Request for Proposal for Selection of System Integrator for Implementation of Integrated IT System in Agricultural Produce Market Committee

Tender No.: MPSAMB/Project/2018

Disclaimer

All information contained in this Request for Proposal (RFP) provided is in the good interest and faith. This is neither an agreement and nor an offer/ invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

Madhya Pradesh State Agriculture Marketing Board (MPSAMB) reserve the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. Madhya Pradesh State Agriculture Marketing Board also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. MPSAMB reserve the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the website of M.P. e-procurement (https://www.mpeproc.gov.in/).

Neither Madhya Pradesh State Agriculture Marketing Board nor their employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of Madhya Pradesh State Agriculture Marketing Board or their employees and Prime Bidder/ Consortiums or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of RFP process is confidential to Madhya Pradesh State Agriculture Marketing Board and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

Madhya Pradesh State Agriculture Marketing Board
26 Kisan Bhavan, Arera Hills, Bhopal (MP) PIN- 462011
Phone: +91-755-2553429, Fax: +91-755-2553806
www.mpmandiboard.gov.in

Notice Inviting Tender (NIT)

Tender No : MPSAMB/Project/2018

"RFP for Selection of System Integrator for Implementation of Integrated IT System in APMC"

Madhya Pradesh State Agriculture Marketing Board invites Request for Proposals (RFP), from qualified and experienced agencies for Implementation of Integrated IT System in Agriculture Produce Market Committee (APMC).

Interested Bidders eligible as per qualification criteria may submit their response to the RFP latest by **28.07.2018 till 17:00 p.m**. The proposal must accompany a non-refundable amount of **Rs. 10,000/-** (Rupees Ten Thousands only) towards non-refundable RFP Document Fees and **Rs. 281/-** (Rupees Two hundred and eighty one only) towards non-refundable e-procurement processing fees through online payment at e-Procurement portal (http://mpeproc.gov.in).
The detailed RFP document can be downloaded from http://mpeproc.gov.in on **02-07-2018**.

(Managing Director)
Madhya Pradesh State Agriculture Marketing Board, Bhopal

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Abbreviations

Abbreviation	Meaning
AOA	Articles of Association
Baseline plan	Project plan that is formally accepted by stakeholders
Bidder	"Bidder" means any Company/ Society/Firm registered in India submitting RFP along with prescribed documents in response to RFP and intending to provide services for project implementation.
Contract	Agreement entered in to by purchaser with the vendor
CMMi	Capability Maturity Model Integration
COTS	Commercial Off the Shelf Software
DR	Disaster Recovery
EMD	Earnest Money Deposit
GoI	Government of India
GoMP	Government of Madhya Pradesh
GPR	Government Process Re-engineering
HO/HoD/HQ	Head Office/Head of the Department/Head Quarter
IA	Implementing Agency
IT/ITES	Information Technology/Information Technology Enabled Services
LOI	letter of intent
MIS	Management Information System
MOA	Memorandum of Agreement
Noncompliance	Failure/ refusal to comply with the terms and condition of the proposal
Nonresponsive	Failure to furnish complete information in a given format and manner required as per proposal or not following the procedure mentioned in this RFP or not submitting the EMD or tender fee
Purchaser	Madhya Pradesh State Agriculture Marketing Board
PO	Purchase Order
RFP	Request for Proposal
STQC	Standardization, Testing and Quality Certification
Service	Services to be provided as per the requirement mentioned in the scope of work
Service Provider	Vendor who will be executing this contract
SI	System integrator, a vendor who will be executing this contract
SLA	Service Level Agreement
SoW	Scope of Work
Supplier	Vendor who will be executing this contract
Vendor	"Vendor" means Implementing agency who will actually Implement the project in a cluster.

Bid Fact Sheet

S. No	Particulars	Details
1.	Name of Purchaser	Madhya Pradesh State Agriculture Marketing Board, Bhopal, Madhya Pradesh
2.	Name of Engagement	Selection of Agency for Implementation of Integrated IT System for APMC's in the State of Madhya Pradesh
3.	Availability of the document	The Bidding Document is available and downloadable on following website: http://www.mpeproc.gov.in Bidding Document Fees (non-transferable & non-refundable) and Processing Fees must be paid online at e-Procurement portal (http://www.mpeproc.gov.in) All Subsequent changes to the Bidding document shall be published on the above-mentioned website
4.	Tender Publish Date	**02.07.2018** at e-Procurement portal of GoMP: https://www.mpeproc.gov.in/
5.	Last Date and Time for Submission of Bid	**28.07.2018** at **17:00** Hours at e-Procurement portal of GoMP: https://www.mpeproc.gov.in/
6.	Tender Fee	Rs 10,000 + Processing Fees (non-refundable) payable through online e-Procurement portal of GoMP: https://www.mpeproc.gov.in/
7.	Earnest Money Deposit	Rs.1,00,00,000 in form of Fixed Deposit Receipt or Bank Guarantee from any of the commercial banks in favor of Managing Director, Madhya Pradesh State Agriculture Marketing Board, Bhopal and payable at Bhopal, Madhya Pradesh and should be valid for 45 days beyond the final tender validity period.
8.	Pre-Bid Meeting Date and Time	**16.07.2018** at **11:00** Hours

9.	Pre Bid Meeting Venue	Madhya Pradesh State Agriculture Marketing Board, Meeting Room, 3rd Floor, 26 Kisan Bhavan, Arera Hills Bhopal-11
10.	Date, Time and Place of opening of Pre-Qualification Bid	**30.07.2018** at **14:00** Hours Madhya Pradesh State Agriculture Marketing Board, Meeting Room, 3rd Floor, 26 Kisan Bhavan, Arera Hills Bhopal-11
11.	Date, Time and Place of opening of Technical Bid	Would be communicated to qualified bidders
12.	Date, Time and Place of opening of Financial Bid	Would be communicated to qualified bidders
13.	Contact Person Details	Managing Director, Madhya Pradesh State Agriculture Marketing Board, Meeting Room, 3rd Floor, 26 Kisan Bhavan, Arera Hills Bhopal-11 Tel: +91-755-2553429 Fax: +91-755-2553806 Email: mdmandiboard@gmail.com

1. About RFP

1.1 Request for Proposal

Online tenders are invited from eligible, reputed, qualified system integrator with sound technical and financial capabilities for design, development, implementation and maintenance of an end to end Integrated Information Technology System for Agricultural Produce Market Committee in the State of Madhya Pradesh as detailed out in the scope of work under Section 6 of this RFP document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in Section 4 of this RFP document.

"Any contract that may result from this Government procurement competition will be issued for a term of 60 months ("the Term"). Twelve (12) months for implementation & rollout and forty-eight (48) months of Operations, Support and Maintenance of the System.

Contract term can be extended for a period of additional 24 months (12 months at a time) as per rates approved in this tender, subject to MPSAMB's obligations at law".

1.2 Structure of the RFP

This RFP document for the project of Selection of Agency for Implementation of Integrated IT System for APMC's in the State of Madhya Pradesh for the Purchaser comprises of the following.

i. Instructions on the bid process for the purpose of responding to this RFP. This is broadly covers:
    a. General instructions for bidding process
    b. Bid evaluation process including the parameters for pre-qualification, technical evaluation and commercial evaluation to facilitate the Purchaser in determining Bidder's suitability as the implementation partner
    c. Payment schedule
    d. Commercial bid and other formats

ii. Functional and technical requirements of the project. The contents of the document broadly cover the following areas:
    a. About the project and its objectives
    b. Scope of work for the implementation agency
    c. Functional and Technical requirements
    d. Project Schedule
    e. Service levels for the implementation agency

The Bidder is expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating Bidder's suitability to become the implementation agency of the Purchaser.

iii. Master Service Agreement (MSA), Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA) shall be signed with the selected bidder. This RFP document and any related corrigendum, addendum would be the part of the contract.

The Bidders are expected to examine all instructions, forms, terms, project requirements and

other information in the RFP documents. Failure to furnish all information on required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

1.3 Background information

In Madhya Pradesh regulatory framework for agricultural marketing is unique and consists of two distinct set of measures. One of these is development and regulation of primary markets, popularly called "Regulated Markets" and the second set is the regulation of market through a series of legal instruments.

Regulation of primary markets was taken up as an institutional innovation and construction of well laid-out market yard was considered as an essential requirement of effective implementation of the regulation programme. As the programme was a developmental-cum-legal measure, it took considerable time to extend it to a wider scale. Berar Cotton and Grain Market Law, 1897 will be long remembered as the first law which provided the basis for the regulation of markets all over the country. Till 1950 there was not any regulated market in the state. The then Government of Madhya Bharat passed the Madhya Bharat Agricultural Produce Market's Act in 1952, this was modelled mostly on the lines of Bombay Act. With the reorganization of the state in 1956, more than one Act was operative simultaneously in different regions of the state. The programme got momentum after passing of the Madhya Pradesh Agricultural Markets Act, 1960 which came in force w.e.f 15th October, 1960.

Further in accordance with the recommendations of the National Agriculture Commission, the M.P. State Agricultural Marketing Board i.e. MPSAMB (also known as Mandi Board) has come into existence w.e.f 1973 under the provisions of M.P. Krishi Upaj Mandi Adhiniyam 1972.

The Mandi Board is a three tier organization

First tier consists of regulated markets. These are in the nature of physical and institutional infrastructure at the first contact point for farmers to encash their farm marketable surpluses. Presently in the state there are a total of 546 regulated markets of which 257 are main wholesale markets having elaborate infrastructure also known as Krishi Upaj Mandi and the balance 289 having lower level of infrastructure known as Sub Mandi. In addition to these there are haat bazars in the rural areas where farmers and other people congregate periodically to sell their farm marketable surpluses and buy their essential requirements. These haats have not been provided the needed physical infrastructure so far. For administrative purpose Sub Mandis are controlled by the respective Krishi Upaj Mandi of the area.

The second tier of the MPSAMB structural channel is the Regional office, which have their demarcated area of operation and the Mandis situated in the said area of operation are

affiliated to the Division office for administrative control. There are 7 Division Offices in the State individually having a minimum 18 to a maximum of 49 Mandi Committees under its jurisdiction.

At the State level the said two tiers are amalgamated with MPSAMB i.e. Mandi Board which has its office at the state capital i.e. Bhopal.

Operational Structure

Mandi board is the head at state level for all mandi activities in Madhya Pradesh. Mandi board decides over all functions of mandis. Mandi board is supported 7 mandi regional offices. Mandi regional offices in M.P are located at Bhopal, Indore, Gwalior, Ujjain, Sagar, Jabalpur and Rewa. Each mandi regional office in turn is supported by multiple mandis. Each mandi has a mandi committees.

There are a total of 546 regulated markets of which 257 are main wholesale markets (mandis) having elaborate infrastructure also known as Krishi Upaj Mandi and 289 are Sub Mandi.

- Madhya Pradesh State Agricultural Marketing Board(MPSAMB):

MPSAMB is committed to provide quality and timely services in the field of Agriculture marketing by executing various functions like Domestic Marketing, Infrastructure development, Export Promotion, Consultancy, Training and Market Intelligence for the benefit of farmers and market functionaries. MPSAMB being an apex body has important role in developing, coordinating and promoting the activities of the agricultural marketing in the State and shouldering the responsibility of planning for their growth and development.

- Agricultural produce market committee (APMC):

Agricultural Produce Market Committee (APMC) is established to provide platform for buying and selling of agriculture produce in the State. Major objectives of APMCs are to help the farmer to get the remunerative price for his produce and to provide necessary infrastructure facilities to farmers, traders and market functionaries, to carry out the day to day transactions.
The core activities of the MPSAMB are:

* Creation of state-wide agriculture marketing infrastructure, comprising of various market committees, market yards, purchase centers etc.

* Profit maximization for farmers by ensuring best-possible prices for their produce at the various market yards, sub yards and purchase centers.

* Regulation and administration of various market committees across the state as per the Agricultural Produce Markets Act.

* Collection of market fees (Mandi fees) from the purchasers on various transactions taking

place at the mandis.

*   Creation of additional facilities, along with expansion and maintenance works.

    The role of market committee

    The market committee is entrusted with the following functions:

*   Manage and maintain the principal market yards and sub market yards within market area.

*   Provide necessary facilities for marketing of agricultural produce within the principal market yard and outside the principal market yard and within the sub market yard and outside the sub market yards in the market area.

*   Issue license to traders, weigh men, measurers, surveyors, warehousemen and other persons to operate in market area and renew the license and supervise the conduct of traders, weigh men, measurers, surveyors, warehousemen and other persons operating in the market area and enforce conditions of license.

*   Regulate and supervise the auction of agricultural produce in accordance with acts and bye laws of market committee.

