intended that the logical components of the interface be hosted on separate servers with adequate redundancy. A suggested configuration is to separate out:
  1. Web Servers
  2. Application Servers
  3. Database Servers
  4. Logging or Reporting/MIS Servers
  5. Caching or Proxy Servers and any other component that the interface would need.

#### **Features/Requirements**

1. Short-code/ Long code Configuration: Shortcode (166, a 3 digit number to which an SMS is sent by a mobile subscriber, and/or a normal 10-digit long-code, as the need



- may be) must be configurable in the interface.. The various protocols supported by the interface (listed below) must be configurable from the interface.
2. *Keyword and Sub-keyword Configuration:* For each shortcode configured, keywords must be configurable. Each keyword must have separate actionable directives (described below). Sub keywords, which follow each main keyword (again usually 5-10 characters. ) must be configurable, each with independent actionable directives.
  3. *Actionable Directives for Keywords and Sub-keywords:* Each keyword or sub-keyword must choose between these actionable directives when configured:
    1. *A Simple text response:* It must be possible to configure a simple text response for any keyword or sub keyword.
    2. *Notification HTTP/S URL:* When a MO is received for the particular keyword or sub-keyword, a notification URL is triggered. The notification URL must have at least the full message and the MSISDN from which the MO is received as configurable parameters.
    3. *Custom Function Support:* On demand, it must be possible to write custom functions for each keyword and sub-keyword.
  4. *Logging and Auditing:* All MO received by the interface must be logged.
  5. *Graphs:* The interface must provide simple graphical diagrams to provide insight into the SMS received. It must be possible to generate graphs for shortcodes, keywords and sub keywords and split by mobile operator, mobile operator circle or location, and date.
  6. *Operator Connectivity:* Connectivity must be provided to operators by various protocols supported, including at least:
    1. *SMPP Protocol:* The Short Messaging Peer-to-Peer protocol must be supported.
    2. *CIMD Protocol:* The proprietary Computer Interface to Message Distribution protocol must be supported.
    3. *HTTP/S Protocol:* Any custom HTTP or HTTPS protocol must be support, either as an GET URL, or a HTTP POST URL with defined parameters.
    4. *SOAP over HTTP:* Any custom SOAP protocol must be supported on demand.
  7. *Reports split by date:* Details of each and every SMS received should be available in the interface reports.

Counts of the SMS received during a particular day or week or month should be available in reports. All transactions should be supported by proof documenting the real processing of a transaction flow through the system (i.e. mobile operator transaction logs). All reports should be downloadable as Excel or CSV spreadsheets.

### **Annual Maintenance including Comprehensive Maintenance Support Services (MSS) and Facility Management Service (FMS)**

#### **Scope of Work**

The Scope of Work for the above MSS and FMS services shall consist of the following.

- **Short Code/Long Code Configuration –** Follow up Co-ordination with all licensed telecom operators in India for Pan India connectivity across all circles for a Short Code/ Long Code has to be done and made live to this SMS gateway system. At the end of this activity, a Short Code/Long Code would be live / operational across India. All commercial arrangements (Short Code/Long Code pricing, invoicing, payment collection etc) would be done by Technology Partner on behalf of CDAC. The pricing of gateway shall be negotiated by CDAC with respective telecom operators.
- **Connectivity–** It is required for vendors to co-ordinate with technical team of telecom operators (BSNL and other telecom operators with whom CDAC will have a commercial understanding) and integrate the Bulk SMS Server/Software with the Operator networks to enable Push SMS. The vendor is expected to obtain

connectivity from all major operators. (It is expected that the vendor deploys intelligent software-scrubs that would scrub the SMSs to be pushed and route the SMSs through home networks alone)

- Maintenance Support Services (MSS) for a total period of three years.
- Facility Management Services (FMS) for three years to support 24x7 operations including monitoring of the Hardware & Software supplied & installed under the project. This is aimed to provide uninterrupted functioning of the various systems and availability of applications to end-users. This includes monitoring of the SMS Gateway, Short Code/Long Code connectivity and ensuring they are live at all times with the telecom operator systems

#### Systems Availability

Bidders to ensure minimum 99% system availability (except leased Lines and communication channels) for all systems. In any month, the system downtime due to any planned maintenance activity such as software up gradation etc. if any, with each event downtime not exceeding Four Hrs. shall be permitted.

#### **b. Specifications and Scope of Work for USSD Server System and Gateway**

To scale-up the existing system or any other open source platforms (**free from proprietary licenses**), install, integrate, test and operate the USSD server & gateway of Mobile Seva to meet the following requirements:-

- a. Throughput required: 500 TPS
- b. Maximum concurrent USSD sessions: 1000
- c. Connectivity Protocols: SIGTRAN or USSD over SMPP or any other custom operator specific protocol over TCP, UDP or HTTP.
- d. Web GUI for Campaign Management: A custom built GUI for USSD management, including configuring USSD point codes & downloading reports and with flexible authentication schemes. Other features to be built on demand.
- e. Custom reports for USSD point codes and campaigns e.g.: total hits, % penetration to deepest menu or prompt; must be possible to segregate reports by operator and circle.
- f. Network Initiated USSD Support
- g. Multiple Language Support, including end-to-end UTF-8 support. Indian languages must be supported whenever possible.
- h. User friendly web based operation and maintenance tools
- i. LSL/SIGTRAN Support
- j. Hardware Installation: Vendor is to provide on-site support for server installation at the assigned telecom operator's premises.
- k. Maintenance and support: Vendor will conduct timely maintenance and keep backup data up on-site for up to 3 months and off-site for up to 12 months.
- l. USSD Application Programming Interface (API) must have support for middleware to abstract away operator specific dependencies and upstream gateways. The same USSD flow must be deployed for multiple USSD backends and operators to allow for rapid deployment and changes.
- m. The USSD API must have support for complex flow constructs, switch nodes, construct menu and prompts, automatic menu pagination, menu and prompt prefixes and suffixes, custom and localizable prompts and menus. Graphical menu construction is optional, not required.
- n. The USSD API must have support for switching between flows and USSD point codes.



- o. The USSD API and development tools must provide an interactive flow tester and mobile simulator. A console or GUI tool must be provided.
- p. The USSD API must have support for connectivity to Open Source databases (eg. MySQL), in memory non-relational databases (eg. Redis), logging services (eg. Scribe)
- q. The USSD API must have support for connectivity to web services (SOAP/REST) with automatic fallback URLs when primary URLs go dead.
- r. Design of USSD menu's for complex applications and support for opening it at all the TSPs

**Annual Maintenance including Comprehensive Maintenance Support Services (MSS) and Facility Management Service (FMS)**

**Scope of Work**

The Scope of Work for the above MSS and FMS services shall consist of the following.

- Maintenance Support Services (MSS) for a total period of three years.
- Facility Management Services (FMS) for three years to support 24x7 operations including monitoring of the Hardware & Software supplied & installed under the project. This is aimed to provide uninterrupted functioning of the various systems and availability of applications to end-users. This includes monitoring of the USSD gateway entry points configured and ensuring they are live at all times with the telecom operator systems.
- Connectivity– It is required for vendors to co-ordinate with technical team of telecom operators (BSNL and other telecom operators with whom CDAC will have a commercial understanding) and integrate the USSD Server/Software with the Operator networks. The vendor is expected to obtain connectivity from all major operators.

**Systems Availability**

Bidders to ensure minimum 99% system availability (except for leased Lines and communication channels) for all systems. In any month, the system downtime due to any planned maintenance activity such as software up gradation etc. if any, with each event downtime not exceeding Four Hrs. shall be permitted.

**c. System Specifications/ Requirements for IVR System**

To scale-up the existing system or any other open source platforms (**free from proprietary licenses**), install, integrate, test and operate the IVR system of Mobile Seva to meet the following requirements:-

- a. Should be capable of handling simultaneous voice calls: 1000
- b. Hardware Dimensioning: Telephony cards to be provided by Agency
- c. Connectivity Protocols: SS7/ISDN PRI
- d. Web GUI for Campaign Management: A custom built GUI for IVR management, including configuring IVR Numbers & downloading reports and with flexible authentication schemes. Other features to be built on demand.
- e. Custom reports for Voice Short Codes and campaigns e.g.: total hits, % penetration to deepest menu or prompt; must be possible to segregate reports by operator and circle.
- f. Provision for an API to initiate voice calls or programmatically create IVR scenarios from other applications. This API must either be an industry standard solution like Voice XML or it should be well documented. Examples of API use must be provided.
- g. It must be possible to create conference call solutions using this product.

