GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI

DEPARTMENT OF INFORMATION TECHNOLOGY

LEVEL – 9, B – WING, DELHI SECRETARIAT, NEW DELHI.

REQUEST FOR PROPOSAL

"Design, Development, Testing, Implementation, Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS) and Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile Phones, Fax and Paper Media".

TABLE OF CONTENTS

DISCLAIMER

The information contained in this Tender Document or subsequently provided to Bidder(s) or Applicants whether verbally or in documentary form by or on behalf of IT Secretary or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

This Tender Document is not an agreement and is not an offer or invitation by the IT Secretary to any parties other than the Applicants who are qualified to submit the Bids ("Bidders"). The purpose of this Tender Document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This Tender Document does not purport to contain all the information each Bidder may require. This Tender Document may not be appropriate for all persons, and it is not possible for the Secretary IT, their employees or advisors to consider the investment objectives, financial situation and particular needs of each Bidder who reads or uses this Tender Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Tender Document and where necessary obtain independent advice from appropriate sources. The IT Secretary, the IT Department employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Tender Document. The IT Secretary may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

Section - I

A. Invitation of Bids

1.1 This invitation is for:

Design, Development, Testing, Implementation, Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS) and Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile phones, Fax and Paper Media.

1.2 Applicants are advised to study the Document carefully before submission of Application form. The Applicant submitting an Application would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the Application. The Application must be unconditional.

1.3. Separate **SEALED OFFERS** prepared in accordance with the procedures enumerated in Para 2.1 of this document should be submitted to Secretary, Department of Information Technology, New Delhi not later than the date and time laid down, at his address given in the **Schedule for Invitation under Para 1.5.** Document received by fax will not be accepted.

1.4 **Earnest Money Deposit**

All Applications must be accompanied by a security of **Rupees Two Lakh only (Rs. 2,00,000/-).** The security amount must be submitted by means of Bank Guarantee/Bank Draft in favour of the

Secretary, Department of Information Technology, Government of NCT of Delhi. **No exemption from filing of EMD shall be allowed, even to PSUs and/or Co-operative Organizations.**

1.5. *Schedule for Invitation:*

a) Name of the Client: President of India, Government of India, through Secretary, Department of Information Technology, Government of NCT of Delhi.

b) Addressee and Address at which Applications to be submitted

Secretary, Department of Information Technology,

Government of NCT of Delhi,

Room # 902, Level – 9, B - Wing,

Delhi Secretariat, I.P. Estate,

New Delhi-110 002.

c) Closing time for submission of filled up Application form: **At 3.00 PM on 22nd April 2005.**

d) Place, Time and Date of opening of sealed Application forms:

Conference Hall No. 3, Level 2,

Delhi Secretariat,

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

Date : **22nd April 2005,** Time: **3.30 PM**

Note: The Department shall not be responsible for any postal delay about non-receipt/non-delivery of the documents.

Documents not complete shall be summarily rejected.

Section – II

INSTRUCTIONS TO TENDERERS

A. Introduction

2.1. **Procedure For Submission**

A. It is proposed to have a TWO Cover System for this tender.

(a) Technical bid in one cover.

Containing Schedule – 1, 2, 3, 4 & 5, 6, 7, 8 & 9.

(b) Commercial Bid in one cover.

Containing Schedule – 10 & 11.

B. Technical bid of the Tender should be covered in a separate sealed cover super scribing the wordings **"Technical Bid"** on envelope cover. THE EMD SHOULD BE PLACED IN THE TECHNICAL BID. Please Note that Prices should not be indicated in the Technical Bid failing which bid will be rejected.

C. Commercial Bid of the Tender should be covered in a separate sealed cover super scribing the wordings **"Commercial Bid"** on envelope cover.

Commercial Bid should only indicate prices (item wise) in form given at Schedule – 11.

D. All the Applicants/bidders are requested to send their Applications in a final sealed cover envelope containing both sealed bids

(Technical and Commercial) super-scribed with "Design, Development, Testing, Implementation, Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS) and Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile phones, Fax and Paper Media" and the wordings **"DO NOT OPEN BEFORE 22nd April 2005".**

E. The Application should be a complete document and should be bound as a volume; every paper of the Application should be signed by the Applicant with seal of company. In case of unbound document, bid will be rejected.

F. The Application form should be clearly filled in ink legibly or typed. Alterations unless legibly attested by the Applicant, shall disqualify the Application. The Application form should be signed on all pages by bidder's authorized signatory.

G. Attested copies of the valid Registration number of the Firm, License No., Works Contract Act, Provident Fund No, ESI, PAN No. and Satisfactory performance certificate issued by the concerned agency(s)/ organizations where such type of works/jobs have been performed by the company earlier shall also be enclosed.

H. The sealed cover envelope thus prepared should also indicate clearly the name and address of the Applicant / bidder.

I. Department will not accept any application after the stipulated date & time.

J. Printed terms and conditions of the Applicants shall not be considered as forming part of their Applications. In case terms and conditions of the contract applicable to this invitation to Application are not acceptable to any Applicant, he should clearly specify deviation in his/her Application.

K. Secretary, Department of Information Technology, holds the rights to accept/reject any or all the Application(s) in part or full without assigning any reason(s) thereof.

2.2. Cost of Bidding

All the cost and expenses incidental to preparation and submission of the proposal, discussion, presentation etc., shall be to the account of the applicant and the Department shall not be responsible in any way whatsoever, and shall bear no liability whatsoever, on such cost and expenses, regardless of the conduct or outcome of the pre-qualification process.

B. The Tender Document

2.3. Content of the Tender Document

2.3.1 The broad specifications of the Application Software proposed to be Designed, Developed and Implemented and the requirement of services to be provided by the Call Centre, the Tender procedures and the Contract terms are prescribed in the Tender Document. In addition to Section I - Invitation for Bids, the Tender Document includes:

A. Instructions to Tenderers (Section II)

B. General Conditions of Contract (Section III)

C. Objective, Scope, Responsibilities (Section IV)

D. Bid Proposal Sheets (Section V)

E. Information About Delhi Government (Section VI)

F. Performa for Proposal (Schedule 1)

G. Performa for Firm's Description (Schedule 2)

H. Performa for Firm's Experience (Schedule 3)

I. Questionnaire (Schedule 4)

J. Performa for Technical Deviations (Schedule 5)

K. Description Of The Methodology And Work Plan For Performing The Assignment (Schedule – 6)

L. Technical Architecture and Software Proposed (Schedule – 7)

M. Team Composition And Task Assignments   (Schedule – 8)

N. Format Of Curriculum Vitae (CV) For Proposed Professional Staff - (Schedule – 9)

O. Performa for Commercial Deviations (Schedule 10)

P. Performa for Commercial Bid (Schedule 11)

Q. List of documents/proofs (Appendix - "A")

R. Bid security form (Appendix – "B")

S. Performa for Warranty – (Appendix) - "C"

T. Performa for Performance Guarantee - Appendix - "D"

U. Draft Agreement - Appendix - "E"

2.3.2   The Tenderer is expected to examine all instructions, forms, terms and specifications in the Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every

respect will be at the Tenderer risk and may result in the rejection of the bid.

2.4. Clarification of Tender Document

2.4.1 The draft tender document published on http://it.delhigovt.nic.in earlier received lots of queries, clarifications and suggestions. The clarifications issued are available on our website on http://it.delhigovt.nic.in. In case any bidder has a query the same can be sent by email to sait@nic.in by 4th April 2005. The clarification will be published on our website by 11th April 2005.

2.5. Amendment in the Tender Document

2.5.1 At any time prior to the last date of receipt of bids, the Department, may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Tenderer, modify the Tender Document by an amendment & same will be posted on department's website http://it.delhigovt.nic.in

2.5.2 In order to afford prospective Tenderers reasonable time in which to take the amendment into account in preparing their bids, the Department may, at its discretion, extend the last date for the receipt of bids.

C. *Preparation of Bids*

2.6. Language of Bids

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

2.7. Documents Comprising the Bids

2.7.1 The bids prepared by the Tenderer shall comprise of following components:

a) **Bid comprising the Essential conditions shall consist of following:**

    i) Bid proposal sheets duly filled in and signed and complete in all respects along with filled up check-list.

    ii) Qualifying data duly filled in as per relevant Schedules 2 & 3 provided in the Bid Proposal Sheets along with documentary evidence to establish, in accordance with Para 2.10 that the Tenderer is eligible to Bid and is qualified to perform the Contract, if its Bid is accepted.

iii) Bid security furnished in accordance with Para 2.12 of this section.

iv) Curriculum Vitae of Professionals who are in the full time employment of the Tenderer and who are proposed to be earmarked for undertaking project management, the development of software, in case the Contract is awarded to the Tenderer as per Sechedule 8.

v) Details of call center being run by the Tenderer and details of work being done for 3 major clients. (Schedule 3).

vi) One complete set of Sample Documents prepared by the Tenderer in the earlier assignments handled by it. The sample systems documentation containing requirement definition study, systems analysis, systems design and specifications, systems technical, administration, user and training manuals etc. The Tenderer may understand that **Documentation standard** is one of the important criteria for the Technical evaluation and therefore the Tenderer shall necessarily enclose a full set of sample documentation with their bids.

vii) Proposed methodology for undertaking Task I to Task X as described in Schedule 6.

viii) Photocopy of Letter of Awards to establish eligibility in terms of Para 2.10 of this section.

b) **Commercial Bid consisting of the following:**

i) Bid prices duly filled, signed and complete as per the Price (Schedule 11).

(ii) The Tenderer shall indicate the firm prices for Task I to Task X of Scope of work, the Terms of Reference of which are given in the Scope of Work given in Section IV & Schedule 11. The Tenderer shall be required to give breakup of prices for the different activities for each task to regulate the payment under these Tasks.

iii) Commercials Deviation from the terms and conditions and specifications as specified in the Bidding Documents (Schedule 10).

2.8. Firm Prices

2.8.1 Prices quoted must be firm and final and shall remain constant throughout the period of the contract. The Tenderer shall, indicate, in the bid proposal sheets, the Total Bid Price. The Bid prices shall be indicated in Indian Rupees only. The charges quoted shall be inclusive of transportation charges and all other expenses related with the visits of selected Tenderer's Personnel in connection with Contracted work as per the Terms of Reference.

2.9. Terms of Payment

2.9.1 In consideration of the Services performed by the Tenderer under this Contract, the Department shall make to the Tenderer such payments and in such manner as provided in this Clause.

2.9.2 The payments made during the Contract shall be on account payments only. The adjustments of advance payment against final payment due to the Tenderer will be subject to the fulfillment by the Tenderer of all its liabilities and obligations under the Contract.

2.9.3 Terms of Payment will be for Task I to X as detailed below: -

I i.   Study Phase
   ii.   System Analysis & Design
   iii. Development of CRGMS
   iv.   Implementation of CRGMS

II Providing Call Center Services – Agents (as per details in Para 4.19.9.3.)
   ➢ Per Month Charges of a Calling Agent.

III Providing Call Center Services – Support Staff (as per details in Para 4.19.9.4.)
   ➢ Per Month Charges of a Support Staff at Call Centre

IV Managing CM's Grievance Cell – Support Staff (as per details in Para 4.19.9.5.)
   ➢ Per Month Charges of a Support Staff

V Providing Onsite / Resident Technical Staff (as per details in Para 4.19.9.6.)

VI Training

- ➢ System Administrator & User Training
- ➢ 2 Types of Batches
  - o 3 Administrators per Batch
  - o 20 Users per batch

VII Outbound Traffic – Payment on Actual Basis per transaction (email, call, fax, SMS)

- ➢ Outbound Emails
  - o Per 500-1000, 1001-5000, 5001 & above emails of < 50kb
  - o Per 0-100, 101-500, 501 & above emails of 51 to 150kb
- ➢ Outbound Calls/Faxes
  - o Per 0-50, 51-100, 101-500, 501 & above calls based on 1 second pulse charges
- ➢ Outbound SMS
  - o Per 500-1000, 1001-5000, 5001 & above SMS upto 200 character length
  - o Per 0-100, 101-500, 501 & above SMS upto 200 to 300 character length

VIII CRGMS Maintenance   Annual Charges - Maintenance as per details in Para 4.19.9.

2.9.3.1 The payment to the Tenderer for the CRGMS & CC project to be provided under the Contract for Task I & VI as specified herein below:

(a)   20% of the Contract Price applicable after submission and acceptance of System Requirement Specifications and System Design & report to the Department for its approval in the Study Phase.

(b)   20% of the Contract Price after Delivery of Prototype & Beta Testing with Trial Run (with Test Data)

(c)   50% of the Contract Price after Implementation and completion of satisfactory training and submission of report to the Department. Payment shall be made only on the fulfillment of its obligations by the Tenderer and after the Final report has been submitted by the Tenderer and approved as satisfactory by the Department. The Task shall be deemed completed and finally accepted by the Department and the Final report shall be deemed to have been approved by the Department as satisfactory on the completion of forty five (45) calendar days after the receipt of the final report by the Department unless the Department within these forty five (45) days period gives written notice to the Tenderer specifying in detail the deficiencies in the Services, or in the final report.

The Tenderer shall there upon promptly make necessary corrections, and upon completion of such corrections, the foregoing process shall be repeated.

(e)   Balance 10% will be paid on 90 days of successful running of the CRGMS software after the expiry of the above 45 days. Any amount which the Department has paid in excess of amounts actually payable in accordance with the provisions of the Contract shall be reimbursed by the Tenderer to the Client within 30 days after the receipt of notice by the Tenderer. Any such claim by the Department for reimbursement must be made within three months after receipt by the Department of a final report and approved by the Department in accordance with the above.

2.9.4   For release of these payments, the Tenderer shall present pre-receipted bills in triplicate for the payments due to him along with all necessary supporting documents.

2.9.5   For the payment of Task II, III, IV &, V monthly bill payment will be made within 30 days of submission of bill to the IT Department.

2.9.6   For the payment of Task VIII half yearly bill within 15 days after the completion of AMC period. No advance payment will be made for the AMC. This will be applicable only after the completion of warranty period.

2.9.7   For release of these payments the Tenderer shall present pre-receipted bills in triplicate for the payments due to him along with all necessary supporting documents.

2.9.8   In the event of termination of contract pursuant to Para 3.17 to Para 3.24 Section III, the quantum of payment to be made to the

Tenderer or the amount recoverable, as the case may be, shall be decided by the Department having regard to the work completed, expenditure incurred by the Tenderer (duly supported by adequate documents), payments already made by the Department etc. The decision of the Department in this regard shall be final and binding on both the parties i.e. the Tenderer and the Department.

2.10. Eligible Tenderers

2.10.1 The Bidding is open to all qualified Tenderer who fully meet the following qualifying requirements:

2.10.1.1.   The word "Company" here includes registered company, partnership firm, a consortium or a proprietary concern.

2.10.1.2.   The "Tenderer" shall be an Indian Company/Firm may be with equity stake of foreign/Indian partner or foreign/Indian consortium partner as technology provider who is submitting bid for "Design, Development, Testing, Implementation, Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS) and Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile phones, Fax and Paper Media". In case of a consortium the roles and responsibilities of the lead bidder and the partners should be clearly declared in advance in application in the Technical Bid. A copy of the agreement reached between the consortium parties needs to be submitted as part of the technical bid.

2.10.1.3.   The applicant company should have minimum three years experience in the Information Technology business & working in the CRM field for the last two years. The Tenderer must be a reputed firm/company engaged in providing Call Center Services for at least last two years also.

2.10.1.4.   The average turnover of Applicant Company for the last three years should be not less than 10 crores in areas of software development, facility management, BPO services.

2.10.1.5.   The applicant company or any of the consortium partners should have been appointed as Consultants to State or must have provided consultancy services to Centre/ State Ministries and Departments or PSU Organisations in the field of process study/reengineering. The consultancy could be in other countries also but should have been in the field of Intranet and Internet Initiatives.

2.10.1.6. Certifications - the applicant company / any member of the consortium should have

    2.10.1.6.1 ISO 9000:2000/ISO 9001:2000 & other Metrics based procedure for Process Control.

    2.10.1.6.2 SEI CMM Level 3 OR higher certification for software development practices.

2.10.1.7. The applicant company should be well versed in Web Technologies using Open Source Platforms. The applicant company should have designed, developed and implemented or should be able to demonstrate capability for developing integrated Software Solutions especially CRM where similar applications covering majority of the already mentioned modules exist.

2.10.1.8. The applicant company should have executed software solutions of similar nature on Relational Database Management System (RDBMS) platform on the backend, application server in the middle tier and Internet browser such as Netscape Navigator/ MS Internet Explorer on the front-end, or should demonstrate its capability for developing integrated software.

2.10.1.9. The applicant company should have at least 100 people in the software development

2.10.1.10. The applicant company should have well-established Call Center in Delhi / NCR Region working for the last one year.

2.10.1.11.   The applicant company should give commitment to deploy a Project Manager/Program Manager in the project who has steered at least one CRM project from ideation to implementation stage in a multi-disciplinary manner.

2.10.1.12.   The applicant company Call Center should be centralized in one location and should have both efficient and effective control mechanism. (**Details of call center and control mechanism use for the same should be submitted with the Technical Bid.**)

2.10.1.13.   The applicant Company should have the ownership or long term lease agreement for the premises where Call Center is running. (**Copy of lease agreement/ownership to be submitted with the Technical Bid**)

2.10.1.14.   The applicant Company should have required approval/certification for the building from the local bodies, health and safety officials. (**Copy of certificates/permissions to be submitted with the Technical Bid**)

2.10.1.15.   The applicant Company should have all necessary certifications for running the Call Center from the DOT and telecom companies. (**Copy of certificates/permissions to be submitted with the Technical Bid**)

2.10.1.16.   The applicant company must have at least 300 seats (three shift) or 100 seats (one shift) operation capacity with the equal numbers of operators/call center agents working with company

on its roll during the last one year in NCR Region. **(This will have to be supported by the relevant records.)**

2.10.1.17. The applicant company must have at least 50 lines on optic fiber link with multi exchange connectivity so as to handle large volume of inbound call traffic.

2.10.1.18. The applicant company should furnish its standing and goodwill through customer satisfaction certificates from its clients to whom services have been provided in the past.

2.10.1.19. The applicant company should be providing references of atleast three Companies/organizations, with contact persons, their address and telephone numbers etc., to whom
   ➢ CRM Solutions are provided
   ➢ Call Centre Services are provided

2.10.1.20. The Department reserves the right to carry out the capability assessment of the Tenderers and the Department's decision shall be final in this regard.

2.10.1.21. In the case of consortium letter/s of support from the consortium partner/s indicating details of their commitment and support that is committed to the Lead Bidder must be enclosed as per the roles and responsibilities of the collaborator/consortium partner.

2.10.2 Desirable Conditions

2.10.2.1   BS 7799 IT Security Standard for Call Centre Data Centre will be given preference.

2.10.2.2   COPC-2000 Standard for customer contact center operations will be given preference.

2.10.2.3   The applicant company using and giving substantial proof of Six Sigma and its tools usage will be given preference.

2.11. Tenderer Qualification

2.11.1   The "**Tenderer**" as used in the tender documents shall mean the company, which has responded to this Notice Inviting Tender or the lead bidder in case of consortium.

2.11.2   It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he signs as:

(a)   A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.

(b)   A partner of the firm if it be a partnership/consortium, in which case he must have authority to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney.

(c)   In the alternative, all the partners or any one of authorized signatory, supported by documental evidence of authorization/ board resolution, should sign the tender.

(d)   Constituted attorney of the firm, if it is a company registered in India under Company's Act or else registered partnership/HUF firm and Lead Bidder, registered in India, in case of Consortium can also sign the tender.

2.12. Bid Security

2.12.1   Pursuant to Para 2.7.1(a)(iii), the Tenderer shall furnish as parts of its bid, a bid security of **Rs. 2 lakh** (Rs. **Two Lakh** only).

2.12.2   The bid security is required to protect the Department against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to Para 2.12.8.

2.12.3   The bid security shall be denominated in Indian Rupees and shall be in the form of a bank guarantee/Bank Draft issued by a Nationalized Bank in the Performa provided at Appendix "D" and shall be valid for 45 days beyond the validity of the Bid.

2.12.4   **Any bid not secured in accordance with Para 2.12.1 and Para 2.12.2 will be rejected by the Department as non-responsive**.

2.12.5 Unsuccessful Tenderer's bid security will be dis-charged/returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the Department, pursuant to Para 2.13.

2.12.6 Successful Tenderer's bid security will be discharged upon the Tenderer executing the Contract pursuant to Para 2.34 and furnishing the performance security, pursuant to Para 2.35.

2.12.7 No interest will be payable by the Department on the amount of bid security.

2.12.8 **The department may be forfeited bid security**:

(a) if a Tenderer withdraws its bid during the period of bid validity specified by the Tenderer in the bid; or

(b) in the case of a successful Tenderer, if the Tenderer fails;

(i) to sign the contract in accordance with para 2.34

or

(ii) to furnish performance security in accordance with para 2.35.

2.13. Period of Validity of Bids

2.13.1   Bids shall remain valid for 180 days after the date of opening of Technical Bids prescribed by the Department. **A bid valid for a shorter period may be rejected by the Department as non-responsive.**

2.13.2   In exceptional circumstances, the Department may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by email or fax). The validity of bid security provided under Para 2.12 shall also be suitably extended. A Tenderer may refuse the request without forfeiting its bid security. A Tenderer granting the request will not be required nor permitted to modify its bid.

2.14. Format and Signing of Bid

2.14.1   The Tenderer shall prepare the Technical Bid and Commercial Bid, clearly marking envelop as "Technical Bid", & "Commercial Bid" as appropriate in accordance with Para 2.1.

2.14.2   The bids (both Technical and Commercial) shall be typed or written in indelible ink and shall be signed by the Tenderer or a person or persons duly authorised to bind the Tenderer to the Contract in accordance with the para 2.11. The latter authorization shall be indicated by written power-of-attorney accompanying the bid. All pages of the bid, except for

unamended printed literature, shall be initialed by the person or persons signing the bid.

2.14.3   The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Tenderer, in which case such corrections shall be initialed by the person or persons signing the bid.

2.15. Revelation of Prices

2.15.1   **Prices in any form or by any reason in Technical Bid or before opening the Commercial Bid should not be revealed, failing which the offer shall be liable to be rejected.**   If price change is envisaged due to technical clarification, revised Commercial Bid in a separate sealed cover shall be accepted with prior written permission of the Department. Such sealed covers should be super scribed "**REVISED COMMERCIAL BID**".

2.16. Terms and Conditions of Tendering Firms

2.16.1   **Printed terms and conditions of the Tenderers shall not be considered as forming part of their tenders**. In case terms and conditions of the contract applicable to this Invitation to Tender are not acceptable to any Tenderer, he should clearly specify deviation in its tender.

2.17. Local Conditions

2.17.1 It will be imperative on each Tenderer to fully acquaint himself with the local conditions and factors which would have any effect on the performance of the contract and/or the cost.

2.18. Headings

2.18.1 The headings of conditions hereto shall not affect the construction thereof.

D. Submission of Bids

2.19. Sealing and Marking of Bids.

2.19.1 The Tenderers shall seal and mark Technical Bid and Commercial Bid in accordance with para 2.1.

2.19.2 **If the outer cover of the bid is not sealed and marked as required in Para 2.1, the Department will assume no responsibility for the bid's misplacement or premature opening.**

2.20. Last Date for Receipt of Bids.

2.20.1 **Bids must be received by the Department at the address specified under Para 1.6 no later than the time and date specified in Para 1.6. In the event of the specified date for the receipt of bids being declared a holiday for the department, the bids will be received upto the appointed time on the next working day.**

2.20.2 The Department may, at its discretion, extend this last date for the receipt of bids by amending the Tender Document in accordance with Para 2.5.3, in which case all rights and obligations of the Client and Tenderers previously subject to the last date will thereafter be subject to the last date as extended.

2.21. Late Bids

2.21.1   Bids received by the Department after the last date for receipt of bids prescribed by the Department, pursuant to Para 1.6 Section I, will not be accepted by the department.

2.22   Modifications and Withdrawal of Bids.

2.22.1   The Tenderer may modify or withdraw its bid after the submission of bid, provided that written notice of the modification or withdrawal is received by the Department prior to the last date prescribed for the receipt of bids.

2.22.2   The modification or withdrawal notice in respect of a Tenderer shall be prepared, sealed, marked, and dispatched in accordance with the provisions of Para 2.1. A withdrawal notice may also be sent be fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

2.22.3   No bid may be modified subsequent to the last date for receipt of bids.

2.22.4   No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Tenderer in the Bid. Withdrawal of a bid during this interval may result in forfeiture of the Tenderer's bid security.

2.22. Address for Correspondence

2.23.1   The Tenderer shall designate the official mailing address and place to which all correspondence shall be sent by the Department.