*   Regulate the making, carrying out and enforcement or cancellation of agreement of sale, weighment, delivery, payment and all other matters relating to the market of agricultural produce in prescribed manner.

*   Levy, recover and receive rates, charges, fees and other sums of money to which market committee is entitled.

*   Administer market committee fund and maintain the account thereof in prescribed manner.

*   Provide for settlement of all disputes between the seller and buyer arising out of any kind of transaction connected with marketing of agricultural produce.

 Need and Benefit

The complete administrative, capital and infrastructural resource structure of MPSAMB is mandi oriented. Mandi yard also known as APMC, is focal point through which the physical and financial agro marketing transactions occur in real time. Majority of the revenues earned by the APMCs is through the mandi fee levied on the mandi transactions. One of the major activities of MPSAMB is providing adequate infrastructure, regulatory framework and monitoring to ensure sale of agricultural produce in open markets through auctioning. As the transactions increase in volume and the needs at MPSAMB increase in complexity, it becomes imperative to look for scalability, better efficiency, greater convenience as well as better returns.

Moreover, the geographical spread of MPSAMB is across the state of Madhya Pradesh and this impacts the management and control of operations at APMC level. The overall aim of MPSAMB, through this project is computerization of mandi operations to increase the efficiency and effectiveness of the markets & operations and trickle down the benefits of

an efficient market to all the stakeholders.

Expected beneficial outcome

Expected beneficial outcome of the computerization of the process are:

Government/ MPSAMB/ APMCs:
- Improved & transparent in auction process for the benefits of farmers.
- Effective & transparent office functions of APMCs in the State.
- Better monitoring, coordination, control on APMCs.
- Dissemination of real time market information for the benefits of farmers and market functionaries.
- Better decision support system for agricultural marketing.

Farmers:
- Transparent auction process for selling agriculture produce.
- Better realization for agri. produce and timely payment

Traders:
- Improvised & effective auction process

Transporter:
- Better planning, arrangement and management of logistics.

2. Project Background

Mandi Board currently supports multiple projects, portals, websites such as Price Deficit Pricing Scheme portal, e-Anugya, Mandi Board HQ website, tally (accounting) etc .These applications are supported from various offices of Mandi Board across state. Currently support is provided from APMC, Regional offices and Head office. However, there is no mechanism to have live updates, resolve issues timely, and maintain data integrity.

MPSAMB wants to come up with a solution for making the market functioning across the state efficient and real time up-to date information to all stakeholders. It wants to introduce automation and process improvement in the day-to-day functioning of the Mandis so that there is real time information available to the MPSAMB. With agricultural production set to rise in the coming years and new initiatives taken at both central and state levels, many more challenges may arise in terms of data integrity and maintenance.

In order to meet above challenges, need is for a robust Mandi upgrade using Information and Communication Technology (ICT) to support at operational, managerial & at strategic level.

In this context, MPSAMB has initiated to improve the agricultural market practices of the state, especially the APMC's towards achieving better administration, control and reporting structure across the state and plans to embark on a flagship project.

2.1 Broad Scope of Work

The broad scope of work would include (but not limited to)

1. To develop, deploy and maintain comprehensive Integrated IT System for APMC's

platform as per functional/Non- functional specification and should also be accessible through following medium.

  i.   Mobile/Tablet compliant portal (Device independent design).

 ii.   Android based mobile app for the purpose of bidding, weighing and gate passes.

2. Cloud provisioning and application hosting, including operation and maintenance of associated application as per defined SLAs.

3. Training and Capacity Building.

4. Data entry/Migration of existing data to new application, to the extent feasible.

5. Information dissemination to all stakeholders for efficient price discovery through Mobile app

6. MIS Report including back office modules

7. Project Management and Data Analytics using tools

8. Pilot roll-out in ten (10) APMCs followed by full roll-out in all 257 Mandis across the State, based on Go/No-Go decision. MPSAMB will decide on success of 10 pilot APMC before the full roll-out in 257 APMC's across the state.

9. Handholding support after Go-Live.

10. Operation & Maintenance (O&M) Activity.

11. Continuous customization to meet specific requirements of MPSAMB and APMC.

12. Pilot APMC selected are as follow, a) Sehore b) Astha c) Mhow d) Dhamnod e) Dewas f) Sonkatch g) AshokNagar h) Damoh i) Sehora j) Maihar.

2.1.1 Proposed Salient Features

Following are the salient features of the proposed platform

*   Adoption of centralized Web-based architecture for leveraging technology for reforms.

*   Adoption of best practices, leading to a transparent redesigned market structure.

*   Primary reforms in markets – Transparent price discovery, bringing in efficiency in market operations.

*   Redesigning the market structure – Price bidding based on quality, increased competition for the produce by widening the buyer base.

*   Local Language Support – Application would support both Hindi and English Languages.

*   Online and User-Friendly system – It is online system where-in the APMC activities are recorded as and when it takes place.

*   Incorporated with Business Rules – This system has to be designed and developed with

number of business rules defined in the APMC Act and Rules. It will check the business logic when entering the data.

* Workflow Based System – Wherever the process is critical, workflow system has been incorporated so that the required accountability is built in this system. The agricultural commodities, which have come for sale, will undergo the defined workflow.

* Comprehensive Reporting System.

* Document Management System.

* Tracking and Reconciliation of accounts & inventory.

* Role based Access – As different level of users will be operating this system, the system provides the different options as per their roles.

* System should have API to allow integration with other applications.

3. Instructions to Bidders

3.1 General

a. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

b. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Purchaser on the basis of this RFP.

c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Purchaser. Any notification of preferred Bidder status by the Purchaser shall not give rise to any enforceable rights by the Bidder. The Purchaser may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Purchaser.

d. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.1.1 Compliant Proposals / Completeness of Response

a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full

understanding of its implications.

b. Failure to comply with the requirements of this paragraph may render the Proposal non- compliant and the Proposal may be rejected. Bidders must:

  i. Include all documentation specified in this RFP;

  ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP

  iii. Comply with all requirements as set out within this RFP.

3.1.2 Code of integrity

No. official of a procuring entity or a bidder shall acting contravention of the codes which includes

  e. Prohibition of

  iv. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

  v. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.

  vi. Any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.

  vii. Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement processor for personal gain.

  viii. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.

  ix. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.

  x. Obstruction of any investigation or auditing of a procurement process.

  xi. Making false declaration or providing false information for participation in a tender process or to secure a contract;

  f. Disclosure of conflict of interest.

  g. Disclosure by the bidder of any previous transgressions made in-respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

3.1.3 Pre-Bid Meeting & Clarifications

3.1.3.1 Pre-bid Conference

a. Purchaser shall hold a pre-bid meeting with the prospective Bidders on **16.07.2018, 11:00 AM** at Madhya Pradesh State Agriculture Marketing Board, Meeting Room, 3rd Floor, 26 Kisan Bhavan, Arera Hills Bhopal-11.

The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact at Managing Director, 26 Kisan Bhavan, Arera Hills Bhopal-11 and emailed at **mdmandiboard@gmail.com** with **subject line** <**RFP/E-Mandi/Pre-Bid Queries**> on or before **14.07.2018, 17:30 PM.**

b. The queries should necessarily be submitted in the following format:

S. No.	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification
1.			
2.			
3.			
4.			
5.			
6.			

c. Purchaser shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Purchaser.

3.1.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

i. The Nodal Officer notified by the Purchaser will endeavour to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Purchaser undertake to answer all the queries that have been posed by the Bidders.

ii. At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

iii. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the http://www.mpeproc.gov.in (MP State E-Procurement Portal)

iv. Any such corrigendum shall be deemed to be incorporated into this RFP.

v. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Purchaser may, at its discretion, extend the last date for the receipt of Proposals.

3.1.4 Key instructions of the bid

3.1.4.1   Right to Terminate the Process

Purchaser may terminate the RFP process at any time and with-out assigning any reason.

Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by the Purchaser. The Bidder's participation in this process may result Purchaser selecting the Bidder to engage towards execution of the subsequent contract.

3.1.5 RFP document fees

i. The RFP document fees as mentioned in the Bid Fact Sheet should be submitted online along with the bidder's proposal. Proposals received without or within adequate RFP Document fees shall be rejected.

3.1.6 Earnest Money Deposit (EMD)

a. Bidders shall submit, along with their Proposals, an EMD of Rs. 1, 00, 00,000 (Rupees One Crore) only, in the form of a Fixed Deposit Receipt OR Bank Guarantee. The payment transfer related information is as follows :

i. EMD in the format specified in Appendix I: Form 3 issued by a commercial bank in favour of "Managing Director, Madhya Pradesh State Agriculture Marketing Board, Bhopal".The EMD should remain valid for a period of 45 days beyond the final tender validity period.

ii. Fixed Deposit Receipt/ Bank Guarantee: Payable at Bhopal, Madhya Pradesh to be submitted in original before submission of bid at MPSABM Bhopal Office.

b. EMD of all unsuccessful Bidders would be refunded by the Purchaser within 30 days of the Bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix III.

c. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.

d. Proposals not accompanies with the EMD or containing EMD with infirmity (ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.

e. The EMD may be forfeited in the event of :

* A Bidder withdrawing its bid during the period of bid validity

* A successful Bidder fails to sign the subsequent contract in accordance with this RFP

* The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP

* A Proposal contains deviations /conditional offers and partial offers.

3.1.7 Submission of Proposals

3.1.7.1 Online Submission on e-Procurement portal

Bidders should submit their responses as per the procedure specified in thee-Procurement

portal http://www.mpeproc.gov.in being used for this purpose. Generally, the items to be uploaded on the portal would include all the related documents mentioned in this Model RFP, such as:

- Tender Fee
- EMD
- Pre-qualification response
- Technical Proposal
- Financial proposal
- Additional certifications/documents Eg. Power of Attorney,
- CA certificates on turnover, etc.

However, each of the above documents must be uploaded in the format specified for this purpose and as per the specified folder structure in the MP e -Procurement portal.

The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted (freeze) within the submission timelines. The MPSAMB will in no case be responsible if the bid is not submitted online within the specified timelines.

All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

3.1.7.2 Bidder's authorized signatory

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that she/he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. A copy of the same should be uploaded under the relevant section/folder on the-Procurement portal. Furthermore, the bid must be submitted online after being digitally signed by an authorized representative of the bidding entity.

3.1.8 Preparation and submission of Proposals

3.1.8.1 Proposal preparation costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Purchaser to facilitate the evaluation process, and in negotiating a definitive contractor all such activities related to the bid process.

Purchaser will in no event be responsible or liable for those costs, regardless of the conductor outcome of the bidding process.

3.1.8.2   Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of Proposal evaluation, the English translation shall govern.

3.1.8.3 Venue & Deadline for Submission of Proposals

Online Submission on e-Procurement portal
The response to RFPs must be submitted on the eProcurement portal http://www.mpeproc.gov.in by the date and time specified for the RFP. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. Purchaser shall not be responsible for any delay in the submission of the documents.

3.1.8.4 Proposals submitted after designated time of submission

Online Submission on e-Procurement portal
Bids submitted after the due date will not be accepted by the-Procurement system http://www.mpeproc.gov.in and hence will automatically be rejected. The Purchaser shall not be responsible for any delay in the online submission of the proposal.

3.1.8.4.1 The Purchaser shall not be responsible for any electronic delay or non-receipt/non-delivery of the documents. No further correspondence on the subject will be entertained.

3.1.8.4.2 The Purchaser reserves the right to modify and amend any of the above - stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

3.1.9 Evaluation process

1. The Purchaser will constitute a committee to evaluate the responses of the Bidders (Purchase Committee).

2. The Purchase Committee constituted by the Purchaser shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability of a Bidder to submit requisite supporting documents/documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared non-responsive.

3. The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Purchase Committee.

4. The Purchase Committee may ask for meetings with the Bidders to seek clarifications on their proposals.

5. The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.

6. Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

3.1.10 Proposal opening

The Proposal submitted up-to **17:00 Hours on 28.07.2018** will be opened at **11:00 AM on 30.07.2018** by the officer authorized by the Purchaser, in the presence of the Bidder's representatives who may be present at the time of opening.

The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their bonafides for attending the opening of the Proposal.

3.1.11 Proposal validity

The offer submitted by the Bidders should be valid for minimum period of **90 days** from the date of submission of the Proposal.

3.1.12 Proposal evaluation

I. Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the in affirmatives detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been:
   - submitted in manner not conforming with the manner specified in the RFP document
   - Submitted without appropriate EMD as prescribed here in
   - received without the appropriate or power of attorney
   - containing subjective/incomplete in formation
   - submitted without the documents requested in the checklist
   - non-compliant with any of the clauses stipulated in the RFP
   - having lesser than the prescribed validity period.
   - The EMD of all non-responsive bids shall be returned to the bidders.