- h. The solution must also act as a SIP bridge, and calls terminated through regular PSTN or mobile networks must be transparently bridged with a provided SIP gateway.
- i. The solution must support all of these features: DTMF support, Blacklists, Call data Records, Call Parking, Call Queuing, Call Recording, Call Retrieval, Call Routing (DID & ANI), Call Snooping, Call Transfer, Call Waiting, Caller ID, Caller ID blocking, Conference Bridging, Distributed Universal Number Discovery (DUNDI), Do not Disturb, Fax Transmit and Receive, Music on Hold, Music on Transfer, Predictive Dialer, Remote Call Pickup, Remote Office Support, Roaming Extensions, Route by Caller ID, Three-way calling, Trunking, VoIP Gateways, Voicemail, Graphical Call Manager, Zero latency using commodity hardware.
- j. The solution must support these IP protocols: Google Talk, H.323, Jingle/XMPP, MGCP, SCCP, SIP
- k. The solution must have support for at least these codecs: ADPCM, CELT (pass through), G.711 (A-Law &  $\mu$ -Law), G.719 (pass through), G.723.1 (pass through), G.726, G.729a, GSM, iLBC, Linear, LPC-10, Speex, SILK
- l. The solution must have a good text to speech solution.
- m. The solution must provide a good web interface for management.
- n. The solution proposed must have user friendly menus for the entire nation, which may be contextual to region/ geography and also there should be a process to frequently modify the same based on stakeholder experience and feedback
- o. Provisioning to accommodate with other government IVRS systems

**Annual Maintenance including Comprehensive Maintenance Support Services (MSS) and Facility Management Service (FMS)**

Scope of Work

The Scope of Work for the above MSS and FMS services shall consist of the following.

- Maintenance Support Services (MSS) for a total period of three years.
- Facility Management Services (FMS) for three years to support 24x7 operations including monitoring of the Hardware & Software supplied & installed under the project. This is aimed to provide uninterrupted functioning of the various systems and availability of applications to end-users. This includes monitoring of the IVRS servers and ensuring they are live at all times with the telecom operator systems.
- Connectivity– It is required for vendors to co-ordinate with technical team of telecom operators (BSNL and other telecom operators with whom CDAC will have a commercial understanding) and integrate the voice Server/Software with the Operator networks. The vendor is expected to obtain connectivity from all major operators.

Systems Availability

Bidder to ensure minimum 99% system availability (except leased Lines and communication channels) for all systems. In any month, the system downtime due to any planned maintenance activity such as software up gradation etc. if any, with each event downtime not exceeding Four Hrs. shall be permitted.

**d. System Specifications/ Requirements for mGov Portal Software and Servers**

To scale-up the existing system or any other open source platforms (**free from proprietary licenses**), install, integrate, test and operate the mGov Portal of Mobile Seva to meet the following requirements:-

- a. Maximum users:: At least 500 concurrent users.

- b. Connectivity Protocols: HTTP/HTTPS
- c. A system to integrate these distinct solutions into one unified campaign and service creation portal.
- d. It must be possible to create targeted campaigns to segmented base, with a combination of either USSD, SMS, Voice integrated into one service.
- e. The portal should provide a high-level overview of each service and pull in reports to create a consolidated overview of the service.
- f. There should be an account management interface with an administrative user, several privileged users, and the provision of creating privilege levels to control access to parts of the interface.
- g. The Portal should have a web facing component that must be attractively designed that describes the Mobile Seva solution.
- h. The Portal should be accessible from a mobile device of any form factor.
- i. The Portal should maintain a detailed audit log of all activities done through it and must retain the data on site for at least 3 months.

**Annual Maintenance including Comprehensive Maintenance Support Services (MSS) and Facility Management Service (FMS)**

**Scope of Work**

The Scope of Work for the above MSS and FMS services shall consist of the following.

- Maintenance Support Services (MSS) for a total period of three years.
- Facility Management Services (FMS) for three years to support 24x7 operations including monitoring of the Hardware & Software supplied & installed under the project. This is aimed to provide uninterrupted functioning of the various systems and availability of applications to end-users. This includes monitoring of the servers and ensuring they are live at all times with the telecom operator systems.
  1. Systems Availability

Bidder to ensure minimum 99% system availability (except leased Lines and communication channels) for all systems. In any month, the system downtime due to any planned maintenance activity such as software up gradation etc. if any, with each event downtime not exceeding Four Hrs. shall be permitted.

**e. System Specifications/ Requirements for AppStore Software and Servers**

To scale-up the existing system or any other open source platforms (**free from proprietary licenses**), install, integrate, test and operate the AppStore of Mobile Seva to meet the following requirements:-

- a. Maximum users:: At least 500 concurrent users.
- b. Connectivity Protocols: HTTP/HTTPS
- c. Appstore will host applications developed by CDAC as well as by other govt departments/agencies.
- d. The AppStore should provide a high-level overview of each apps and pull in reports to create a consolidated overview of the service.
- e. There should be an account management interface with an administrative user, several privileged users, and the provision of creating privilege levels to control access to parts of the interface.
- f. The AppStore should have a mobile facing component that must be attractively designed that describes the apps available on the mobile devices.
- g. The AppStore should be accessible from a mobile device of any form factor.
- h. The AppStore should maintain a detailed audit log of all activities done through it and must retain the data on site for at least 3 months.

## **Annual Maintenance including Comprehensive Maintenance Support Services (MSS) and Facility Management Service (FMS)**

### **Scope of Work**

The Scope of Work for the above MSS and FMS services shall consist of the following.

- Maintenance Support Services (MSS) for a total period of three years.
  - Facility Management Services (FMS) for three years to support 24x7 operations including monitoring of the Hardware & Software supplied & installed under the project. This is aimed to provide uninterrupted functioning of the various systems and availability of applications to end-users. This includes monitoring of the servers and ensuring they are live at all times with the telecom operator systems.
2. Systems Availability

Bidder to ensure minimum 99% system availability (except leased Lines and communication channels) for all systems. In any month, the system downtime due to any planned maintenance activity such as software up gradation etc. if any, with each event downtime not exceeding Four Hrs. shall be permitted.

### **f. Mobile Applications Development**

The selected agency will also be given responsibility of developing mobile applications on all major platforms like android, windows, symbian, IOS etc. for the govt. departments who wants to integrate services with Mobile Seva.

The Technology Partner shall study the requirements of the project and existing systems. The selected bidder shall support CDAC with technical expertise in development of various components of the Mobile Seva solution, maintaining relationship with telecom operators, operational activities, etc which may be required.

The integration of mobile services may fall under three levels:-

- Low level (SMS based services, typical 3 person-days of effort)
- Medium level ( IVRS and USSD based services, typical 5 person-days of effort)
- High level (Involving mobile client applications and backend integration, typical 10 person-days of effort)

### **Various activities that will be performed by the selected bidder includes but not limited to the following:**

- Development of mobile applications on all major platforms like android, windows, symbian, IOS etc. subject to departmental approval.
- Support CDAC in maintaining relationship with telcos for various channels.
- Operational activities related to Integration with various Govt. Departments for SMS, USSD, IVRS, mobile application
  - i. Account management
  - ii. Creation of USSD applications, IVRS Call Flow
  - iii. Reconciliation of Bills
  - iv. Reports
    - a. Revenue Generated
    - b. Department Services accessed through Mobile Seva
- Quality and security certification will be done for all the core and support components of the Mobile Seva
- To conduct awareness workshops and training in various parts of country for Govt. Departments
  - Prepare and organize awareness programs to facilitate the user departments in the benefits of integrating with the Mobile Seva.
  - Training to department's employees whose Information & services will be provided through our IVRS and USSD.

- Training shall encompass the knowledge of basic functionalities of IVRS, USSD, etc.
- Provide level I, II & III support (level III support in conjunction with C-DAC developer team)

The solution developed will be tested by C-DAC and will have to test run on pilot basis. Once stabilized and accepted by the C-DAC it may be replicated in other locations.