2.24. Opening of Bids by the Department

2.24.1   The Department will open the Technical Bid of the Tenderers, in the presence of their authorized representatives who choose to attend, at 3:30 p.m. on 22nd April 2005 at the following location:

<div align="center">

Conference Hall No. 3, Level 2,

Delhi Secretariat,

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

</div>

2.4.2   The Tenderers' names, modifications, bid withdrawals and the presence or absence of the requisite Bid Security and such other details as the Department, at its discretion, may consider appropriate will be announced at the opening of Technical Bid.

2.25. Clarifications

2.25.1   When deemed necessary, the Department may seek clarifications on any aspect from the Tenderer. However, that would not entitle the Tenderer to change or cause any change in the substance of the tender submitted or price quoted. The Department, may, if so desired, ask the Tenderer to give

presentation / online / live sample demonstration on short notice (week's time) for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, shall be borne by the Tenderer.

2.26. Preliminary Examination

2.26.1   The Department will examine the bids to determine whether they are complete, whether any computation errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. The Tenderer could be asked to submit, any clarifications pertaining to submitted bid, if required, within 2-3 days time during evaluation.

2.26.2   Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Tenderer does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

2.26.3   **A bid determined as not substantially responsive will be rejected by the Department and cannot subsequently be made responsive by the Tenderer by correction of the non-conformity.**

2.26.4 The Department may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Tenderer.

2.27. Evaluation and Comparison of Bids

2.27.1 The Department will evaluate the Technical Bids, previously determined to be substantially responsive pursuant to Para 2.10 to find out the eligibility, technical suitability and competence of a Tenderer to perform the Contract.

2.27.2 The important parameters for Technical evaluation of the Tenderers include:

2.27.2.1 **Company Competitiveness**

2.27.2.1.1 Company History and Current Performance

2.27.2.1.2 Development & CC Service Capability

2.27.2.1.3 Quality Management Standards/Certifications - Software Development

2.27.2.1.4 Quality Management Standards/ Certifications - Call Centre

2.27.2.2	**Project Plan**
2.27.2.2.1	Clarity of the Plan
2.27.2.2.2	Reliability of Estimates
2.27.2.2.3	Duration of Implementation
2.27.2.3	**Project Team**
2.27.2.3.1	Technical Skill Sets
2.27.2.3.2	Experience in Similar Projects
2.27.2.3.3	Size of the Team
2.27.2.4	**Design, Development & Implementation Methodology**
2.27.2.4.1	Proposed Technical Solution
2.27.2.4.2	Fulfillment of Functional Requirements
2.27.2.4.3	Fulfillment of Interface Requirements
2.27.2.4.4	Proposed Development Methodology
2.27.2.4.5	Proposed Testing Methodology
2.27.2.4.6	Proposed Change Management Procedures
2.27.2.4.7	Proposed Risk Management Procedures
2.27.2.5	**Security**
2.27.2.5.1	Authentication Method

2.27.3 After technical bids are opened and evaluated, a list of short listed tenderers will be prepared.

2.27.4 The commercial bids of only those bidders who have scored minimum of 70% marks at the end of technical bid evaluation process will be considered for financial bid evaluation.

2.27.5 The evaluation of the commercial proposals shall be carried out based on the formula as given in Schedule 11 and contract will be award to the lowest bidder.

2.28. Contacting the Department

2.28.1 No Tenderer shall contact the Department or any officials/staffs regarding matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If any clarifications are required, Department will be communicating to the Tenderer at appropriate contact / address details mentioned in bid.

2.28.2 Any effort by a Tenderer to influence the Department's bid evaluation, bid comparison or contract award decisions may result in the rejection of the Tenderer Bid forfeiting the bid bond/security.

E.   Award of Contract

2.29. Post qualification

2.29.1   The Department will determine to its satisfaction whether the Tenderer selected as having submitted the lowest evaluated responsive bid is qualified to satisfactorily perform the contract.

2.29.2   This determination will take into account the Tenderer's financial, technical, implementation and post-implementation capabilities. It will be based upon on the examination of the documentary evidence of the Tenderer's qualification submitted by the Tenderer, as well as such other information as the Department deems necessary and appropriate.

2.29.3   An affirmative determination will be a pre-requisite for award of the Contract to the Tenderer. A negative determination will result in rejection of Tenderer's bid, in which event, the Department will proceed to the next lowest evaluated bid to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

2.30. Award Criteria

2.30.1   Subject to Para 2.29, the Department will award the contract to the successful Tenderer whose bid has been determined to be substantially responsive and has been determined as the

lowest evaluated bid, provided further that the Tenderer is determined to be qualified to perform the Contract satisfactorily. The Department shall however not bind itself to accept the lowest or any bid and reserves the right to accept any bid, wholly or in part.

2.31. Department's Right to Vary Scope of Contract at the time of Award

2.31.1   The Department may at any time, by a written order given to the Tenderer pursuant to Para 3.10 make changes within the general scope of contract.

2.31.2   If any such change causes an increase or decrease in the cost of, or the time required for, the Tenderer's performance of any part of the work under the Contract whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Tenderer for adjustment under this Para must be asserted within thirty (30) days from the date of the Tenderer's receipt of the Department's changed order.

2.32. Department's Right to Accept any bid and to Reject any or all bids.

2.32.1   The Department reserves the right to accept any bid, and to annul the Tender process and reject all bids at any time prior to the Award of Contract, without thereby incurring any

liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the grounds for the Department's action.

2.33. Notification of Award

2.33.1   Prior to the expiration of the period of bid validity, the Department will notify the successful Tenderer in writing by registered letter or fax to confirm that its bid has been accepted.

2.33.2   The Notification of Award will constitute the formation of the Contract.

2.33.3   Upon the successful Tenderer's furnishing of performance security pursuant to Para 2.35, the Department will promptly notify each unsuccessful Tenderer and will discharge its bid security, pursuant to Para 2.12.

2.34. Signing of the Contract

2.34.1   At the same time as the Department notifies the successful Tenderer that its bid has been accepted, the Department will send the Tenderer the Contract Form incorporating all agreements between the parties.

2.34.2   Within 15 days of receipt of the Contract Form, the successful Tenderer shall sign with date the Contract and return it to the Department.

2.35. Performance Security

2.35.1   Within 15 days of the receipt of notification of award from the Department, the successful Tenderer shall furnish the performance security in accordance with Para 3.6 in the Performance Guarantee Bond (Appendix "D").

2.35.2   **Failure of the successful Tenderer to comply with the requirements of Para 2.34 or Para 2.35 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Department may make the award to the next lowest evaluated Tenderer or call for new bids.**

Section-III

A. GENERAL CONDITIONS OF CONTRACT

3.1. Definitions

3.1.1 In this Contract, the following terms shall be interpreted as indicated:

a. "Secretary" means Secretary (IT) or any other representative authorized by the Secretary (IT).

b. The "Department" means the President of India, Government of India, acting through the Secretary (IT), Department of Information Technology, Government of NCT Delhi.

c. The word "DoIT, GoD" means Department of Information Technology, Government of Delhi.

d. The "Contract" means the agreement entered into between the Department and the Tenderer as recorded in the Contract Form signed by the Department and the Tenderer including all attachments and annexure thereto and all documents incorporated by reference therein.

e. The Public Private Partnership Partner "PPP Partner" means person or the firm or the company with whom the order for **"Design, Development, Testing, Implementation,**

Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS) and Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile phones, Fax and Paper Media" is placed and shall be deemed to include the PPP Partner's successors, authorized representatives (approved by the Department), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.

f.   The word "CRGMS & CC" means Citizen Relationship & Grievance Management and Call Centre Project.

g.   The "Contract Price" means the price payable to the PPP Partner under Contract for the full and proper performance of its contractual obligations;

h.   The "Software" means the Application Software, all of the related modules, utilities and documentation and/or other material that the PPP Partner is required to supply to the Department under the Contract;

i.   "Acceptance of Tender" means the letter/ telex/ telegram/ fax or any memorandum communicating to the Tenderer the acceptance of its tender and includes an advance acceptance of its tender.

j.   Application Form referred as document and both mean one and the same thing.

k.   The word "Task" means work required to be carried out in specified time details of different tasks is given in Schedule – 11.

3.2. Standard of performance

3.2.1   The selected PPP Partner shall perform the Services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The selected PPP Partner shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Department and shall, at all times, support and safeguard the Department' legitimate interests in any dealings with Third parties.

3.3.   The Government shall have the right to ask for the replacement of any person of the company, who is not found to be competent and orderly in the discharge of his duties from the project.

3.4. Use of Contract Documents and Information

3.4.1   The PPP Partner shall not, without the Department's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, pattern, sample or information furnished by or on behalf of the Department in connection therewith, to any person other than a person employed by the PPP Partner in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

3.4.2   The PPP Partner shall not, without the purchaser's prior written consent, make use of any document or information enumerated in Para 2.3 except for purposes of performing the Contract.

3.5   Patent Rights/Copy Right/Non-Disclosure Agreement

3.5.1   Development of CRGMS Software is for the exclusive use of Government of NCT Delhi.

3.5.2   The PPP Partner shall indemnify the Department against all third-party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the Software and related services or any part thereof.

3.5.3 Copyright/IPR (Intellectual Property Right) of the CRGMS Software will be of the Department of Information Technology, Government of NCT Delhi. The company shall provide complete source code with documentation after developing the same and thereafter will provide weekly backups as per Para 4.3.6.1. This will also apply to changes made and subsequent versions. **The software will not be made available to any other party by PPP Partner**

3.5.4 Non-Disclosure Agreement: The Company will have to sign a non-disclosure agreement with Government of NCT Delhi. It will also get similar agreements signed from its employees to ensure that information is not passed on to any unauthorized person/agency/organization relating to Government or individuals seeking guidance or services etc.

3.5.5 There are about 45 public dealing Departments in Government of NCT Delhi, which are located in various parts of the city. The company will initially collect information on all services from the departments by interacting with officer concerned, public visiting the department, departmental web sites (complete list of websites is available at (http://delhigovt.nic.in/dept.asp). The PPP Partner will also collect types of forms used, various statutory provisions, names & designation of the officers with their location, Frequently Asked Questions (FAQs) and types of grievances received by the department. The information so collected will be categorized under various heads/subjects for the development of the CRGMS software. The PPP Partner will design Data Collection Charts for collection of information from the user departments.

3.5.6   The software systems developed for Citizen Relationship Management and Grievance Management will be exclusive ownership of the Government of Delhi. The Government will own the IPR of the software and the company shall give the complete source code to the Department, as and when the system is upgraded or a new version is deployed.

3.6. Performance Guarantee

3.6.1   Within 15 days after receipt of notification of award of the Contract from the Department, the successful PPP Partner shall furnish performance guarantee to the Department, and shall be in the form of a bank guarantee bond from a Nationalized Bank in the Performa given Appendix 'D'.

3.6.2   The successful Applicants shall have to submit performance guarantee of **Rupees Five Lakhs only (Rs. 5,00,000/-)** or 10% of the Contract Amount whichever is more, by way of Bank Guarantee for successful performance during empanelment period in favour of Secretary, Department of Information Technology.

3.7. Training

3.7.1   The PPP Partner shall provide training on appropriate aspects of the Software to Operating Staff, Senior Executives and Administrator Data Centre Managers etc. of the user department or such other persons nominated by the Department.

3.7.2   Training will be for
   3.7.2.1   Administrator – batch size 3 persons
   3.7.2.2   User – batch size 20 persons

3.8. Warranty

3.8.1   The PPP Partner shall warrant that the Software developed and implemented under the Contract is specifically designed and developed for the Department and based on the most recent and current techniques.

3.8.2   This warranty as per Appendix 'C' shall remain valid for 2 years (24 months) after the successful implementation and acceptance of the CRGMS by the Department.

3.8.3   The Department shall promptly notify the PPP Partner in writing of any claims arising under this warranty.

3.8.4   Upon receipt of such notice, the PPP Partner shall, with all reasonable speed, remove the defect(s), without prejudice to

any other rights which the Department may have against the PPP Partner under the Contract. Warranty support will be in accordance with the following service levels mentioned in the Appendix E - Agreement for Software – between Government of Delhi and PPP Partner.

3.8.5 If the PPP Partner, having been notified, fails to remedy the defect(s) within a reasonable period, as per response and resolution time defined in the table below and in any case not more than 25 working days, the Department may proceed to take such remedial action as may be necessary, at the PPP Partner's risk and expense and without prejudice to any other rights which the Department may have against the PPP Partner under the Contract.

Severity Type	Response Time	Resolution Time
Critical	2 hrs from initial notification	By start of next day
High	6 hrs from initial notification	By start of "next + 3" day
Medium	2 days from initial notification	By end of 15 business days hence
Low	7 day from initial notification	By end of 25 business days hence

3.8.6   Detailed definition of the Severity Type can be seen in Appendix E – Agreement for Software between Government of Delhi and PPP Partner.

3.8.7   More details regarding Warranty are available in Appendix E – Agreement for Software between Government of Delhi and PPP Partner.

3.9. Currency of payment

3.9.1   Payment shall be made in Rupees only.

3.9.2   In the case of consortium a letter/s of support from the consortium partner/s indicating details of their support available to the PPP Partner must be enclosed as per the roles and responsibilities of the collaborator/consortium partner along with the bills raised.

3.10. Change orders

3.10.1   The Department may at any time, by a written order given to the PPP Partner pursuant to Para 2.32, make changes within the general scope of the Contract.

3.10.2   If any such change causes an increase or decrease in the cost of, or the time required for, the PPP Partner's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract price or delivery schedule, or both, and

the Contract shall accordingly be amended. Any claims by the PPP Partner for adjustment under this clause must be asserted within thirty (30) days from the date of the PPP Partner's receipt of the Department's changed order.

3.11. Contract Amendments

3.11.1 Subject to Para 3.13, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e the PPP Partner and the Department.

3.12. Assignment

3.12.1 The PPP Partner shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Department's prior written consent.

3.13. Subcontracts

3.13.1 Once the work is awarded, the subletting or subcontracting of the job in part or in full shall not be allowed. The company shall not engage any Sub-contractor or transfer the contract to any other person in *any manner.* The company shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.

However, if the company is having any association with any company or planning to have the same, it should be informed in Technical Deviations in Schedule 5.

3.14. Delays in the PPP Partner's Performance

3.14.1 Performance or the Contract shall be made by the PPP Partner in accordance with the time schedule specified by the Department as indicated in Para 3.39.

3.14.2 An unexcused delay by the PPP Partner in the performance of its contract obligations shall render the PPP Partner liable to any or all of the following sanctions:

    i)   Forfeiture of its performance guarantee;

    ii)   Imposition of liquidated damages; and/or

    iii)   Termination of the Contract for default.

3.14.3 If at any time during performance of the Contract, the PPP Partner or its Sub-contractor(s) should encounter conditions impeding timely completion of the services under the contract and performance of services, the PPP Partner shall promptly notify the Department in writing of the fact of the delay, its likely duration and its causes. As soon as practicable, after receipt of the PPP Partner's notice, the Department shall evaluate the situation and may at its discretion extend the PPP Partner's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

3.15   Acceptance

3.15.1   The Acceptance Tests, which shall involve testing of each module of CRGMS with live and test data, shall be conducted by the PPP Partner in the presence of a core Group of experts/Project Management Team nominated by the DoIT, GoD.

Similarly quality of call management will be tested by the Core Group to see how calls are being handled.

More details regarding Acceptance are available in Appendix E – Agreement for Software between DoIT, GoD and PPP Partner.

3.16. Liquidated Damages

3.16.1   In the event of failure of the PPP Partner to secure acceptance of the Software by the Department, within thirty (30) days after implementation, the Department reserves the option to recover from the PPP Partner as liquidated damages and not by way of penalty for the period after the said thirty (30) days, until acceptance a sum equivalent to two percent (2%) of the contract value for each week of the failure of PPP Partner up to a maximum deduction of Ten (10) percent, to secure acceptance or part thereof, without prejudice to the Department' s other remedies under the Contract.

3.16.2   After 5 weeks delay Government reserve the right to cancel the contract and withhold the agreement. The Defaulting company will be black listed.

3.17. Termination for default

3.17.1   The Department may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the PPP Partner, terminate the contract in whole or in part if:

    (a)   The PPP Partner fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the Department pursuant to Para 3.14;

<div align="center">OR</div>

    (b)   The PPP Partner fails to perform any other obligation(s) under the contract.

3.18. Force Majeure

3.18.1   Notwithstanding the provisions of Paras 3.14, 3.16 and 3.17, the PPP Partner shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.

3.18.2   For purposes of this clause, "Force Majeure" means an event beyond the control of the PPP Partner and not involving the

PPP Partner and not involving the PPP Partner's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Department either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3.18.3   If a force Majeuer situation arises, the PPP Partner shall promptly notify the Department in writing of such conditions and the cause thereof. Unless otherwise directed by the Department in writing, the PPP Partner shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Department may terminate this contract, by giving a written notice of minimum 30 days to the PPP Partner, if as a result of Force Majeure the PPP Partner being unable to perform a material portion of the services for a period of more than 60 days.

3.19. Termination for Insolvency

3.19.1   The Department may at any time terminate the contract by giving written notice to the PPP Partner, if the PPP Partner becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Department.

3.20. Termination for Convenience

3.20.1 The Department may by written notice sent to the PPP Partner, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Department's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.

3.20.2 **Normal Case**

3.20.2.1 Each Party of the agreement may terminate the contract by giving one month notice indicating reasons for so doing subjected to the provisions given hereunder:

3.20.2.2 The Department of Information Technology shall notify the Company, if it considers that the company is not discharging its obligations under the contract. In the event, the company does not respond to such notice within 30 days, Department of Information Technology may deem the contract terminated.

3.20.2.3 If Company has not received payment on that part of invoice, which has not been contested, within 90 days of its submission, then it can follow the above procedure of notice for termination.

3.20.2.4 If services of the Company have been postponed and the period of postponement has exceeded six months, company may opt for termination of contract.

3.20.3 **Special Case**

3.20.3.1   In case of termination of contract by Department of Information Technology, Company shall be entitled to receive the remuneration due for the services rendered up to the date of the termination and reimbursement in full for such cost as have been properly incurred prior to that date, as per the price schedule.

3.20.3.2   In case of termination of contract the payment will be made only after the submission of complete updated CRGMS Software along with its executables, source code & manuals.

3.20.3.3   In case of termination of contract by Department of Information Technology they shall not pay for the rejected services or the part thereof, after the last approved stage of payment. Advances, if any, after the last approved stage of payment will be recoverable by Department of Information Technology or adjusted against the payments to the company.

3.20.3.4   The Company will provide all information and material, to the new vendor/service provider, under the supervision of Department of IT, to ensure that Call Center services offered by government are not disrupted. Non-co-operation or undue delay in providing requisite help/information will be sufficient for the Government to forfeit all pending payments and performance bank guarantee. This will also be applicable when the present contract comes to end on it completion and a new vendor/service provider other than the company gets selected for providing these services.

3.20.3.5   For details on Exit Management refer to Section IV, E.

3.21. Arbitration

3.21.1   The Department and the PPP Partner shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the contract.

3.21.2   If, after thirty (30) days from the commencement of such direct informal negotiations, the Department and the PPP Partner have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in Para 3.21.3 and 3.21.4 and Section IV, E.

3.21.3   In the case of a dispute or difference rising between the Department and the PPP Partner relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the Arbitrator as appointed by the Government of Delhi, whose decision shall be final and binding on both the parties.

3.21.4   The Department may terminate this contract, by giving a written notice of termination of minimum 30 days, to the PPP Partner, if the PPP Partner fails to comply with any decision reached consequent upon arbitration proceedings pursuant to Para 3.21.

3.22. Governing Language

3.22.1   The contract shall be written in the language of the bid, as specified by the Department in the Instructions to Tenderers Partner. Subject to Para 2.6 that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in that same language.

3.23.   Applicable Law

3.23.1   The contract shall be interpreted in accordance with the Indian laws.

3.23.2   All legal proceedings shall lie to the courts situated in the National Capital Territory of Delhi.

3.24. Notices

3.24.1   Any notice by one party to the other pursuant to the contract, shall be sent in writing or by fax/cable and confirmed in writing to the address specified for that purpose in the contract.

3.24.2   A notice shall be effective when delivered or on the notice's effective date, whichever is later.

3.25 Project Phases and Delivery Schedule

3.25.1   The Tenderer will define the methodology and work plan for performing the complete assignment with timelines for the activities as defined in Schedule 6.

3.26 System of Approval of SRS and Application Software

3.26.1   The SRS & Application software submitted by the company to the Deptt. Of Information Technology, will be placed before the committee of officers of Government of NCT Delhi who will give within 15 days for SRS & within 30 days for Application Software their comments on the same. If no approval is given within the above mentioned periods, deliverable will be deemed approval.

3.27. Deductions

3.27.1   Payments, as envisaged in Para 2.9, shall be subject to deductions of any amount for which the PPP Partner is liable under the agreement against this tender.

3.28   Period of Contract

3.28.1   The contract period will be till the end of warranty period, which can be extended on the basis of evaluation of performance on yearly basis with mutual consent. The Secretary, Department of Information Technology, Government of NCT of Delhi, reserve the rights to extend or reduce the validity of contract.

3.29.   Continuing Support

3.29.1   PPP Partner shall provide **AMC** for the years the contract is extended after warranty period (two years) and have to furnish a valid certification/declaration along-with technical bid. Separate cost for AMC may be quoted for providing continuing support on annual basis.

3.30.   Performance Evaluation Reports

3.30.1   MIS report will be available online to senior functionaries like CM, Ministers, CS and Secretaries. The tentative list of reports the PPP Partner will provide is:

1 Calls Answered	2 Abandoned Calls or Rate	3 Combined report based on SLA parameters
4 Waiting time actual & average	5 Turnaround Time	6 Schedule Adherence
7 Average Talk Time (Speed of Answer for various types of calls)	8 Customer Satisfaction	9 System Utilization
10 Average Wrap-up Time	11 Hit Rate	12 System Availability
13 No. of Call agents deployed – Shift-wise	14 Calls Completed on First Contact	15 Calls not completed within specified time
16 System Maintenance	17 Pendency of grievance with various dept. both total pending	18 Grievance disposed in time, pending beyond time
19 Outbound Calls, SMS, Fax, Emails	20 CMS Updates	21

3.31. Suspension

3.31.1 The Department may, by a written notice of suspension to the PPP Partner, suspend all payments to the PPP Partner under the contract if the PPP Partner fails to perform any of its

obligations under this contract, including the carrying out of the services provided that such notice of suspension:

(i)   Shall specify the nature of the failure and

(ii)   Shall request the PPP Partner to remedy such failure with in a specified period from the date of receipt of such notice of suspension by the PPP Partner.

3.32. Cessation of Rights and Obligations

3.32.1   Upon termination of the contract pursuant to any of the Para 3.14.3, 3.17, 3.18.3, 3.19, 3.20 and 3.21.4   above or upon expiration of this contract pursuant to Para 3.40, all rights and obligations of the parties hereunder shall cease, except;

i)   Such rights and obligations as may have accrued on the date of termination or expiration

ii)   The obligation of confidentiality set forth in Para 3.35 below

iii)   Any right, which a party may have under the applicable law.

3.33. Cessation of Services Upon Termination

3.33.1   Upon termination of the contract pursuant to any of the Para 3.14.3, 3.17 to 3.24 above, the PPP Partner shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep the expenditures thereof to a minimum. As regards the documents

prepared by the PPP Partner the same shall be in accordance with Para 3.36.

3.34. Payment Upon Termination

3.34.1   Upon termination of this contract pursuant to any of the Para 3.14.3, 3.17, 3.18, 3.19 and 3.20 the Department shall decide the quantum of payment to be made to the PPP Partner consequent upon termination of contract. The decision of Department under this clause shall not be challengeable in any court of law.

3.35. Confidentiality

3.35.1   The PPP Partner and their personnel shall not, either during the term or after expiration of the contract, disclose any proprietary or confidential information relating to the Services, contract or the Department's business or operations without the prior written consent of the Department.

3.35.2   The company shall ensure confidentiality and security of data while taking over and handing over the data sheets/input documents/floppies/CD's/printed Performa's of any type, for data entry work and/or for use in CRGMS. The Dept. of Information Technology will have full right to counter check these activities and would have supervision of the same on regular basis

3.36. Documents to be the property of the Department

3.36.1 All application software, plans, drawings, specifications designs, reports and other documents prepared/supplied/collected by the PPP Partner in the execution of the contract shall become and remain the property of the Department. Before termination or expiration of this contract the PPP Partner shall deliver all such documents to the Department, together with executables, source code of the application software so developed under this contract along with a detailed inventory thereof.

3.37. PPP Partner's Personnel

3.37.1 The PPP Partner shall employ and provide such qualified and experienced personnel as are required to perform the services under the contract.

3.38. Consultancy Project Manager

3.38.1 The PPP Partner shall ensure that at all times during the period of the Contract a Consultancy Project/Program Manager, acceptable to the Department, shall take charge of the Performance of the Contract.