II. All responsive Bids will be considered for further processing as below.

   Purchaser will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Purchaser according to the evaluation process define in this RFP document. The decision of the Purchaser will be final in this regard.

4. Qualification & Evaluation Methodology

4.1 Pre-qualification (PQ) criteria

The Bidder as well as the proposed solution must possess the requisite experience, strength and capabilities to meet the requirements as described in the Bidding document. Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as pre-qualification criteria for bidder interested in undertaking the project.

S no.	Eligibility Criteria	Documents Required
1	Bidder (Prime) and Consortium member (not more than one) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act) or Limited Liability Partnerships (registered under LLP Act, 2008) Society/Firm registered in India and operating for the last Five years in IT/ITeS Services as on 31.03.2018.	Bidder should submit the following for Prime bidder as well as Consortium partner: a) RoC b) Copy of GST Registration Certificate. d) Copy of PAN
2	The bidder as part of its proposal submission of an Earnest Money Deposit (EMD) of Rs. 1, 00, 00,000/- (Rupees One Crore only) in form of Fixed Deposit Receipt or Bank Guarantee from any of the commercial banks in favour of Managing Director, Madhya Pradesh State Agriculture Marketing Board, Bhopal.	1) Scan copy of EMD should be uploaded in e-Procurement portal along with actual online bid submission. 2) Original copy of EMD should be submitted to office between 11:00 AM to 05:00 PM before the last date of bid submission.
3	The Bidder (Prime) and Consortium partner shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies as on the date of submission of the bid.	Undertaking in this regard by the authorized signatory of the bidder
4	The Bidder (Prime) and Consortium partner should be an Information Technology Solution / System Integrator with a registered office and operations in India. The Bidder (Prime) and Consortium partner should be operational in India for at least the last five financial years as of 31st March 2018.	Certificate of company registered in India by all consortium partners
5	The Bidder (Prime)/Consortium member should have a point of presence in M.P. or should open a Project Office within 30 days of receipt of Letter of Intent (LoI).	Relevant document proof for presence in M.P. OR An undertaking to this effect should be submitted by the bidder on its letter head.

S no.	Eligibility Criteria	Documents Required
6	**Turnover :** a. In case of single bidder the average annual turnover should be Rs. 75 Crores in **IT/ ITeS Services**, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in **IT/ ITeS Services**, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. **Note: Turnover in areas other than mentioned above shall not be considered for evaluation**	Bidder should submit the following: a) Copies of Certified audited Balance sheet/ Profit & Loss statement. AND b) Certificate from the statutory auditor/Certificate from Chartered Accountant, clearly indicating turnover from IT/ITeS Services.
7	The bidder (Prime) and consortium partner should have positive Net Worth during each of the last three financial years namely 2014-15, 2015-16 and 2016-17.	Extracts from the audited Balance sheet and Profit & Loss Account; **OR** Certificate from the statutory auditor.
8	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/PSU/Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	Bidder should submit the following: i. Bidder should submit the PO / Work orders mentioning project value. ii. Project Completion Certificate from the client in case of completed projects. Ongoing Project with time involvement of more than 6 months would be considered for evaluation (Project of prime bidder or consortium partner can be submitted)

S no.	Eligibility Criteria	Documents Required
9	The Prime bidder or Consortium Partner must have been assessed and certified for ISO 9001:2008 OR CMMi Level 3 or above. The certificate should be valid as on the date of submission of the bid	Valid certificate needs to be attached.
10	The Prime bidder should have a minimum strength of 200 IT professionals with the Company. The consortium partner should have a minimum strength of 100 IT professionals with the Company.	Prime Bidder or/and Consortium partners should submit Self-certification by the authorized signatory with clear declaration of staff.
11	The Bid can be submitted by an individual company or a consortium. In case of consortium applicant, consortia shall submit a valid Memorandum of Understanding (MOU)/agreement.	"Consortium" shall mean more than one company which joins with other Companies of complementing skills to undertake the scope of work defined in this RFP. (Consortium allowed is One Member.) 1. Memorandum of Understanding (MOU)/agreement among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be submitted in original. 2. The MoU/agreement shall clearly specify the prime bidder, stake of each member and outline the roles and responsibilities of each member.
12	A power of attorney / Board resolution in the name of the person signing the bid by Bidder (Prime) and Signed by all consortium partners. (In case of consortium, the members shall submit a power of attorney in favor of the lead member)	Power of attorney/Board resolution copy

4.2 Technical Qualification Criteria

Bidders who meet the pre-qualifications/eligibility requirements as on date of bid submission would be considered as qualified to move to the next stage of Technical and Financial evaluations.

a) Technical Proposal for only those Bidders who have been found to be in compliance with the Pre- Qualification Criteria would be taken up by the MPSAMB for further evaluation. The Bidders who do not meet the pre-qualification criteria will not be taken up for further evaluation.

b) Only those Technical Proposal, wherein proposed solution complies with all the mandatory elements of the Functional and Non-Functional specification, shall be

considered as responsive. Any Bidder whose solution fails to meet the mandatory specification shall be termed as non- responsive. The Bidder needs to provide compliance to all the mandatory requirements as per format in the bid document

c) The Evaluation Committee based on technical evaluation framework mentioned in the table below shall evaluate each proposal and give technical score as per the Technical criteria.

d) MPSAMB shall invite each bidder to make a presentation at a date, time and locations determined by it. The purpose of such presentations and demonstration would be to allow the Bidders to present their proposed solutions, approach, implementation plan, etc. to the MPSAMB along with the key points and strengths of their proposals. The MPSAMB would also be able to establish the capacity and capability of the solution proposed, previous experience and the verification of claims made in response to schedule of requirements by the Bidder.

e) **In the technical evaluation, it is mandatory for the Bidder to score at least 70% of the marks to be qualified to participate in the Financial Evaluation. Those Bidders who fail to attain this minimum score shall be technically disqualified and shall not be considered for further evaluation.**

The details of technical evaluation parameters are provided below.

S.no	Parameter	Max Score	Documents required
1.	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	10	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects Ongoing Project with time involvement of more than 6 months would be considered for evaluation
2.	The Prime bidder or consortium partner should possess certifications on CMMi, evidence to be submitted in the form of certificate copy ▪ ISO 9001:2008 or CMMi- Level 3 Certification – 5 marks ▪ CMMi- Level 4 Certification – 8 marks ▪ CMMi- Level 5 Certification – 10 marks	10	Copy of valid certificate from the issuing authority needs to be attached.
3.	The prime bidder or consortium partner should have completed/ ongoing IT System	10	Bidder should submit the following:

	Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. • One IT System Integration project of a value more than Rs. 15 Crore – 3 marks • One IT System Integration of a value more than Rs. 30 Crore – 6 marks • One IT System Integration project of a value more than Rs. 50 Crore – 10 marks		a) Bidder should submit the PO / Work orders for ongoing projects mentioning project value. b) Project Completion Certificate from the client in case of completed projects Ongoing Project with time involvement of more than 6 months would be considered for evaluation
4.	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. ▪ 100 to 200 office locations – 8 marks ▪ 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	15	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects mentioning no. of project locations. b) Project Completion Certificate from the client in case of completed projects.
5.	The Prime Bidder or Consortium Partner should have an experience of implementing IT design/ development of solution, completed/ ongoing projects in Madhya Pradesh ▪ 1 project – 5 marks ▪ 2 projects- 10 marks	10	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects. Ongoing Project with time involvement of more than 6 months would be considered for evaluation
6.	Proposed team profile for project: **Project Manager-4 marks** • MBA & B.Tech / B.E./MCA - 1 marks	15	CV as per the format given in the annexure

- PMP/ PRINCE2 certified – 1 marks
- e-Governance project management experience more than 10 years – 2 marks

Database Administrator- 2 marks

- BE (Computer Science/ IT)/ MCA - 1 marks
- Experience of handling database more than 8 years – 1 marks

Solution Architect- 3 marks

- BE (Computer Science/ IT)/ MCA - 1 marks
- Experience of designing solutions for more than 8 years – 1 marks
- e-Governance project implementation experience more than 5 years – 1 marks

Network Administrator- 2 marks

- BE / MCA - 1 marks
- Experience of designing/ maintaining networks for more than 8 years – 1 marks

Quality Assurance- 2 marks

- BE / MCA / Masters in IT - 1 marks
- Experience in testing, and auditing of large sized transaction based systems e-Governance systems more than 3 years– 1 marks

Subject Matter Expert- 2 marks

- Retd. Government official having domain experience in Mandi operations– 2 marks

| 7. | Project Plan
  i. Comprehensiveness of the project plan – 4 marks
  ii. Activities, sequencing, dependencies among activities - 3 marks
  iii. Resource planning, allocation and loading – 4 marks
  iv. Risk Management & Mitigation plan and Exit plan – 4 marks | 15 | Bidder has to provide L2/L3 level work break down structure (WBS), clear baselines/ timelines, defined resources, roles & responsibilities along with a write-up project |

8.	Every bidder will be given a time of 60 minutes to demonstrate the tools, components and resources proposed for implementing the project.	15	Demonstration of prototype/existing application along with resource profile for proposed implementation of project.
	Total marks	**100**	

4.3 Commercial Bid Evaluation

i. The Financial Bids of technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives.

ii. The commercial bids for only those bidders will be opened who have qualified the technical evaluation and reviewed to determine whether the commercial bids are substantially responsive.

iii. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

iv. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.

v. Any conditional bid would be rejected

vi. Errors & Rectification: 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 there is a discrepancy between words and figures, the amount in words will prevail".

vii. The commercial bids for technically qualified bidders will be evaluated as per the evaluation criteria mentioned below.

viii. Formula for evaluation of the financial proposal **Fscore = 100 x (Fmin / Fbid)**

Where,

Fmin is the lowest evaluated price proposal **Fbid** is the proposal quoted

Fscore is the final financial score calculated for the proposal

4.4 Final Evaluation of Bids using QCBS (Quality cum Cost Based Selection)

a. The Bids received will be evaluated using Quality cum Cost Based Solution (QCBS), giving 70 percent weightage to the Technical Score and 30 percent weightage to the Price Score.

b. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-

Bn = 0.70 * Tn + 0.30* Fn

Bn = overall score of Bidder

Tn= Technical score of the Bidder (out of maximum of 100 marks)

Fn = Normalized financial score of the Bidder

c. In the event the bid composite bids cores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

5 Appointment of Systems Implementation Agency/Partner

5.1 Award Criteria

The Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above. **Award of the contract shall be made to the bidder with the highest overall score (Bn).**

5.2 Right to Accept Any Proposal and To Reject Any or All Proposal (s)

The Purchaser reserves the right to accept or reject any proposal, and to annul the tendering process/ Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Purchaser action.

5.3 Notification of Award

Prior to the expiration of the validity period, Purchaser will notify the successful Bidder in writing or by fax or email, that its proposal has been accepted (Letter of Intent). In case the tendering process/ public procurement process has not been completed within the stipulated period, the Purchaser, may request the Bidders to extend the validity period of their Proposal.

The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

5.4 Performance guarantee

On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 10 percent of the total contract value, on or before the signing of the subsequent contract, typically within 15 days from notification of award, unless specified to the contrary (Performance Guarantee). In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, the Purchaser may at its sole discretion cancel the letter of intent without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.

The Performance Guarantee furnished by the successful Bidder shall be in the manner prescribed at Appendix III. The successful Bidder shall ensure, the Performance Guarantee is valid at all times during the Term of the subsequent contract (including any renewal) and for a period of 60 days beyond all contractual obligations, including warranty terms if any.

The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.

5.5 Signing of contract

Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter in to a contract, incorporating all clauses, pre-bid clarifications and

the Proposal of the Bidder, between the Purchaser and the successful Bidder.

5.6 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.

In such a case, the Purchaser shall invoke the PBG of the most responsive Bidder.

6. Scope of Work

In this Section, Scope of work is detailed out as follows:

6.1   Detailed Scope of work:

6.1.1 To develop, deploy and maintain comprehensive Integrated IT System for APMC's platform as per functional/Non- functional specification and should also be accessible through following medium.

- Mobile/Tablet compliant portal (Device independent design).
- Android based mobile app for the purpose of bidding, weighing and gate passes.

The Integrated IT System for APMC's platform shall be developed on centralized Web-based architecture to be accessed by all the users. Internal users can access portal and application modules through an enterprise wide secured interface/portal. However farmer/sellers, business community and other registered public user can access portal through internet.

Real time information is to be made available to both external (farmer/sellers, citizens, traders and Government bodies) and internal stakeholders through various channels of delivery such as web portal, SMS gateway, electronic display board and mobile based handheld devices. Information will be available in Hindi and English as per context.