**During the implementation of this project, following activities will be carried out:**

- Scale up the existing Mobile Seva Platform infrastructure
- Setup of DC and DR sites for hosting Mobile Seva solution
- Installation & Commissioning of Mobile Seva components at DC and DR locations.
- Run Mobile Seva Platform in High Available (HA) and Fault Tolerance mode by provisioning redundant servers at Data Center
- Data replication between DC and DR
- Training and Awareness of Mobile Seva Platform
- Application integration and support for State and Central Government Departments.
- Management & Reporting module for various kinds of reports and management of Mobile Seva components
- Operations and Maintenance of Mobile Seva Platform including implementation of suggested changes as indicated by C-DAC for 5 years.
- Detailed User and Operational Manual for the services offered by Mobile Seva.
- During the Operations and Maintenance phase necessary integration with the State Mission Mode Projects (MMPs) shall be provided by the selected bidder
- Billing module

**The selected Technology Partner will be required to follow ISO 9001:2008 standards for quality and ISO 27001 security for the Mobile Seva project work. The IPR and the Source Code of the Mobile Seva solution developed would be owned by Department of Electronic and Information Technology, Ministry of Communication and IT, Government of India and managed by C-DAC. Open source license agreements will apply wherever required.**

## **2. Instructions for submission of Proposals**

### **1. Submission of Proposals**

The instructions for submitting proposals in response to the RFP are mentioned below:

1. The proposals submitted in response to this RFP, and all associated correspondence shall be written in English and shall conform to the forms 1 to 8 prescribed in Annexure. Any interlineations, erasures or over writings shall be valid only if the authorized person signing the proposal initials them.
2. Proposals received by facsimile shall not be accepted. Only detailed complete proposals received prior to the closing time and date for receipt of proposals shall be taken as valid.
3. Two hard copies and one soft copy (on a non-rewriteable CD) of the response to RFP document, prepared in accordance with the procedures enumerated in the RFP document should be submitted in a sealed envelope to the C-DAC no later than the date and time laid down, at the address given in the **Section 1.2**.
4. The envelope should be super scribed with "REQUEST FOR PROPOSAL (RFP) FOR Technology Partner For Mobile Seva National Rollout" and should bear the name and address of the firm /agency submitting the proposal. CD media must be duly signed using a "Permanent Pen/Marker" and should bear the name of the firm/agency, submitting the proposal.

5. The Proposals submitted should be concise and contain only relevant information as required under this RFP document.
6. The firms / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection with C-DAC shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.

### **3. General Conditions**

#### **1. Validity of Proposals submitted**

The proposals submitted by the firms/agencies shall remain valid for a period of 180 days after the closing date (deadline) for submission of proposals prescribed in this document. A proposal valid for shorter period may be rejected as non-responsive. C-DAC may solicit the respondents' consent to an extension of RFP validity (but without the modification in their Proposal).

#### **2. Clarifications on proposals submitted**

During evaluation, C-DAC may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by C-DAC.

#### **3. Amendments to RFP Document**

At any time prior to deadline for submission of proposals, C-DAC may for any reason, modify the RFP document. The prospective respondents having received the RFP document shall be notified of the amendments through website and such amendments shall be binding on them.

#### **4. Disqualification**

C-DAC may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:

1. Submitted the proposal after the response deadline;
2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
3. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
4. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
5. Failed to provide clarifications related thereto, when sought;
6. Submitted more than one proposal;
7. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

#### **5. Confidentiality**

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding firms or their representatives or to any other persons not officially concerned with such process until the



selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its proposal.

## **6. Intellectual Property Rights**

The Intellectual Property Rights in respect of all software solutions / mobile applications / upgrades / enhancements / user manuals / training material developed during the course of the project by C-DAC with or without any support from select selected Technology Partner shall remain with C-DAC unless already protected by the Technology Partner.

## **7. Force Majeure**

Either party shall not be responsible for any failure to perform due to unforeseen circumstances or to causes beyond their reasonable control, including but not limited to acts of God, war, riot, embargos, acts of civil or military authorities, fire, floods, accidents, terrorist activity, strikes or shortages of transportation facilities, fuel, energy, labour or materials. In the event of any such delay, parties may defer the date of executing their responsibilities for a period equal to the time of such delay.

If a Force Majeure situation arises, the selected technology partner shall promptly notify C-DAC in writing of such conditions and the cause thereof within ten calendar days. Unless otherwise directed by C-DAC in writing, the selected technology partner shall continue to perform his obligations under the Contract as far as it is reasonably practical, and shall seek permission for all reasonable alternatives from C-DAC.

In such a case, the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, C-DAC and the selected technology partner shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding the above, the decision of C-DAC shall be final and binding on the selected technology partner.

## **8. Resolution of Disputes**

Centre for Development of Advanced Computing (C-DAC) and the selected technology partner shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with this project. If after thirty days from the commencement of such informal negotiations, C-DAC and the selected technology partner have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

However, in case no amicable settlement / consensus is reached between the two sides, the same shall be referred to an Arbitral Tribunal comprising of a sole arbitrator to be nominated by in accordance with the Arbitration and Conciliation Act, 1996 ("the Act"). The award of the Arbitral Tribunal shall be final and binding on all the Parties. The Arbitration proceedings shall be held in Mumbai and shall be conducted in such language as specified by the Arbitral Tribunal. The arbitral proceedings and the arbitral award shall be governed by the provisions of the Act.

## 9. Payment Terms

Mobile Seva Project will involve sharing of risk and reward between CDAC and the successful bidder, by regulating the payments to performance and delivery appropriately as mentioned the SLRs:

### Schedule of Payment

Sl. No.	Payment Milestone	% of total contract value
1.	Advance against Bank Guarantee	10
2.	Delivery of Solution Requirements Specifications and Sign off from CDAC / DeitY	10
3.	Upon Deployment and Provisioning of the entire Mobile Seva Solution Infrastructure, including hardware and software(COTS and Mobile Seva System)	20
4.	Completion of requisite training and Issue of Acceptance Certificate from DeitY or its authorised agency	10
5.	30 days from the Date of Commercial Deployment (Go-Live) of all the Mobile Seva Systems as mentioned in the SRS	10
6.	Operation and Maintenance Cost (at the end of Year two) on recommendation of successful completion of O&M activities	20
7.	Operation and Maintenance Cost (at the end of Year two) on recommendation of successful completion of O&M activities	20
8.	<b>Total</b>	<b>100</b>

## 10. Indemnity

The selected Technology Partner shall indemnify, protect and save C-DAC against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of any or all the hardware and software supplied / used by the Technology Partner under this project contract.

## 11. Disclaimer

Proposals received late will not be considered and will be returned unopened to the respondents. C-DAC reserves the right to (a) reject any / all proposals without assigning any



reasons thereof, b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of the C-DAC and the objective of the scheme without assigning any reasons thereof and c) include any other item in the Scope of work at any time after consultation in the pre-proposal meeting or otherwise

## 4. Project Deliverables

### 1. Deliverables by Technology Partner

The selected Technology Partner (TP) has to deliver the following deliverables to C-DAC as part of an assurance to fulfill the obligations under the SLA. The table given below may not be exhaustive and TP is responsible to provide all those deliverables, which may be specified in this RFP but not listed here, and those agreed by TP in response to any request from C-DAC.

The timelines for producing each of these deliverables will be in line and closely linked with the overall project timeline and payment terms for the TP. Any conflict with respect to project and/or deliverable timelines will have to be resolved by TP in consultation with C-DAC and/or its designated agencies and approved by C-DAC. Thereafter the approved timelines will have to be adhered to by TP, unless specified otherwise.

It is to be noted that upon Go-Live, TP is required to submit all the updated system design documents, specifications, source code, application deployment files, user manuals, administration manuals and all other applicable deliverables with timelines as listed below.