3.39.   Time Limit for the Completion of Tasks

3.39.1   The Department's requirement for the completion schedule of different Tasks under the Contract as per Scope of Work indicated in Section IV and Schedule 11 is given below: -

3.39.1.1   Study Phase: to be completed in 60 days

3.39.1.2   Design & Development Phase: to be completed in 150 days in addition to 3.39.1.1

3.39.1.3   Testing & Trial Run of: to be carried out for 30 days

3.39.1.4   CRGMS Deployment/Implementation: to be completed in 30 days

3.39.1.5   Go Live: 271st day or within 270 days of award of contract

3.39.2   The above time lines are indicative and shall be finalised in Consultation with the selected PPP Partner at the time of award of contract.

3.40.   Completion of Contract

3.40.1   Unless terminated earlier, pursuant to Paras 3.14.3, 3.17, 3.18.3, 3.19, 3.20 and 3.21.4, the Contract shall terminate on the completion of services as specified in the Terms of Reference of Contract.

3.41.   Audit

3.41.1   The Department can at any time during the CRGMS & CC project execution – design, development, implementation, operation, maintenance period initiate a "Project Audit" by appointing independent Auditors.

3.41.2   The cost of the Audit will be borne by DoIT, GoD.

3.41.3   The PPP Partner will facilitate the audit process and provide all data/information, documents/proofs, reports and access to premises, systems, and employees for a comprehensive and smooth audit process.

SECTION-IV

A. OBJECTIVE AND SCOPE

4.1 Background

4.1.1.   The Government of NCT Delhi and autonomous bodies/agencies provide large number of services to citizens. Like any other government it is responsible for providing various kinds of infrastructure, issue licenses/certificates and implement rule of law. The implementation in the field is not always as prescribed in rulebooks, which leads to discontentment amongst people. The Government accordingly needs mechanism for getting response of citizens it serves. Existence of a good feed back mechanism is a must not only to get feed back on what is happening in the field but also to identify weak points of governance, to take remedial measures whether systemic or procedural.

The citizen today has higher expectations from the government and they want the ability interact with the government on what they want, when they want and however they want basis; the Government on the other hand has to achieve better citizen service delivery standards in a cost effective way.

Since governments are typically large and work in many fields it is not possible for common citizens to know everything about it, its services offered to citizens and how one can get the same. This brings out the need of an efficient information

dissemination system in the government. Thus, the government should have a good system for information dissemination and an efficient system of grievance handling system.

4.1.2. Initiatives Taken So Far

In absence of a centralized system of handling requirement of information dissemination and grievance handing, departments started setting up their own call centers to cater to the needs of people. All the departments have different telephone numbers public access and support. Today six departments are running call centers with six different telephone numbers. Call center of each department will not be advisable, as citizens can't be expected to remember all these numbers.

4.1.2.1. The 6 departments in Delhi Government already having call centers are:

S No	Name of the Department/ agency	No of calling agents (24X7 basis)	Purpose
1.	Transport Department	5	For registering complaints
2.	Registrar, Coop Societies	1	Information dissemination / enquiry
3.	Labour Department	1	-do-
4.	DJB	2	Registration of complaints
5.	DFC	1	Information dissemination/ enquiry
6.	DPCC	1	-do-
	Total:	11	

The grievances received take long time to get redressed and there is no escalation mechanism to ensure redressal of all grievances. In fact only those, which come from offices, like Rashtrapati Bhawan, P.M.O., L.G., C.M.O., Ministers, etc. get priority as they are monitored under a separate category called VIP reference. By use of technology there is lot of scope for improvement in grievance redressal. The project envisages use of latest technology to monitor each and every grievance filed and thus increase citizen satisfaction with the government in the field of management of grievances and delivery of information to citizens on various services/schemes of the departments.

4.2 Existing Environment

4.2.1 Information Dissemination

4.2.1.1 Government Department/agencies provide information through
- The officials handling the subject in the offices
- Announcing various schemes in the media
- Help-desk/reception in the department/agency
- Placing information on the website www.delhigovt.nic.in

4.2.2 Grievance Filing
Grievance filing is done by government Department/agencies through
- Letter/representation on paper
- Internet Grievance Redressal System at
  http://delhionline.nic.in
- Personal meetings.

4.2.3 Problems in Existing system

4.2.3.1 Information Dissemination System

4.2.3.1.1 All departments and all services are not covered under the present web-based system.

4.2.3.1.2 Citizens have to visit government offices to obtain information spending time and resources.

4.2.3.1.3 There is no mechanism that allows the citizen to get information on various services offered by Government at one location.

4.2.3.1.4 Very small percentage of society has access to Internet and hence information available on the website is not available to all.

4.2.3.2 Grievance Handling System

4.2.3.2.1 There is no mechanism in place to monitor disposal of all grievances submitted on paper or as representations

4.2.3.2.2 All departments are not covered under http://delhionline.nic.in, the Internet based grievance redressal system of the government.

4.2.3.2.3 Also for departments covered by this system, sorting/allocation/follow-up of grievances to field level a functionary is not possible.

4.2.3.2.4 There is no escalation mechanism in the present system that can bring un-serviced grievances to the notice of senior authorities after specified periods.

4.2.3.2.5 There is no mechanism in place to send SMS to field level employees based on action required for urgent grievance redressal like disruption of water supply, water logging, etc.

4.2.3.2.6 No mechanism in place to collate grievances received, serviced, un-serviced through different mediums at one place.

4.2.3.2.7 There is no mechanism, which can allow citizens to lodge grievances using landline telephone or cell phone.

4.2.3.2.8 There is no mechanism in place to have consolidated figures on grievances received through various modes for government official performance analysis and identification of weak spots of governance.

4.3   CRGMS Aims

4.3.1   CRGMS will provide masses, direct access to Delhi Government. It will be a shared system for information dissemination and grievance handling for all government departments and agencies thereby reducing redundancy, operational overhead & cost.

4.3.2   Provide centralized help-desk for guidance/information to citizens on various services offered by the Government. Set up a single access point having sufficient number of trained staff to reply to the citizens' queries received through any communication mode.

4.3.3   To have one system accessible to all containing details on all grievances and action taken irrespective of channel of its receipt.

4.3.4   To develop a web based public grievance management system of Delhi Government so that centralized monitoring of all grievances can be done effectively with proper escalation mechanism.

4.3.5   The aim is to provide a consistent presentation layer to the citizen regardless of the channel being used. Use communication modes (Voice – Landline – Fixed/Wireless, CDMA & GSM based cell phone), Interactive Voice Response (IVR), Internet, Email, Paper to interact with Government. The Internet and IVRS being self-service medium will reduce the

load on the Call Centre and also provide an opportunity, to Government in future to integrate, web enable and automate the complete process of service delivery increasing overall citizen satisfaction through quality of service.

4.3.6   Design a system that enables offline and online (web based) public grievance registration and information dissemination from the Call Centre as well as Government of Delhi Citizen Service Bureaus (CSB), CM's Grievance Cell, Departments and by officials in the office of LG/Minister/Secretaries/HODs.

4.3.7   Analysis of grievance and queries to provide long-term solutions to the problems of citizens.

4.3.8   Generate a database to identify weak spots of governance to provide long-term solutions, systemic, policy improvements for the problems of citizens.

4.3.9   To ensure that the government staff is more accountable to the citizens.

4.3.10   To get feedback on what is happening on the field.

4.3.11   Generate a database of queries and grievance to enable analysis key performance indicators for government officials. To have a system to assess the performance of departments and their officers.

4.4 Expectations from the CRGMS

The new system CRGMS is expected to address the shortcomings of the existing system with an integrated system to handle both servicing of information needs of citizens and redressal of public grievances.

CRGMS will be used by the Citizens as

a.   An Information Centre

b.   Grievance redressal mechanism

It will work as help desk for the Delhi Government.

4.4.1 Public Grievances Redressal

The expected system should be one where grievances can be lodged using any medium namely Voice – Telephone - Landline/Fixed Wireless, Mobile Phone - GSM/CDMA, IVR – Interactive Voice Response, Internet – Email/Form/WAP (with picture attachment), or Paper based representation received by any Government Representative, Department, Citizen Service Bureau.

The main purpose is to

i.   Register Complaints & Grievance

ii.   Deliver action taken reports/proceeds on grievances lodged earlier.

iii.   Analysis of grievances

4.4.1.1 Telephone/Mobile

4.4.1.1.1 Citizen will call up 126126 and give the grievance to the call agent who will key in the same into the system and issue a Unique Grievance Identification Number (GIN) to the calling citizen for future reference and follow-ups.

4.4.1.2 IVR - Interactive Voice Response

4.4.1.2.1 Citizens calls up 126126 and selects IVR to file their grievance, instead of going for the operator. The IVR guides the citizen and registers department specific grievance through the system. The system should generate a Unique Grievance Identification Number (GIN) for future reference and follow-ups. The IVR will be in English and Hindi.

4.4.1.3 Internet

4.4.1.3.1 New CRGMS will replace the existing grievance management system on http://delhionline.nic.in. Citizens should be able to file their grievance online by logging into http://delhionline.nic.in through a web-based form & email. The grievance will be examined first by the Call Centre Executive and then re-directed to the concerned department official for necessary action. The examination is necessary, as the Citizen may not address the Grievance to the right department. In case of wrong department put in by the Citizen the Call Centre Agent will redirect the grievance to the concerned department. A **new** Unique Grievance Identification

Number (GIN) may have to be generated in this case, as the department code will change. But this will not change the Unique Grievance Identification Number (GIN) generated at the time of citizen lodging the complaint. The system will have a mechanism to correlate the old and new GIN and enable the citizen to follow up based on the old GIN.

4.4.1.3.2 The Online CRGMS should also be accessible in future through WAP enabled mobile phones availing GPRS service provider's connectivity. In this case also the system should generate a Unique Grievance Identification Number (GIN) number for future reference as in case of the present system on www.delhionline.nic.in.

4.4.1.4 Paper

4.4.1.4.1 The officials in the office of LG/CM/Minister/Secretaries/HODs receive grievance from citizens on paper. They will have access to the CRGMS and will log onto the system through a proper authorization and authentication mechanism to key the grievance on behalf of the citizen and generate an unique acknowledgement number which could be sent by post/courier to the citizen for monitoring status of compliant.

4.4.1.4.2 The PPP Partner will provide personnel for the CM's Grievance Cell management where data entry of all paper based grievances received in the office of CM will be done. Data entry will include scanning of letters.

4.4.1.4.3   The letter/representation will also move physically as happens today, to the field level functionary for necessary action.

4.4.1.5   Offline System

The Citizen Service Bureau and Department/s - Secretaries/HODs, officials in the office of LG/CM/Minister should be provided with the front-end interface to upload the Grievances entered offline also in case the online option is not available. They should also be able to download on daily basis the pending Grievance Status for offline access during the day. The citizen should be given the Unique Grievance Identification Number (GIN) in case of offline transaction and should later be able to follow-up from the call center or Internet using the same GIN.

4.4.2   Alerts to Department

4.4.2.1   The concerned official of the action taking department will get an alert of the grievance lodged, through following mediums:

   i.   Email to the inbox of the officials using the system
  ii.   Voice – Telephone - Landline/Fixed Wireless (in case of urgency)
 iii.   SMS (in case of urgency)
 iv.   Internet – in the personalized dashboard of the department employee
  v.   Fax (to the department number)

4.4.3   Common application Software for Handling Public Grievances

4.4.3.1   The grievances received through these modes will get into the common grievance redressal handling system. Based on selection of department, sub-office, subject and area, the grievance will get sorted and land in the inbox of the officer concerned. It will be the responsibility of the officer to take appropriate action on the same and write back action taken into the system against the relevant grievance.

4.4.3.2   The Government as well as the Call Center will be using common web-based grievance handling system where status of the action taken with respect to a particular grievance will be updated regularly by the concerned action-taking department.

4.4.3.3   The Call Center is expected to be online whereas departments will access the software using dialup / ISDN / DSL / VSAT / Broadband / terrestrial wireless connection as and when required.

4.4.4   Mediums & Updation Activities in CRGMS by Department Officials

4.4.4.1   The department officials will be using
  ➢ Voice – Telephone - Landline/Fixed Wireless, Mobile Phone - GSM/CDMA
  ➢ IVR – Interactive Voice Response (predefined responses or leave message which gets transcribed later)

> Internet – CRGMS/Website/Email

> SMS

4.4.4.2   The above mediums will be used to do the following activities:

> Action taken on a grievance

> Information regarding new service

> Reply regarding new clarification received from Call Centre

> Update the Daily department bulletin board service

4.4.5   Time Frame for Disposal of Grievances & Escalation Mechanism

Different types of grievances have different timeframes for disposal. These time limits will have to be put into the system and grievances not settled within prescribed time should automatically get escalated to the next higher level and so on, so that calls not closed satisfactorily within the set time limit are brought to the notice of higher authorities and reviewed. **The time frame for disposal of various types of grievances will have to be collected by the PPP Partner from departments/agencies.** The system should also generate statistics on grievances and grievance areas so that Government could make systemic and procedural and policy corrections/changes. Large number of grievances against a particular service generally indicates systemic problems, which can then be investigated by the department/agency concerned for taking remedial action.

4.5   Graphical representation of Citizen Grievance Management
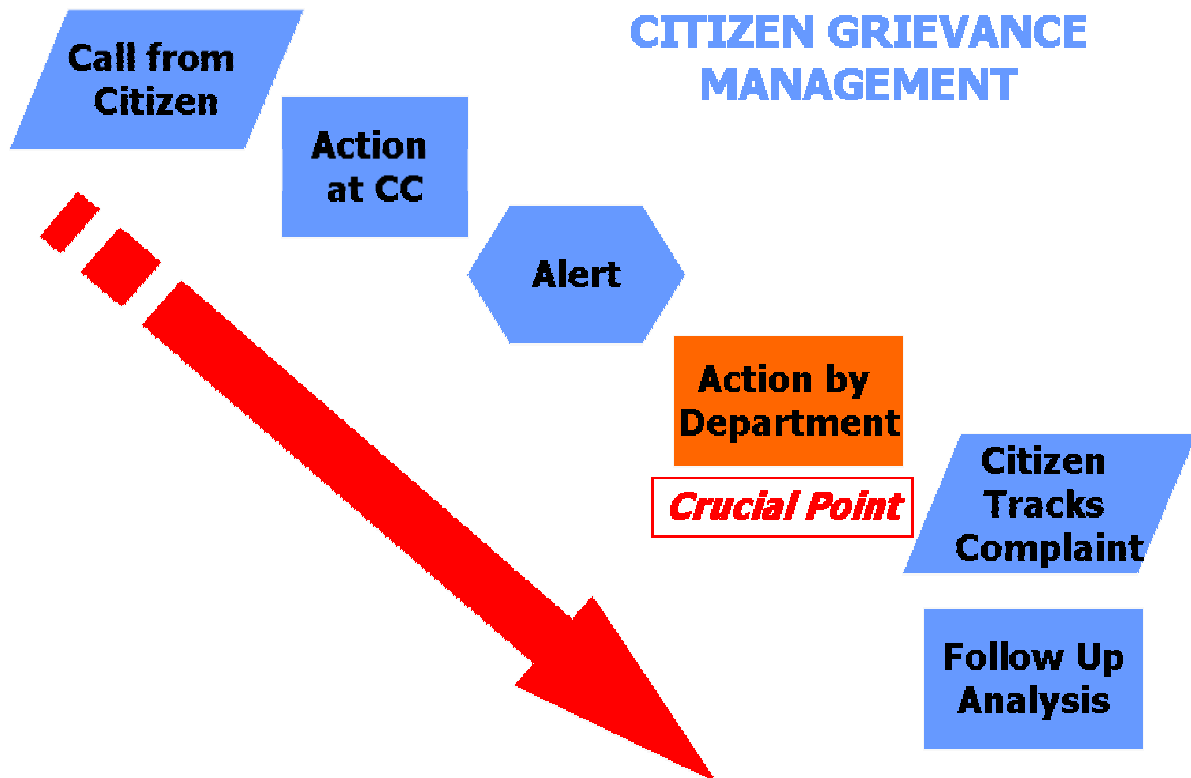
4.6 Graphical representation of Grievance Registration and Handling through CRGMS
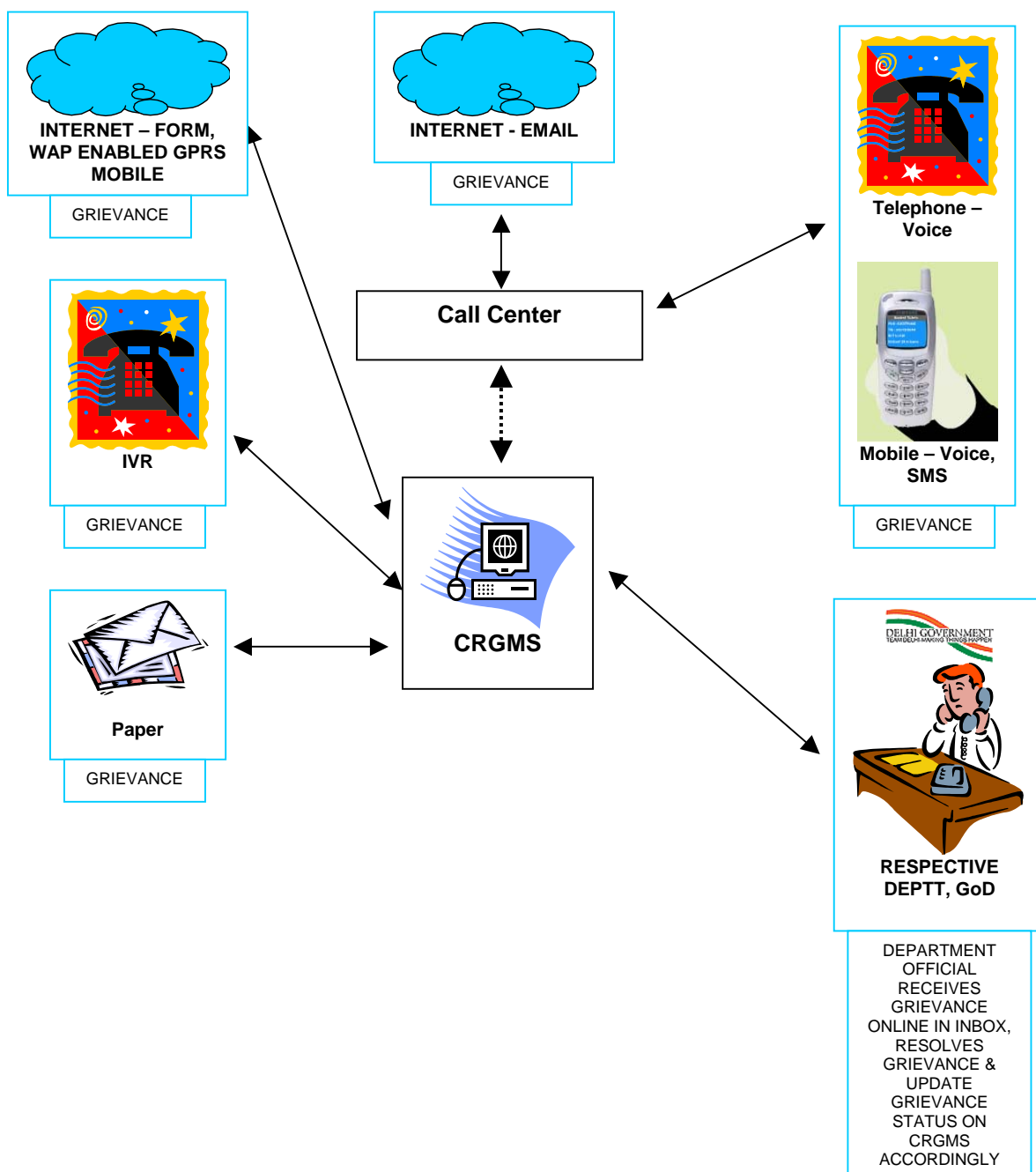
CITIZEN GRIEVANCE MANAGEMENT

4.7   Information Dissemination

4.7.1   As the Delhi Government's Help Desk the Citizen will be able to get information and provide feedback. The following areas will be covered.

4.7.1.1   Services offered by various departments of Government of NCT Delhi e.g. how to obtain a license or a certificates or a permit.

4.7.1.2   Information on eligibility conditions for licenses, documents to be submitted, how to apply, where to apply, amount of fee to be paid, mode of payment, time frame within which service will be provided, etc.

4.7.1.3   Contact information of functionaries of various departments, etc.

4.7.1.4   Information about the Government, its setup, functioning departments, etc

4.7.1.5   Citizen Bulletin Board Services eg. Power Outage Schedule, Traffic Diversion Route

4.7.1.6   Information on Historical Places/Hospitals/Nursing Homes/ Old Age Homes, etc.

4.7.1.7   Citizen can give feedback on schemes of the government

4.7.1.7.1   Citizen can give expectation from the government.

4.7.1.7.2   Take part in citizen poll

4.7.2   Information Seeking Mediums – Citizens can ask for information using

4.7.2.1   Voice – Telephone - Landline/Fixed Wireless, Mobile Phone - GSM/CDMA

4.7.2.2   IVR – Interactive Voice Response

4.7.2.3   Internet – Website/Email

4.7.2.4   Telephone/Mobile

Citizen will call up 126126, select the communication language and then go on to ask his / her query to the call agent.

4.7.2.5   IVR - Interactive Voice Response

Citizens calls up 126126 and selects the communication language and then IVR to get information instead of going through the call agent. The IVR guides the citizen through selection of department, category information to arrive at the information sought.

4.7.2.6   Internet

Citizens should be able seek information online by going to the http://delhigovt.nic.in.

Citizen can log onto the portal and also send e-mail to the Call Centre. This mail will land in the Call Agent Desk who will revert to the citizen with the information required.

The Online CRGMS should also be accessible in future through WAP enabled mobile phones availing GPRS service provider's connectivity.

4.7.3   Information Dissemination Mediums

4.7.3.1   The Call Centre should be enabled do disseminate information using the following mediums

4.7.3.1.1   Voice – Telephone - Landline/Fixed Wireless

4.7.3.1.2   IVR – Interactive Voice Response

4.7.3.1.3   Internet – http://delhionline.nic.in & http://delhigovt.nic.in

4.7.3.1.4   Fax – in case of detailed information the caller gives a Fax number to which the information is faxed

4.8   Graphical representation Information Dissemination through CRGMS

INTERNET - EMAIL

INFO QUERY

INTERNET – EMAIL, CHAT, WAP ENABLED GPRS MOBILE

INFO QUERY

Call Center

Telephone – Voice

Mobile – Voice, SMS

INFO QUERY

IVR

INFO QUERY

CRGMS

IT DEPTT, GoD

NEW QUERIES & REPLIES

NODAL OFFICER, RESPECTIVE DEPTT, GoD

NEW QUERIES & REPLIES
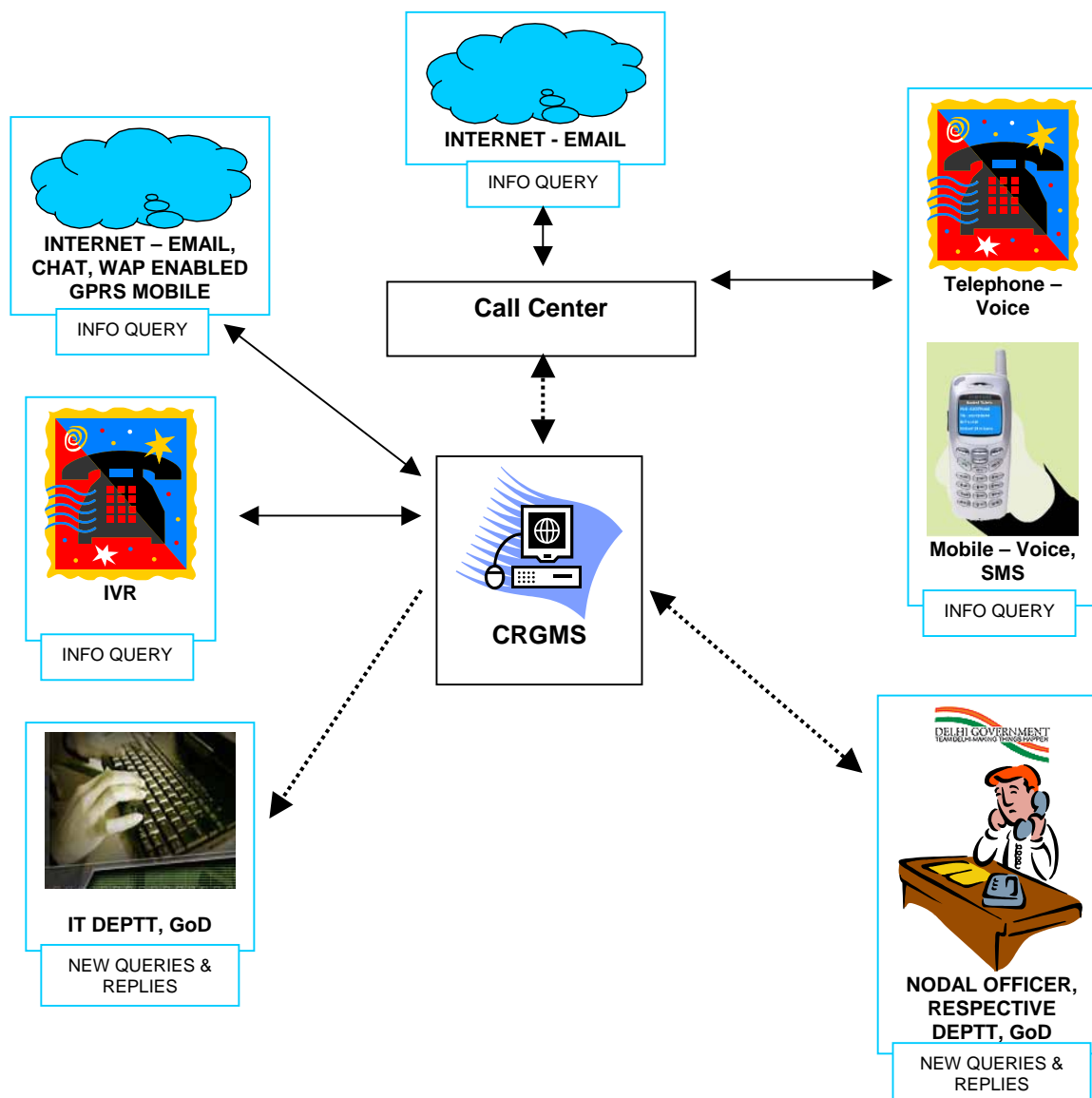
CITIZEN RELATIONSHIP MANAGEMENT

4.9   Expectations from the Call Centre

4.9.1 Services expected

4.9.1.1   The Company should have a well-designed, well-built and well-run Call Centre having latest communication technologies likes - Interactive Voice Response System (IVRS), Automatic Call Distribution (ACD) System, Call Routing, Web Interactions (Email) facilities etc. As stated above the idea behind running call centers for the Government departments/agencies is to provide a window to citizens to lodge grievances as well as to receive advice/guidance on various services offered and information about various departments/agencies.