6.1.1 Functional Requirement Specification

e-Mandi platform will have following modules:

1. User Registration Module

i.   The module should have a provision for creating unique login ID for departmental users on provision of certain mandatory details such as Name, Department, Employee code, Designation, Location, Office Address, Residential Address, Contact Details, Email id etc. as finalized in discussions with the Department

ii.   The module should have a provision for Member Registration on provision of certain mandatory details such as Name, Membership category–Buyer/Trader, license no, pan no, Contact Details, Email id, Address, Location, Bank Account no, IFSC Code etc. as approved by Department

iii.   The module should provide access rights and privileges according to login ID and password. The rights and privileges allowed to that user should be as per Department guide lines and policies.

iv.   The module should have a mechanism for resetting and emailing the new password to the users registered email ID.

v.   The module must prompt the user to change the password on the first login

vi.   The module shall as a part of registration establish challenge and responses mechanisms for session validation for future online sessions. Details such as a username and password, challenge question and response answer should be asked if login details are forgotten etc.

vii. The module shall apply spam control measures like 'captcha' images during registration to avoid spurious details being automatically submitted and ensure that data is not submitted by non- humans.

viii. The module should have provision for Aadhaar verification of the Registrant.

2. Entry and Exit Gate Management

The Entry and Exit Gate Management module is required for recording the daily arrival/exit of agricultural produces at the mandi yards. The indicative functionalities of the module are discussed as under:

- This module shall be used at the entry and exit gates at every mandi
- The concerned authority at the mandi entry and exit gates will approve and allocate entry and exit gate passes and collect fee after filling up of details
- The module shall generate MIS report for daily entry and exit details
- The module shall be accessible only to the Authorized Departmental users and will allow authorized users to access various functions, forms, screens, sub modules, information etc. as per the authorizations and user roles permissible as per guidelines and policies of the Department.
- The module should support Entry at the Market Yard, entry at the ware house, entry at Farm- Gate, Factory-Gate or Private Procurement Centre. This feature can be used for warehouse- based sales.
- The module should allow central/online search option for validation of entry/exit gate pass.
- On the basis of entry and exit gate details, the module should generate daily MIS reports like below:
  - ➢ Commodity wise approximate produce arrival in each mandi
  - ➢ Net Weight of each commodity sold out in mandi
  - ➢ Stock lying with each trader with in mandi
  - ➢ Stock lying with wholesaler with in mandi
  - ➢ Commodity wise Historical Trends of each Mandi
  - ➢ Entry Gate Register
  - ➢ Exit Gate Register
  - ➢ Stock sold by each trader to whole seller or domestic consumers

- The module should have ability to generate trend analysis on the basis of last year's data in term of

- Arrival Variation
- Price Variation
- Sale Variation
- Variation Between arrival and sale

- The module should provide interface to upload commodity wise monthly arrival and price report for their respective mandis. The indicative list of field requires to capture areas under
  - Date
  - Regional office
  - APMC Mandi
  - Month
  - Commodity Category
  - Commodity Name
  - Commodity Code
  - Total arrival Quantity
  - Total Quantity Sold
  - Total Value
  - Average Price

3. Entry Gate Sub-module

i. The module should have provision to issue and generate unique entry gate pass number across the mandis.

ii. The module should provide the functionality to record the following details at the entry gate of mandi premises:
  - Name of Farmer/seller
  - UID of farmer/seller
  - Any other ID card

  - Village of Origin/place
  - District Name/code
  - Block name/code
  - Mobile number of farmer/seller
  - Commodity Names
  - Approximate weight
  - Packing Detail(including weight of container/bags)
  - Vehicle Number
  - Date & time of arrival (system Date and Time)

iii. The module will have provision to collect entry fees as per vehicle category-2/3/4/6 tier vehicle, empty/loaded vehicle.

iv. The module will also provide LOT No based on the commodity type, no of bags, weight of each bag etc.

v. The module should have integration with the citizen data base and on entry of the UID no. (or name/mobile/any other id) of the farmer/seller, the module should automatically fetch following information regarding the farmer/seller, thereby

minimizing the manual errors during data entry:
- ➢ Farmer/seller Name
- ➢ District Name/code
- ➢ Block name/code
- ➢ Village of origin/place name/ code

vi. The module should enable registration of mobile number of farmer/seller at the time of entry. The module should have integration with SMS gateway. The module should provide SMS facility to the farmer/seller with regard to updates about current market price of respective commodity brought in by the farmer/seller.

vii. Only post the entry, gate slip is issued by the authorized person through the module.

viii. The module should allow central/online search option. The search should allowed as per the following indicative filters:
- ➢ Entry Gate pass no
- ➢ Mobile no
- ➢ Date/Time Range
- ➢ APMC Mandi
- ➢ Farmer/seller's name
- ➢ Issuing employee Name
- ➢ Commodity name
- ➢ Vehicle number
- ➢ Trader Name
- ➢ Village of origin/place name
- ➢ UID of farmer/seller

4.Exit Gate Sub-Module

i. At exit gate, the module should be able to record every vehicle going out of the mandi. The module should have provision to capture the following details at the exit gate:
- ➢ Entry Pass No (automatic entry)
- ➢ Exit Pass Number (auto generated)
- ➢ Date & time of Recording (system date)
- ➢ Vehicle number
- ➢ Commodity
- ➢ Net weight of produce sold in mandi (if any)
- ➢ Quantity of produced Deposited to trader (if any)
- ➢ Balance quantity if half sold (Balance quantity if half sold should be verified)

ii. At exit gate, the module should be able to record every transaction of the mandi. The following types of transactions are envisaged:
- ➢ Farmer/seller vehicle exits after sale of produce
- ➢ Farmer/seller vehicle exits after Half-sale of produce
- ➢ Farmer/seller deposits the produce and receives the Holding Slip
- ➢ Vehicle carrying consignment sold by the trader to wholesaler/business community/domestic user vide issue of sales invoice

iii. The module should automatically calculate net weight of produce sold in mandi on the basis of total quantity sold through auction corresponding to the given entry gate pass number.

iv. A farmer/seller can sale out his produce to multiple locations with in a mandi, in that case there will be multiple sales slip and auction of single consignment. The module should have feature for interlinking and tracking quantity sold vide one entry gate pass number along with multiple sales slips.

v. Exit Pass-Sales, the module should have facility to capture all transactions being sent by trader vide issue of sales invoice. The exit gate pass should comprise of the following details:
   - Exit Gate Pass Number (auto generated)
   - Date & time of recording (system date)
   - Vehicle number
   - Consignor Name/License No
   - Invoice No (manual Input)
   - Issue date
   - Consignee name & Address
   - Commodity
   - Quantity

vi. The module should have facility to capture all transactions being deposited as Pakshiki. The exit gate pass should comprise of the following details:
   - Exit Gate Pass Number (auto generated)
   - Date & time of Recording (system date)
   - Vehicle number
   - Farmer/seller's information
   - Pakshiki slip Number
   - Date of Deposit
   - Trader Input
   - Quantity deposited for Pakshiki
   - Commodity details Grade if any
   - Employee code of APMC employee in whose presence transaction is recorded.

5. Trading Management Module

The Trading Management Module is required for automation and standardization of the complete process of sale, including auctions. The indicative functionalities are discussed as under:

i. The module will be accessible to authorized user and only after authentication

ii. Lot details will be entered by Trader. Once entered it will starts how in daily Lot operation dash board to all bidder and will be ready for bidding

iii. Bidding will only start when authorized person opens the tender

iv. Whenever and wherever possible, System should support Commodity Grading and bidding as per Grading parameters

v. The bidding schedule has configurable parameters (choices of price discovery) such as time and type of bidding

vi. A lot can be further split on the basis of different commodity type or weight or any other parameter and canal so be easily back tracked.

vii. Bidders can bid from Android based mobile app from their device or using web based medium or through facilitation center in Mandi

viii. Bidding rules will be decided and approved by the MPSAMB. However system will allow configurable bidding parameters

ix. At any given point of time, system should have filtering option of -open/closed tender, commodity wise filtering or search option with all details

x. System should have capability to generate mandi wise order book and trade book and also for defined users for their order/trade.

xi. Print/export option of the Lot Screen has to be available

xii. Once the entire bid gets submitted, System has to declare winner of the bid as per pre-defined rules. The SMS will be sent to buyer/farmer/seller.

xiii. The details of bid will also be shown to LED screens deployed (MPSAMB will provide LED screen) at each mandi

xiv. Once winner gets decided, Farmer/seller has to provide consent on rate or reason for cancellation. In case farmer/seller doesn't give his consent, the trade will be considered as cancelled.

xv. In case of successful trade, the lot has to be weighed. If available, weighing will be done through electronic weighing and output to be directly sent to system with no manual intervention. (Note: Electronic Weighing will be provided by MPSAMB)

xvi. Sales receipt will be generated on actual weight basis.

xvii. System will also calculate other fees such as–mandi fees, cess, weighing fees, trader fess if any etc.

xviii. System should support all payment mechanism such as–online payment/NeFT-RTGS and offline payment of Demand Draft/Cheque etc. and payment to be done accordingly

xix. System will update the Buyer inventory and all account books to be updated accordingly.

xx. Secondary sale receipt generated for exit gate and tender process gets closed

xxi. Inter-alia, Daily/Monthly MIS to be generated w.r.t
   a. commodity traded-Mandi-wise/Value-wise
   b. Commodity- Buyer-Quantity Report
   c. Mandi Fees collection report
   d. Seller Report etc

6. Inventory Accounting Module
   i. The module will be accessible to authorized user and only after authentication.
   ii. The module should feature to calculate commodity-wise, farmer/seller-trader wise, and all possible permutation and combination for daily in-out
   iii. At any given point of time module should be able to report commodities-in,

commodities- traded, commodities out

iv. At any given point of time, module should be able to report holding inventory by each Traders.

v. At any given point of time, module should be able to report buying inventory by each buyer.

vi. The module should have provision to track all the goods which enter into mandi and report any discrepancy in inventory reconciliation.

vii. The module should have feature to allow purchases only above MSP for government or even normal procurement (as approved by department)

viii. The module will show daily updates w.r.t inventory on user dashboard as per user access

ix. The module should be able to do the lot tracking in normal and in split or similar

7. Trade Settlement Module

i. Integrated IT System for APMC's platform shall provide flexible framework for computations associated with trade fulfilment in the primary market and related document generation.

ii. The module will be accessible to authorized user and only after authentication

iii. All the settlement has to be done through bank using settlement account

iv. The module should have feature to define the mandi fees and other applicable fees w.r.t. corresponding commodities.

v. The module should have feature to define the allowed cess charges and other incidental charges with respect to corresponding commodities.

vi. The module should have ability to calculate mandi fee due from the trader, corresponding to the quantity of commodity auctioned by the trader.

vii. The module should allow the business community like traders to pay their respective Mandi fee/other applicable fee through an online medium.

viii. The module should have provision of collection of all fees from Buyer and disbursement to Farmer/seller, traders.

ix. The module should allow capturing the payment details of mandi fee through any mode like h/ DD/Cheque or online system. After payment of mandi fees, module should generate unique payment receipt number across the mandis.

x. Appropriate Ledger Entries are made upon generation of related documents

xi. The module should have provision to manage the work flow for recovery and collection of mandi fees. It should have feature to define the authority and corresponding action points for respective recovery of mandi fees.

xii. The module should allow the traders to see their respective dues and payment history.

xiii. The module should generate following MIS reports with regards to mandi fees:
   ➢ The module should provide the details of outstanding market fees
   ➢ The module should generate the list of defaulters who have not paid their market fees and other charges with in a stipulated period as specified by APMC
   ➢ The module should provide report of actual of the expected market fee realizable and the actual fee realized.

xiv. The system should provide search facility to validate Mandi fee receipts. The search should be allowed through following parameters:

- ➢ Receipt number
- ➢ Date of payment
- ➢ Agency name

8.License Allotment and Management module

This module pertains to issuance of license for traders as well as labourer's (Performing loading, unloading, cleaning, weighting etc. activities) within APMC notified area. The indicative functionalities of the module are discussed as under.

- The module will be accessible to authorized user and only after authentication
- The module should provide online application form for issue of licenses to:
    - ➢ Trader
    - ➢ License
    - ➢ Warehousing agencies
    - ➢ Weighing agency etc

- The module should have facility to create master for application fees corresponding to the various categories of licenses.