S.N.	Deliverables	Timelines (Months)
1.	Execution of Agreement	D + 0
2.	Performance Bank Guarantee for Rs. 50 Lakhs (within a week from award of contract) or Self Certificate from eligible firm of exemption with valid NSIC Certification by MSME Ministry, Govt. of India	D + 1
3.	Detailed Project Plan for Design, Development & Implementation of Mobile Seva system (within 2 weeks from award of contract). The plan should clearly identify all the milestones and deliverables together with the tasks and time & resource allocation.	D + 1
4.	a. System Requirement Specifications (SRS) Document b. Data Migration Plan for Core Components and services c. Exit Plan d. Change Management & Software Configuration Management Plan e. Training strategy, training plan & training material	D + 2
5.	Deployment of Hardware at DC	D + 3
6.	a. Technical / System Design Document including <ul style="list-style-type: none"> <li>Logical and Physical Data base Design</li> <li>Logical Data Dictionary and data / file formats</li> <li>Component, and Deployment Views of the Application</li> <li>Security and Features</li> <li>Performance Features</li> <li>Interface / Control Design Features</li> </ul> Traceability Matrix	D + 3
7.	Supporting CDAC in development and scaling up of following components as per current industry trends. <ul style="list-style-type: none"> <li>SMS Gateway Server Systems</li> <li>Voice Gateway Server Systems</li> <li>USSD Gateway Server Systems</li> <li>WAP Gateway Server Systems</li> <li>mGov Portal</li> <li>Services portal</li> <li>App Store</li> </ul>	D + 4

8.	<b>Testing Plan</b> a. Document on Testing Approach for the Mobile Seva components, along with the test cases and test results including <ul style="list-style-type: none"> <li>Type of Inputs (functional / performance / stress / Acceptance / structural) also including Test Coverage / boundary conditions</li> <li>Machine Configuration</li> <li>Test Assumptions</li> <li>Exact test stimuli as applicable</li> </ul> a. Response Time / Execution Time / Throughput	D + 4
9.	a. Security policy b. Standard Operating Procedures	D + 4
10.	Mobile Seva System Installation at Primary Data Center as per Specifications for <ul style="list-style-type: none"> <li>a. SMS Gateway Server Systems</li> <li>b. Voice Gateway Server Systems</li> <li>c. USSD Gateway Server Systems</li> <li>d. WAP Gateway Server Systems</li> <li>e. mGov Portal Server Systems</li> <li>f. Services Portal</li> <li>g. App Store upgradation</li> </ul>	D + 4
11.	Mobile Seva System Integration and Establishing Connectivity to Telecom Operators at Primary DC <ul style="list-style-type: none"> <li>a. SMS Gateway Server Systems</li> <li>b. Voice Gateway Server Systems</li> </ul> USSD Gateway Server Systems	D + 4
12.	<b>Testing of Mobile Seva Components</b>	D + 5
13.	Updated Training & User Manuals Training strategy, training plan & training material	D + 5
14.	Mobile Seva System Installation at DR (Backup) Data Center as per Specifications for <ul style="list-style-type: none"> <li>a. SMS Gateway Server Systems</li> <li>b. Voice Gateway Server Systems</li> <li>c. USSD Gateway Server Systems</li> <li>d. mGov Portal Server Systems</li> <li>h. Services Portal</li> <li>e. App Store upgradation</li> </ul>	D + 6
15.	Mobile Seva System Integration and Establishing Connectivity to Telecom Operators at DR <ul style="list-style-type: none"> <li>c. SMS Gateway Server Systems</li> <li>d. Voice Gateway Server Systems</li> </ul> USSD Gateway Server Systems	D + 6
16.	Quarterly Workshops	
17.	<ul style="list-style-type: none"> <li>a. Defect Free Mobile Seva and other automation requirements including Source Code, library files, DLL's, Setup programs, Documentation, etc.</li> <li>b. Updated &amp; Final System Requirements and Design Documents</li> <li>c. Maintenance Manuals for Administration and Maintenance of Mobile Seva</li> <li>d. SLA Monitoring &amp; measurement system</li> </ul>	D + 6
18.	<ul style="list-style-type: none"> <li>a. Post Implementation Support to C-DAC</li> <li>b. Call Log &amp; Resolution Reports for Helpdesk</li> <li>c. Daily/Weekly/for-nightly/monthly Performance Monitoring Reports</li> </ul>	

	for the Mobile Seva System	
19.	At the end of each quarter during O & M phase: a. Updated system design documents, specifications b. Latest source code, application deployment files, configuration files for entire solution c. User manuals, administration manuals, training manuals etc d. Software change logs etc.	
20.	Operational Document on Strategic Control of C-DAC over the Project	
21.	Project Sign Off	D + 36

## 2. Approvals

The Technology Partner shall be responsible for obtaining approvals for any Statutory and Regulatory requirements (if any) from any of the authorities. Further, the Technology Partner shall be responsible to get required documentation completed for obtaining such approvals from time to time. The Technology Partner shall undertake to do all such acts and deeds as required to ensure that the approvals are obtained only with prior approval of CDAC and in the name of CDAC. CDAC shall extend all reasonable assistance to the Technology Partner in this regard.

## 3. Penalty & Liquidated Damages

1. In the event of the Technology Partner failing to provide services in accordance with the Service Standards, the Technology Partner shall be liable for penalty as per the terms and conditions of the Service Level Agreements agreed between the Technology Partner and CDAC
2. C-DAC has the right to withhold / deduct from the payment due or the Performance Bank Guarantee the liquidated damages that are due
3. The time Schedule for the entire project is as detailed in this RFP. In case of any delay solely on account of the Implementing Agency, a penalty of 10% on the project value will be imposed for delay of every 4 weeks and thereof subject to a maximum of 12 weeks.
4. Beyond a delay of 12 weeks, CDAC reserves the right to terminate the contract and select an alternate Technology Partner to carry out the balance work
5. In the event of CDAC deciding to continue the project with the same Technology Partner without termination, the penalty so computed based on the number of weeks of delay will be deducted from the balance payment due to the Technology Partner

## 4. Exit Management and Knowledge Transfer

5.

This clause sets out provisions which apply on expiry or termination of Work/Contract/Agreement as per the project implementation plan, Service Level Agreements

1. The Technology Partner shall transfer all the assets including all its components of software, hardware etc. which have been used in the project to the CDAC at the end of contract period at no additional cost to the CDAC as per the exit plan.

2. During the exit management, the Technology Partner shall provide access to CDAC or its authorized person / agency, copies of all information held or controlled by them which they have prepared or maintained in accordance with the SLA.
3. At any time during the exit management period, if assets are located at the Technology Partner premises in relation to the project, the Technology Partner will be obliged to give reasonable rights of access (or, in the case of assets located at third party premises, procure rights of access to) CDAC or its authorized agency for inventory of assets.
4. The Technology Partner on exit management period provide all information (including but not limited to) relating to documents, services, performance data, and any confidential information relating to the project implementation to CDAC to ensure seamless handover.
5. The Technology Partner on commencement of Exit Management shall hand over to CDAC all documents relating to Intellectual Property Rights, all current and updated departmental data required by CDAC for the purpose of transitioning the services to its replacement agency in a readily available format.
6. In case of exit due to termination prior to expiry of the term for any reason whatsoever, the Technology Partner may have to pay liquidated damages to CDAC to compensate for the various losses and reputation due to the delay.
7. The Technology Partner on before commencement of the Exit Management shall provide necessary training to the identified teams for handling different responsibilities as per the scope of the project. The Technology Partner should facilitate building of necessary teams and smooth handover of team responsibilities. CDAC and the respective stakeholders will certify in this regard.
8. The Technology Partner will be allowed to handover only upon completion of the above mentioned responsibilities of team building, smooth handover and knowledge transfer including assets.
9. The detailed plan on Exit Management , Team building, smooth handover and knowledge transfer should be submitted and finalized with CDAC by the Technology Partner within six months of commencement of the contract

## 6. Service Level Requirements

The purpose of this Service Level Requirements (SLR) is to clearly define the levels of service which shall be provided by the Technology Partner to the CDAC for the duration of this contract for the Mobile Seva Project. The overall SLRs for the project are:

1. The associated infrastructure shall be available all the time on a 24X7\*365 basis
2. Mobile Seva Solution availability shall have an uptime of 99.5% and the total end to end Solution availability shall be 97.5%. These uptimes shall be calculated on a monthly basis
3. Each critical outage should be less than 2 hours and the sum of critical outages shall be less than 4 hours per month, except for disruption at Telecom Operator Connectivity
4. Each non critical outage shall be less than 4 hours and the sum of non critical outages shall be less than 10 hours, except for disruption at Telecom Operator Connectivity
5. The Service Desk should respond to critical service incidents within 30 minutes and resolve the problem within 2 hours

6. The Service Desk should respond to non critical service incidents within 3 hours and resolve the problem within 24 hours
7. At least 95% of all transactions should have a response time less than 5 seconds, unless there is substantial delay at Operator end
8. All service request should be responded in 2 hours

### **Category of Service Level Requirements**

This SLR document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The TP shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the TP shall be reviewed by the CDAC that shall:

- i. Regularly check performance of the TP against this SLR.
- ii. Discuss escalated problems, new issues and matters still outstanding for resolution.
- iii. Review of statistics related to rectification of outstanding faults and agreed changes.
- iv. Obtain suggestions for changes to improve the service levels.