4.9.1.2   The company will provide the above-mentioned services on 24x7 basis. The company will make available online MIS report to Department Of Information Technology periodically as given in Para 3.30.1.

4.9.1.3   The Call Centre will offer services in English and Hindi, the Citizen will have the option to talk to a Call Centre Agent in the language of his / her choice. The initial introductory messages will be in Hindi there after the choice to talk in English or Hindi will be available.

4.9.2 Call Waiting & Handling Time

4.9.2.1 The CRGMS and the call center operation handling should be such that there is not more than 45 seconds waiting time for after the call is connected. During the waiting time a citizen may be given general information about Delhi Government new initiatives, success stories, schemes etc.

4.9.2.2 The CRGMS should be such that the queries can be replied and caller should be responded with satisfactory response in 2 to 3 minutes. Following are the type of calls expected and their resolution time

4.9.2.2.1 Information Seeking (should be responded with satisfactory response in 2 minutes)
- For Certificates, Applications
- Government policy, procedure, department working
- Government Services
- Historical Places, Monuments
- Feedback/Status of Previous grievance

4.9.2.2.2 Registration of Grievance/Complaint (should be responded with satisfactory response in 3 minutes)

4.9.2.2.3 Grievance Follow Up / Reminder Calls – (should be responded with satisfactory response in 2 minutes)

4.9.2.3 In case the time exceeds, then the call should be escalated to the supervisor. The CRGMS should be capable of handling grievance using escalation method so that any grievance not appropriately redressed within the stipulated time at a particular level should be escalated to the next higher level. Time frame for redressal of different types of grievance will have to be collected from departments.

4.10 Call Centre Features

4.10.1 Telecommunication Technologies

4.10.1.1 The Call Centre will use latest communication technologies for call handling. The call center should have following features:

4.10.1.1.1 Automatic Call Distribution (ACD) System

4.10.1.1.2 Load Balancing

4.10.1.1.3 Call Routing

4.10.1.1.4 Priority Routing

4.10.1.1.5 Skill Based Routing

4.10.1.1.6 Computer Telephony Integration

4.10.1.1.7 Scripts & Templates

4.10.1.1.8 Text to Speech

4.10.1.1.9 Random Call Recording

4.10.1.1.10 Record Voice / Audio Files for future reference

4.10.1.1.11 Caller Line Identification

4.10.1.1.12 Voice Recognition Capabilities

4.10.1.2   Single sign-on facility

4.10.1.3   The Call Centre system should allow for multiple data and information sharing capabilities.

4.10.1.4   The agents should be provided with a system that gives a 360-degree view of various information/services etc. A system, which is easy to operate.

4.10.1.5   Capture and Compile Caller/Citizen Information – Name, Telephone/Mobile No., Location of Call, E-mail, and Address etc.

4.10.1.6   System should provide Agent Monitoring and Manager Tasks and Queues

4.10.1.7   System should provide information dashboards for Call Centre Manager to monitor key performance indicators and real time information gathered for SLA metrics and reporting requirements.

4.11 CRGMS Features

The CRGMS will have the following features

4.11.1.1   Single sign-on facility

4.11.1.2   Workflow and customization toolset for modifications in and adding new departments/services to the CRGMS and also for changing the business processes, workflow, escalation metrics for existing departments/services.

4.11.1.3   Content Management/Knowledge Management System Features

4.11.1.4   Capture and Compile Caller/Citizen Information – Name, Telephone/Mobile Number, Location of Call, and Address etc.

4.11.1.5   Allow upload of images/photographs by citizens through Web, MMS, email or scanned images for grievance received in paper format along with the grievances. For example, grievances regarding damaged roads, drains, bus shelter etc. can be done more effectively if a photograph is also uploaded/sent along-with grievance.

4.11.1.6   Document handling ability

4.11.1.7   Provide Personalised Web Interface to Department Officials who are required to take action / interact with Call Centre.

Features of Personalized/My Page dashboard for Department Users/Official Dashboard will be:

4.11.1.7.1 Checking TO DO LIST, ranking citizen grievances by order of severity, date received, pending for days, etc.

4.11.1.7.2 Update status of applications received

4.11.1.7.3 Update action/work done by department

4.11.1.7.4 Update department bulletin board for announcements etc.

4.11.1.7.5 Provide information dashboards containing analytical reports using real time data on grievance redressal metrics, key performance indicators based on Grievance Management SLA's with departments

4.11.1.8 System should generate alerts, notifications via email, fax, SMS to senior functionaries (to force response from officials)

4.11.1.9 In case of a particular service of a department or grievance one or more department official may share redressal responsibility. In such cases the system should be able to take care of single and shared responsibility metrics in departments.

4.11.1.10 Generate escalation reports for CM/Ministers/CS

4.11.1.11 To provide analysis of grievances – types, number, area/location, escalation, actual time take for redressal compared to required time, etc.

4.11.1.12   Reports for performance indicators for department officials

4.11.1.13   CRGMS to include Citizen Satisfaction Reports & Surveys

4.11.1.14   The Call Agent should be able to locate the desired information quickly by asking certain set of questions from the caller on services and associated problems. A well thought out and easily searchable knowledge repository, FAQ/Index engine, metadata and text based search facility is a must.

4.11.1.15   The CRGMS should be designed in a way that while talking to caller, the agent keeps on clicking on related buttons to go to the appropriate page and then provide the information to the caller.

4.11.1.16   The CRGMS should have consistent user interface.

4.11.1.17   All users of the system - call center agents, department officials and citizens will access the information on the same CMS.

4.11.1.18   The CRGMS should have data consistency.

4.12   http://delhionline.nic.in & http://delhigovt.nic.in

4.12.1.1   Along with the CRGMS the PPP Partner will give all the new information about services, procedures, questions added to CMS, to DoIT, GoD for update to the http://delhionline.nic.in & http://delhigovt.nic.in portals on weekly basis.

4.12.1.2   http://delhionline.nic.in & http://delhigovt.nic.in maintained by DoIT is a citizen centric portal, which gives a 360-degree view of various information & option for grievance logging and management.

4.12.1.3   Through these portals citizens will access information, send information request through email, lodge a grievance using a web form. The information available will be the same as used by the Call Centre agent and managed by the Content Management System.

4.12.1.4   An indicative list of the information in addition to the information on http://delhigovt.nic.in will be made available.
   ➢   Citizen Bulletin Board
   ➢   City Information
   ➢   Events, exhibition, happenings in Delhi, etc.

4.12.1.5   Grievance Management Facility via Internet will not only reduce the call traffic to the Call Centre but also increase the total Return of Investment for CRGMS as it is a self-service medium.

4.13 Graphical representation of the CRGMS
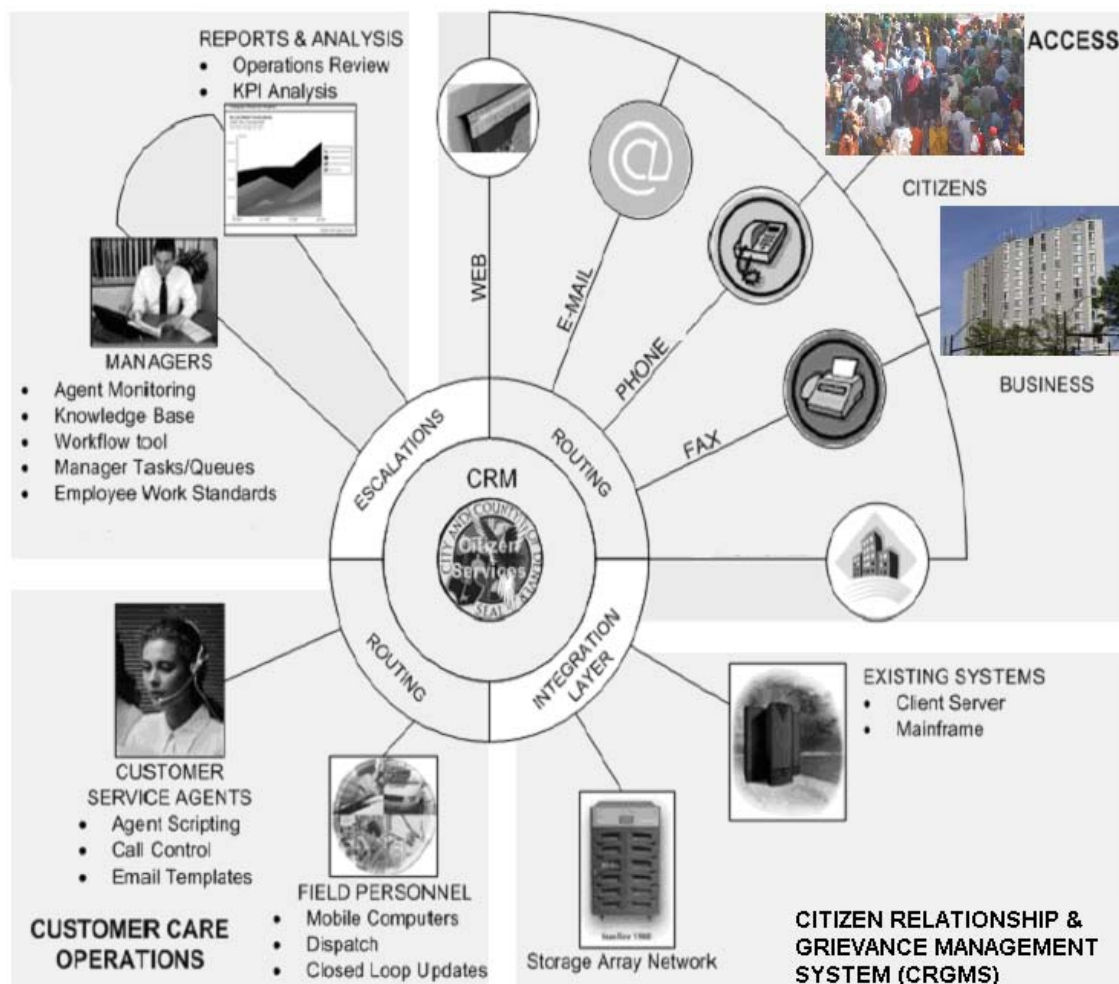
4.14 Graphical representations of the CRGMS sub systems.

USER INTERFACE
CALL AGENT, CALL CENTRE MANAGER, CSB,
LG / CM OFFICE, DEPARTMENT GRIEVANCE CELL, DEPARTMENT
ACTION TAKING OFFICIAL, SENIOR FUNCTIONARIES,
Citizens through http://delhionline.nic.in & http://delhigovt.nic.in

CITIZEN RELATIONSHIP MANAGEMENT

WORK FLOW & CUSTOMISATION TOOLSET	CONTENT MANAGEMENT SYSTEM

C R G M S
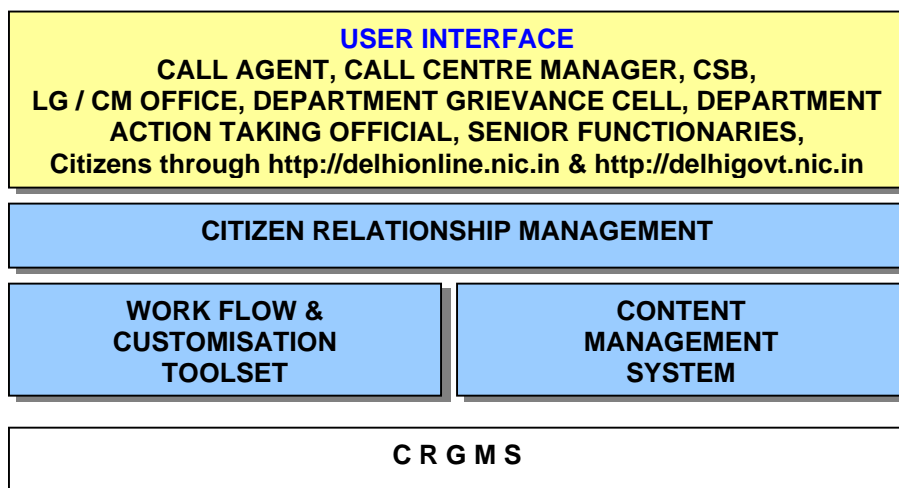
4.15 IVRS FEATURES

4.15.1 IVRS should have the capability to allow departments to update grievance status / action taken on the IVRS. The department field staff should be able to do IVRS based reporting using their user ID and password. For example a sanitary inspector should be able to call and through IVRS update status / action taken - cleaning of garbage bins, removal of tree from road etc.) based on predefined choices for grievance resolution and also to record voice for customized reporting.

4.15.2 Ability to convert customized responses recorded by department officials/field staff through voice recognition or in case of Hindi option to transcribe the same by Call Centre Support Staff.

4.15.3 IVRS interface should have the following features

 4.15.3.1 Option to select between IVRS or Operator.

 4.15.3.2 Easy Entry & Exit from system options.

 4.15.3.3 Select resolution options from predefined menu with respect to particular complaints or to record voice for customized resolution

 4.15.3.4 Have a live answer.

 4.15.3.5 Have language support both in Hindi & English.

 4.15.3.6 Text to speech capability

4.16 Web Interactions Features

4.16.1 **Web interactions could be for** Reply via Email for Citizens or interactions with departments. For Web Interactions via Email the following features should be part of the CRGMS

4.16.1.1.1 Solution should support auto reply with pre-determined text, such as a reply email stating the email has been received and a representative is working on it.

4.16.1.1.2 Supervisors should be able to view responses for QA prior to the message being sent

4.16.1.1.3 Outbound email campaigns can be created, if required

4.16.1.1.4 Solution should provide knowledge base capabilities

4.16.1.1.5 Responses should be updated into the knowledge base

4.16.1.1.6 Emails sorting, searching should be possible

4.16.1.1.7 Agents should be able to send and receive attachments in email messages with applicable security restrictions.

4.16.1.1.8 Emails should be saved for later retrieval.

4.16.1.1.9 E-mail interface support is required for:

    a.   Sending acknowledgement to the citizens accessing the system on the web

    b.   Sending mass mails to the existing or provided database of email address

    c.   Sending of messages to multiple recipients

    d.   Detecting failure of the e-mail server

    e.   'bouncing' of messages from unknown e-mail address

4.17 Question Not In CRGMS Knowledge Base

4.17.1.1 In case, no information is available in the CRGMS knowledge base regarding the query received from the caller, the agent will note down the contact details and the preferred mode of contact (Call, e-mail, SMS, Fax) from the caller and subsequently revert to the caller after getting the required information from the concerned department Nodal Officer.

4.17.1.2 Call center agent will coordinate with department nodal officer in case of query/information not available in the system and provide the same to the Citizen and also pass on the new data

to IT Department for updation. Every department will have a nodal officer.

4.17.1.3 New questions as well as replies received from nodal officers will be immediately updated on the CRGMS. Also the question and reply will be sent electronically to IT Department weekly so that it can be uploaded on the website of the Government.

4.17.1.4 The Call Centre Resident Engineer will update the Content Management/Knowledge Management System regularly. The PPP Partner will give a CMS maintenance schedule, which will be part of the Service Level Agreement.

4.17.1.5 Document updates to the Content management system could be

4.17.1.5.1 Event-driven transaction records

4.17.1.5.2 Periodic transaction records

4.17.1.5.3 Supporting documents updates

4.17.1.5.4 One-to-one content update

4.17.1.5.5 Citizen correspondence templates - E-mail, SMS, Phone, Fax

4.18   Unique Grievance Identification Number (GIN)

4.18.1.1   Integration of grievances received from different sources i.e. – email/form, phone, IVR, paper will be done into one database with GIN. The GIN should indicate source of complain, concerned department etc. All Government departments/agencies and their sub-offices have been assigned a three-digit number. List is enclosed in Section VI, C. The GIN should have this component. The suggested format is given below:

1-Call Center, 2-Internet, WAP, 3-Email 4-CSB - Online, 5-CSB - Offline, 6-Department-Online – Paper Based, 7-Department Offline - Paper Based	Year (Last two digits)	Deptt. Code (As per list in Section VI, C)	Five digit running Serial. No.
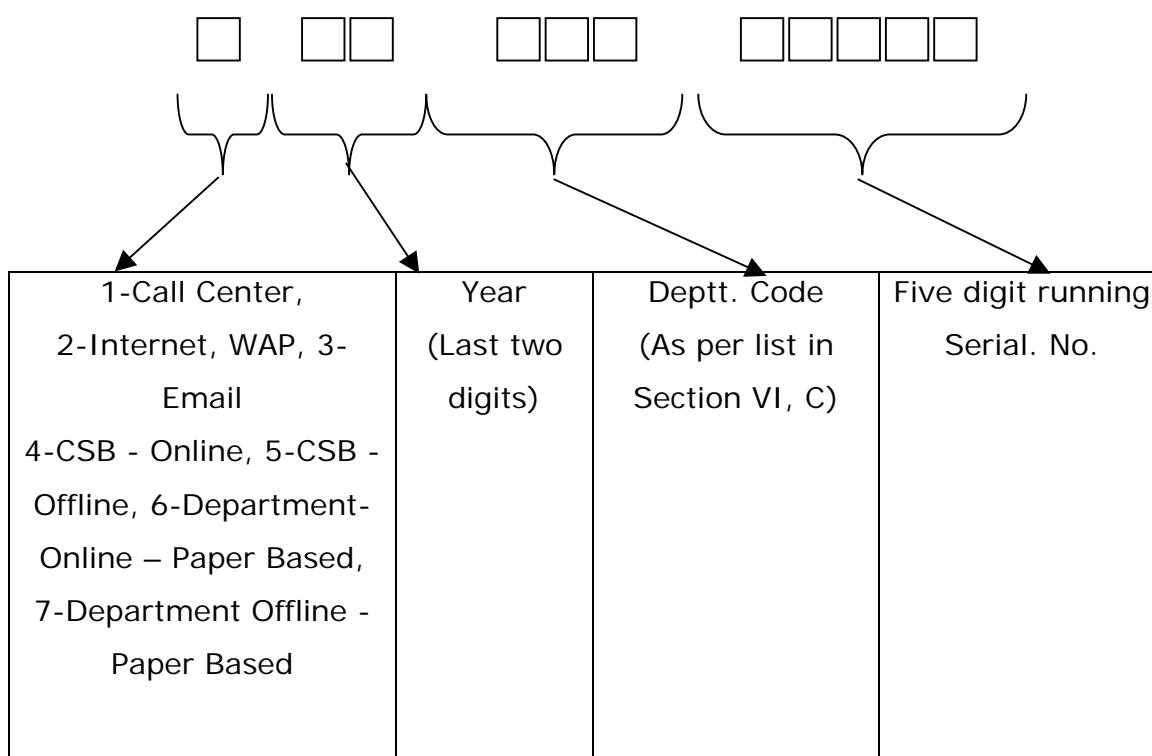
Acknowledgement No. (11 Digit number format)

4.18.1.2   The citizen should be able to follow-up the status of the Grievance using the unique GIN irrespective of the fact that

the grievance is lodged by the CSB, Department or nominated officials in online or offline mode. This could be implemented in the system either through an offline/online transaction identification check digit in the unique acknowledgement number or internal synchronization/pointing to the new number generated when the grievances lodged offline are updated on the system. The system should enable the citizen to follow-up using the initial generated acknowledgment number.

B. RESOURCES, RESPONSIBILITY & DELIVERABLES

4.19 Responsibility of the PPP Partner

4.19.1 Design, Development, Testing, Implementation, Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS).

4.19.2 Study of government departments, collection of required material from all departments and agencies will also form a part of the job.

4.19.3 Deployment of CRGMS at Call Centre for which the company will have to arrange IT Infrastructure – PCs, Servers, Network Equipment, Operating Software, Firewalls & Security Software, Backup and Storage Devices and third party Software, operating system, database and other required equipments with all requisite redundancy & disaster recovery arrangements for the uninterrupted, optimal (as required in the Service Level Agreement) running of the CRGMS. Government of NCT Delhi will not provide any equipment (including packaged software, if required) or manpower to manage the center.

4.19.4 Provide System Administrator & User Training from time to time as per schedule agreed with DoIT, GoD.

4.19.5 Take up CRGMS upgradation work as and when required.

4.19.6   Undertake training of the Call Centre agents from time to time as required for the smooth running of the Call Centre such that the agent has full knowledge about the functioning of the CRGMS.

4.19.7   Call Centre Operations

4.19.7.1   Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile phones, Fax and Paper Media.

4.19.7.2   Do all inbound communications with Citizens via various media.

4.19.7.3   Do all outbound communications via various media with Citizen - Revert to citizen via fax, email for detailed information queries received.

4.19.7.4   Do all outbound communications via various media with Department Officials as required.

4.19.8   Provide information for update of http://delhionline.nic.in & http://delhigovt.nic.in by DoIT.

4.19.9   Coordinate with Department Nodal Officers and Action Taking Staff.

4.19.10   Manage CM's Grievance Cell.

4.19.11   Maintenance Support

4.19.11.1 The PPP Partner will be required to provide ongoing maintenance support and / or further system development services for the entire system for a period as agreed after the completion of warranty period. This support shall commence on a date to be agreed.

4.19.11.2 Maintenance Support Services are defined as ongoing production support and small software modifications. These software modifications will be specified through a "Software Change Management Request Form". PPP Partner will extend support on mutual agreed terms and conditions.

4.19.12 Human Resources

4.19.12.1 The Company should have expertise in recruiting right type of resource for the project. The Company should comply to the following-

   i. Best Practice Recruitment Methods

   ii. Language Skills and resource trainings as and when required.

   iii. Employee remuneration and benefits

   iv. Politeness & patience to respond/satisfy caller queries

   v. Legislation

     a) Employee Laws

     b) Consumer Protection

     c) Data Protection, Laws if any

     d) Telephony Protection (restrictions if any)

     e) Monitoring Practices (in regard for privacy)

4.19.12.2   Company will provide trained manpower to run the customized CRGMS software for Government of NCT Delhi on 24x7 days basis.

4.19.12.3   Approximately **30** agents adequately trained to satisfy callers (Day shift from 06.00 AM to 10.00 PM) & **3** agents (Night shift from 10.00 PM to 06.00 AM) are estimated at present. This will be appropriately increased or decreased as per the actual inbound traffic load requirements. The traffic at the call centre is expected to substantially increase when all the departments come on the CRGMS Software.

4.19.12.4   The Call Centre is also expected to have 1 person as Support Staff for a team of 30 Call Centre Agents which will subsequently be increased based on requirement and load / traffic in the Call Centre on the pro-rata basis. This Support Staff will:

4.19.12.4.1 Do all outbound communications via various media with Citizen - Revert to citizen via fax, email for detailed information queries received

4.19.12.4.2 Do all outbound communications via various media with Department Officials as required

4.19.12.4.3 Coordinate with Department Nodal Officers and Action Taking Staff

4.19.12.5 The Call Centre is also expected to have 1 person as Support Staff for managing the CM's Grievance Cell stationed in the CM Office.

4.19.12.6 The Call Centre is also expected to have 2 persons as Resident/ Onsite Personnel for Technical support. Following will be tasks of the Onsite Personnel

4.19.12.6.1 Technical support, management of User ID, Password for all users internal at Call Centre, external user i.e. at Departments, CM's Grievance Management Cell, DoIT.