- The module should provide an option to down load the information on the license allotment. It should comprise of the following details:
    - ➢ Eligibility criteria
    - ➢ category of License allotments
    - ➢ Allotment process
- This form should have in built validation checks for fields, data types, date range, date format etc.
- The module should have feature to publish down load able link on web portal along with detailed information about allotments and procedure for approval.
- The module should provide feature to capture detailed eligibility criteria of the business user.
- The module should provide feature to list out supporting documents needed to be attached along with application forms under each category.
- The module should be able to define the complete work flow required for application process. It should capture the steps/business rules and digital signatures required and further role-based action required from application registration to final grant of licenses. All the business rules should be captured and maintained in an enterprise Business Rule Engine module, thereby enabling easier change management in future.
- The module should provide facility to update business rules for application processing, as and when new departmental guide lines are applicable.
- The module should be integrated with other sub-modules like license suspension and monitoring etc.
- The module shall be able to facilitate dissemination of information about the allotment to stakeholders such as registered users, business user and employees through SMS and through the online web application.
- The module shall allow authorized users to access the details of the past/present

allotments.

- The module should have integration with payment gateway and should provide online facility for payment of application fees.
- The module should provide interface for office user to accept and record application fee payment description. The module should generate unique receipt number for all such type of receipts
- The module should provide work flow for the processing at office level and it should automatically publish the status on website till the final decision on allotment.
- The module should provide online facility for applicants to track the status of application online and through departmental website.
- The module should have feature to allow printing/export of approved licenses to the applicants post approval.
- The module should provide license renewal work flow as per business rule of MPSAMB
- The module should have feature to record the status of any disciplinary action/suspension of license etc.
- The module should capture information about the number of licenses issued with date and other details in a specified period of time with in all categories for each market committee and district.

- The module should provide search option to validate licenses. The search option should be enabled as per the following filters:
  - License number
  - Licensee name & APMC name
  - License issue date
  - License category
- The module should generate the MIS reports as per the requirement of APMC. Indicative list of reports are asunder:
  - Number of License applications received
  - Number of License applications rejected
  - Number of licenses allotted
  - Applications forwarded to HO for approval
  - At any given time, the list of licensees
  - List of licensees under suspension
  - Past record of Licensees

9. Dispute Resolution Module

  - All the disputes and legal issues to be raised, tracked and monitored from single interface
  - All the actions taken w.r.t dispute settlement can be viewed and updated
  - All there ports w.r.t open/closed disputes, disputes ageing report should be available

10. Document Archival Module:

Features of module:

➢ Platform independent Enterprise Class Document Management System (DMS) having presence in Gartner Magic Quadrant or Forrester Wave Report of Enterprise Content Management (ECM).

➢ Natively integrated Web-Scan module allowing users to scan and directly add the documents to the system.

➢ Feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.

➢ Should store only index & metadata information in database while images should be stored in separate file server in an encrypted format and can be accessible only via the application.

➢ Provide search facility to in the same interface, so that users are able to search the documents to be linked.

➢ Should allow version controlling of the documents with access to the latest version of documents by default.

➢ Repository should be format agnostic and allow to store any digital content.

➢ Provide an in-build viewer for viewing of documents and have facility of comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.

➢ Should have integrated Records Management component for long-term archival of content and should be certified to record management standards.

➢ Should manage lifecycle of documents through record retention, storage, retrieval and destruction policies.

➢ Should have a Workflow engine that facilitates re-engineering of processes and act as a platform for process automation of all processes and have a workflow engine to support different types of routing mechanism including sequential routing, parallel routing, Rule based routing & ad-hoc routing.

➢ Should provide an integrated design tool to allow single point design of all elements of the solution such as Process Flows, Tasks, forms, Rules, Documents, Process Properties and routing logic.

➢ The module should have a feature to design the workflow, to create electronic forms and designing rules and conditions for workflow routing/ process by drag and drop facility.

➢ The modules should have a rule engine that have a complete web-based environment for the design, definition, testing and deployment of rules. The system shall support multiple databases i.e. MS SQL, Oracle and PostgreSQL. System should be platform independent and should support both Linux and Windows for application server.

➢ The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database. The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security.

> Solution should support managing and tracking of physical location of documents. Solution should provide the configurable capability of record classification. Solution should have a provision to move & track a record among users within office/across locations.
> The module shall provide a facility to configure dashboard for individuals for e.g. dashboard for Commissioner, Additional Director, Joint Director etc.

6.1.2 Non-Functional requirements

Non-Functional Parameters	Description
Scalability	The architecture proposed should take care of high volume critical applications. Cloud based system should be easily upgradeable to accommodate maximum user concurrency.
Availability	Application availability should be as per SLA.
Extensibility	The design of the software should allow for easy addition of new functionality. This extension of functionality or features should be with minimal changes to the existing software.
Interoperability/ Compatibility for data exchange	The developed application should be able to integrate or exchange data with other applications. The application should be built on Open Standards.
Performance	The performance of the application is expected to be monitor ongoing basis. This will help to forecast the traffic/data load for the future. This will serve as input to scale up the existing infrastructure.
User Friendly GUI	The GUI of the application should be user friendly, intuitive and rich with features.
Language	Application should be multilingual. However, system to be designed in fashion so as to support any language does not require recompilation.
Security	Envisaged security architecture for the Integrated IT System for APMC's solution is as provided below: a. User Level Security: Restricted areas of the application should only be accessible through pre-defined user access rights. b. Application Level Security: Role based access, user-session, encryption of user credentials and storing of user credentials for external and internal users in separate repositories. c. Network Level Security: Network traffic shall been

		crypted using SSL
		d. Cloud Level Security: The cloud hosting environment/data center should follow the security guideline as per **MEITY guidelines.**
Role Based Access Management and Data Access Restrictions	System functionality access will be provided at the role and location level In order to restrict the information access, system will ensure user will have access to the information he/she is entitled to	
Open Standards	Application should and must follow open standards	
Dynamic Form Additions	In the future if some forms need to be updated then using Dynamic form addition capability, the admin console should enable the application administrator to add/modify the forms in the data capture mobile app	
Other design considerations	▪ Redesign the data capture forms to reduce the amount of data capture ▪ Reduce the number of clicks of the forms & automatic replication of similar data ▪ Use of Simple language in the app and appropriate typography for accessibility of the content ▪ Automatic-duplication of data, wherever the data is same ▪ One click validation of data forms and to pass on to next level ▪ Images used should be light and of the type jpeg, gif, png. ▪ Must provide meaningful alternate descriptions for non text elements	

6.1.3 Standards

The project would be designed to meet all functional, non-functional and management requirements as mentioned in the RFP document.

For each of the project requirements, there are operational requirements, deliverables and a set of standards, wherever applicable as per the following:

Sr. No.	Component	Standard
1.	Document Management System	ODMA, Web DAV, CMIS
2.	Information Access/ Transfer Protocols	SOAP, HTTP/HTTPS
3.	Interoperability	Web Services, Open Standards
4.	Photograph	JPEG(minimum resolution 640 X 480 Pixels
5.	Document encryption	PKCS specification
6.	Information Security	ISO 27001 certified System
7.	Operational Integrity &	ISO 17799 certified System

	Security Management	
8.	Operation	ISO 9001 Certified
9.	Service Management	ISO 20000 specifications or latest
10.	Project Documentation	IEEE/ISO Specifications for documentation
11.	Data Standards	All-important data entities should be in line with standards published by DIT. These can be accessed at http://egovstandards.gov.in.
12.	Localization Standards	Localization standards, like Font standards are notified, and available at the DIT website. All Applications should comply with these standards to ensure common look and feel.
13.	Application	Open Standard

I. Description of Integrated IT System for APMC's:

The Integrated IT System in the Agricultural Produce Market Committees (APMCs) comprises of automation and the online recording of: (i) the arrivals of agricultural produce in the APMC, (ii) the auction process, (iii) the price declaration and dissemination, (iv) the cess assessment and tracking of cess collection, (v) the farmers' receipt, (vi) the dispatch of the agricultural produce, and, the related APMC office records.

The implementation of the Integrated IT System for APMC's depends on various factors, including the numbers & varieties of the commodities, the quantum of arrival of produce handled through the system, and geographical area of the market. With a view to streamline the process, initially a market specific non-perishable commodity (like wheat, jawar, bajara, or maize, etc.) shall be identified for the implementation. Also, the requirement assessment of the IT infrastructure in the APMC will be based on the quantity of arrivals, its type, size and the geography of the market.

II. The key stakeholders of the system
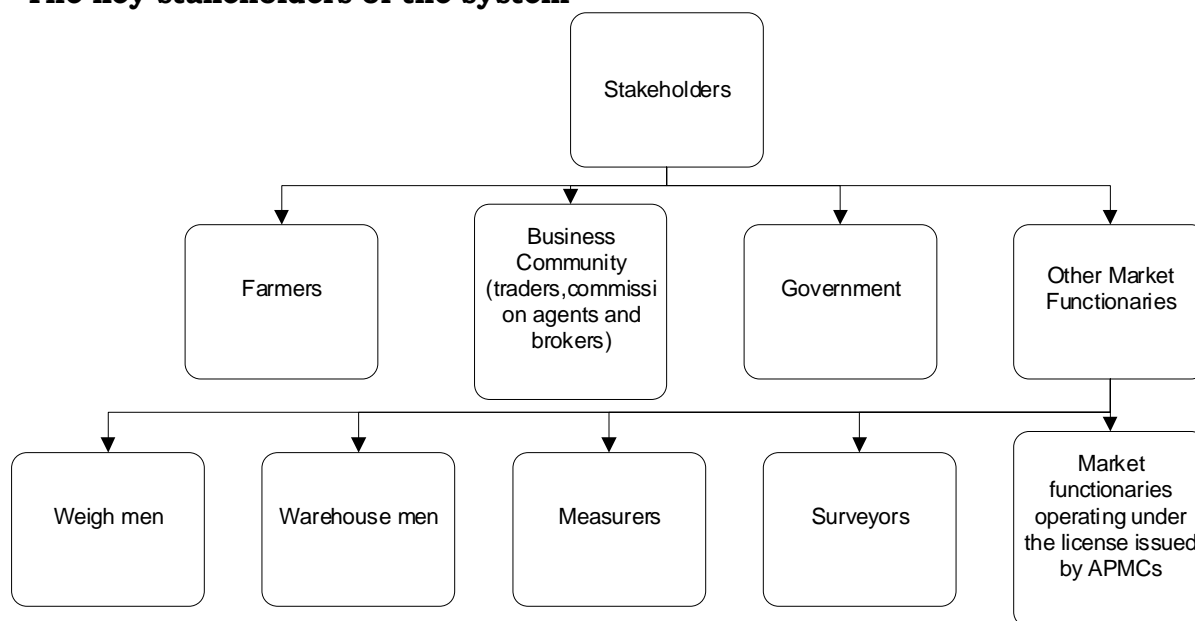
III. Solution overview

Figure: Steps and processes at APMC
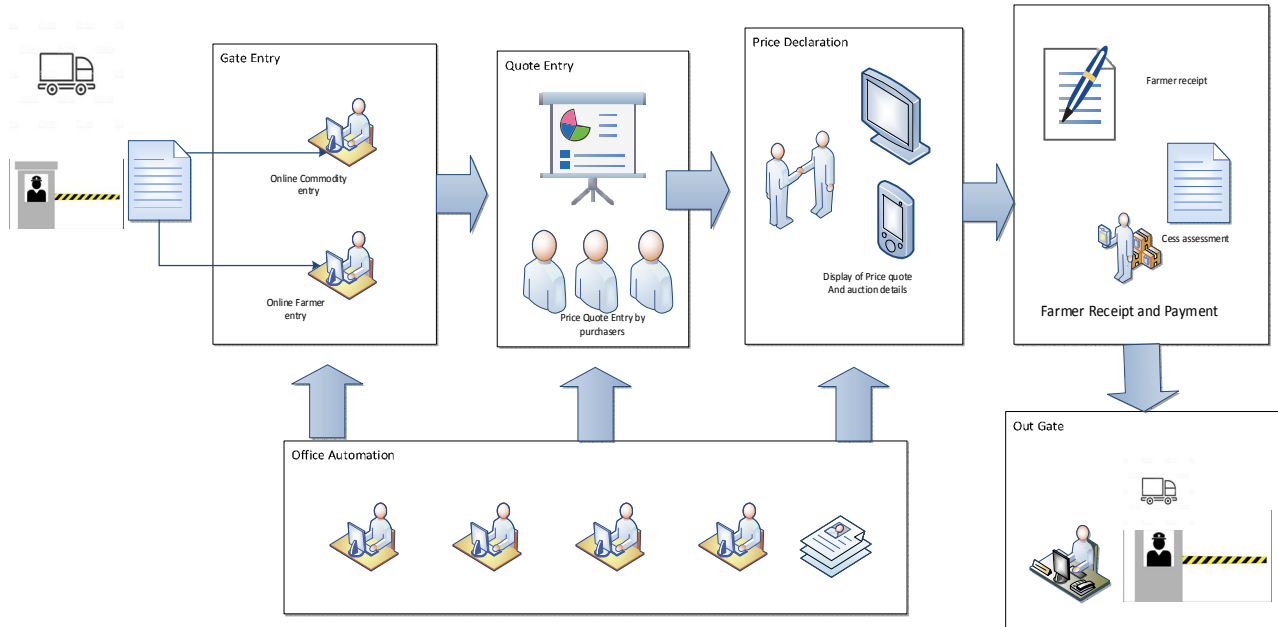
IV. INTEGRATED IT SYSTEM FOR APMC'S Business process flow