The SLR has been logically segregated in the following categories:

- i. Deployment SLR - SLR is applicable as per the scope for development, installation and commissioning
- ii. Technical SLR – SLR applicable and must be complied by demonstration at the time of acceptance of the Project.
- iii. Operational SLR – SLR applicable after the acceptance of the Project and the entire support period of the Project.

## 7. Deployment of SLR

The Deployment SLR is applicable to the following scope:

- i. Installation and commissioning of all required hardware for steady functioning of the Project and to comply with the technical and Operation SLR
- ii. Installation and commissioning of all required software for steady functioning of the Project and to comply with the technical and Operational SLR
- iii. Migration of existing services from Goa Data Centre to DC at New Delhi and commissioning these services
- iv. Installation of Mobile Seva System components at DC and DR and comply with the technical and Operational SLR
  - a. SMS Gateway Server Systems
  - b. Voice Gateway Server Systems
  - c. USSD Gateway Server Systems
  - d. mGov Portal Server Systems
  - e. Services Portal

The Duration, measurement basis and penalty is defined in below table:

S.No	Service Level Metrics	Base Line		Lower Performance		Breach		Basis of Measurement
		Metric	Penalty	Metric	Penalty	Metric	Penalty	
1	Deployment of all required Hardware, Commercial Off the Shelf software at Primary DC	D + 90 Days	None	Greater than 90 days and up to 120 days	1% of the of Contract Value	Greater than 120 days and less than 150 days  Greater than 150 days	4% of the of Contract Value  Termination of Agreement	The hardware shall be provided by CDAC.
2	Mobile Seva System Integration and Establishing Connectivity to Telecom Operators	D + 120 Days	None	Greater than 120 and up to 150 Days	1% of the of Contract Value	Greater than 150 days and less than 180	4% of the of Contract Value	Connectivity with all telecom as required for different channels (SMS, USSD, IVRS,

						days		etc)
						Greater than 150 days	Termination of Agreement	
3	Deployment of all required Hardware, Commercial Off the Shelf software at DR	D + 120 Days	None	Greater than 120 days and up to 150 days	1% of the of Contract Value	Greater than 150 days and less than 180 days	4% of the of Contract Value	The hardware shall be provided by CDAC.
						Greater than 180 days	Termination of Agreement	
4	Mobile Seva System Installation at Primary Data Center as per Specifications	D + 120 days	None	Greater than 120 days and upto 150 days	5% of the Contract Value	Greater than 150 days and upto 180 days	7% of the Contract value	Application should be tested for desired functionalities , meet security standards and compliance with SLA
						Greater than 180 days	Termination of Contract	
5	Testing of Mobile Seva Sub-systems and security certification	D + 180 days	None	Greater than 180 days and upto 200 days	5% of the Contract value	Greater than 200 days and upto 220 days	10% of the Contract value	As per the outcome of the Test Results
7	Design Documentation and Manuals (User, Installation, Operational,	D+100 days	None	Greater than 100 days and upto	2% of the Contract value	Greater than 120 days and upto	4% of the Contract value	Time taken to design and develop the required manuals from



	Maintenance, Training) for end users			120 days		140 days		the date of assignment (After Completion of SRS)
--	---	--	--	----------	--	----------	--	--

## 8. Technical SLR

S.No	Service Level Metrics	Base Line		Lower Performance		Breach		Basis of Measurement
		Metric	Penalty	Met ric	Penalty	Metric	Penalty	
State Portal								
1	Mobile Seva Portals Uptime / Availability	>=99%	None	97%-99%	1% of Contract Value	95%-97%	2% of Portal Hardware cost  <95%	Measured over a leased circuit or equivalent at 64kbps bandwidth  5% of the Portal Hardware costs for not more than 2 instances.
2	Portal Response Time in providing informational and Transactional Services Static web pages of mGov Portal	1-3 secs	None	4-7secs	1% of Contract Value	8-10secs	2% of Contract Value	Audit conducted by third party administrators -Sample and random audits would be done by designated authority using broadband as well as dial up connections
3	Storage and Retrieval of Service	>=99%	None	95%-	1% of	<95%	5% of	Audit conducted by

	Requests from pre-defined location	24(h) x 7 (t) x 365(d) measured qtly		98%	Contract Value		Contract Value	designated authority - Sample and random audits would be done
4	Provision for uploading new version of Application on AppStore	No errors allowed	None	Error monitoring and clearance within 1 working day. Beyond 2 day, 0.1% of Contract Value per week or part thereof				-do-
5	In maintaining version control	No errors allowed	None	Error monitoring and clearance within 1 working day. Beyond 2 day, 0.1% of Contract Value per week or part thereof				-do-
6	To have a security feature embedded for changing the version of the form and should allow only predefined process owners to change the form version - internal	No errors allowed	None	Error monitoring and clearance within 1 working day. Beyond 2 day, 0.1% of Contract Value per week or part thereof				-do-
7	To maintain log for all version change with the details of the Process owner making version change	Always	None	Error monitoring and clearance within 1 working day. Beyond 2 day, 0.1% of Contract Value per week or part thereof				-do-
8	Real-time dashboard to be made available for monitoring purposes	>=98% 24(h)x7(t)x365(d) measured qtly	None	95%-98%	1% of Contract Value	<95%	5% of Contract Value	-do-

## 9. Operational SLR

The calls would be defined in the following categories:

- A. Severity level:** The severity level of a service call is defined by the extent of impact the problem has on the overall project performance

**S1-** Very high severity: Services can't Work - Issue in which significant portion of Service is non-operational and for which there is no work around

**S2-** High Severity: Application is not down but there is a serious problem affecting service's productivity. Work around if provided is awkward and inefficient

**S3-** Medium Severity: Application is not down but there is an issue affecting small number of users or customers. Acceptable work around is available

**S4-** Low Severity: Functionality enhancement and/or support for modifications or maintenance of source code, training documentation or user documentation.

- B. Priority level:** The priority level of a service call is defined by the priority in which the calls would be handled in case of queuing.

**P1-** High Priority: Total failure of critical systems, services, applications or underlying hardware Hosting centre failure Network failure External attack on network - Immediate investigation and status reports

**P2-** Medium Priority: Partial failure of critical systems, services, applications or underlying hardware failure in standard operating procedures Non-critical hardware defect, Operating system failure of backup system - Hourly reporting of investigations

**P3-** Low Priority: Total or partial failure of non-critical services or applications, standard operational Standard operating procedures Routine password changes Errors in hosted content Updating hosted content - Report of initial investigations within four hours

Note: The SLAs suggested above are indicative in nature and are enumerated so as to facilitate the technical evaluation of the proposed solutions of the responding firms.



## 5. Forms for Responding (Technical and Financial)

### 1. Technical Evaluation Criteria

Eligibility Criteria				
Sl	Category	Scoring Pattern	Score	
1	<b>General Industry Experience</b>	<b>10</b>		
	1.1	Years of Experience in Industry for VAS/ USSD/SMSC/IVR Deployments at National level	1 Point per year of Experience up to maximum of four points	4
	1.2	Experience with State/Central/PSU Government Department for VAS/USSD/SMSC/Bulk SMS/IVR	1 Point per year of Experience up to maximum of four points	4
	1.3	Registered Telemarketer License on NCCP with TRAI	2 Point for 12 months of experience or more	2
2	<b>Technical Capability and Experience</b>	<b>15</b>		
	2.1	Bulk SMS Platform Deployments including maintenance	1 point per deployment up to maximum of 4 points	4
	2.2	SMSC Gateway Deployments including maintenance	1 point per deployment up to maximum of 4 points	4
	2.3	IVRS Deployments including maintenance	1 point per deployment up to maximum of 4 points	4
	2.4	USSD Deployments including maintenance	1 point per deployment up to maximum of 4 points	4
	2.6	Mobile Application Deployments including maintenance	1 point per deployment up to maximum of 4 points	4
3	<b>System Load Handling Capability Experience</b>	<b>15</b>		
	3.1	SMS Load handled	Greater than 10Billion and less than 25B = 2 points; Greater than 25B and less than 50B = 4points; Volume of SMS > 50B = 5 points ( consolidated volume for last 3 years up to 31 <sup>st</sup> Dec 2012. )	5
	3.2	Voice Load handled	Greater than 100 Million and less than 250 Million = 2 points; Greater than 250 Million and less than 500Million = 4points; Volume of Voice Load > 500 Million = 5 points ( consolidated volume for last 3 years up to 31 <sup>st</sup> Dec 2012. )	5