4.19.12.6.2 Coordinate with Project Director / Department of IT for making available online Reports as detailed in 3.30.1.

4.19.12.6.3 Maintain / Update the department Bulletin Board Services in coordination with the departments

4.19.12.6.4 Plan, monitor outbound Citizen, Department Polls and Surveys

4.19.12.6.5 Content Management Updates for example update the CRGMS for answers to queries not already there in the CRGMS knowledge base

4.19.12.6.6 Submission of new Information for http://delhigovt.nic.in and http://delhionline.nic.in, FAQ's added to the CRGMS Knowledge Base to IT Department

4.19.13   Other Resources

4.19.13.1   MTNL has reserved a six-digit number 126126-trunk (E1) line for the call center. The company will have to provide sufficient number of telephone call termination lines to meet the requirement of the incoming calls/traffic.

4.19.13.2   Arrangements will have to be made by the PPP Partner to terminate calls originating from telecom providers other than MTNL on 126126, the number provided by MTNL.

4.19.14   Other Responsibilities of the PPP Partner

4.19.14.1   The company will provide to Department of Information Technology every month, as detailed in 4.19.12.1.1 & 4.19.12.1.2, failing which a penalty of 1% of the monthly billing will be imposed.

4.19.14.1.1 The complete CRGMS software back-up with proper version control
4.19.14.1.2 Data backup

4.19.14.2   The company shall provide required training to its manpower on correct process & procedures for handling of calls.

4.19.14.3 The PPP Partner would fulfill all statutory obligations towards his employees like payment of PF, ESI etc. (Proof is to be attached with the Technical Bid).

4.19.14.4 The Government shall have the right to ask for the replacement of any person of the company, who is not found to be competent and orderly in the discharge of his duties.

4.19.14.5 The company will be required to retain the Project Manager/Program Manager of the CRGMS & CC Project. In case the Project Manager is to be relieved for some reason permission from the department will be required.

4.19.14.6 In every case, in which by virtue of the provisions of the Workman's Compensation act, the Government of India/Government of NCT Delhi if obliged to pay compensation to such person employed by the company in execution of the work; the Government will be entitled to recover from the company the amount of compensation so paid.

4.19.14.7 On the basis of the performance report (as specified in Para 3.30.1, in case of performance below the normal level the department reserves the right to impose a penalty equal to the 10% of that month's bill. Three consecutive reports of performance below level can lead to forfeiture of bank guarantee.

4.20 Project Phase Wise Deliverables

Given below are the details of deliverables in each phase

	Project Phases	Deliverables
A.	**Project Management**	(a) Project Management Plan (b) Plan Project Plan (c) Risk Management Plan (d) Quality Assurance Plan

B.	**Study Phase - Information Collection from Departments/Agencies**	(a) Information Gathering Format (b) Reports including - Department Structure G2C, C2G, G2B, B2G, G2G interactions Citizen Services offered by departments Time frame for providing service / processing applications Types of grievances received/handled Grievance Redressal Time Escalation Mechanism up to CM Level (c) Operating Model for the all departments and their services (based on the above Study) for – - Information dissemination regarding each service - Grievance management – routing, time for disposal, escalation

C.	Requirement Phase	(a) System Requirement Specifications (b) Function Point Analysis (c) Performance Testing Benchmark Environment (d) Performance Requirements Specification.
D.	Design Phase	(a) System Design (b) Technical Design Specification (c) Prototype (d) Logical Data Base Design and Data Dictionary
E.	System Development & Testing Phase	(a) Project Progress Report (b) System and Integration Test Plan (c) Performance Testing Plan (d) UAT Plans
F.	Training Phase	(a) Administrator & User Training Plan (b) System Administrator Training Materials (c) User Training Materials
G.	Implementation Phase	(a) Project Progress Report

H.	Maintenance Support Phase	(a) Maintenance Plan
I.	Operation Phase	(a) Performance Evaluation Reports as per SLA parameters (b) Reports as specified in Para 3.30.1
J.	Other Deliverables - Manuals	(a) Technical Manual (b) Administration Manual (c) Instructors' Manual (d) Users' Manual (e) Source Code Manual (f) Security Manual (g) Backup & Restore Manual
K.	Other Deliverables - Periodic Reports -	(a) Performance Evaluation Reports - As per Para 3.30.1 (b) Progress against the Project Management Plan - Weekly (c) Status of all risks and issues - Fortnightly
L.	Exit / Termination	(a) Exit Management Schedule

4.21 Responsibility of Department of IT

The government departments and agencies intending to participate in CRGMS & Call Centre process are key stakeholders for the project. Understanding of present scenario, government challenge, and the opportunity being addressed by the implementation of CRGMS & Call Centre by the participating departments is extremely important. Keeping this in mind the DoIT, GoD will take appropriate steps to ensure departments' project participation.

4.21.1 DoIT will prepare a plan for departments/agencies awareness/participation and buy-in for the project.

4.21.2 The DoIT will have a Project Director for CRGMS & Call Centre Project who will supervise the entire Project through all its phases.

4.21.3 Coordinate to appoint a Nodal Officer in each department/agency is also an effort for broad basing project participation and support.

4.21.4 The Project Director will coordinate with the PPP Partner and also Nodal Officer appointed in the participating department.

4.21.5 The Project Director will monitor the work of the PPP Partner.

4.21.6 For the successful implementation and running of the CRGMS & CC the Project Director along with DoIT will facilitate and enable the participating department with

4.21.6.1   IT infrastructure

4.21.6.2   User training

4.21.6.3   Appropriate CRGMS access & control mechanisms

4.21.6.4   Systemic, procedural support

4.21.7   DoIT, GoD will make payment to PPP Partner as required, for services rendered, as per bill raised after submissions of reports/proofs of milestones achieved, on the recommendation of the Project Director.

4.21.8   Coordinate with PPP Partner for Administrator, Department and User Trainings.

4.21.9   Keep information on http://delhigovt.nic.in and http://delhionline.nic.in updated.

4.22   Responsibility of the Participating Department

The participation, adoption, support of the participating departments is a critical success factor of CRGMS. Without the departments/agencies belief and buy-in of the concept "CRGMS" and its role in enhancing the quality of service/information to citizen for their department CRGMS cannot be implemented.

4.22.1   Departments intending to participate in the CRGMS & CC Project should enter into a Service Level Agreement with the Director CRGMS & CC PROJECT, to ensure that they discharge their responsibilities in an accountable manner, particularly in relation to:

4.22.1.1   Grievance redressal metrics

4.22.1.2   Support requirements and setup/maintenance of back-end support infrastructure required under the CRGMS & CC Project.

4.22.1.3   Enabling the department officers and other field staff appropriately to access & update CRGMS on a real-time basis for the particularly grievances addressed / serviced by them on a real-time basis.

Other responsibilities of the participating department will be:

4.22.1.4   Appointment of Nodal Officer

4.22.1.5   The Nodal officer in each department will provide information to the PPP Partner in the Study/Requirement gathering phase, in coordination with the Project Director. The information to be provided will be

    4.22.1.5.1   Structure of department,

    4.22.1.5.2   G2C, C2G, G2B, B2G, G2G interactions

    4.22.1.5.3   Citizen Services offered by departments

    4.22.1.5.4   Time frame for providing service / processing applications

    4.22.1.5.5   Types of grievances received/handled

4.22.1.5.6   Grievance handling responsibility, escalation and time metrics.

4.22.1.5.7   Escalation Mechanism/department hierarchy/ organization chart for grievance redressal up to CM Level

4.22.1.5.8   Providing the department workflow

4.22.1.5.9   The workflow business logic along with the necessary data structures to the Solution Provider, in relation to the G2C services, and any other services to be included within the scope of CRGMS & CC Project in future.

4.22.1.6   Other duties as may be assigned by the Project Director for the Department/Designated Nodal Officer in various Project Phases

4.22.1.7   The Nodal Officer along with the concerned department officials will co-ordinate with the selected PPP Partner for the development of CRGMS & CC Application Software.

4.22.1.8   Nodal officer will also give the functional requirement of the MIS expected from the CRGMS.

4.22.1.9   Once the Call Center becomes operational, the Nodal officer will also be responsible for providing information/replies for queries not already in the existing knowledge base. The same information will be provided by the Nodal Officer to the DoIT

also   for   updation   of   http://delhigovt.nic.in   and
http://delhionline.nic.in.

C. Future Requirements

CRGMS should be built to scale up to future requirements. Following are the enhancements that may be required from the system in future. These requirements may be taken as component / module plug in integration.

4.23 MCD

4.23.1 Integration with MCD Grievance Management System will be required. The basic purpose is to provide the citizen with a single number for information and interaction irrespective of the information sought or the government department/agency required to be dealt with.

4.24 GIS Mapping

4.24.1 CRGMS should be built to incorporate the relevant subjudice/jurisdiction for particular department/service on a map.

4.24.2 GIS Mapping may also be required to authenticate the user / caller location reference information etc.

4.24.3 GIS will enable the Call Centre Agent to navigate the system as the user is querying for information or lodging a complaint and get relevant information by location.

4.25   Integration with CITIZEN SERVICE BUREAUS

4.25.1   The I.T. Policy of Government of Delhi envisages setting up of citizen service centers to facilitate payment of utility bills/ taxes/ fees and filing of applications for various services offered by government departments/agencies like issue of certificates/licenses, etc. at one location. The first step in this regard was taken by Municipal Corporation of Delhi in October 2002. As on date on 12 CSBs are functional one each in all zonal offices and one at the headquarters of MCD at Town Hall, Chandini Chowk.

4.25.2   At this stage following services are being provided through the CSBs: Payment of property tax, Issue of birth/death certificate, Booking of parks/community halls for marriage, etc., Renewal of factory license, rickshaw license, etc.

4.25.3   The present number of CSBs in a city like Delhi with a population of 1.4 crores is highly inadequate. Ideally speaking CSBs should be available to citizens within a radius of 3-4 Kms from their residence/ work place. MCD has accordingly taken a decision to increase the number of CSBs to 134 so that each ward of Corporation has one CSB.

4.25.4   Government may also consider integration with CSB and include some services rendered by CSB to be brought under the scope of CRGMS.

D.   REVENUE MODEL

4.26 PUBLIC PRIVATE PARTNERSHIP & BUILD OWN OPERATE

4.26.1   CRGMS & Call Centre Project is based on Public Private Partnership between Government of Delhi and Private Organisations.

4.26.1.1   The PPP Partner will provide the IT infrastructure to run CRGMS & Call Centre on Build Own Operate (BOO) Basis. The PPP Partner will have to arrange required equipments & manpower to run the call center uninterrupted with all requisite redundancy & disaster recovery arrangements. Government will not provide any equipment (including packaged software) or manpower to manage the center.

4.26.2   The ownership of Software will remain with the Government.

4.26.3   The Ownership of content and all other data will also be with the DoIT, GoD.

4.26.4   Service Level Agreement (SLA) will govern the performance of PPP Partner for the Call Centre.

E.   Exit Management

4.27   Purpose

(a)   This Section sets out the provisions, which will apply on expiry or termination of the Agreement for CRGMS & CC Project - Development, Implementation, Operation and Maintenance.

(b)   In the case of termination of the Agreement, the Project Development, the Project Implementation, Operation and Maintenance and due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Section shall apply.

(c)   The Leading Partner shall ensure that the Consortium Partners carry out their respective obligations set out in this Exit Management Section.

4.28   Transfer Of Assets

(a)   The Operator shall be entitled to use the Assets owned by the DoIT, GoD, for the duration of the exit management period, which shall be up to 120 days period from the date of expiry, or termination of the Agreement.

(b)   IT Department, Government of NCT of Delhi during the Project Development, Project Implementation, Operation and Maintenance Phase shall be entitled to serve notice in writing on the Operator at any time during the exit management period as detailed hereinabove

requiring the Operator and/or its Consortium Partners to provide IT Department, Government of NCT of Delhi with a complete and up to date list of the Assets to IT Department, Government of NCT of Delhi within 30 days of such notice. IT Department, Government of NCT of Delhi shall then be entitled to serve notice in writing on the Operator at any time prior to the date that is 30 days prior to the end of the exit management period requiring the Operator to sell any of the Assets to be transferred to IT Department, Government of NCT of Delhi as per the Terms of Payment Section II, C Para 2.9.

(c)   Upon service of a notice the following provisions shall apply:

(i)   in the event, if the Assets to be transferred are mortgaged to any financial institutions by the Operator, the Operator shall ensure that all such liens and liabilities have been cleared beyond doubt and liabilities discharged, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to IT Department, Government of NCT of Delhi before transfer.

(ii)   All interest in and title to the Assets shall be transferred to IT Department, Government of NCT of Delhi, on or before the last day of the exit management period on payment of amounts as indicated in Terms of Payment Section II, C Para 2.9.

4.29 Cooperation And Provision Of Information

(a) During the exit management period: The Operator will allow IT Department, Government of NCT of Delhi or the Replacement Operator access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable IT Department, Government of NCT of Delhi or the Replacement Operator to assess the existing services being delivered;

(b) Promptly on reasonable request by IT Department, Government of NCT of Delhi or the Replacement Operator, the Operator shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Development, Project Implementation, Operation and Maintenance relating to any material aspect of the services (whether provided by the Operator or his consortium partners appointed by the Operator). IT Department, Government of NCT of Delhi or the Replacement Operator shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The Operator shall permit IT Department, Government of NCT of Delhi and/or the Replacement Operator to have reasonable access to its employees and facilities as reasonably required by IT Department, Government of NCT of Delhi or the Replacement Operator to understand the methods of delivery of the services employed by the Operator and to assist appropriate knowledge transfer.

4.30 Confidential Information, Security And Data

The Operator will promptly on the commencement of the exit management period supply to IT Department, Government of NCT of Delhi and/or the Replacement Operator the following:

(a) Information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance of consortium partners in relation to the services; and

(b) Documentation relating to IT Department, Government of NCT of Delhi `Property Rights'; and

(c) IT Department, Government of NCT of Delhi data and confidential information; and

(d) Documentation relating to Consortium Partners; and

(e) All current and updated IT Department, Government of NCT of Delhi data as is reasonably required for purposes of IT Department, Government of NCT of Delhi transitioning the services to its Replacement Operator in a readily available format nominated by IT Department, Government of NCT of Delhi; and

(f) all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable IT Department, Government of NCT of Delhi, or its Replacement Operator to carry out due diligence in order to transition the provision of the Services to IT Department,

Government of NCT of Delhi, or its Replacement Operator (as the case may be).

Before the expiry of the exit management period, the Operator shall deliver to IT Department, Government of NCT of Delhi all new or up-dated materials from the categories set out in 4.31 above and shall not retain any copies thereof.

4.31 Employees

(a) Promptly on reasonable request at any time during the exit management period, the Operator shall, subject to applicable laws, provide to IT Department, Government of NCT of Delhi a list of all employees (with job titles) of the Operator dedicated to providing the services at the commencement of the exit management period;

(b) Where any law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Operator to IT Department, Government of NCT of Delhi, or a Replacement Operator ("Transfer Regulation") applies to any or all of the employees of the Operator, then the Parties shall comply with their respective obligations under such Transfer Regulations.

(c) To the extent that any Transfer Regulation does not apply to any employee of the Operator, IT Department, Government of NCT of Delhi, or its Replacement Operator may make an offer of employment or contract for services to such employee of the Operator and the Operator shall not enforce or impose any contractual provision that would prevent any such employee from

being hired by IT Department, Government of NCT of Delhi or any Replacement Operator.

4.32 Transfer Of Certain Agreements

(a) On request by IT Department, Government of NCT of Delhi, the Operator shall effect such assignments, transfers, novations, licences and sub-licences as IT Department, Government of NCT of Delhi may require in favour of IT Department, Government of NCT of Delhi, or its Replacement Operator in relation to any equipment lease, maintenance or service provision agreement between Operator and third party lessors, vendors, or Operator, and which are related to the services and reasonably necessary for the carrying out of replacement services by IT Department, Government of NCT of Delhi, or its Replacement Operator.

4.33 Rights Of Access To Premises

(a) At any time during the exit management period, where Assets are located at the Operator's premises, the Operator will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to IT Department, Government of NCT of Delhi, and/or any Replacement Operator in order to make inventory of the assets.

(b) The Operator shall also give IT Department, Government of NCT of Delhi, or any Replacement Operator right of reasonable access to the Operator's premises and shall procure IT Department, Government of NCT of Delhi and any Replacement Operator rights of access to

relevant third party premises during the exit management period and for such period of time following termination or expiry of the Agreement as is reasonably necessary to migrate the services to IT Department, Government of NCT of Delhi, or a Replacement Operator.

4.34 General Obligations Of The Operator

(a) The Operator shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to IT Department, Government of NCT of Delhi or its Replacement Operator and which the Operator has in its possession or control at any time during the exit management period.

(b) For the purposes of this Section, anything in the possession or control of any Operator-associated person, or Consortium Partners is deemed to be in the possession or control of the Operator.

(c) The Operator shall commit adequate resources to comply with its obligations under this Exit Management Section.

4.35 Exit Management Plan

(a) The Operator shall provide IT Department, Government of NCT of Delhi with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the Agreement as a whole and in relation to the Project Development, Project Implementation, the Operation and Maintenance.

(b)   A detailed programme of the transfer process that could be used in conjunction with a Replacement Operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and

(i)   plans for the communication with such of the Operator's Consortium Partners, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on IT Department, Government of NCT of Delhi's operations as a result of undertaking the transfer; and

(ii)   (if applicable) proposed arrangements for the segregation of the Operator's networks from the networks employed by IT Department, Government of NCT of Delhi or the Replacement Operator and identification of specific security tasks necessary at termination; and

(iii)   plans for provision of contingent support to IT Department, Government of NCT of Delhi, and/or the Replacement Operator for a reasonable period after transfer for the purposes of providing service for replacing the Services.

(c)   The Operator shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

(d)   Each Exit Management Plan shall be presented by the Operator to and approved by IT Department, Government of NCT of Delhi and its nominated agencies.

(e)   The terms of payment as stated in the Terms of Payment Section II, C Para 2.9 includes the costs of the Operator complying with its obligations as detailed above.

(f)   In the event of termination or expiry of Agreement, the Project Development, Project Implementation, Operation and Maintenance, an agency appointed by the IT Department, Government of NCT of Delhi would suitably revise the existing Exit Management Plan if provided by the Operator. The agency will cover all issues related to scope, effort and the overlap during the transition period.   The Operator will assist and cooperate with the agency in finalizing such Exit Management Plan.   This Exit Management Plan upon being accepted by the IT Department, Government of NCT of Delhi shall be implemented and each Party shall comply with the terms and conditions of this Exit Management Plan.

(g)   During the exit management period, the Operator shall deliver the Services in a peaceful manner.

(h)   Payments during the Exit Management period shall be made in accordance with the Terms of Payment Section II, C Para 2.9.

This Exit Management plan shall be furnished in writing to IT Department, Government of NCT of Delhi within 30 days from the Effective Date of this Agreement.

SECTION - V

A.   BID PROPOSAL SHEETS

Schedule – 1 - Proposal

Tenderer's Proposal Reference No.   :
and Date

Tenderer's Name and Address   :

Person to be contacted   :

Designation   :

Telephone No (Mobile/Direct)   :

Email Address   :

Telephone No(s)   :

Fax No.   :

To

Secretary,

Department of Information Technology,

Government of NCT of Delhi,

Room # 902, Level – 9, B - Wing, Delhi Secretariat,

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

Subject: "Design, Development, Testing, Implementation, Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS) and Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile phones, Fax and Paper Media".

Sir,

1.0   We, the undersigned Tenderers, having read and examined in detail the Specifications and all the bidding documents in respect of CRGMS & Call Centre Solution for Government of NCT Delhi do hereby propose to provide Services as specified in the Bidding documents.

2.0   PRICE AND VALIDITY

2.1   All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

2.2   We are an Indian firm and do hereby confirm that our Bid prices include all taxes.

2.3 We have studied the Clause relating to Taxes and hereby declare that if any Income Tax, Surcharge on Income Tax, Professional Tax and other Corporate Tax is altercated under law, we shall pay the same.

3.0 **UNIT RATES**

3.1 We have indicated in the relevant Sections enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/decrease from the Scope of Work under the contract.

4.0 **BID SECURITY**

4.1 We have enclosed a Bid Security in the Performa as per the Bid Security Form in the Form of a Bank Guarantee/Bank Draft for a sum of Rupees Two Lakh only. This Bid Security is liable to be forfeited in accordance with the provisions of Bid documents.

5.0 We declare that all the Services/Works shall be performed strictly in accordance with the Technical Specifications and other bid documents except for the variations and deviations, all of which have been detailed out exhaustively in the following Sections, irrespective of whatever has been stated to the contrary anywhere else in our proposal:

A. Technical deviation schedule, Schedule - 5.

B. Commercial deviation schedule, Schedule -10.

Further, we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviation schedule, shall not be given effect to.

6.0 BID PRICING

6.1 We further declare that the prices stated in our proposal are in accordance with your Instructions to Tenderers included in bidding documents.

7.0 QUALIFYING DATA

7.1 We confirm having submitted the qualification data as required by you in your instructions to Tenderers. This is enclosed is Schedule 2, Schedule 3, Schedule 4, Schedule 6, Schedule 7, Schedule 8, Schedule 9. In case you require any further information/documentary proof in this regard evaluation of our bid, we agree to furnish the same in time to your satisfaction.

8.0 BID PRICE

8.1 We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in Schedule 11 attached with our proposal as part of the Commercial Bid.

9.0 CONTRACT PERFORMANCE GUARANTEE

9.1 We hereby declare that in case the Contract is awarded to us, we shall submit the Performance Bank Guarantee in the form prescribed at Appendix `D'.

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

Thanking you,

Yours faithfully,

(Signature)
Printed Name

Designation:

Seal:

Date:
Place:

Business Address:

Schedule – 2 - Firm's Description

1	Name of the Firm	:	
2	Address of Office	:	
3	Tel. No.	:	
4	Name of Contact Person	:	
5	Tel. No.	:	
6	Mobile No.	:	
7	Fax No.	:	
8	E-mail Address	:	
9	Year Established	:	
10.1	Companies/organizations to whom CRM Solutions are Provided (Indicate minimum of three)	:	i) ii) iii)
10.2	Companies/organizations to whom Call Centre Services are Provided (Indicate minimum of three)	:	i) ii) iii)

11	Annual Turnover of company in last 3 years	:	i) ii) iii)

As of this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

(Name & Designation   (Signature)   (Date)
of the person Signing)

Schedule – 3 - Firm's Experience

(INDICATE TOTAL CRM & CALL CENTER SOLUTIONS PROJECTS ONLY)

USE SEPARATE SHEET FOR EACH PROJECT

Name & Address of the Client	Give full details of the project undertaken & current status of the project.
Title of service provided	Start Date:
	Completion Date:
No. Of Professional man-months of services provided for the project	Approx value of services
Type of services provided	i) ii) iii)
Application Systems Developed and Implemented	
Specify any special features of the project, which the Tenderer may like to specify	
Specify whether any termination of contract or litigation or Arbitration was involved	
Name, Title. Tel No. & Address of the Client's person who can be contacted	

Schedule – 4 - Questionnaire

A.   GENERAL

1.   What capabilities do you have to handle the English and Hindi language requirements?

2.   What was the annual number of call center calls for various clients handled last year by your company?   (Please identify inbound calls by non-technical, low technical, high technical, total positions of each.)

3.   Does your firm utilize any specialized technology for specific industries?

Please provide actual company averages for the following. Please do not provide target numbers. Give examples (up to 3) call centers.

- Number of calls (monthly figure)
- Number of agents
- Number of calls handled per agent
- Average daily call volume, by non technical, low technical, high technical
- Personnel turnover at call center facilities
- Describe the labor pool

4.   Briefly describe your site security.

5.   Do you have any onsite power generation ability? What is the KVA rating?

6.   Switching redundancy capabilities?

7.   Please describe your Average Call Duration (ACD) and telecommunications structure in each facility, including number of E1 circuits.

B.   SYSTEMS

8.   Please describe your computer hardware.

9.   What operating systems do you support?

10.   Do you emulate any external operating systems through real-time, direct data links? If so, which ones?

11.   What hours is your computer center staffed?   How many employees do you have in your systems department?   Describe roles and responsibilities.

C.   SOFTWARE DEVELOPMENT

12.   Do you develop your own software, or use a commercial package?

13.   If you develop your own software, what programming language(s), O/s platforms do you use and have expertise in? If you use a commercial package, which one?

14.   How many programmers do you employ?   What is their experience?

15.   What will be the turn-around time on subsequent changes?

16.   What type of changes will you charge for?

17.   Please describe your disaster recovery processes for both CRGMS & Call Centre.

Note: Considering complexity of application software, which will also handle grievances from various sources, the Government will not insist for in-house development of the same by the lead bidder. However, responsibility of its efficient working will be of the lead bidder only.

D.   REPORTING

18.   Please describe your reporting capabilities.

19.   Describe report delivery options.

20.   Please indicate reports, which will be provided as part of the work awarded. Indicate other reports for which you would expect separate charges along with its quantification.