The typical business process flow of the Integrated IT System for APMC's is as follows:

```
        ┌──────────────────────┐
        │ Date, name and       │
        │ place of the farmer, │
        │ commodity,           │
        │ quantity, name of    │
        │ commission agent     │
        └──────────┬───────────┘
                   │
                   ▼
┌────────────┐  ┌──────────────┐  ┌──────────────┐
│ Farmer slip│◄─│ In gate entry│─►│ Lot slip     │
│            │  │ process      │  │              │
└────────────┘  └──────┬───────┘  └──────────────┘
                       │
                       ▼
                ┌──────────────┐  ┌──────────────────┐
                │ Price quote  │─►│ Trader quote     │
                │ entry by     │  │ report           │
                │ trader       │  │                  │
                └──────┬───────┘  └──────────────────┘
                       │
                       ▼
                ┌──────────────┐  ┌──────────────────┐
                │ Price        │─►│ Maximum price    │
                │ declaration  │  │ report           │
                │ process      │  │                  │
                └──────┬───────┘  └──────────────────┘
                       │
                       ▼
                ┌──────────────┐  ┌──────────────────┐
                │ Cess         │─►│ Cess assessment  │
                │ assessment   │  │ report           │
                │ process      │  │                  │
                └──────┬───────┘  └──────────────────┘
                       │
                       ▼
                ┌──────────────┐  ┌──────────────────┐
                │ Process for  │─►│ Farmer receipt   │
                │ farmer       │  │                  │
                │ receipt      │  │                  │
                └──────┬───────┘  └──────────────────┘
                       │
                       ▼
                ┌──────────────┐  ┌──────────────────┐
                │ Out gate     │─►│ Gate pass        │
                │ entry        │  │                  │
                └──────────────┘  └──────────────────┘
```
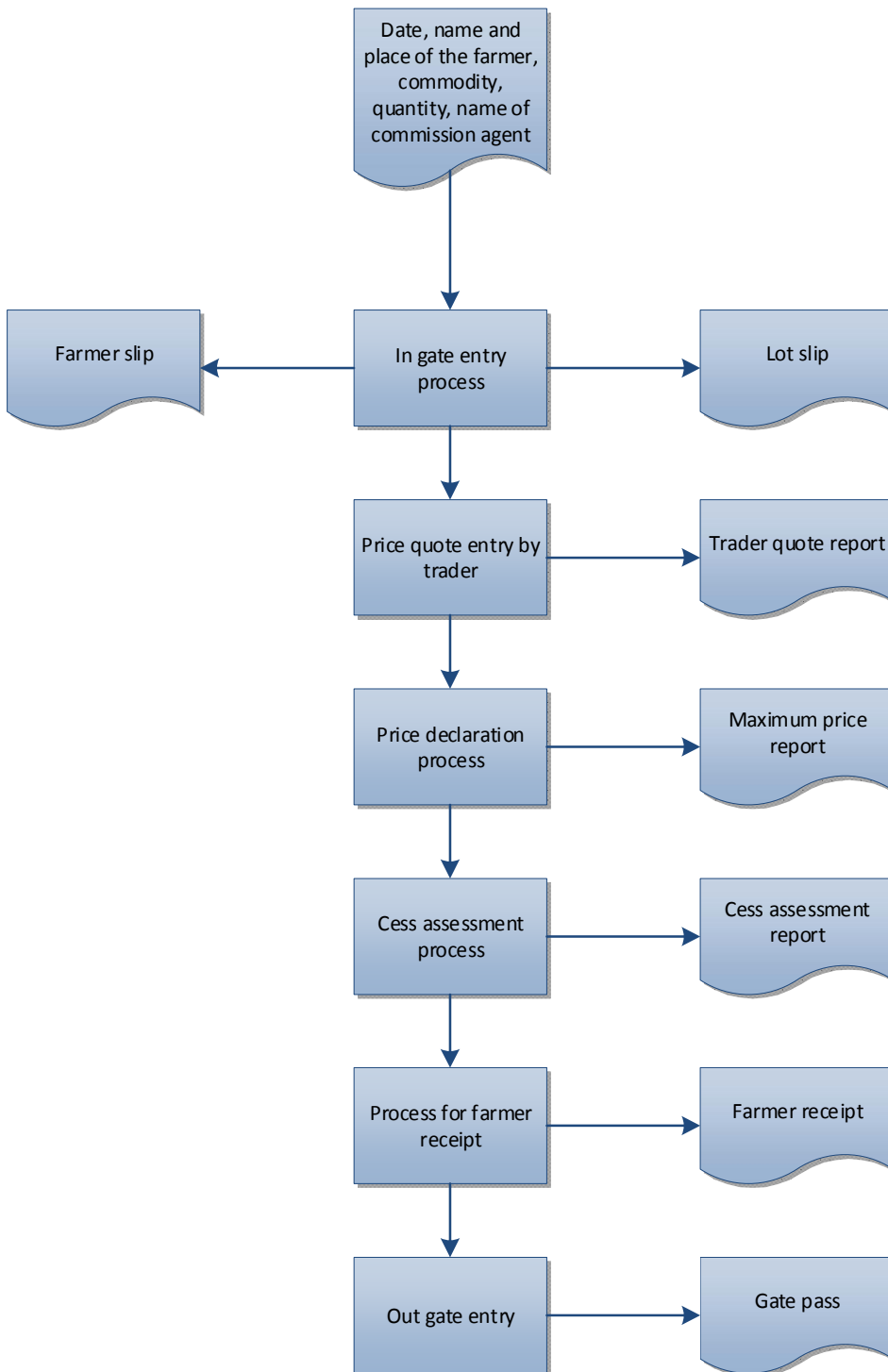
6.2. **Cloud provisioning and application hosting, including operation and maintenance of associated application as per defined SLAs.**

Selected bidder will provide Cloud Services for a period of 4 years, which may be reviewed for extension on the completion of 4th year at the discretion of MPSAMB for hosting Integrated IT System for APMC's.

6.2.1. Application Deployment:

1. Application Server and services should be in failover clustered mode. A failover cluster is a group of servers that work together to maintain high availability of applications and services. If one of the servers, or nodes, fails, another node in the cluster can take over its workload without any downtime.

2. Database Server should be in failover clustered mode. A failover cluster is a group of servers that work together to maintain high availability of applications and services. If one of the servers, or nodes, fails, another node in the cluster can take over its workload without any downtime.

4. Database should be enterprise edition with OEM support.

5. MPSAMB will hold the IPR of all the application code developed under this project needs to be handed over to MPSAMB after the pilot and also before exit.

6. Bidder should make provision of providing the backup of data month-on-month basis to MPSAMB.

6.2.2. The hosting of the application in cloud should adhere to the following:

1. The Selected bidder will be responsible for provisioning of required IT infrastructure as IaaS for hosting Integrated IT System for APMC's application.

2. The proposed landscape for the deployment of Integrated IT System for APMC's solution is

a. QA

b. Staging

c. Production

d. Disaster Recovery

3. The above environments are to be deployed in secured and dedicated cloud-based environment. Cloud hosting company should be empanelled as per MeitY/ DeitY guidelines and hosting point should be located in India.

4. The environment of virtual private cloud/Government Community Cloud shall comply with the respective Provisional Empanelment Compliance Requirements published by Ministry of Electronics Information and Technology, Government of India.

5. Each of the environments mentioned above should be logically isolated, i.e., separate from the production environment in a different VLAN than the production environment and setup such that users of the environments are in separate networks.

6. The Selected bidder shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting Integrated IT System for APMC's applications. Should have Inbuilt Anti-Spam/Malware/Antivirus threats control software.

7. The Selected bidder shall be responsible for provisioning of adequate Internet Bandwidth and

connectivity at the DC & DR, including termination devices, for end users to access Integrated IT System for APMC's.

8. The Selected bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers, firewalls, nips and hips) to ensure accessibility of the servers as per defined SLA's.

9. The Selected bidder shall offer DR (Disaster Recovery) as a service for all resources offered on primary DC (Data Center) site. The Selected bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. Geographical Location of the Disaster Recovery Environment shall be different location from the Data Center environment or at a different place other than the Primary DC based on the project requirements.

10. The infrastructure provisioned by the Selected bidder must be scalable and shall allow MPSAMB to add/reduce cloud resources on demand basis through a user-friendly dashboard. For some of the storage in cloud-based environment, MPSAMB will be pay based on monthly usage.

11. The solution needs to provide the ability for MPSAMB IT Administrators to automatically provision the services via a Web Portal (Self Provisioning), provide metering and billing to provide service assurance for maintenance & operations activities. Detailed user level or user group level auditing, monitoring, metering, accounting, quota and show-back information is essential the cloud platform to be offered.

12. Compliance process to the defined international standards and security guidelines such as ISO 27001, for maintaining operations of cloud and ensuring privacy of MPSAMB data.

13. A change release management and configuration management procedure is defined and implemented to process any change to the cloud environment / services. This procedure must include the capability to support the transition between the aforementioned environments prior to production deployment.

14. Manage the instances of storage, compute instances, and network environments. This includes department-owned & installed operating systems and other system software that are outside of the authorization boundary of the IA. Service Provider is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.

15. Provide support to technical team of MPSAMB or nominated agency for Optimization of resources in cloud environment for better performance and also provide physical and virtual access to the technical persons for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by MPSAMB.

16. The Selected bidder should provide Helpdesk support for cloud.

17. Selected bidder should provide training to MPSAMB nominated officials/personnel on usage of the Console and any other technical aspect for monitoring of Integrated IT System for APMC's project.

6.2.3. Cloud Setup and Maintenance of the Cloud Infrastructure

MPSAMB has decided to host the solution in an existing data center/cloud provider rather than setting up of a new data center. The solution proposed by the bidder should be cloud ready.

To host the solution, appropriate hardware and infrastructure will be required. The bidder shall arrange the adequate hardware requirements in cloud required for the deployment of the solution keeping in consideration SLA parameters for the application. Bidder should also provide the list of recommended hardware & their cost-break up.

Bidder will also be responsible to procure, install, setup and maintain the software required for installation and monitoring of the solution. Bidder will be responsible for all aspects of the application including application and database server setup, application deployment, performance monitoring, application and database backup. Bidder will also be responsible for setting up the DR backup of the database in a remote location to ensure that the data is not lost in case of any unforeseen circumstances.

The bidder will have necessary manpower including system and database administrators to manage the systems, applications and databases. The data center selected by the bidder should provide access to MPSAMB to track, monitor issues if any.

The Selected bidder shall configure and install the licensed software with all critical updates to be installed in the server on regular basis apprising MPSAMB.

Bidder has to ensure that cloud partner selected by him should adhere MeitY/ DeitY guidelines and guidelines by IT department of Madhya Pradesh (if any). Bidder has to ensure that they provide hosting services for the application on a reputed cloud service provider in secured and dedicated cloud based environment. Cloud hosting company should be empaneled as per MeitY/ DeitY guidelines and hosting point should be located in India.

6.3 Requirement on adherence to Global Standards
6.3.1. Security and Statutory Requirements

a. Certification/Compliance

i. The Selected bidder's facilities/services need to be certified / compliant to the following standards based on the project requirements:

- ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards • ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology

- ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.

- ISO 20000-9-Guidance on the application of ISO/IEC 20000-1 to cloud services

- PCI DSS - compliant technology infrastructure for storing, processing and transmitting credit card information in the cloud – This standard is required if the transactions involve credit card payments.