	3.3	USSD Load handled	Greater than 50 Million and less than 100M = 2 points; Greater than 100 million and less than 250 Million = 4points; Volume > 250Million = 5 points	5
	3.4	SMS/Voice/WAP VAS User Base handled	Greater than 0.5 Million and less than 1Million = 2 points; Greater than 1Million and less than 5Million= 4points; Greater than > 5Million Users = 5 points ( consolidated volume for last 3 years up to 31 <sup>st</sup> Dec 2012. )	5
4	Executing Projects at national level – Experiences	10		
	4.1	Implementation of an project around Mobile related developments (SMS G/w, UUSD G/w, IVRS, Appstore, etc) involving at least 3 of above	2 point per deployment up to maximum of 10 points	10
	4.2	Implementation of an project around Mobile related developments (SMS G/w, UUSD G/w, IVRS, Appstore, etc) involving at least 2 of above in India	2 point per deployment up to maximum of 10 points	10
5	Project Team Composition and Experience	10		
	5.1	Experience of Project Team	1 Point for each member of team with more than 5 years of industry experience up to maximum of 10 points	10
6	Solution proposed for the Mobile Seva National Rollout Project by the responding firm and proposed methodology	20		10
7	Exit Plan & Knowledge Transfer	20		10
Total				100

### Guidelines for preparing supporting documentation

The Years of Experience in VAS Industry must be clearly specified with document proof as

necessary. Invoice, work orders, Payment Orders or Client Certificates are acceptable as documentary proof
The Years of Experience in mGovernance with State/Central/PSU must be clearly specified with document proof as necessary. Invoice, work orders, Payment Orders or Client Certificates are acceptable as documentary proof
For TRAI NCCP experience, screen shot of <a href="http://www.nccptrai.gov.in/">http://www.nccptrai.gov.in/</a> showing the Agency with Registration Number and Date of Registration may be attached along with a letter from the Authorized Signatory confirming the Registration Number and Date of Registration
eSMS Platform should have features as listed in SMS Gateway Requirements for Bulk SMS (MT) as per clause 1.9 and deployed for at least 12 months as of date of issue of tender. Relevant letter from clients, purchase orders, work orders or agreements will be accepted as documentary evidence
For SMSC/IVR/USSD/WAP / Mobile Application Deployments, invoice/work orders/client certifications by Telecom Operators/Govt Departments/PSU's or agreement copies should be given as proof.
Mobile Application Deployments must be specified for State/Central/PSU Clients only.
For SMS/IVR/USSD/SMS-Voice VAS/WAP Services User Base and Load- Relevant Invoices, Work Orders, Purchase Orders/Client Certifications may be provided. Certifications for WAP/USSD Server TPS maybe self certified by Authorized Signatory with supporting documentation from Telecom Operator and is for the period of experience of bidder.
For mGovernance Agreements/Contracts/Empanelment, relevant documents copies certified by Authorized signatory may be supplied along with dates of empanelment/contracts/agreements specifying State/Central/PSU as client
For mGovernance Successful User Certificates by Government Departments, copies must be supplied and must be valid for at least one year as on date of tender publishing
For Innovation Awards/Best Practice Awards/Research Papers - copies of Awards/Papers/Literature and documentation has to be provided mentioning clearly the name of Agency/Association (National or International) which has given the award
Industry Experience of Team Member(s) must be certified by the HR Manager of Bidder
Any documentary proof which is found to be fabricated will lead to immediate disqualification as per clause 3.4.2

## 5.1 Form 1: Notice of Intent to submit proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To,

**Purchase Officer,**

Centre for Development of Advanced Computing (C-DAC)

Gulmohar Cross Road No. 9, Juhu,

Mumbai – 400049

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Submission of proposal in response to the RFP for “Technology Partner For Mobile Seva National Rollout”. FileNo <xxx>.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification no <xxxx> dated <dd/mm/yy> for “Technology Partner For Mobile Seva National Rollout”, in full conformity with the said RFP document.

2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

3. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of **180 days** from the closing date fixed for submission of proposals as stipulated in the RFP document.

4. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

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

6. We understand you are not bound to shortlist / accept any proposal you receive.

Our correspondence details with regards to this proposal are:

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



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

Sincerely,

[FIRM'S NAME]

Name  
Title

Signature  
Date

**5.2 Form 2: Details of responding firm and Years of Experience in MVAS**

S No.	Particulars	Details to be furnished		
1.	<b>Details of responding firm</b>			
	<b>Name</b>			
	<b>Address</b>			
	<b>Telephone</b>		<b>Fax</b>	
	<b>E-mail</b>		<b>Website</b>	
2	<b>Information about responding firm</b>			
	<b>Status of Firm/ Company</b> ( <i>Public Ltd. / Pvt. Ltd etc..</i> )			
	<b>Details of Registration</b> ( <i>Ref eg. ROC Ref #</i> )	<b>Date</b>		
		<b>Ref #</b>		
	<b>Years of Experience</b>			
	<b>Number of professionals (on the rolls of the firm) providing managed services (excluding temporary staff)</b>			
	<b>Locations and addresses of offices</b> (in India and overseas)			

**5. 3 Form 3 Details of TRAI NCCP Registration**

S No.	Particulars	Details to be furnished		
1.	Details of responding firm			
	Name			
	Address			
	Telephone		Fax	
	E-mail		Website	
2	TRAJ NCCP Registration			
	Details of Registration	Date		
		Reg No		
	Is experience more than 12 months as of date of tender issue			
	Locations and addresses of offices as per TRAI NCCP Registry			
	Screenshot of Trai NCCP Registration has to be attached.			

#### 4. Form 4 Details of Experience with mGovernance in State/Central Governments/ PSU

S No.	Item	Details
<b>General Information</b>		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
<b>Project Details</b>		
3.	Project Title	
4.	Start Date/End Date	
5.	Current Status (work in progress, completed)	
6.	Number of staff deployed on the assignment	
<b>Years of Experience</b>		
7.	Years of Experience (in Yrs)	
<b>Narrative description of project:</b>		
<b>Supporting Document</b>		
<i>Invoice, work orders, Payment Orders or Client Certificates may be provided</i>		

#### 5. Form 5 eSMS Platform Deployment Details

[Using the format below, the responding firm should provide information on the assignments as required for each qualification criteria/technical evaluation from Form 5 to Form 15]

S No.	Item	Details
<b>General Information</b>		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
<b>Project Details</b>		
3.	Project Title	
4.	Start Date/End Date	
5.	Current Status (work in progress, completed)	
6.	Number of staff deployed on the assignment	
<b>Deployments/Load of the project</b>		
7.	Deployments/Load Handled of the project	
8.	Number of trainings conducted	
9.	Number of locations where training is conducted.	

<b>Narrative description of project:</b>		
<b>Description of actual services provided by your staff within the project (<i>Also provide details of the SLAs defined and status of their conformance</i>):</b>		
Relevant letter from clients, purchase orders, work orders or agreements will be accepted as documentary evidence and should be attached.		

6. [Form 6 SMSC Platform Deployment Details](#)
7. [Form 7 IVRS Platform Deployment Details](#)
8. [Form 8 USSD Platform Deployment Details](#)
9. [Form 9 WAP Platform Deployment Details](#)
10. [Form 10 Mobile Application Development Deployment Details](#)
11. [Form 11 SMS Platform Deployment Details](#)
12. [Form 12 Voice Platform Deployment Details](#)
13. [Form 12 USSD Platform Deployment Details](#)
14. [Form 14 SMS/Voice/WAP VAS User Baser handled](#)

**15. Form 15 mGovernance Contracts/Empanelment's/Agreements with State/Central Governments /PSU's Details**

S No.	Item	Details
<b>General Information</b>		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
<b>Project Details</b>		
3.	Project Title	
4.	Date of Empanelment/AGreement	
5.	Current Status (work in progress, completed)	
<b>Narrative description of project:</b>		
<b>Description of actual services provided by your staff within the project (Also provide details of the SLAs defined and status of their conformance):</b>		
Relevant letter from clients, purchase orders, work orders or agreements will be accepted as documentary evidence and should be attached.		