21.   For non-standard reports, describe the flexibility and turnaround time?

E.   CLIENT SERVICES/ACCOUNT MANAGEMENT

22.   Please describe the start-up process for a new account.   Project timelines, etc.

23.   Please describe your call volume forecasting process and capabilities.

24.   Which staffing and/or workforce management tools do you use?

25.   Please provide a sample of your client satisfaction measurements.

26.   How do you manage productivity?

F.   STAFFING

27.   Provide the organizational chart or your call center.

28.   What is the Manager/Supervisor/Agent ratio in your call center?

29.   Please describe your hiring criteria and process. Please also indicate the screening methodology used by you?

30.   Please describe your training procedure: initial and on-going. Types of training? Measurements? Training Calendar? Average length of new program development? Average length of new hire training?

31.   Describe the coaching and developing process for agents.

32.   Describe the Performance Improvement Processes for low performing agents.

33.   Please describe career path plan for your employees.

34.   Describe motivation and retention programs currently in place.

35.   What is the Attrition rate or Call Centre Turnover?

36.   Describe the reasons for agent turnover?

37.   How do you manage attrition?

G.   QUALITY AND MONITORING

38.   What quality assurance program(s) do you have in place?

39.   Describe your monitoring capabilities. How much staff do you have assigned to monitoring?

40.   Do you provide remote monitoring capabilities to your clients? Please explain.

41.   How often are your agents monitored?

42.   Please provide a copy of your standard monitoring form.

Schedule - 5 - Technical Deviations

Subject : Technical Deviations for providing CRGMS & CALL CENTER SOLUTION for Government of NCT Delhi.

Sir,

Following are the Technical Deviation and variations from the exceptions to the specification and documents for the CRGMS & CALL CENTER Solution for Government of NCT Delhi. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Supportive documents / technical clarifications pertaining to deviations can be attached to this sheet.

_____

Sl.No. Section   Para No.   Page no.   Statement of
                                              deviations and variations

----

Date   Signature

                                              Printed name

Place   Company Seal

Schedule – 6 - Description Of The Methodology And Work Plan

(For performing the Assignment)

	Project Phases	No. of Days/Time Lines/Dates
A	**Study Phase - Collection of Data/ Information Gathering** ➢ Department Structure ➢ G2C, C2G, G2B, B2G, G2G interactions ➢ Citizen Services offered by departments ➢ Time frame for providing service / processing applications ➢ Types of grievances received/handled ➢ Grievance Redressal Time ➢ Escalation Mechanism / Hierarch / Organizational up to CM Level	

	Project Phases	No. of Days/Time Lines/Dates			
	➢ Creation of Operating Model for the all departments (based on the above Study) for - ➢ Information dissemination regarding each service ➢ Grievance management – routing, time for disposal, escalation				
B	**Software Requirement Specifications**				
C	**System Detailed Design**				
D	**System Development**				
		Development	Testing	Dry Run	Deployment
	For Paper Based Grievances				
	For – Voice, Fax Mediums				
	For IVR				
	For Internet, Email Mediums				
	For WAP enabled phones				

	Project Phases	No. of Days/Time Lines/Dates
E	Training	
F	Implementation	
G	Go Live	

Schedule – 7 – Proposed Technical Architecture and Software Details

Schedule – 8 - Team Composition And Task Assignments

1. Technical/Managerial Staff		
Name	Position	Task

2. Support Staff		
Name	Position	Task

Schedule – 9 - Format Of Curriculum Vitae (CV) For Proposed Professional Staff

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____

Nationality: _____

Membership in Professional Societies: _____

_____

Detailed Tasks Assigned: _____

_____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]

_____

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

_____

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

_____

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

_____

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Date: _____
[Signature of staff member and authorized representative of the firm]
Day/Month/Year

Full name of staff member : _____

Full name of authorized representative: _____

Schedule – 10 - Commercial Deviations

Subject : Commercial Deviations for providing CRGMS & CALL CENTER for Government of NCT Delhi.

Sir,

Following are the Commercial Deviation and variations from the exceptions to the specification and documents for the CRGMS & CALL CENTER SOLUTION for Government of NCT Delhi. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

_____

Sl.No. Section   Para No.   Page no.   Statement of

deviations and variations

_____

Date   Signature

                                            Printed name

Place   Company Seal

Schedule – 11 – Commercial Bid

Cost of Development of Integrated, Web-Based CRGMS for Government of NCT Delhi

Task	Item	Man Month	Total Cost	Time Period
I	i. Collection of Data from various departments/agencies			
	ii. System Analysis & Design			
	iii. Development of CRGMS			
	iv. Implementation of CRGMS	---		
II	Charges for providing Call Center Services • Per Month Charges of a Calling Agent	Per Month for 5 years		
III	Charges for providing Call Center Services • Per Month Charges of a Support Staff at Call Centre	Per Month for 5 years		
IV	Charges for Managing CM's Grievance Cell Per Month Charges of a Support Staff	Per Month for 5 years		
V	Charges for Onsite Technical Personnel	Per Month for 5 years		

VI	Training - System Administrator & User Training	Per Batch Size for 2 Types of Batches i. 3 Administrators ii. 20 Users
VII	Outbound Traffic Outbound Emails	a. Per 500-1000, 1001-5000, 5001 & above emails of < 50kb b. Per 0-100, 101-500, 501 & above emails of 51 to 150kb
	Outbound Calls/Faxes	a. Per 0-50, 51-100, 101-500, 501 & above calls based on 1 second pulse charges
	Outbound SMS	a. Per 500-1000, 1001-5000, 5001 & above SMS upto 200 character length b. Per 0-100, 101-500, 501 & above SMS upto 200 to 300 character length
VIII	CRGMS Maintenance	Annual Charges for 3 Years after Warranty

Date

Signature   _____

Printed name   _____

Company Seal   _____

Place   _____

Evaluation will be done using following formula:

40%*[I] +

60%*[II*33+III*1+IV*1+V*2+VI(i)*3 +

VI(ii)*20+VII(i)(a)*20 + VII(i)(b) + VII(ii) + VII(iii)(a)*20 +

VII(iii)(b) + VIII*3]

The evaluation is based on the following assumptions

1. 40% weightage to Task I, 60% weightage to Tasks II, III, IV, V, VI, VII & VIII.

2. Initial requirement of

   (a) 33 calling agent per month

   (b) 1 Call Centre Support Staff

   (c) 1 CM Grievance Cell Management Support Staff

   (d) 2 Onsite Technical Personnel

3. Training

   (a) 3 Batches of System Administrator Training

   (b) 20 Batches of User Training

4. Outbound emails of 51 to 150 kb only 5% of total outbound emails

5. Outbound SMS of 200 to 300 character length only 5% of total outbound SMS

6. Outbound calls, emails, SMS's charge will be reviewed after completion of each year.

7. Maintenance Support will be required for atleast 3 years or till the end of contract period after end of warranty support.

Appendix- "A" – List of Documents/Proofs

List of Documents to be enclosed with Technical Bid along with the filled up Technical Bid Form (**Schedule – 5**)

a)   EMD Amount (Rs.2,00,000/-).

b)   Copy of Registration Certificate/Certificate of Incorporation of Company/Lead Bidder or Partnership Deed or Copy of Agreement between consortium partners etc. (Refer to Para 2.10.1.1)

c)   Roles and responsibilities of the lead bidder and the partners (Refer to Para 2.10.1.2)

d)   Proof of experience in similar works - Copies of Work orders. (Refer to Para 2.10.1.3) and as required in Schedule 3

e)   Audited Balance Sheet for the Last two years. (Refer to Para 2.10.1.4)

f)   Chartered Accountant's Certificate (Refer to Para 2.10.1.4)

g)   Proof of Experience – Copy of Work Order/s (Refer to Para 2.10.1.5)

h)   Copy of ISO Certificate (Refer to Para 2.10.1.6.1)

i)   SEI CMM Certificate (Refer to Para 2.10.1.6.2)

j)   Proof of number of personnel in software development. (Refer to Para 2.10.1.9)

k)   Proof of Call Centre Location in NCR Delhi   (Refer to Para 2.10.1.10)

l)   Details of Project/Program Manager, CV, Roles, Details of Project (Refer to Para 2.10.1.11 as per format in Schedule 8)

m)   Details of Call center setup & control mechanism used (Refer to Para 2.10.1.12)

n) Proof of ownership/lease agreement for the premises of call center. (Refer to Para 2.10.1.13)

o) Proof of Certifications from the local bodies, fire/health department etc. (Refer to Para 2.10.1.14)

p) Copies of DOT/Telecom companies permission/certifications (Refer to Para 2.10.1.15)

q) Proof of Call Centre Seats (Refer to Para 2.10.1.16)

r) Proof of having sufficient number of telephone lines. (Refer to Para 2.10.1.17)

s) List of Major clients along with contact information (Refer to Para 2.10.1.18)

t) Copies of certificates from the customer testimonials/letters of appreciation/satisfaction. These certificates should be issued by Officials not lower than Head of Organisation/Project Director/IT Head (Refer to Para 2.10.1.18)

u) Copies of ESI, PF, PAN no. & Registration No.

Note: **The above list is indicative only.**

Appendix - "B" – Bid Security Form

(Please see Para 2.12 of Instructions to Tenderer)

Bid Security Form

Whereas _____ (hereinafter called "the Tenderer") has submitted its Bid dated _____ for CRGMS & CALL CENTER SOLUTION for Government of NCT Delhi, New Delhi (hereinafter called "the bid")

KNOW ALL MEN by these presents that **WE _____** of _____ having our registered office at _____ (hereinafter called "The Bank") are bound unto the Secretary, Department of Information Technology (hereinafter called "the Department") in sum of _____ for which payment well and truly to be made to the said the Department, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the Said Bank this _____ day of _____ 2005.

THE CONDITIONS of this obligation are:

1. If the Tenderer withdraws its Bid during the period of bid validity specified by the Tenderer on the Bid Form; or

2. If the Tenderer, having been notified of the acceptance of its bid by the Department during the period of bid validity:

    (a)   fails or refuses to execute the Contract Form, if required or

(b)   fails or refuses to furnish the Performance Guarantee, in accordance with the Instructions to Tenderers;

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

This guarantee shall remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

(SIGNATURE OF THE BANK)

Appendix - "C" - Warranty

(Please see Para 3.8 of the General Conditions of Contract)

W A R R A N T Y

We warrant that all the Applications Software and related documentation to be Designed, Developed and Implemented by us hereunder shall be specifically designed and developed for the Department and shall be based on most recent and current techniques. We shall be fully responsible for its efficient and effective functioning. This warranty shall survive inspection of and payment for, and acceptance of the Software and related documentation but shall expire twenty-four (24) months after their successful implementation and acceptance by the Department.

The obligations under the Warranty expressed above shall include all costs relating to Systems Analysis & Design, Development, Implementation, Training, Maintenance of the Application Software under the scope of this Contract, and removing of any defects from the same, for which notice is promptly given by the Department to the PPP Partner.

_____   _____

Signature of the Witness   Signature of the Tenderer

Date : _____

Appendix - "D" – Bank Guarantee Proforma
(Please see Para 3.6 of the General Conditions of Contract)

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE

GUARANTEE BOND

Ref : _____   Date _____

Bank Guarantee No. _____

To

Secretary,

Department of Information Technology,

Government of NCT of Delhi,

Room # 902, Level – 9, B - Wing, Delhi Secretariat,

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

1.   Against contract vide Advance Acceptance of the Tender No._____dated_____ of the Secretary, Department of Information Technology (hereinafter called "the Department") covering "Design, Development, Testing, Implementation, Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS) and Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile phones, Fax and Paper Media" for Government of NCT Delhi to be implemented in New Delhi (hereinafter called the "said contract") entered into between the Client and _____(hereinafter called the "Tenderer"), this is to certify that at the request of the Tenderer we _____ Bank are holding in trust in favour of the Client, the amount _____ (write the sum here in words) to indemnify and keep indemnified the Department against any loss or

damage that may be caused to or suffered by the Department by reason of the said contract and/or in the performance thereof. We agree that the decision of the Department, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Tenderer and the amount of loss or damage that has been caused or suffered by the Department shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Department.

2.   We _____ Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Tenderer i.e. till _____(viz the date upto 12 months after the date of successful implementation and acceptance of each of the Application Software by the Department) hereinafter called the said date and that if any claim accrues or arises against us _____ Bank by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ Bank by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Department.

3.   It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank undertake not to revoke this guarantee during its currency without the consent in writing of the Department.

4.   We undertake to pay the Department any money so demanded notwithstanding any dispute or disputes raised by the Tenderer in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

        The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Tenderer shall have no claim against us for making such payment.

5.   We _____ Bank further agree that the Department shall have the fullest liberty, without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Tenderer from time to time or to postpone for any time or from time to time any of the powers exercisable by the Department against the said Tenderer and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ Bank shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Tenderer or for any forbearance by the Department to the said Tenderer or for any forbearance and/or omission on the part of the Department or any other matter or thing what-so-ever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

6.   This guarantee shall not be discharged due to the change in the constitution of the Bank or the Tenderer.

Date_____

Place_____   Signature _____

Witness_____   Printed Name:

(Bank's common seal)

Appendix - "E" - Agreement

Agreement Between Department of IT,
Government of NCT Delhi and PPP Partner for Software Development

CONTRACT NO.   DATED.   <DATE>

THIS AGREEMENT made executed at Delhi on the _____ day of
_____, 2005 between

Department of IT, Government of NCT Delhi, **DOIT**, **GoD** designated as "Client" (herein after referred to as "DoIT, GoD") having its Office at LEVEL – 9, B – WING, DELHI SECRETARIAT, NEW DELHI (which expression shall unless it be repugnant to the context or meaning thereof shall mean and deemed to include its representatives, executors, nominees and permitted assigns) as the "**FIRST PARTY**"

and

Software Vendor (Company registered under the Companies Act 1956 having its office at, designated as "**Vendor**" herein after referred to as "**VENDOR**" (which expression shall unless it be repugnant to the context or meaning thereof shall mean as be deemed to include its successors, representatives, executors, nominees and permitted assigns) as the "**SECOND PARTY**".

Whereas, **DOIT, GOD** desires to have **Citizen Relationship & Grievance Management System (CRGMS)** Computer Software Program for the smooth, effective and fast functioning of **Delhi**

Government Call Centre related activities like Information Dissemination, Grievance Management, etc. with purpose to achieve smooth and online working of the Call Centre and services of Call Centre.

And, whereas, **VENDOR** has agreed to design, develop, test, implement, maintain etc. – an effective **Citizen Relationship & Grievance Management System (CRGMS)** for DOIT, GOD as per the **Scope of Work** according to detailed **Terms and Conditions** mentioned hereunder: -

Name of Project: **Design, Development, Testing, Implementation, Maintenance of Integrated, Web Based Citizen Relationship & Grievance Management System (CRGMS) and Implementation at Call Centre using Voice, IVR, Internet, Email, WAP Enabled Mobile phones, Fax and Paper Media**

Project Scope, Objectives and Deliverables:

                See details below

Start Date: 15th Days after issue of Letter of acceptance of Bid. (<date>)

Validity Date: End of Warranty Period

Cost of the Project: Rs.

Location:

Project Management: Project Execution Committee will consist of Secretary IT, GoD, designated authority of DoIT – Project Director, Sub Committee of Officers, Department Nodal Officers, DOIT GoD's Consultant and VENDOR's Project Manager.

Scope of the work:

1. **Software Development & Implementation Services**

1.1 **Project Management Services**

A Project Execution team will be composed which shall take all the decisions related to the successful execution of the project. The team shall consist of:

- Project Management Team from DOIT, GOD

    o Secretary IT, GoD

    o Project Director

    o Sub Committee of Officers

    o Department Nodal Officers

- Consultant to DOIT, GOD

- Project Manager, VENDOR

The following Project Management Services are required:

1.2 Project Startup Services

VENDOR shall develop a Project Management Plan. The Project Management Plan at a minimum, shall detail all tasks and for each activity, phase wise, and the task / person / effort resource allocation. This information shall be provided in the form of Gantt chart. The plan shall also detail all milestones and indicate when the required deliverable documentation will be available to the DOIT, GOD.

VENDOR shall identify, analyze and evaluate the project risks, and develop cost effective strategies and action plans to mitigate those risks. VENDOR shall monitor, report and update the project risk profile.

VENDOR shall develop a Quality Assurance Plan for the execution of this project. The Quality Assurance Plan shall address at a minimum, the following project processes:

- Document Control

- Change Management

- Product Review and Approval

- Control of Customer Supplied Product

- Inspection and Testing

- Risk Management

- Control of Quality Records

The Quality Assurance Plan shall define the structure and scope of the required quality objectives.

Deliverables

- Project Management Plan

- Risk Management Plan

- Quality Assurance Plan

Review of Deliverables

On receipt of each deliverable, DoIT, GOD will review each deliverable within 15 days time frame. DOIT, GOD will issue "Permission to Proceed" or "Permission to Proceed subject to certain conditions". In case of no communication/feedback from DoIT regarding the Deliverable, the said deliverable will be deemed accepted.

1.2.1 Project Reporting Services

DOIT, GOD will designate a Project Director to whom VENDOR shall report.

Weekly

A weekly progress report against the Project Management Plan shall be submitted. Also VENDOR shall report on items by exception or that require action.

Fortnightly

A fortnightly report on the status of risks and issues shall be submitted. Also VENDOR shall report on items by exception or that require action.

Monthly

Monthly Project Execution Committee meetings will be held at DoIT, GoD premises. The Vendor is required to provide a report on the following:

- Progress against the Project Management Plan
- Status of all risks and issues

Milestone Achievement

Milestone based reports will be submitted in various Project Phases as per Section 4.20

Ad-hoc

VENDOR will assess ad-hoc requests for information promptly and a delivery date by VENDOR will be given. VENDOR shall deliver the required information within the agreed time frame.

Online

Online Performance Evaluation reports will be after implementation made available regarding Call Centre Operations as per Para 3.30.1.

1.3   Design Services

The following Design services are sought:

- Development of Systems Requirements Specifications (SRS)

- Development of Performance Testing Benchmark Environment and the Performance Requirements Specification.

- Development of Technical Design Specification to deliver the above requirements specifications. The design specification will detail, at a minimum[1]:

  o Solution Architecture Overview that includes the following:

    - Architecture diagram

    - Application Framework

    - Description of the different layers in the architecture

    - Class Diagram

    - Component Diagram

    - Deployment Diagram

    - Physical Data Base Design

    - System Interfaces

    - Development Tools

    - Design Issues

- Development Platform

- Delivery Platform

- System Performance (response times, performance testing benchmark)

- Development of a prototype to progressively demonstrate the user interface to enable the user to evaluate the business system design and the user interface design

Deliverables

- Final System Requirements Specification

- Prototype

- Logical Data Base Design and Data Dictionary

- Technical Design Specification

1.4 Build & Testing Services

The following build and testing services are sought:

1.4.1 Software Development Services:

The software will be developed and tested in accordance with the latest version of the following specifications:

- Final System Requirements Specification

- Prototype

- Technical Design Specification

- Performance Testing Benchmark Environment and the

---

[1] It is expected that the above specification documents will be revised during the life cycle of the project. All changes are subject to configuration management control and approval by DOIT, GOD.

Performance Requirements Specification

Source Code

Source code and documentation of all the modules shall be the property of the DoIT, GoD and softcopies of same along with source codes shall be given in CDs.

Copyright/IPR (Intellectual Property Right) of the CRGMS Software will be of the Department of Information Technology, Govt. of Delhi. The Vendor shall provide complete source code with documentation after developing the same and thereafter will provide weekly backups. This will also apply to changes made and subsequent versions. The software will not make the software available to any other party.

1.4.2   Testing Services

- VENDOR shall develop a Test Plan to support Function Testing and System / Integration Testing.

- VENDOR shall ensure that the testing of the software is comprehensive and auditable.

- VENDOR shall undertake the complete testing of the entire new system, as part of system integration testing.

- VENDOR shall undertake the testing of the data conversion and migration to the new system, as part of system integration testing.

- VENDOR shall ensure that the re-testing of all software likely to be impacted by the correction of the "Non Compliances" identified during User Acceptance Testing (UAT) is comprehensive and auditable.

- VENDOR shall maintain a Test Defect Log. VENDOR shall make available the Test Defect Log to DOIT, GOD within 24 hours or next business day of receiving a request for such from the Project Execution Committee.

- VENDOR shall provide a Testing Report on the current status of testing, as part of the Project Reporting.

1.4.3 Configuration Management Services

VENDOR shall ensure facilities exist for the control of documentation, program versions and program migrations between environments.

Deliverables

- System and Integration Test Plan, covering all testing to be performed by VENDOR.

- Function Test Cases

- Test Log

- Testing Report

- Software Executables

- Software Source Code

- Revised Final SRS

- Revised Logical Data Base Design and Data Dictionary

- Revised Technical Design Document

All of the deliverables referred to above shall be delivered to DOIT, GOD on commencement of the initial User Acceptance Testing (UAT). and on the commencement of any subsequent UAT periods following

the correction of any "Non Compliances".

Review of Deliverables

On receipt of each deliverable, DOIT, GOD will review each deliverable within agreed time frame. DOIT, GOD will issue "Permission to Proceed" or "Permission to Proceed subject to certain conditions".

1.5   User Acceptance Testing Services

The following User Acceptance Testing Services are required:

1.5.1   User Acceptance Testing (UAT) Services

User Acceptance Testing (UAT) will be performed by DOIT, GOD on the DOIT, GOD site, in accordance with the DOIT, GOD approved UAT plan. VENDOR shall install the system in the DOIT, GOD UAT environment. VENDOR shall provide a representative to participate in the UAT. VENDOR must give the DOIT, GOD representatives a minimum notice of agreed period, of readiness to proceed to UAT.

The DOIT, GOD representatives will commence Pre-UAT on VENDOR's test environment as soon as the DOIT, GOD receives the notice of "Readiness to Proceed" to UAT date. The DOIT, GOD representatives will inspect the test log and execute a series of test cases on VENDOR's development environment, over agreed period of time.

For this Pre-UAT, VENDOR will provide the necessary testing environment (hardware, software and system configuration

data) to support a group of 1-2 DOIT, GOD testing personnel at Delhi being its deployment site.

Following the completion of Pre-UAT, the DOIT, GOD representatives will determine whether to proceed to user acceptance testing on the DOIT, GOD site. The software executable's to be installed for user acceptance testing will have no defects outstanding at the time of installation.

User acceptance testing may be terminated and rescheduled if the DOIT, GOD representative determines that further testing would be of little or no value as a consequence of the existence of critical or high level defects. At the completion of UAT, the correction and retesting by VENDOR of the outstanding defects will be undertaken within the period as agreed. The UAT retesting procedures will be as for the initial UAT testing, as described above.

The acceptance of the system by DOIT, GOD will be based on no defects outstanding in the above specified "time boxed" user acceptance testing periods. The services required of VENDOR during User Acceptance Testing are listed below:

- Software Installation

- Defect Analysis, Correction and Re-testing

- Documentation of the problem defect analysis and the solution details

- Performance Monitoring. This task will be undertaken jointly with DOIT, GOD personnel.

1.5.2   Performance Testing

Performance Testing will take place at the DOIT, GOD's site during user acceptance testing as per the approved Performance Testing plan, subject to correct data provided by DOIT, GOD as per clause no. 2.1 within 30 days time frame.

During the Design Phase, the performance testing benchmark environment, the performance requirements and the method of conducting the performance testing to determine system performance against the response time targets will be specified by VENDOR in consultation with DOIT, GOD.

If as a result of performance testing, DOIT, GOD determines that one or more system performance requirements have not been satisfied, then each of these requirements will be recorded as a defect with a severity classification of "High". Cost to DOIT, GOD of fixing the performance problem is Nil.

1.5.3   Defect Severity Classifications

A brief description of the defect severity classification is given below.

- Critical - A failure of software evidenced by abnormal termination of programs or windows.

- High - A failure of software evidenced by incorrect results with respect to critical data and for which there is no 'work around**2**'.

- Medium - A failure of software evidenced by either incorrect result with respect to critical data for which

---

[2] A 'work around' is defined as performing a system user action or actions to achieve the same physical result, i.e. the same database state, without unduly hindering normal operations.

there is a 'work around', or incorrect presentation of information.

- Low - A minor or cosmetic flaw in the software normally involving screen layouts, report formats and error messages. Note: A 'work around' is defined as performing a system user action or actions to achieve the same physical result, i.e. the same database state, without unduly hindering normal operations.

1.5.4   Product Defect Management during UAT

Problems raised by DOIT, GOD during user acceptance testing will be classified as follows -

- Problem within specification**3**. Problem will be recorded on the defect log with the appropriate severity status of Critical, High, Medium or Low. Cost to DOIT, GOD of fixing the problem is Nil.

- Problem is outside specification but is attributable to changes in software within specification. Problem will be recorded on the defect log with the appropriate severity status of Critical, High, Medium or Low. Cost to DOIT, GOD of fixing the problem is Nil. Here VENDOR Ltd.'s responsibility would be limited to making software changes within specifications.