- RSA – Encryption standard for Digital Signatures to authenticate users

- IEEE/ISO –standard for Project Documentation

- W3C – standard for Portal development

- ODMA, WebDAV, CMIS – Standards for DMS

- WFMC, BPEL & BPMN 2.0 – Standard for Workflow Engine

- ISO17799 – Operational integrity and Security management • Any other standard which is mandated by Govt. Of India or Govt of MP or MPSAMB; time to time.

ii. The Selected bidder shall comply or meet any security requirements applicable to Selected bidders published (or to be published) by Ministry of Electronics Information and Technology (MeitY), Government of India or any standards body setup / recognized by Government of India from time to time and notified to the Selected bidder by MeitY as a mandatory standard.

ii. The Selected bidder shall meet all the security requirements indicated in the IT Act 2000 the terms and conditions of the Provisional Empanelment of the Cloud Implementing Agencies and shall comply to the audit criteria defined by STQC.

b. Privacy and Security Safeguards.

i. Selected bidder to ensure that the data is encrypted as part of a standard security process for highly sensitive content or choose the right cryptographic algorithms evaluating security, performance, and compliance requirements specific to their application and may choose from multiple key management options.

ii. Selected bidder to notify the agency promptly in the event of security incidents or intrusions, or requests from foreign government agencies for access to the data, to enable the agency to manage these events proactively.

iii. The Selected bidder shall ensure that all the storage blocks or multiple copies of data if any are unallocated or zeroed out by the IAs so that data cannot be recovered. If due to some regulatory reasons if it is required to securely decommission data, departments can implement data encryption at rest using departments managed keys, which are not stored in the cloud. Then customers may delete the key used to protect the decommissioned data, making it irrecoverable.

iv. The Selected bidder shall report forthwith in writing of information security breaches to the MPSAMB by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Project's Data, facilities or Confidential Information.

v. The Selected bidder undertakes to treat information passed on to them under this Agreement as classified. Such Information will not be communicated / published / advertised by the IA to any person/organization without the express permission of the MPSAMB.

c. Confidentiality

i. The Selected bidder shall execute non-disclosure agreements with the MPSAMB with respect to Integrated IT System for APMC's Project. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:

- information already available in the public domain;

- information which has been developed independently by the Implementing Agency;

- information which has been received from a third party who had the right to disclose the aforesaid information;

- information which has been disclosed to the public pursuant to a court order.

ii. The Subcontractors will be permitted to obtain customer data only to deliver the services the Selected bidder has retained them to provide and will be prohibited from using customer data for any other purpose. The Selected bidder remains responsible for its subcontractors' compliance with Implementing Agency's obligations under the Project. IA has to sign NDA (Non-Disclosure Agreement) with MPSAMB and all representatives of IA, who are working in this project has to sign it.

d. Location of Data:

i. The location of the data (text, audio, video, image files, drawing files, GIS files, pdf, and any compressed data and software (including machine images), that are provided to the IA for processing, storage or hosting by the IA services in connection with the MPSAMB's account and any computational results that an MPSAMB or any end user derives from the foregoing through their use of the IA's services) shall be as per the terms and conditions of the Empanelment of the Cloud Implementing Agency.

ii. Nature of replication between the DC and DR-DC (e.g., asynchronous replication of data between Primary DC and DR-DC)

iii. RPO should be less than or equal to 2 hrs. and RTO shall be less than or equal to 4 hrs. The key transaction data shall have RPO of 15 minutes

iv. DR Database Storage shall be replicated on an on-going basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center site.

v. In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centers so that when an outage occurs, failover to the surviving data center can be accomplished within the specified RTO.

e. E-Discovery

Electronic discovery (e-discovery) is the process of locating, preserving, collecting, processing, reviewing, and producing Electronically Stored Information (ESI) in the context of any investigation. MPSAMB must be able to access and retrieve such data in an IA environment in a timely fashion for normal work purposes.

f. Law Enforcement Request

The Law Enforcement Agency as mandated under any law for the time being in force may seek access to information stored on cloud as provided by the Implementing Agency. The onus shall be on the Cloud Selected bidder to perform all due diligence before releasing any such information to any such law enforcement agency.

g. Security Audit

A) It is the responsibility of the IA to get the security audit done of the proposed solution with a Cert-In empaneled security auditor. The selected bidder would be required to share the complete details of the audits with the along with copies of all communication and bug reports / removal, written or otherwise.

B) Selected bidder shall ensure that the Cloud Implementing Agencies services offerings are audited and certified by STQC/MeitY.

i. The Cloud Implementing Agencies services offerings shall comply with the audit requirements defined under the terms and conditions of the Provisional Empanelment of the Cloud Implementing Agencies (or STQC/MEITY guidelines as and when published).

ii. The Audit, Access and Reporting Requirements should be as per the terms and conditions of the Provisional Empanelment of the Cloud Implementing Agency.

h. Performance Management:

The critical SLAs for cloud services are covered in subsequent SLA section of the RFP

6.3.2 Audit Trail and Governance Requirements

The Selected bidder shall implement the audit trail & compliance features to enable it to monitor the provisioned resources, performance, resource utilization and security compliance:

a. View into the performance and availability of the cloud services being used, as well as alerts that are automatically triggered by changes in the health of those services.

b. Event-based alerts, to provide proactive notifications of scheduled activities, such as any changes to the infrastructure powering the cloud resources.

c. System-wide visibility into resource utilization, application performance, and operational health through proactive monitoring (collect and track metrics, collect and monitor log files, and set alarms) of the cloud resources.

d. Review of auto-scaling rules and limits.

e. Logs of all user activity within an account. The recorded information should include the identity of the API caller, the time of the API call, the source IP address of the API caller, the request parameters, and the response elements returned by the cloud service. This is required to enable security analysis, resource change tracking, and compliance auditing.

f. Ability to discover all of the provisioned resources and view the configuration of each. Notifications should be triggered each time a configuration changes, and Agencies should be given the ability to dig into the configuration history to perform incident analysis.

g. Monitoring of cloud resources with alerts to customers on security configuration gaps such as overly permissive access to certain compute instance ports and storage buckets, minimal use of role segregation using identity and access management (IAM), and weak password policies.

h. Automated security assessment service that helps improve the security and compliance of applications deployed on cloud by automatically assessing applications for vulnerabilities from best practices. After performing an assessment, the tools should produce a detailed list of security findings prioritized by level of severity

6.4. Exit Management / Transition-Out Responsibilities

Continuity and performance of the Services at all times including the duration of the Agreement and post expiry of the Agreement is a critical requirement of MPSAMB. It is the prime responsibility of Selected bidder to ensure continuity of service at all times of the Agreement including exit management period and in no way any facility/service shall be affected/degraded.

The responsibilities of Selected bidder with respect to Exit Management / Transition-Out services on cloud include:

a. Provide necessary handholding and transition support to ensure the continuity and

performance of the Services to the complete satisfaction of MPSAMB.

b. Support MPSAMB in migration of the VMs, data, content and any other assets to the new environment created by MPSAMB or any Agency (on behalf of MPSAMB) on alternate cloud Implementing Agencies offerings to enable successful deployment and running of the MPSAMB's solution on the new infrastructure by providing a mechanism to MPSAMB for the bulk retrieval of all data, scripts, software, virtual machine images, and so forth to enable mirroring or copying to MPSAMB supplied industry standard media.

c. The format of the data transmitted from the cloud Selected bidder to MPSAMB should leverage standard data formats (e.g., OVF, VHD...) whenever possible to ease and enhance portability. The format will be finalized by MPSAMB.

d. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with MPSAMB.

e. Ensure that all the documentation required by MPSAMB for smooth transition including configuration documents are kept up to date and all such documentation is handed over to MPSAMB during regular intervals as well as during the exit management process.

f. Shall not delete any data at the end of the agreement without the express approval of MPSAMB and until it is properly transitioned/ migrated to other competent environment as decided by MPSAMB.

g. Once the exit process is completed, remove the MPSAMB's data, content and other assets from the cloud environment and certify that the VM, Content and data destruction to MPSAMB as per stipulations and shall ensure that the data cannot be forensically recovered.

h. There shall not be any additional cost associated with the Exit / Transition-out process.

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6.5. Training of all the market participants in using the application.

i. The Service Provider shall train all participants in the Market where the Integrated IT System for APMC's is adopted, so that every participant is able to operate the application for its business requirement. Market participants would include traders, employees of the Market, data entry operators and such others as may be necessary for the successful adoption of the application in that Market.

ii. The Department may request the Service Provider to repeat training sessions in a Market, if in its opinion the training provided is inadequate and the Service Provider shall conduct repeat sessions without any additional charge.

iii. Support Services shall include assistance to APMC staff and officials to help run the application smoothly and assist in system configuration, trouble shooting problems, discuss and evaluate changes and enhancements, help identify bottle necks in operations and improve processes.

iv. Training of staff is essential for ensuring that the software developed is actually put to use. Hence, the selected bidder shall also ensure a proper hands-on training to the designated end-users on the Website and developed application.

v. Training could have multiple sessions as per the need and requirement of the project/ application. Hence, SI shall conduct Training Needs Analysis of all the concerned staff and drawing up a systematic training plan. The training duration should be sufficiently long for effecting meaningful assimilation of training content by an average user. There should be sufficient number of trainers in every training session for conducting the training program.

vi. The content of the training plan and schedule shall be mutually decided by the mandi board and the selected bidder later at an appropriate time period.

vii. Retraining the staffs whenever significant changes are made in the application and/or personnel.

viii. The bidder shall take training feedback from the trainees.

ix. In case more than 30% of the respondents suggest that the training provided to them was unsatisfactory or less than satisfactory, then SI would re-conduct the same training at no extra cost.

Training and capacity building of traders and staff of APMCs & MPSAMB is an important aspect of this Project. The Selected bidder has to undertake it in a very professional manner. The Selected bidder must impart training to the personnel identified by the Client, in the operation of the software, generation of MIS reports and maintenance of user Logins etc at APMCs and MPSAMB level. The Selected bidder has to conduct a proper Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. For all these training programs the bidder has to provide necessary course material and reference manuals (user/ maintenance/ administration).

6.6. Data entry/Migration of existing data to new application, to the extent feasible.

I. The service provider will do the data entry or migration of existing data to the system

II. The SI is expected to digitize the data with respect to the various licenses issued at the

Mandis

III.   MPSAMB will approve the list of data entry to be done.

IV.   Data entry/migration to be done w.r.t

  a. Existing User

  b. Trader etc.

6.7. **Information dissemination to all stakeholders for efficient price discovery.**
A mobile app needs to develop for information dissemination to all the stakeholder. Farmers would be provided the real time information on mandi rates and other relevant details through app. It will also provide facility to farmers for registering through QR codes etc.

The functional scope includes development of a mobile app for farmers. The mobile app should be android based and should have the following modules/features:

  ➢ Output of bid declaration

  ➢ Download of sale agreement

  ➢ Download of invoice

  ➢ Status of payment

6.8. **MIS Report:**
MIS reports are necessary for monitoring the activities of APMCs and decision support. This will help in consolidation and analysis of the data and monitoring the computerized auction process and office automation of APMCs. Similarly, this system will provide various MIS reports to the top management and Govt. for decision making. It is proposed to develop MIS in such a way that monitoring should be possible at district, division & head office of MPSAMB. Data generated through this system will be used for dissemination through website, SMS, Mobile Apps, Market Information Display

  A. **Licensing**: For compilation/ modification/ deletion of data about license holder's details (name, address, contact details, type, license period, renewal, etc.) of APMCs and MIS reports. Viz. Traders, Hamal,   etc. Facility of SMS & email alert for renewal of license. The Integrated Information System will maintain above mentioned licensing data. The system will have required web forms to enter the data and corresponding reports to view the licensing data. This facility will be used only by APMC and HQ employees.

  B. **Cess collection & monitoring**: As APMC is providing various facilities for selling & buying of Agri. commodities, on every trading transaction, APMC gets fee (i.e. Cess). Web based software module to be developed for monitoring the cess assessed, collection, recovery from trader. The cess will automatically be calculated during the final step of

commodity trading. This module will generate consolidated list of assessed cess trader-wise and for a selected period. The application should have SMS & email alert facility and MIS reports.

C. **Gate management:** For in & out gate management with various reports (MIS).

D. **Financial Accounting**: Integration with existing accounting software for pushing financial information generated in Integrated Information System (like cess). It will expose necessary information in form of web services/APIs. The existing accounting software will have the facility to consume those information. MPSAMB will do the needful including using their vendors for the existing accounting software to enable this integration

6.9. Project Management and Data Analytics tool

The application should have a project management module for managing and supervising the ongoing and new projects undertaken by MPSAMB. The project management module should be used internally within MPSAMB and will not be exposed to the external vendors/suppliers. The project management module should have the following features:

➢ Project creation- Facility to create a new project at the DPR level, assign the project to a budget head and/or scheme and prepare detailed estimation for undertaking the project. There should be a provision to create and upload (in predefined format) a bill of quantity (BOQ) for the project.

➢ Contract generation – Facility to generate a contract or award of work for the project, specify the vendor/vendors, upload the BOQ submitted by the vendor.

➢ Project Scheduling – Facility to generate a project schedule (Gantt format or equivalent) for specifying deliverables, milestones and timelines.

➢ Contract versioning/modification – Facility to modify and update project details and re-baseline project schedule. System should preserve all project schedule baselines.