**16. Form 16mGovernance Successful Certificates by Government Departments Details**

**17. Form 17mGovernance Industry Innovation Awards/Best Practice Recognitions/Technical-Research Papers Details**

## 18. Form 18 Project Teams Details

This information should be provided for all key staff, such as team leaders, project managers, technical support staff, etc. The relevant CV's of the professional staffs mentioned above are also required to be given in the format provided under this section

Professional Staff				
Name of Staff	Area of Expertise	Position Assigned	Task Assigned	Years of Experience

### Curriculum Vitae (CV) for Proposed Professional Staff Template

1. **Proposed Position:** \_\_\_\_\_

2. **Name of Firm** [Insert name of firm proposing the staff]: \_\_\_\_\_

3. **Name of Staff** [Insert full name]: \_\_\_\_\_

4. **Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_

5. **Education** [Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:  
\_\_\_\_\_

6. **Membership of Professional Associations:** \_\_\_\_\_

7. **Other Training** [Indicate significant training since degrees under "5 – Education" were obtained]: \_\_\_\_\_

8. **Countries of Work Experience:** [List countries where staff has worked in the last ten years]: \_\_\_\_\_

9. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: \_\_\_\_\_

10. **Employment Record** [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held, Project handled.]:

From [Year]: To [Year]:

Employer:

Positions held: \_\_\_\_\_

11. Detailed Tasks Assigned	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned
[List all tasks to be performed under this assignment]	[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the project]



	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:
--	---

**13. Staff is resident / native of:****14. Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of staff member or authorized representative of the staff]

Full name of authorized representative (In case signed by authorized representative of the staff):

## 19. Form 19 Work Schedule Template

Work Plan: In this section the responding firm should propose the main activities of the assignment, their content and duration, phasing and interrelations and delivery dates. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of services and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

The responding form is to describe the work schedule for different tasks which the responding firm plans to start and accomplish as part of the project, using the following format:

S No.	Activity	Months												
		1	2	3	4	5	6	7	8	9	10	11	12	N
1														
2														
3														
4														
5														
.														
.														
N														

Duration of activities shall be indicated in the form of a bar chart.

The work schedule should reflect how and by when the responding firm is expected to complete the assignment for each of the component, as per the major deliverable in the scope of work of the vendor and the timelines of achieving the same as mentioned in the RFP.

## 20. Form 20 Format of Bank Guarantee

Whereas ----- (hereinafter called 'the Respondent') has submitted its proposal dated ----- in response to the RFP notice with file no: -----, for "Technology Partner For Mobile Seva National Rollout" (hereinafter called "the Proposal") to **Purchase Officer**, Centre for Development of Advanced Computing (C-DAC), Gulmohar Cross Road No. 9, Juhu, Mumbai – 400049.

KNOW ALL MEN by these presents that WE ----- of ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the **Purchase Officer**, Centre for Development of Advanced Computing (C-DAC), Gulmohar Cross Road No. 9, Juhu, Mumbai – 400049 (hereinafter called "the Purchaser") in the sum of ----- 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 ----- day of -----2012.

THE CONDITIONS of this obligation are:

1. If the Respondent withdraws its proposal during the period of validity of the proposal as specified by the respondent on the Notice of Intent to submit proposal in response to RFP Notice

or

2. If the Respondent, having been notified of their selection fails or refuses to submit the required Performance Bank Guarantee or participate in the subsequent RFP process during the period of validity of its proposal.

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 specify 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 and including 180 days after the period of proposal validity, and any demand in respect thereof should reach the Bank not later than the above date.

**21. Form 21 Format of Performance Bank Guarantee****BANK GUARANTEE NO.:****DATE:****PERIOD OF BANK GUARANTEE:** VALID UPTO (36 months from the date of Selection)**AMOUNT OF GUARANTEE:** Rs. 50 lakhs**To****Purchase Officer,**

Centre for Development of Advanced Computing (C-DAC)

Gulmohar Cross Road No. 9, Juhu,

Mumbai – 400049

THIS DEED OF GUARANTEE EXECUTED ON THIS \_\_\_\_ Day of \_\_\_\_\_ 2010 by {Name of the Bank issuing guarantee} a scheduled bank / corporate body, constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head office at (H.O. Address) and one of the Branch offices at (Branch address) hereinafter referred to as the 'Guarantor Bank' (which expression unless it be repugnant to the context or C-DACning thereof shall include its successors and assigns.) in favour of Centre for Development of Advanced Computing (C-DAC) Gulmohar Cross Road No. 9, Juhu, Mumbai – 400049 (hereinafter referred to as "Beneficiary" which expression shall unless it be repugnant to the context or C-DACning thereof shall include its successors and assigns).

Whereas RFP Notification NO. ----- dated ----- (Hereinafter called the "RFP Notification") for selecting M/s. ----- for "Technology Partner For Mobile Seva National Rollout" issued by the Beneficiary on M/s. ----- (Hereinafter referred to as 'the Technology Partner') stands accepted by the Technology Partner.

And whereas to ensure due performance of the obligations to the satisfaction of the beneficiary towards the successful implementation of "Technology Partner Mobile Seva National Rollout" under the said selection and in terms thereof by the Technology Partner as aforesaid, the Guarantor Bank at the request of the Technology Partner has agreed to give guarantee as hereinafter provided.

**NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:**

In consideration of Centre for Development of Advanced Computing, the beneficiary, having selected the agency as technology partner for a period of three year for Mobile Seva National Rollout, we (Name of the Guarantor Bank) do hereby undertake as under:

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

b) The guarantee herein contained shall remain in full force and effect till discharged by the beneficiary or upto (mention date – i.e. 60 months from the date of order) which is earlier.

c) This guarantee shall not in any way be affected by the change in the constitution of the Technology Partner or of guarantor bank nor shall be affected by the change in the constitution, amalgamation, absorption or reconstruction of the beneficiary or otherwise but

shall ensure for and be available to and enforceable by the absorbing amalgamated or reconstructed Company of the beneficiary.

d) Notwithstanding anything contained above

The liability of the guarantor Bank under this deed of guarantee is restricted to Rs. ----- /- (Rs. ----- only). This guarantee shall remain in full force till (mention date) and the guarantor Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the beneficiary serves upon the guarantor Bank a written claim or demand on or before (mention date) at (name of the guarantor Bank and branch).

IN WITNESS WHEREOF the authorised signatories of the said (Guarantor Bank) have signed this deed for and on behalf of the guarantor on the date first hereinabove mentioned.

Place

For

Date

Authorised Signatories

Seal

**22. Form 22 Format of Financial Bid****Manpower Costs for Three Years**

Central Mobile Seva Project Team for Project Management, Evangelization, Technical Integrations, Solution Architecting, Monitoring and Support for Three Years

Sl.	Resource Person with MVAS experience	Educational Qualification	Min MVAS Experience in Years	Rate/Yr (in Lacs)	No of Resources	Total Rate for 5 Years (Rate/Year * No of Resources*3 )	
1	Sr. Gateway Solution Architect	BE/B.Tech/MCA or equivalent	5		1		
2	MVAS Solution Architect	BE/B.Tech/MCA or equivalent	3		2		
3	Senior VAS Developers	BE/B.Tech/BCA or equivalent	3		4		
4	Junior VAS Developers	BE/B.Tech/BCA or equivalent	2		18		
5	Total Cost of Central Mobile Seva PMU Team to Support CDAC						

Total Manpower Cos for Three Years in words –

Guideline for Manpower Resource Deployment.

Sl.	Resource Person with MVAS experience	Remarks	Part Time/Full Time
1	Sr. Gateway Solution Architect	Solution Architect for various Gateways	Full Time
2	MVAS Solution Architect	Solution Architect for SMS/IVR/USSD menu's	Full Time
3	Senior VAS Developers	Development of SMS/IVR/USSD gateways and other Mobile Seva	Full Time

		components, Support in National/State Dept. Integrations	
4	Junior VAS Developers	Development of SMS/IVR/USSD gateways and other Mobile Seva components, Support for National/State Dept. Integrations, Monitoring of Gateways/DR Site 24*7*365	Full Time

### Gateway and Server Systems Cost for Three Years

Total development, Installation and Operational Costs (except for Resource costs which have been asked above) but including Primary Site and DR Site costs.