Problems raised by DOIT, GOD during user acceptance testing will be documented on a Non Compliance Report (NCR) and communicated to VENDOR for analysis and

solution. The classification of the problem and the severity of the problem will be determined by DOIT, GOD. VENDOR will document their analysis of the problem and their proposed solution on the "NCR" document.

1.5.5 Deliverables in case of Software Development

- Software Executables

- Software Source Code

- Final SRS, Logical Data Base Design and Data Dictionary

- Revised Technical Design Document

- Test Report

- Non Compliance Reports completed with problem defect analysis and solution details

- Technical Manual

- Administration Manual

- User Manual

- Security Manual

The deliverables referred to above, shall be delivered to DOIT, GOD (via a medium such as CD) on successful completion of the User Acceptance Testing (UAT).

1.5.6 Review of Deliverables

On receipt of each deliverable, DOIT, GOD will review

---

[3] The term specification above refers to the latest DOIT, GOD approved versions of all

each deliverable within agreed time frame. DOIT, GOD will issue "Permission to Proceed" or "Permission to Proceed subject to certain conditions".

1.6 Data Conversion and Migration

VENDOR shall provide the data conversion and migration services as defined in the preliminary Functional Requirements Specification document. VENDOR shall undertake the testing of the data conversion and migration as part of system integration testing but its responsibility is limited as per clause 2.1

1.7 Documentation Services

VENDOR shall provide DOIT, GOD with two (2) hard copies initially and a soft copy of all documentation for the required deliverables specified in this section. Version control will apply to all documents.

VENDOR grants DOIT, GOD a perpetual license to copy the documentation and software for use by DOIT, GOD in the maintenance and operation of the system, and for future changes to the system. Source code will only be provided in soft copy.

1.8 Training Services

VENDOR shall provide System Administration Training to the required number of personnel identified by the

requirements / specification documents referred to in this section.

Information Technology Department on the Project Technical Design & Implementation, covering Data Base Design, Application Design, Program Libraries, and System Configuration at the DOIT, GOD site.

It is expected that VENDOR would impart training to personnel identified (expected to be 10 in numbers) by DOIT, GOD on User Training. Training shall consist of required duration, with a batch size as mutually agreed by the DOIT, GOD and VENDOR, at different location of DOIT, GOD for which necessary infrastructure will be provided by DOIT, GOD.

1.8.1   Deliverables

- System Administrator Training Materials

- User Training Plan

- User Training Materials on the application developed for DOIT, GOD.

1.8.2   Review of Deliverables

On receipt of each deliverable, DOIT, GOD will review each deliverable within agreed time frame. DOIT, GOD will issue "Permission to Proceed" or "Permission to Proceed subject to certain conditions".

1.9   Warranty Period Support

VENDOR shall provide software support for Release 1 during the Warranty Period, in accordance with the

following service levels:

Severity Type	Response Time	Resolution Time
Critical	2 hrs from initial notification	By start of next day
High	6 hrs from initial notification	By start of "next + 3" day
Medium	2 days from initial notification	By end of 15 business days hence
Low	7 day from initial notification	By end of 25 business days hence

The Warranty Period will be Two Years from the date of acceptance of the system.

Problems raised by DOIT, GOD during the Warranty Support Period, which are classified as a defect will be corrected by VENDOR with nil cost to DOIT, GOD. The "Fixes" shall be delivered to DOIT, GOD via a medium such as CD.

2. Maintenance Support Services

At DOIT, GOD's option, VENDOR may be required to provide ongoing maintenance support and / or further system development services for the entire system for a period as agreed after the completion of warranty period. This support shall commence on a date to be agreed.

Maintenance Support Services are defined as ongoing production support and small software modifications. These software modifications will be specified through a "Software Change Management Request Form". VENDOR will extend support on mutual agreed terms and conditions.

3. Schedule

VENDOR shall complete and implement the project as per the Project Schedule in 270 days from the date of award of contract. Both the parties shall strictly adhere to the implementation schedule specified in the agreement.

4. Technical Requirements Specification

Vendor shall provide all the required Hardware (viz. servers, storage devises, workstations, power backup systems etc.), Systems software (viz. operating system, application server middleware, RDBMS etc.) and Network Infrastructure (viz. Routers, Switches, Hubs, Cables and Carrier Services).

4.1   Target System Architecture

4.1.1   Objectives

The objectives of the target system architecture are as follows:

- To ensure easy user access to the system

- To ensure that the system will be easy to support and maintain

4.1.2   Technical Architecture (will be detailed after finalization of Vendor)

The target technical architecture is defined as follows:

- an n-tier architecture where the user interface will be web-enabled

- the presentation logic will be de-coupled from the business components logic

- RDBMS

4.1.3   Operating System

(will be detailed after finalization of Vendor)

4.1.4   User Interface Layer

The user interface will support

- Web Browser

4.1.5   Application Server Layer

The Application Server Layer will be implemented using the following technology: **(will be detailed after finalization of Vendor)**

4.1.6   Data Layer

The data layer will be implemented using: **(will be detailed after finalization of Vendor)**

4.2   System Performance

4.2.1   System Availability

The system requires continuous availability, supporting Safety twenty-four (24) hours a day, seven (7) days a week. The system management (backup, recovery, etc), data management and disaster recovery are responsibility of the Vendor.

4.2.2   Performance Testing Benchmark Environment

The performance testing benchmark environment, the quantitative response time requirements and the method of conducting the performance testing will be determined by DOIT, GOD during the design phase. DOIT, GOD will consult with the VENDOR in the development of the System Performance Testing Benchmark Environment and the Performance Requirements.

The system performance must not be degraded by the

increase in load of the number citizens calling in or accessing the CRGMS (whether simultaneously or not).

4.2.3 Other System Design Issues

The following issues will need to be addressed in the detailed Technical Design Specification.

4.2.4 System Persistency

There are many remote users entering information into system. These remote users will be prone to 'dropping out' due to network communication failures. This may result in the loss of data already entered. The system should be designed to ensure that the loss of data is minimized due to the network 'drop outs'.

4.2.5 E-mail

E-mail interface support is required for:

- Sending acknowledgement to the citizens accessing the system on the web

- Sending mass mails to the existing or provided database of email address

- Sending of messages to multiple recipients

- Detecting failure of the e-mail server

- 'bouncing' of messages from unknown e-mail address

4.2.6 Automatic Refreshing of Data

There are several windows specified in the system that require the data to be automatically refreshed at specified time intervals. The information needs to be refreshed from the database and does not require user intervention.

4.3   Systems Support Requirements

4.3.1   User Access Control

The system must provide the means to control and restrict the system access to critical and confidential data. Security / User Access Controls are required at the following levels:

- Sub-system
- Function
- Buttons / Hyperlinks on a Window
- Fields on a Window
- Data Records

The user access control capability will support the limiting of access to certain objects, and the filtering records of certain objects based on the user role, and the user's attributes, including position of person in the organizational hierarchy.

The system administrator will have the ability to:

- Create new roles
- Give a role access to an object, and where applicable

define the level of access ('R' – Read, or 'U' – Update)

- Define the Access Filter that will be used by a particular user role when accessing the object. The Access Filter will limit the user to a subset of records of that object, based on the user's attributes.

4.3.2 Audit Trails

An audit trail of changes to data in the system is required. All records that are changed should be time stamped and logged. Transactions modifying critical data must record an audit trail to identify the user responsible for the modification. The audit trail must operate on nominated Tables and Data Items. There should be a facility to report on audit logs.

4.3.3 Data Archiving

The system should provide a user driven data archiving capability, with support for flexible archiving periods and selected Tables.

4.3.4 Online Help

The system should have an online help capability.

5. Functional Requirements Specification

Scope of Work as per tender document.

6.   **Headings:**

The headings given herein are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.

7.   **Termination of Contract – Refer Exit Management in the Tender Document**

8.   Intellectual Property Rights

8.1   Rights to Application System Software

DoIT, GoD shall retain all right, title and interest in and to any and all software, developed for DOIT, GOD by the VENDOR pursuant to this agreement, and any modifications thereto or works derived there from. VENDOR shall have no right, title or interest in or to such programs, modifications or derivative works for any purpose, except the right to use, modify, enhance and operate such programs, modifications or derivative works in order to perform services hereunder, and as may be expressly set forth herein or in a separate written agreement executed between the parties.

While recognizing the intellectual property rights of the DOIT, GOD, Vendor shall not be allowed to the market the product to third party.

The terms software, software programs and programs shall include source code and object code, all related design concepts and ideas, specifications, documentation, and technical information, and all corrections, modifications, additions, improvements and enhancements to any of the foregoing provided to DOIT, GOD by the VENDOR.

9. Payment Terms

9.1 Schedule of Payments

The VENDOR 's request(s) for payment shall be made to the DOIT, GOD in writing accompanied by the details of work executed, supported with evidence of accomplishment of the item wise work for which payment is being claimed.

All the payments to the VENDOR shall be subject to the report of satisfactory accomplishment of the concerned task, to be submitted by the Project Consultant, as appointed by the DOIT, GOD and Project Execution Committee (PEC) constituted for this purpose.

The Items of payment due after each stage are given below and the payment would be made as per these schedules.

Deliverables	Payment
Collection of Data, Submission of Report System Requirement & Design & Submission of Report	20% of total cost
Delivery of Prototype & Beta Testing with Trial Run (with Test Data)	20% of total cost
Implementation and completion of satisfactory training	50% of total cost
After successful running for 90 days	10% of total cost

Payments shall be released to the Vendor on submission of documents as below.

- **Bills (**Invoices) in triplicate

- Completion Certificate **or Permission to Proceed**

Income tax at source and other taxes as applicable under the concerned laws will be deducted from payment at every stage.

10. Miscellaneous

10.1 Performance Guarantee

Period for Furnishing Performance Guarantee

Within 15 days of the signing of this agreement, the VENDOR shall furnish the performance guarantee at the rate 10% of total value of the contract in accordance with the Conditions of Contract, in the form of Bank Guarantee or Demand Draft / Bankers' Cheque drawn in favour of "DOIT, GOD" payable at Delhi. The bid security submitted by the VENDOR shall be adjusted against this amount and the balance amount, if any, needs to be paid if the VENDOR chooses to furnish the performance guarantee in the form Demand Draft / Bankers' Cheque or Bank Guarantee

10.2 Standards

The services provided under this contract (signed between the DOIT, GOD and VENDOR on stamp paper) shall conform to the standards mentioned in the Technical Specifications, and when no applicable standards are mentioned to the authoritative standards. Such standard shall be the latest issued by the competent institution governing that standard.

10.3   Standard of Performance

The VENDOR shall carry out the service and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. The VENDOR shall also employ appropriate / updated technology and safe and effective equipment, machinery, material and methods.

10.4   Confidentiality

The VENDOR and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the DOIT, GOD's business or operations without the prior written consent of the DOIT, GOD.

10.5   Force Majeure

If a Force Majeure situation arises, the VENDOR shall promptly notify the DOIT, GOD in writing of such conditions and the cause thereof. Unless otherwise directed by the DOIT, GOD in writing, the VENDOR shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The DOIT, GOD may terminate this contract, by giving a written notice of minimum 30 days to the VENDOR, if as a result of Force Majeure, the VENDOR being unable to perform a material portion of the services for a period of more than 60 days.

10.6   Arbitration and Jurisdiction

In the event of any dispute relating to the import or meaning of any terms and conditions which could not solved amicably by the parties, may refer the matter to the Arbitrator to be appointed by Government of Delhi on the request of either of the parties for arbitration in consonance with the provision of the Arbitration and Conciliation Act, 1996 (Act 26 of 1996), on the designated reference in dispute. The jurisdiction for all legal proceedings shall be National Capital Territory of Delhi.

10.7   Compensation in Delays

If the VENDOR fails to complete the works within time fixed under the contract, he shall pay to the DOIT, GOD without prejudice to any other rights or remedy as may be available to the DOIT, GOD, an agreed compensation amount calculated @1% of the total value of the uncompleted portion of the work per.

The amount of compensation for delay and waiver of compensation for delay in case of justified reasons shall be decided at the discretion of Accepting Authority and the same shall be final and binding on the VENDOR. Time taken by DOIT, GOD and local statutory authorities for approval of drawings, design, estimate etc, Force Majeure reasons and any other reasons beyond control of the consultant shall be considered   as   justified   reasons.   The   amount   of compensation may be adjusted or set off against any sum

payable to the VENDOR under this or any other contract with DOIT, GOD or other Government organizations where the Vendor has due.

10.8   Limitation of Liability:

- The aggregate liability of VENDOR in connection with obligations undertaken by VENDOR under this Agreement, and the services provided by VENDOR, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall under no circumstances exceed the fees paid by the DOIT, GOD for the portion of the work giving rise to liability, provided that in the event of any default exclusively attributable to VENDOR under this Agreement and such other cost as may be decided by the Arbitrator.

- VENDOR shall not be liable for any direct, indirect, exemplary, special, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of customers of the DOIT, GOD or other third parties claiming through the DOIT, GOD) that may arise out of or be caused in connection with or result from this Agreement or any other obligations undertaken under the terms of this Agreement.

- The essential purpose of this Clause is to limit the potential liability of VENDOR arising out of this Agreement and the foregoing states VENDOR 's entire

liability with regard to this Agreement.

Notwithstanding anything contained herein before in clauses mentioned in this agreement VENDOR & DOIT, GOD shall always be mutually responsible and liable for any omission and commission in breach of any or all terms and conditions of this Agreement that are directly attributable to either of them.

11.   General provisions

11.1   Distinct Identities

This Agreement is not intended to create any relationship than that of independent Vendors.

11.2   No Employer-Employee Relationship:

It is further expressly agreed that either party or any of its holding/ subsidiary/ joint-venture/ affiliate / group /Client companies or any of their employees /officers /staff /personnel/ representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the other party or any of its employees/officers/ staff/representatives/ personnel/agents.

11.3   Non-Exclusive Relationship:

The parties herein hereby understand and agree that this Agreement is non-exclusive, and that VENDOR may enter into similar agreements with others whether or not in competition with the DOIT, GOD.

11.4   Non-Solicitation

The parties herein further agree that during the term of this agreement and for a period of 2 years thereafter neither party shall without the express written consent of the other party, directly or indirectly:

- recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the other party (including any of its Affiliated Companies, Sub-Vendors, Vendors, etc.).) in rendering services under this agreement; or

- induce any person who shall have been an associate of the other party (including any of its Affiliated Companies, Sub-Vendors, Vendors, etc.) at any time to terminate his/ her relationship with such party;

11.5   Assignment:

Neither this Agreement nor any rights granted hereunder may be sold, leased, assigned, or otherwise transferred, in

whole or in part, by either party, and any such attempted assignment shall be void and of no effect without the advance written consent of the other party, such consent not to be unreasonably withheld or delayed; *provided, however,* that such consent shall not be required if (i) VENDOR assigns this Agreement in favour of any of its Affiliate(s) or in connection with a merger, acquisition, or sale of all or substantially all of its assets. In the event of change affecting the DOIT, GOD herein by way of any sale, transfer, merger, acquisition, takeover, corporate restructuring or similar event, the DOIT, GOD shall ensure before such event takes place that the entity succeeding or replacing it, either agrees to be bound in all respects by the terms of this Agreement or as amended, as if it were originally a Party to this Agreement or agrees to enter into a separate agreement identical in content, substance and format to this agreement with such modifications or amendments thereto as may be agreeable to the parties.

11.6   Notices:

Notices as required under this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

11.7   Amendment and Waiver

Except to the extent stated above, any provision of this

Agreement may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by VENDOR and the DOIT, GOD, or in the case of a waiver, by the Party against whom the waiver is to be effective. No delay or failure of any Party in exercising any right power or privilege hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No amendment or modification of this Agreement and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing and duly executed by both Parties. The rights and remedies herein provided shall be cumulative and not exclusive of any rights or remedies provided by law.

Survival and Rights and obligations under this Agreement, which by their nature should survive or are expressly so stated herein shall remain in full force and effect notwithstanding any expiry or termination of this Agreement. The invalidity or un-enforceability of any provisions of this Agreement in any jurisdiction shall not affect the validity, legality or enforceability of the remainder of this Agreement in such jurisdiction or the validity, legality or enforceability of this Agreement, including any such provision, in any other jurisdiction, it being intended that all rights and obligations of the Parties hereunder shall be enforceable to the fullest extent permitted by law.

11.8   Entire Agreement:

This Agreement, including all Appendix, Exhibits and Schedules (if any) attached hereto, shall constitute the entire agreement amongst the parties hereto. It shall include, the conditions mentioned in the Tender Document and addendum thereof and tender compliance response document submitted by VENDOR Ltd. all prior or contemporaneous oral or written communications, proposals, conditions, representations and warranties and prevails over any conflicting or additional terms of any quote, order, acknowledgement or other communication between the parties relating to its subject matter during the term of this Agreement.

11.9   Media

Soft copy media means branded Compact Disc

11.10   Deliverable Manuals

- Technical Manual 4 copies for Advanced Users / Acceptance Team. The VENDOR shall supply complete set of installation/technical/ operations and maintenance manuals both in Hard as well as Soft copies as applicable along with the delivery. The cost of such manuals supplied will be included in the cost of the System

- Administration Manual – 4 copies for Administration function with complete detail of the architecture and file structure of the Package.

- Instructors' Manual – 4 copies for Advances Users who shall impart in-house training.

- Users' Manual for all Sub Departments detailing step-by-

step operation of all modules in proposed system.

- Source Code Manual: Complete detailed documentation for the Source Code

- Security Manual: Detailed documentation on the Security aspects that get built-in the software.

The language of all services, manuals, instructions, technical documentation etc. as provided for under this contract would be English.

11.11 Counterparts

This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS
AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED
REPRESENTATIVES ON THIS _____ DAY OF ____ _____ 2005

Signed and delivered by

For IT, DOIT, GOD   **For VENDOR**

Shri Prakash Kumar, IAS

Secretary, IT, DOIT, GOD   **Managing Director,**
VENDOR

Witnesses:

_____   _____

_____   _____

SECTION-VI

INFORMATION ABOUT THE GOVERNMENT

A   List Of Services Provided By Government

6.1.1 PARTIAL LIST OF PUBLIC DEALING DEPARTMENTS OF DELHI GOVERNMENT

S.No.	Name of the Department	Services provided by the deptt.
	Hospitals & Health Services	
1	Aruna Asaf Ali Hospital	1. Provision of Indoor/Outdoor medical facilities Diagnostic Tests
2	Deen Dayal Upadhyay Hospital	2. Provision of Indoor/Outdoor medical facilities Diagnostic Tests
3	Directorate of Health Services	3. Providing health services through DHS dispensaries
4	Govind Ballabh Pant Hospital	4. Provision of Indoor/Outdoor medical facilities Diagnostic Tests
5	Guru Nanak Eye Centre	5. Provision of Indoor/Outdoor medical facilities Diagnostic Tests
6	Guru Teg Bahadur Hospital	6. Provision of Indoor/Outdoor medical facilities Diagnostic Tests
7	Lok Nayak Hospital	7. Provision of Indoor/Outdoor medical facilities Diagnostic Tests
8	Nehru Homoeopathy Medical College and Hospital	8. Provides health services
9	Dr. B.R. Sur Homoeopathy Medical College and Hospital	9. Provision of Indoor/Outdoor medical facilities
10	Sanjay Gandhi Memorial Hospital	10. Provision of Indoor/Outdoor medical facilities
	Other departments	
11	Chit Fund	11. Registration of chit fund companies
12	Chief Electoral Officer	12. Registration and amendments in electoral rolls. 13. Issue of EPICs, Conducting elections of MPs/MLA
13	Consumer Affairs	14. Protection of consumer rights. Attending to the grievances of 15. Consumers through District

		Forum and State Forum.
14	Cooperative Societies	16. Registration of Societies, 17. Monitoring the functioning of Cooperative Societies registered under the Act.
15	Delhi Fire Service	18. Fire fighting services, issue of NOCs to buildings.
16	Development Department & its Units	19. To provide multi-furious services to the farmers viz. provision of better scientific techniques/technology inputs, 20. Distribution of subsidy 21. Testing of samples of water and soil augmenting 22. Irrigation facilities 23. Distribution of fertilizers / manure on nominal rates 24. Treatment (OPD) in various veterinary dispensaries of ailing animals 25. Supply of medicines 26. Vaccines etc.
17.	Drug Control	27. Grant / renewal of licenses for the manufacture of allopathic drugs including whole human blood / blood components / Blood products, surgical dressings, diagnostic reagents/ Kits, disposable syringes/needles/perfusion sets, repacking of drugs, homoeopathic medicines and cosmetics. 28. Inspection for grant / renewal of licenses for retail and wholesale of drugs including homoeopathic medicines. No licence for sale of Ayurvedic /Unani / siddha medicines and cosmetics is required. 29. Enforcement of Drug & Cosmetics Acts.
18	Directorate of Agricultural Marketing	30. Regulation of Agricultural Market and Market Practices. Grading under 'AGMARK'. Market Intelligence
19	Directorate of Small Savings	31. Encouraging citizens for small investments

20	Education Department	32. Providing education to citizens. 33. Approval to run private/ aided/unaided schools. 34. Enforcing regulations
21	Employment	35. Registration of unemployed 36. Sponsoring of names for employment
22	Environment	37. Motivating citizens of Delhi to keep surroundings clean and green. 38. Promoting an ethos of conservation of water by minimising the use of water and wastage of water. 39. Composting horticulture waste, to use it as manure for kitchen gardens, nurseries, parks etc. 40. Sensitizing the citizens to minimize the use of plastic bags. 41. Also, to encourage the use of eco-friendly alternatives like jute, cloth and recycled paper bags, etc. 42. Organizing Tree plantation programmes in schools, residential areas, parks, industrial areas etc. 43. Educating the citizens about reuse of waste material by promoting the concept of the three R's i.e. Reduce, Reuse and Recycle.
23	Excise	44. Issue of various types of licenses for liquor intoxicants and narcotics trade and discharges the responsibility of making available the same in safe quality to the consumers 45. Collection of entertainment tax leviable on all entertainments / amusements like Cinema, Theatre, Ticketed sports events, Cable TV
24	Food & Supplies	46. Management of PDS, 47. Issue of Food Cards, 48. Opening of FPS/KODs 49. Issue of other licenses under Essential Commodities Act.
25	Health & Family Welfare	50. Provides health facilities and

		encouraging family planning
26	Industries	51. Registration under Small Scale sector. 52. Sanction of Power load from Delhi Vidyut Board. 53. Issue of provisional registration as a small scale industry
27	Information & Publicity	54. Informing and educating the citizens about the programmes, policies and activities of the Government of NCT of Delhi including new initiatives like Bhagidari, Pulse Polio Immunization, Pollution Free Delhi, Better Education, Health Awareness Programmes, Clean Yamuna Drive etc. mainly through Print Media, Electronic media and other modes of publicity.
28	Labour Department	55. Enforcement of various Labour Laws. 56. Conciliation of disputes between workers & Management. 57. Referring the Disputes to the Labour Courts & Industrial Tribunals for adjudication. 58. Welfare related activities through welfare Boards and safety, health and welfare of Labour through Department Machinery by implementing the provisions laid down under Labour Legislations 59. Labour research and training
29	Mahila Institute of Technology	60. Conduct engineering courses
30	Prevention of Food Adulteration	61. Enforcement of PFA Act, taking samples to check to adulteration of food and launch prosecution.
31	Public Works Department	62. Construction of new buildings/roads/ flyovers/bridges and other infrastructural facilities. 63. Maintenance, repair, preservation, protection and conservation of vast stock of public assets that include 6500 dwelling units
32	Prohibition	64. Educating public to avoid intoxicant.
33	Divisional Commissioner	65. Issue of various types of

	Office	certificates e.g. 66. Caste certificate, 67. Marriage cert., 68. Domicile cert., 69. Nationality cert., 70. Handicap cert. etc., 71. Relief work in case of natural calamity, 72. Compensation to deceased. 73. Registration of properties through sub-registrar offices.
34	Sales Tax Department	74. Enforcing DST Act, 75. Registration of dealers for selling goods 76. Collection of Sales Tax.
35	Social Welfare Department / Rehabilitation Services	77. Implementing various social welfare schemes e.g. old age pension, loans to weaker section, running of old age homes, orphanages, women hostels, child homes etc.
36	Tourism Department	78. Tourist assistance at information counters 79. Guided city sight seeing tours 80. Seasonal Package Tour 81. Fairs and Festivals 82. Coffee Homes for wholesome meals at reasonable prices
37	Training & Technical Education	83. Conducts various diploma and ITI courses through Polytechnics and ITIs
38	Transport Department	84. Administration of Motor Vehicles Act-1988, 85. Road safety and related activities, 86. Enforcement and Pollution Control activities, 87. Issuance of permits, to various category of vehicles, 88. Issuance of driving licences, 89. Registration of vehicles, issuance of trade certificate to distributors of the vehicles. 90. Issuance of fitness Certificates to vehicles at Vehicle Inspection Unit Burari, 91. Ensuring emission and safety related norms for Motor Vehicles,

		92. Management and operation of Inter-State Bus Terminals,
39	Weight & Measures	93. Stamping and inspection of weights and measuring instruments. 94. Ensure right quantity of items whether in measures or in weights for the money he spent to purchase any specific item
40	Welfare of Scheduled Caste / Scheduled Tribes	95. Grant of loans and financial/rehabilitation schemes for SC/ST

B   Partial List Of Public Dealing Autonomous / Local Bodies / Undertakings

S.No	Name of the Agency	Services Provided
1	Ayurvedic and Unani Tibbia College and Allied Units	96. Provides medical facilities
2	Central Accident and Trauma Service	97. Provides ambulance services in case of accident and trauma
3	Commission for Other Backward Classes	98. Implements various schemes for backward classes for their upliftment.
4	Delhi State Civil Supplies Corporation Limited	99. Procurement and distribution of commodities through government outlets.
5	Delhi Tourism and Transport Development Corporation	100. Tours, traveling facility 101. Coffee homes 102. Booking of hotels 103. Sale of liquor
6	Delhi State Industrial Development Corporation Limited	104. Allotment of industrial sheds 105. Development of industrial plots 106. Placement of employee
7	Delhi Cantonment Board	107. Provision of local services with in cantonment
8	Delhi Commission for Women	108. Attending to women grievances
9	Delhi Consumers Cooperative Wholesale Stores Limited	109. Sale of retail goods, murgi dana/ fodder
10	Delhi Cooperative Housing Finance Corporation Limited	110. Provides loans for housing
11	Delhi Financial Corporation	111. Provides loans for various projects
12	Tool Room & Training Centre	112. Conducts diploma courses courses
13	Delhi Institute of Hotel Management and Catering Technology	113. Conducts diploma courses and hotel management
14	Delhi Jal Board	114. Supply of water and disposal of garbage
15	Delhi Minorities Commission	115. Protects the interests of minorities
16	Delhi Pollution Control Committee	116. Control environmental hazards
17	Delhi Schedule Castes Financial and Development	117. Loans to SC/STs

	Corporation Limited		
18	Delhi State Aids Control Society	118.	Spreading Aids awareness
19	Delhi State Co-operative Bank Limited	119.	Banking business
20	Delhi Subordinate Services Selection Board	120.	Selection of candidates for appointment in government departments
21	Delhi Transport Corporation	121.	Provide mass transportation services
22	Guru Govind Singh Indraprastha University	122.	Affiliation of private colleges and regulate their working
23	Institute of Human Behaviour and Allied Sciences	123.	Treatment of mentally retarded patients
24	Municipal Corporation of Delhi	124.	Provide local services
25	New Delhi Municipal Council	125. 126. 127. 128. 129. 130. 131.	Construction of roads Primary education Tax collection Building plans Issue of birth certificate Collection of octroi . Various types of certificates
26	Delhi State Election Commission	132.	Conducting elections for MCD councilors
27	Rajya Sainik Board	133.	Looking after ex-employees of forces and their widows

Section –VI

C   List Of Department Codes

6.2.1 LIST OF DEPARTMENT CODES

S.No.	Deptt Code	Department name
1	1	Home
2	2	Delhi Fire Services
3	3	Central Jail
4	4	Home Guard & Civil Defence
5	5	Prosecution
6	6	Delhi Minority Commission
7	7	Forensic Science Lab.
8	8	Industries
9	9	DSIDC
10	10	Delhi Khadi Village Industries Board(DKVIB)
11	11	Tool Room & Training Centre
12	12	Finance
13	13	Dte. of Small Savings
14	14	Power
15	15	Excise
16	16	Audit
17	17	Prohibition
18	18	Principal Accounts Office
19	19	D.F.C.
20	20	Delhi Electricity Regulatory Commission
21	21	Urban Development
22	22	MCD
23	23	MCD - Health
24	24	MCD - Engg
25	25	MCD - Edn
26	26	MCD - Rev
27	27	MCD - Slum
28	28	MCD - AC
29	29	NDMC
30	30	Delhi Jal Board(DJB)

31	31	Delhi Transco Limited (DVB)
32	32	Delhi Cantonment Board
33	33	Training & Technical Education
34	34	Delhi College of Engineering
35	35	Netaji Subhash Institute of Tech.
36	36	College of Arts
37	37	College of Pharmacy
38	140	Vigilance
39	39	Food and Civil Supplies & Consumer Affairs
40	40	Weights & Measures
41	41	Delhi State Civil Supplies corporation limited (DSCSC)
42	42	Information Technology
43	43	Education
44	44	Higher Education
45	45	SCERT
46	46	NCC
47	47	Guru Gobind Singh Indraprastha University
48	48	Mahila Institute of Technology
49	49	Planning
50	50	Dte. of Eco. And Stat. & O/o Chief Reg. Births & Deaths
51	51	Man Power & Employment
52	52	Welfare of SC/ST
53	53	DSC & FDC Ltd.
54	173	Institute of Liver and Biliary Sciences
55	54	OBC Commission
56	55	Land and Building
57	56	Administrative Reforms
58	57	PWD
59	58	PWD - I
60	59	PWD - II
61	60	PWD - III
62	61	PWD - IV
63	62	GAD
64	63	Delhi Legislative Assembly Sectt.
65	64	Law and Justice and Legislative Affairs
66	65	District & Session Judge Office
67	66	Delhi Legal Service Authority
68	67	Art and Culture and Language
69	68	Archives
70	69	Archaeology

71	70	Social Welfare / Rehabilitation Services
72	71	Delhi Commission for Women
73	72	Tourism
74	73	DTT & DC
75	74	Delhi Institute of Hotel Management
76	75	Transport
77	76	DTC
78	77	Labour
79	78	Employment
80	79	Delhi State Election Commission
81	81	Services
82	82	DSSSB
83	83	Union Territory Civil Services (UTCS)
84	84	Environment
85	85	Conservator of Forest
86	86	Delhi Pollution Control Committee
87	87	District Administration
88	88	DC (East)
89	89	DC (West)
90	90	DC (North)
91	91	DC (South)
92	92	DC (Central)
93	93	DC (New Delhi)
94	94	DC (North-East)
95	95	DC (North-West)
96	96	DC (South-West)
97	97	Delhi Waqf Board
98	98	Rajya Sainik Board
99	99	Delhi State Haj Committee
100	100	Development
101	101	Irrigation and Flood Control(I&FC)
102	102	Dte Agrl. Mktg.
103	103	Delhi Agriculture Mkt. Board
104	104	DEDA
105	106	Chit Fund
106	108	Delhi Consumer Co-op. Wholesale Store
107	105	Sales Tax
108	107	Registrar Cooperative Society
109	109	Delhi co-op. Housing Societies Finance Co. Ltd.
110	110	Delhi State Co-operative Bank Ltd.

111	111	Information and Publicity
112	112	Health & Family Welfare
113	113	GTB Hospital
114	114	G. B. Pant Hospital
115	115	DDU Hospital
116	116	MAMC
117	117	Directorate of Health Services(DHS)
118	118	Aruna Asaf Ali Hospital
119	119	B.R. Sur Homoeopathic Med. College
120	120	Directorate of Family Welfare(DFW)
121	121	ISMH
122	122	Nehru Homeopathy Medical College
123	123	Sanjay Gandhi Memorial Hospital
124	124	Prevention of Food Adultration (PFA)
125	125	Drug Control
126	126	Guru Nanak Eye Center
127	127	LN Hospital
128	128	A & U Tibbia College
129	129	CATS
130	130	Delhi State Aids Control Society
131	131	Delhi Pharmay Council
132	132	IBHAS
133	133	Board of Ayurvedic & Unani System
134	134	Delhi Homeopathy Anusandhan Parishad
135	135	Delhi Bhartiya Chakitsa Parishad
136	136	Gurudwara Election Office
137	138	Election (Chief Electoral Office)
138	139	Maharishi Valmiki College of Education
139	141	Shaheed Rajguru College
140	142	Public Grievances Commission
141	143	Delhi SC/ST/OBC Minorities Fin. & Dev. Corp. Ltd.
142	144	APMC-Azadpur
143	145	SDM (Civil Lines)
144	146	SDM (Sadar Bazar)
145	147	SDM (Kotwali)
146	151	SDM (Kalkaji)
147	153	SDM (Hauz Khas)
148	155	SDM (CP)
149	156	SDM (Chanakya Puri)
150	157	SDM (Nazafgarh)

151	158	SDM (Delhi Cantt.)
152	159	SDM (Vasant Vihar)
153	160	SDM (Patel Nagar)
154	162	SDM (Panjabi Bagh)
155	163	SDM (Shahdara)
156	166	SDM (Gandhi Nagar)
157	167	SDM (Preet Vihar)
158	168	SDM (Vivek Puri)
159	172	Delhi Labour Welfare Board
160	148	SDM (Darya Ganj)
161	152	SDM (Defence Colony)
162	154	SDM (Parliament Street)
163	161	SDM (Rajouri Garden)
164	171	SDM (Saraswati Vihar)
165	149	SDM (Pahar Ganj)
166	150	SDM (Karol Bagh)
167	164	SDM (Seelampur)
168	169	SDM (Model Town)
169	165	SDM (Seema Puri)
170	170	SDM (Narela)

Section –VI

D   Existing Web based Grievance Monitoring System at http://www.delhionline.nic.in

6.3.1 Few pages of www.delhionline.nic.in

6.3.1.1 Home page of http://delhionline.nic.in

6.3.1.2 Lodge your grievance page

GRIEVANCE REDRESSAL FORM

Please Enter Personel Details (You Should Fill Up The Enteries Prefixed With *)

* Applicant Name

* Sex   ◉ Male ○ Female ○ Group

* Applicant Address   Pincode

Phone No.   Email Id

Department to which Grievance related

Please Complete The Following Entries Before Submitting The Grievance Form

Have you exhausted the normal administrative channels of the department   No

    Letter Number (if any)

    Letter Date (DD/MM/YYYY)   DAY   MONTH   YEAR

    Department

    officer of the dept

    Designation(if others)

    What was the response?

    Is it subjudice?

*Please Enter Grievance Description (Maximum 4000 Characters)

Remaining Characters 4000

[Submit Form]   [RESET]

6.4.1.3 After Grievance, we will get below screen

Successful Registration

Your Complaint is Successfully Registered. Note your

Registration No

for later references.

Your grievance number is

CMO/PGC/2004/504524

BACK

6.3.1.4 Action Status query form

6.3.1.5 Send A Remainder Form

E   Sample Of FAQS

6.4.1 Sample list of FAQ on services available on www.delhiGovernmentnic.in

6.4.1.1   FAQ for Driving License

Necessity of Driving License

No person shall drive a motor vehicle in any public place unless he holds an effective Driving license issued to him authorizing him to drive vehicle of that particular category. The two types of Driving License are:

Learner   Permanent

FAQ on Driving License

How can I get a Learner License?

How can I get a Permanent License?

What are the steps involved for renewal of License?

How can I get a duplicate Driving License?

How can I get a International Driving License?

How can I get an Other State Driving License?

How can I get a Learner License?

Office :Contact your Local Transport zonal office.	Timing: For public dealings 8.30 AM to 12.00 PM General Office timings 8.30 AM to 4.00 PM
Eligibility: • Age eligibility: 18 years For vehicles upto 50CC engine capacity & without gear -- 16 years (Provided parents/guardian consent obtained.) For commercial vehicle -- 20 year • Conversant with Traffic rules & regulations.	Documents required : The documents required along with the learner application form are as follows : 1.Residence proof – • attested copy of any of the following: • Ration card • Electricity/Tel.Bill/House Tax receipts • Life Insurance Policy • Pass Port • Voter Identity card • Pay slip issued by any office in the Central/State or a local body • The consent from parents in blood relation can be treated as residence proof, if parents enclose their residence proof. • Other authentic proof acceptable by M.L.O. 2.Age Proof • attested copies of any of the following :
Prescribed Fee: • Rs.75/- for one category. • Rs.105/- for two categories. • Rs.135/- for three categories. This fee includes all kind of fee payable for licences excluding photograph card, which is to be paid at the time of permanent driving licence.	

Criteria/Procedure adopted to issue Learner Licence	
• After verification of your documents you will have to go through a learner test. Before learner test, color blindness inspection is carried out. • The learner test is conducted for a period of 20 minutes and it has 20 multiple objective type questions. • The minimum marks to qualify are 12. The learning licence is issued to the applicant who has passed this test. • A handbook is provided to go through and learn before about the contents of learner's test like Road signs, Traffic rules & regulations with the learners licence application form.	• School certificate • Pass port • Birth Certificate • Certificate from Central/State Government or a local body • Identity card/voter list • PAN of Income Tax card • Other authentic proof acceptable by M.L.O. • <u>Form No.2</u> : Application for learner licence with pass port size photo graph. • <u>Form No.1 A</u> : Medical certificate –It is required in case of commercial licences or age above 40 years for private non/commercial vehicles having passport size photograph. • <u>Form No.3</u> : Learner licence form with photographs. • <u>Form No.1:</u> Self declaration of Medical fitness. Remember to bring the originals of the documents whose attested copies are enclosed.
Expected time for learner license issuance: The learner license is issued to the applicant who has passed the learner examination. It is issued on the same date after 2-3 hours of completion of examination or after evaluation of the answer sheet. If the applicant does not qualify the learner test, he is given chance after one-week time.	

6.4.1.2   FAQ for Liquor Licenses

Grant of L-1 License :

The aspirants for the grant of L-1 Licenses have to comply with the procedure as laid down in the terms and conditions for the grant of L-1 Licenses which are made available in the Office during the notice period. The applicant has to submit the following documents alongwith the application on the prescribed format:

1.   Solvency Certificate from SDM
2.   Income Tax Clearance Certificate
3.   No Dues Certificate from Collector (Excise)
4.   No Dues Certificate from Sales Tax Officer
5.   Declaration of distillery on affidavit regarding sale and minimum ex-distillery prices and distance of distillery from Delhi.
6.   CA Certificate for sale and minimum ex-distillery prices.
7.   Certificate from Excise Authority concerned regarding sale figure.
8.   Power of Attorney
9.   Registered partnership deed/memorandum and Article of association / (Distillery/Winery/Bottling Unit/Brewery).
10.   Duly audited annual account and balance sheet of distillery.
11.   Attested copy of the license for establishment of distillery/winery/bottling unit/brewery.
12.   Attested photocopies of export passes/EVCs verifying the sale figure of the whisky and rum brands for which distillery has applied.
13.   Trade Mark Certificate.

14. Usership agreement under Trade & Merchandise Marks Act, 1958.

15. A certificate from a government authorised laboratory or other reputed private institutions regarding quality of brand.

16. An affidavit stating that there is nothing adverse or against the applicant in view of the provision of rule 7 of Delhi Intoxicants License and Sale Rule, 1976.

17. Documentary evidence to prove that the product is manufactured from natural alcohol (Double distilled) Extra natural alcohol.

The IMFL/beer brands proposed to be sold by applicant on L-1 Licence should be owned by the distillery and in respect of IMFL brands excluding wine, the applicant should be in possession of trade mark certificate in respect of these brands. However, if the applicant has sold any IMFL brands in Delhi in the year 1993-94 or in previous years, TMC is not required in such cases.

In addition, for approval of whisky and rum brands, such brands should have sold a prescribed minimum quantity in All India Market excluding Delhi as indicated in the terms and conditions. Once the license is approved, the applicant is required to have a Bonded Warehouse approved for storage of liquor. Broadly speaking the applicant immediately on the approval of L-1 License has to deposit License Fee,

Brand registration fee and Brand Fee & apply for the following:
1. Registration of Brands
2. Approval of Bonded Warehouse

3. Approval of Label

4. Fixation of ex-distillery price

Possession limit for liquor:

Liquor being an excisable article cannot be stored by a person like any general commodity. Possession limit has therefore been prescribed. A consumer is allowed to keep 20lts of IMFL/Beer (in any proportion) at his residence at a time for bonafide consumption by him and family members/guests. For higher possession, he can apply to the Department for L-49 License for which a fee of Rs. 2000/- is charged. The applicant has to be an income tax assessee to be eligible for this license.

For Permission of possessing Liquor in excess of Normal Possession Limit one has to apply for L-49.

F   List Of Government Departments (With Contact Information)

6.5.1 List of Government Departments with contact info

Administrative Reforms		
7TH LEVEL, C-WING, DELHI SECRETARIAT, I.P. ESTATE, NEW DELHI-02		
Secretary	23392254	23392077
Deputy Director	23392143	23392143
Archaeology		
DARA SHIKOH LIBRARY BLDG., KASHMERE GATE, DELHI-6		
Secretary	23392154	23392154
Director	23965262	23890028
Archives		
18A, SATSANG VIHAR MARG, SPL.INST. AREA, NEW DELHI-67		
Secretary	26962800	23392154
Director	26962800	23890028
Art and Culture and Language		
7TH LEVEL, C-WING, DELHI SECRETARIAT, NEW DELHI-02		
Secretary	23392154	
Joint Secretary	23890262	
Aruna Asaf Ali Hospital		
5, RAJPUR ROAD, DELHI		
Medical Supdt.	23965532	23922333
Dy.Medical Supdt.	23974616	
Audit		
BELA ROAD, GHATA MASJID, NEW DELHI		
Director	23392131	
Deputy Secretary	23392134	
Central Jail		
TIHAR, HARI NAGAR, NEW DELHI		
Addl.Directir General	25555897	
Dy.Inspector General	25555898	25555898
Chit Fund		
13TH FLOOR, BIKRIKAR BHAWAN, NEW DELHI		
Director	23318486	23352401
Registrar	23317692	
College of Arts		

20-22, TILAK MARG, NEW DELHI		
Principal	23383612	23386337
Professor	23387593	
Conservator of Forest		
IIND FLOOR, A-BLOCK, VIKAS BHAWAN, I.P. ESTATE, NEW DELHI		
Conservator of Forests	23378513	
DDU Hospital		
HARI NAGAR, NEW DELHI		
Medical Supdt.	25400740	25404273
Delhi College of Engineering		
BAWANA ROAD, BADLI, DELHI		
Principal	27853918	27853923
Development		
5/9, UNDER HILL ROAD, DELHI		
Dev.Commissioner	23941773	23930783
Dy.Dev.Commissioner	23956381	23920693
District Administration		
5 SHAMNATH MARG, DELHI		
Commissioner	23962825	23931269
Dte Agrl. Mktg.		
20, Old.Secretariat, Delhi-54		
Director	23968601	23928558
Jt. Director	23890180	
Dte. of Eco. And Stat. & O/o Chief Reg. Births & Deaths		
Room No.-148, Old.Secretariat, Delhi-54		
Director	23890183	
Dte. of Small Savings		
N-Block, Vikas Bhawan, I.P. Estate, New Delhi		
Director	23392131	
Education		
OLD. SECRETARIAT, DELHI-54		
Secretary	23890119	
Director	23890048	
Employment		
2-Battery Lane, Delhi		
Director	23951115	
Environment		
Delhi Sectt., I.P.Estate, New Delhi		
Secretary	23392108	
Director	23860389	
Excise		
L-Block, Vikas Bhawan, I.P. Estate, New Delhi.		

Commissioner	23378088	
Deputy Comissioner	23370474	
Finance		
4TH LEVEL, A-WING, DELHI SECRETARIAT, NEW DELHI-02		
Principal Secretary	23392131	
Additional Secretary	23392132	
Food and Civil Supplies & Consumer Affairs		
K-Block, Vikas Bhawan, I.P. Estate, New Delhi.		
Commissioner	23378759	
Additional Secretary	23378026	
G. B. Pant Hospital		
J.L.N. MARG, NEW DELHI-02		
Medical Supdt.	23238109	
GAD		
IIND LEVEL, A-WING DELHI SECRETARIAT, NEW DELHI-54		
Secretary	23392171	
Additional Secretary	23392122	
GTB Hospital		
SHAHADARA , DELHI		
Medical Supdt.	22281730	
Guru Nanak Eye Center		
MAHARAJA RANJIT SINGH MARG, NEW DELHI		
Director	23236931	
Gurudwara Election Office		
F-BLOCK, VIKAS BHAWAN, I.P.ESTATE, NEW DELHI-02		
Secretary	23962825	
Health & Family Welfare		
9TH LEVEL, A-WING, DELHI SECRETARIAT, NEW DELHI-02		
Principal Secretary	23392017	
Special Secretary	23392018	
Home		
C-WING, 5TH LEVEL, DELHI SECRETARIAT, NEW DELHI-02		
Principal Secretary	23392061	
Additional Secretary		
Home Guard & Civil Defence		
C.T.I. COMPLEX, RAJA GARDEN, NEW DELHI		
Director General	25420336	
Industries		
C.P.O.BLDG., KASHMERI GATE, DELHI		
Commissioner	23868144	
Information and Publicity		
BLOCK NO-9, OLD.SECRETARIAT, DELHI-54		
Director	23814616	

Information Technology			
9TH LEVEL, B-WING, DELHI SECRETARIAT, NEW DELHI-02			
Principal Secretary	23392005	23392112	
Special Secretary	23392254	23392077	
Additional Secretary	23392139		
Labour			
5-SHAMNATH MARG, DELHI-54			
Commissioner	23951115		
Joint Commissioner	23967495		
Land and Building			
VIKAS BHAWAN, I.T.O. NEW DELHI-02			
Secretary	23378755		
Joint Secretary	23379697		
Law and Justice and Legislative Affairs			
8TH LEVEL, C-WING, DELHI SECRETARIAT, NEW DELHI-02			
Secretary	23392023		
Joint Secretary	23890262		
LN Hospital			
J.L.N. MARG, NEW DELHI			
Medical Supdt.	23236000		
Mahila Institute of Technology			
OLD I.G. BLOCK, KASHMERE GATE, DELHI			
Principal	23869497		
MAMC			
BAHADUR SHAH JAFAR MARG, NEAR DELHI GATE, DELHI			
DEAN	23231478		
Man Power & Employment			
I.S.B.T., KASHMERE GATE, DELHI-06			
Jt. Director	23864256		
NCC			
CHABI GANJ, KASHMERE GATE, DELHI-06			
Secretary	23890187		
Joint Secretary	23890262		
Planning			
6TH LEVEL, B-WING, DELHI SECRETARIAT, NEW DELHI-02			
Secretary	23392137		
Additional Secretary	23392139		
Power			
8TH LEVEL, B-WING DELHI SECRETARIAT, NEW DELHI-02			
Principal Secretary	23215198		
	23231748		
Additional Secretary	23392153		
Prevention of Food Adultration (PFA)			

A-20, LAWRENCE ROAD, INDL. AREA, DELHI-35		
Director	27194858	
Jt. Director	27195860	
Principal Accounts Office		
B-BLOCK, VIKAS BHAWAN, DELHI		
Controller of Accounts	23973524	
Dy.Controller of Accounts	23920966	
Prohibition		
4TH LEVEL,A-WING , DELHI SECRETARIAT, NEW DELHI-02		
Director	23392131	
Jt. Director	23392132	
Prosecution		
TIS HAZARI, DELHI		
Director	23914282	
PWD		
M.S.O. BLDG., I.P. ESTATE, NEW DLEHI-02		
Secretary	23370119	
Engineer-in-chief	23385146	
Registrar Cooperative Society		
OLD COURT BLDG., PARLIAMENT STREET, NEW DELHI		
Registrar	23742938	
Sales Tax		
M.S.O.BLDG., I.P.ESTATE, NEW DELHI		
Commissioner	23319691	
Additional Commissioner	23722136	
Additional Commissioner	23318486	
Additional Commissioner	23318461	
Sanjay Gandhi Memorial Hospital		
S-BLOCK, MANGOLPURI, DELHI-83		
Medical Supdt.	27922638	
Services		
7TH FLOOR, B-WING, DELHI SECRETARIAT, NEW DELHI		
Secretary	23392142	
Joint Secretary	23392146	
Social Welfare / Rehabilitation Services		
GLNS.COMPLEX, DELHI GATE, NEW DELHI		
Secretary/Director	23387416	
Tourism		
4TH LEVEL, C-WING, DELHI SECRETARIAT, DELHI		
Principal Secretary	23392075	

Asstt. Director	23392001-4 extn 3404	
Training & Technical Education		
MUNI MAYA RAM MARG, PITAM PURA, DELHI		
Principal Secretary	27428773	
Joint Secretary	27428772	
Transport		
5/9, UNDER HILL ROAD, DELHI		
Principal Secretary	23392017	
Commissioner	23933829	
	23980166	
Union Territory Civil Services (UTCS)		
INSTITUTIONAL AREA, VISHWAS NAGAR, SHAHDARA, DELHI		
Secretary/Director	22224439	
Jt. Director	22223704	
Urban Development		
9TH LEVEL, C-WING, DELHI SECRETARIAT, NEW DELHI-02		
Principal Secretary	23378601	
Additional Secretary	23378012	
Additional Secretary	23370501	
Welfare of SC/ST		
ROOM NO. 156, OLD SECRETARIAT, DELHI-54		
Secretary	23890144	
Deputy Director	23890179	
Deputy Director	23890144	