Quotation for SMS Gateway and Server Systems		
Sl	Item	Price - inclusive of taxes (lacs)
1	SMSC Gateway	
2	Bulk SMS Server System	
3	Short Code /Long Code Server System	
4	a. Maintenance Support Services for 3 years b. Maintenance Support Services for 1 year after 3 years c. Maintenance Support Services for 1 year after 4 years	
5	a. Facility Management Services for 3 years b. Facility Management Services for 1 year after 3 years c. Facility Management Services for 1 year after 4 years	
6	Deployment Cost at Primary and DR Data Center	
7	Commissioning Cost of Short Code Server and Connectivity at Primary and DR Data Center	
8	Commissioning Cost of Bulk SMS Server and Connectivity at Primary and DR Data Center	
9	<b>Total Cost (1+2+3+4+5+6+7+8)</b>	



Quotation for USSD Gateway and Server Systems		
Sl	Item	Price - inclusive of taxes (lacs)
1	USSD Server, Gateway and other Software	
2	Deployment Cost at Primary and DR Data Center	
3	Commissioning Cost including E1 Integration, Point Code Integration etc	
4	d. Maintenance Support Services for 3 years e. Maintenance Support Services for 1 year after 3 years f. Maintenance Support Services for 1 year after 4 years	
5	a. Facility Management Services for 3 years b. Facility Management Services for 1 year after 3 years c. Facility Management Services for 1 year after 4 years	
6	<b>Total Cost (1+2+3+4+5)</b>	

Quotation for Voice Gateway and Server Systems		
Sl	Item	Price -inclusive of taxes (lacs)
1	Voice Server, Gateway and Software	
2	Deployment Cost at Primary and DR Data Center	
3	Commissioning Cost including E1 Integration, Point Code Integration etc	
4	a. Maintenance Support Services for 3 years b. Maintenance Support Services for 1 year after 3 years c. Maintenance Support Services for 1 year after 4 years	

5	a. Facility Management Services for 3 years b. Facility Management Services for 1 year after 3 years c. Facility Management Services for 1 year after 4 years	
6	<b>Total Cost (1+2+3+4+5)</b>	

Quotation for WAP Gateway and Server Systems		
Sl	Item	Price - inclusive of taxes (lacs)
1	WAP Server, Gateway and Software	
2	Deployment Cost at Primary and DR Data Center	
3	Commissioning Cost	
4	a. Maintenance Support Services for 3 years b. Maintenance Support Services for 1 year after 3 years c. Maintenance Support Services for 1 year after 4 years	
5	a. Facility Management Services for 3 years b. Facility Management Services for 1 year after 3 years c. Facility Management Services for 1 year after 4 years	
6	<b>Total Cost (1+2+3+4+5)</b>	
Quotation for Mobile Applications and Department services integration on all major platforms like android, windows, symbian, IOS etc.		
Sl	Item	Price -

		<b>inclusive of taxes (lacs)</b>
1	mGov Portal Server and Software	
2	Application Development for: <ol style="list-style-type: none"> <li>1. Level 1(10 fields) services (100)</li> <li>2. Level 2(20 fields)services (100)</li> <li>3. Level 3(30 or more fields) services (100)</li> </ol>	
3	Service Integration for: <ol style="list-style-type: none"> <li>1. SMSPush</li> <li>2. SMS Pull</li> <li>3. IVRS Pull</li> <li>4. IVRS Push</li> <li>5. USDD Pull</li> <li>6. USSD Push</li> </ol>	
4	<b>Total Cost (1+2+3)</b>	
	<b>Quotation for Portal</b>	
<b>Sl</b>	<b>Item</b>	<b>Price - inclusive of taxes (lacs)</b>
1	Portal Deployment Cost at Primary and DR Data Center	
2	Commissioning Cost	
3	<ol style="list-style-type: none"> <li>a. Maintenance Support Services for 3 years</li> <li>b. Maintenance Support Services for 1 year after 3 years</li> <li>c. Maintenance Support Services for 1 year after 4 years</li> </ol>	
4	<ol style="list-style-type: none"> <li>a. Facility Management Services for 3 years</li> <li>b. Facility Management Services for 1 year after 3 years</li> <li>c. Facility Management Services for 1 year</li> </ol>	

	after 4 years	
5	<b>Total Cost (1+2+3+4)</b>	

Financial Bid in Words - *Please provide a clear table for the financial quote*

## Annexure A

### Quality and Cost Based Selection (QCBS)

The Quality and Cost-Based Selection (QCBS) procurement method is a competitive process among short listed firms that considers both the quality of the proposal and cost of the services in the selection of the successful firm. The 70% weight is to be given to the quality and cost shall be determined for each case depending on the nature of the assignment. The overall score shall be obtained by adding the technical and financial scores. The technical and the financial scores shall be determined according to the complexity and nature of the assignment. The coefficient for quality and cost score to be used in determining the winning proposal shall be specified in the request for proposals as follows:

Formula:

Combined scores:  $S = (TS \times Tw\%) + (FS \times Fw\%)$  where:

S= Final score

TS = Technical score

FS = Financial score

Tw = Weight of technical score percentage (70%)

Fw = Weight of financial score percentage (30%)

$$Tw + Fw = 1$$

How the financial score of each bidder is determined:

$$FS = (LF \times 100) / Fi$$

LF = the lowest proposal;

Fi = the financial proposal to be evaluated.

If the bidders obtain the same combined score, the contract shall be awarded to the bidder whose technical score is the highest. The provisional notification of evaluation results for consultant services shall be done in two phases. The first notification shall be carried out after the evaluation of technical proposals prior to the opening of financial proposals. The second notification shall be done when the whole evaluation process is completed.



## **Annexure B**

### **Mobile Seva - Technical Support**

Mobile Seva technical support is subdivided into levels, in order to serve better Mobile Seva users. The reason for providing a multi-level support system instead of one general support group is for providing the best possible service in the most efficient possible manner. The three-leveled technical support system for MSDG Phase II is as follows.

#### **Level 1**

This is the initial support level responsible for basic user issues with first-line support, front-end support. The first job of a Level I specialist is to gather the user's information and to determine the user's issue by analyzing the symptoms and figuring out the underlying problem. When analyzing the symptoms, it is important for the technician to identify what the user is trying to accomplish so that time is not wasted on "attempting to solve a symptom instead of a problem." Once identification of the underlying problem is established, the specialist can begin sorting through the possible solutions available in the repository. Technical support specialists in this level typically will handle straightforward and simple problems possibly using some kind of knowledge management tool. This includes resolving username and password issues, uninstalling/reinstalling basic software applications, verification of proper hardware and software interfaces issues, and assistance with navigating around application menus, etc. Personnel at this level will have a basic to general understanding of the MSDP components, services offered by MSDP, terms and conditions, and may not always contain the competency required for solving complex issues. The goal for this level is to handle 70%-80% of the user problems before finding it necessary to escalate the issue to a higher level. 1st level support will be provided by a help desk through calls, emails and MSDG website support and will act as initial sink for user requests.

#### **Level 2**

This is a more in-depth technical support than level I, with advanced knowledge of technical troubleshooting and analysis methods. Technicians in this realm of knowledge are responsible for assisting level I personnel in solving basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues. The technician review of the work that has already been accomplished by the level I technician and how long the technician has been working with the particular user. This allows the level II technician to prioritize the troubleshooting process and properly manage his or her time. If a problem is new and/or personnel from this group cannot determine a solution, they are responsible for raising this issue to the Level III technical support group. This may include, but is not limited to onsite installations or provide support in configuring the user code, software repair, diagnostic testing, integration issues.

#### **Level 3**

This is the highest level of support in a three-leveled technical support model responsible for handling the most difficult or advanced problems. These individuals are experts in their fields and are responsible for not only assisting both Level I and Level II personnel, but with the research and enhancement of solutions to new or unknown issues. The level III technicians have the same responsibility as Level II technicians in reviewing the work order



and assessing the time already spent with the user so that the work is prioritized and time management is sufficiently utilized. If it is at all possible, the technician will work to solve the problem with the user as it may become apparent that the Level I and/or Level II technicians simply failed to discover the proper solution. Upon encountering new problems; Level III personnel must first determine whether or not to solve the problem and may require approvals so that the technician can have adequate time to troubleshoot the issue and find a solution. In some instances, an issue may be so problematic to the point where code / design level changes needs to be done in the MSDP components. Such extreme problems will require in-depth analysis. If it is determined that a problem can be solved, this group is responsible for designing and developing one or more courses of action, evaluating each of these courses in a test case environment, and implementing the best solution to the problem. Once the solution is verified, it will be deployed in the live set up and will be made available for future troubleshooting and analysis.