➢ Progress update – Facility to update item level progress of each item within the project on a periodic basis

Project Monitoring – Real-time charts and dashboards depicting project status, both at project level and individual activity level, schedule variance, cost variance

Data Analytics
- The system should have the ability to create analytical reports comprising charts in bar, pie, line and other relevant formats.
- The system should have the ability to create ad-hoc charts through a user interface.
- The system should have the ability to generate custom dashboards comprising multiple charts through a user interface. The analytical charts should support filtering, drill-down views and definition of facts, dimensions and measures.
- The analytical engine should have the capability to connect to both OLTP and OLAP databases.

6.10. Testing of web-based Software & Mobile Application
I. **Application testing at MPSAMB:** Before the pilot testing at one APMCs, the web based software and mobile application should be tested at IT Dept. of MPSAMB as given below;

   a) Prepare test cases, approach and plan for testing web based software & mobile app. using test data. Get the plan approved by the Client before proceeding for testing.
   b) Perform the testing of web-based software & mobile app. based on the approved test plan.
   c) Prepare test report, submit a report and fixing of the bugs found during testing.
   d) Submit final test report to the Client for approval.

II. **User Acceptance Testing of web based Software & Mobile App. & MIS at one APMC (Pilot Testing):** The goal of User Acceptance Testing is to ensure that the proposed web based software & mobile App. works for users with all required functionalities as defined in RFP.

   a) If APMC does not have required computer hardware and peripherals, the Selected bidder has to arrange necessary computer hardware, peripherals at one APMC without any additional cost to conduct the pilot testing.
   b) Design Test Cases for testing web based software & mobile app. using real data.
   c) Prepare the testing approach, plan and take approval of the Client before proceeding the testing.
   d) Perform Pilot Testing of all functionalities of web based software and Mobile App. and MIS at one APMC, based on the approved test plan.
   e) Prepare the test report, submit a report to Client for approval.
   f) Perform fixing of the bugs found during testing.
   g) Submit final test report to the Client for approval.
   h) If the final test report is not satisfactory, then, the Selected bidder has to go repeat the pilot test.

III. Third Party Audit (TPA)
The Client will undertake various 3rd party audits including Security audits. Bidder should be responsible to fix any issues / bugs that may arise during these audits.

The audit may cover one or more of the following aspects of the project: -

- Vulnerability Assessment of the critical servers and network devices
- Penetration testing of the systems and networks (External and Internal)
- Application Security Assessment
- System Performance Testing/ Monitoring
  Review and Assessment of Security Policies

6.11. Pilot roll-out in ten (10) APMCs followed by full roll-out in 257 Mandi's across the State
   i. There will be an initial pilot roll-out at ten APMCs including necessary training and hand-holding.

ii. The complete rollout of the Integrated IT System for APMC's should be done in lots of 20 APMCs in 12 phases to complete the remaining 247 APMCs, in the State. After Issued by MPSAMB RFP, successful roll-out of first lot of 20 APMCs, roll-out process of next lot of 20 APMCs should be started. Required hardware, equipment & peripherals will be provided by APMCs for roll-out of the software.

iii. Roll out means start of real time work of in gate entry, quote entry, price declaration, dissemination of information, cess assessment, farmer receipt and out gate entry through the web based software and mobile application at each APMC. Roll-out will be treated as successful, only when commodities considered for Integrated IT System for APMC's traded certain percentage (as decided by MPSAMB at later stage) of the quantity of arrival through web based software & mobile app. of at each APMC during 60 days of roll-out, in the lot of 20 APMCs. However, the APMC should be able to add more commodities through Software. The software must have functionality to cover all perishable and non-perishable commodities traded at each APMC under the Project.

iv. Roll-out of Integrated IT System for APMC' search APMCs should have following activities;

   a) Configuration of web based software and mobile app. for each APMC in the lot of 20 APMCs.

   b) Get the data entry done by the APMCs staff about traders, etc.

   c) Start the real-time process of data entry of farmers details at gate (i.e. gate entry), auction of the produce (i.e. quote entry), declaration of price through Information Display, SMS, Audio System, Web site, Mobile App., cess assessment, farmer receipt for payment to farmer and dispatch of agri. produce from APMCs (i.e. out gate entry).

   d) If necessary, under take changes/ modification in the web based software & mobile app. as per the requirement of APMCs, after approval from Client.

   e) Certificate from APMC authority for successful completion of roll-out.

6.12. Handholding support after Go-Live.

• The Selected bidder shall place a central support team at Bhopal along with Helpdesk.

• The Selected bidder shall depute support executive as directed by MPSAMB

6.13. Operation & Maintenance (O&M) Activity.

Support team will be deployed after pilot of the project in 10 APMCs for the O&M phase of four year.

6.14. Customization and Software Support Services

Operation
i. All days in calendar year except MPSAMB holidays.

ii. Configuration and business rules changes may have to be carried out from time to time. The Department shall notify the Service Provider about the planned configuration and

business rules changes and the time with in which such changes would have to be carried out. The Service Provider shall evaluate the impact of such changes and suggest corrective and/or preventive actions so that operations and reports related to pre and post rule change scenarios are not affected. The Department shall consider the corrective and/or preventive actions suggested by the Service Provider and convey its approval with such modifications as it may deem it necessary and the Service Provider shall carry out planned configuration and business rules changes within the time allowed.

iii. The Service Provider shall set-up and operate performance assessment of the applications on a regular basis. It shall maintain and monitor error logs regularly. Exceptions in performance error or logs shall be submitted every week to the Department, along with root cause analysis of the errors and corrective actions.

Fault Handling

i. Fault handling has to be within SLA prescribed.

ii. All major, minor and critical fault has to be recorded appropriately. Occurrence of a critical and major fault shall be reported to the Department within 10 and 60 minutes respectively of the occurrence through telephone and/or a SMS and shall be followed by an email message.

Maintenance

i. The Service Provider shall upgrade the code base to ensure that it is compatible with Google Chrome/ Mozilla Firefox/ Microsoft Internet Explorer and Opera browsers and Android mobile application platforms in the market.

ii. The Service Provider shall maintain system documentation, including change requests, impact analysis, bug tracking and testing reports, incident reports and service level reports. All reports shall be maintained in a format and manners as to be audited by a third party.

iii. The Service Provider shall maintain code and master and configuration data for each of the Markets where the Integrated IT System for APMC's has been deployed

iv. The Service Provider shall carry out historical data archiving and hand over copies of archived data to the data centre specified by Department for archiving. It shall restore archived data and generate reports on archived data as per requirement that may arise from time to time.

v. The Service Provider shall, if so required, prepare ad-hoc reports and data analysis where standard reports are not available

vi. The Service Provider shall maintain application deployment specifications for all instances of the Integrated IT System for APMC's application.

vii. License for Database etc. is to be procured and provided by vendor.

viii. The Service Provider shall analyse data requests from the Implementing Agency, identify frequent data requests and pro-actively create reporting tools for such frequent data requests.

ix. Change Requests/Modifications. The number of modifications or enhancements to the Integrated IT System for APMC's that can be demanded by the Department shall not be subject to any limitation

Maintaining Application Performance

➢ The Service Provider shall ensure that the following prescribed performance levels for the Software Application is maintained.

➢ Peak Capacity per market–20000 lots per day.

➢ Average capacity per market–1000 lots per day.

➢ Maximum number of markets–257.

➢ Maximum Concurrent users in Portal–2000.

➢ Response time on LAN–less than 2seconds.

➢ Batch processes–Not morethan10 minutes for all batch processes.

➢ Recovery Point Objective for fail over within the primary data centre–no loss of completed transactions.

➢ Recovery Point Objective for fail over to the disaster recovery facility–No loss of trade and settlement data. Order and lots data may be lost for yard lots.

➢ Recovery Time Objective for failure in the primary data centre – 10 minutes.

➢ Recovery Time Objective for failure of the disaster recovery facility – before the commencement of business hours of the next business day

7. Compliance to e Gov standards

i. **Single-Sign On:** The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re -authorized for completing any of the services in the same session. For employees of the department concerned, the browser based application accessed on the intranet, through single-sign-on mechanism, will provide access to all the services of the departments concerned (based on their roles and responsibilities), Help module, basic and advanced reporting etc. Similarly, for external users (citizens, etc), based on their profile and registration, the system shall enable single sign on facility to apply for various services, make payments, submit queries/complaints and check status of their applications.

ii. **Support for PKI based Authentication and Authorization :** The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Certifying Authorities (CA). In particular, 3 factor authentication (login id & password, biometric and digital signature) shall be implemented by the selected Bidder for officials/employees involved in processing citizen services as per the Functional requirement specification of the services specified in RFP

iii. **Interoperability Standards:** Keeping in view the evolving needs of inter-operability, especially the possibility that the solution shall become the focal point of delivery of services, and may also involve cross functionality with thee- Government projects of other departments / businesses in future, the solution should be built on Open Standards. The SI shall ensure that the application developed is easily integrated with the existing applications. Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific data base product.

iv. **Scalability:** One of the fundamental requirements of the proposed application is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance for at least four years from the date of deployment. In this context, it is required that the application and deployment architecture should provide for Scale- Up and Scale out on the Application and Web Servers, Database Servers and all other solution components. For pilot APMC's, the scalability is very important and this aspect should be thoroughly tested before state wide roll out.

v. **Security:** The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens of the state. The overarching security considerations are described below.

    a. The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.

b. The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.

c. Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.

d. The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.

e. The overarching requirement is the need to comply with ISO 27001 standards of security.

f. The application design and development should comply with Open Web Application Security Project [OWASP] top 10 principles.

A sample list of information security requirements is specified below.

S. No.	Security Areas	Specifications
1.	Physical Security	• Client premises, should be physically secured by the SI.
2.	Network Security	• Appropriate firewalls, IPS, SSL devices etc. should be used to ensure Network security • The solution should support SSL encryption mechanism for transferring data across network and between client and server
3.	System Security	• Adequate access control procedures should be defined to secure the entire IT system, physically and logically. • The access controls procedures should cover all stages in the life-cycle of user access, from the initial registration of new users to the final de-registration of users who no longer require access to information systems and services. • The system should have 2 factor authentication mechanism either through One Time Password (OTP)or soft tokens based technologies for access control and user authentication.
4.	Application Security	• The solution should have appropriate authentication mechanisms • Application user authentication & authorization related transactions should be Encrypted Operating system should be hardened on which the application is installed. • A web application firewall shall be deployed to secure the web-layer. • The web applications should be free from OWASP /

		SANS and CERT-IN web application
		• Vulnerabilities as released from time to time.
5.	**Audit Trails & Logs**	• Event logging should create an accurate record of user activity such as which users accessed which system, and for how long.
		• The solution should log all types of events especially those related to security
6.	**Data Protection**	• The solution should support SSL encryption mechanism for transferring data across network. Provision should be made to ensure that data in any form should not be copied on to any external media without authorization.
		• The data transferred across network should be encrypted using Public Key (PKI) Infrastructure.
		• Complete end point data protection should be provided at client site such that any type of data pilferage using unauthorized copying, storing and emailing could be prohibited.
		• Access to all system resources including data files, devices, processes and audit files should be provided to the intended users only.
		• All mobile applications should be designed and developed in a way that it ensures security of the application and data on the device.
		• Ensure to protect documents by assigning security parameters and criteria in order to provide more effective protection for an electronic document in order to maintain Confidentiality, Authorization, Accountability,
		• Integrity, Authenticity and Non -repudiation.
7.	**Session Management**	• The system should limit to only one session per user or process ID.
		• The system should put a limit on the maximum time length of an idle session, which should ensure that automatic session termination takes place after expiry of the specific time length.
8.	**Data Ware House Security**	• Users must not have access to the data warehouse prompt of the application. Access to the data warehouse prompt must be restricted only to the data base administrator.
		• "Super user" rights for the data warehouse must only be given to the administrator and the activities of these accounts must be properly logged.
9.	**Application Deployment**	• All unused ports should be blocked at server machines.
		• The application server should be segregated from internet zone through firewall or other filtering mechanism.

10	**Information Security Governance**	• The employees working on the project should be made aware of his or her responsibilities with respect to Information Privacy and Information Security. • Employees working on the project shall undergo security awareness training during induction.
11	**Storage Equipment**	• All information storage media (e.g. hard disks, magnetic tapes, CD ROMs etc.) should be physically secured. • Physical access to magnetic tape, disk, CD libraries etc. should be restricted to authorized personnel.
12	**Computing Environment**	• All workstation hardware and associated peripheral equipment at Client site premises should be marked with a unique asset identification code. The asset identification code should follow a defined naming convention that would uniquely and appropriately identify the asset. • USB ports should be disabled on specified desktops/laptops at Client site premises, so as to prevent use of pen drives, external disk drives etc. • IT assets inventory must contain criticality of hardware in levels of importance (Confidentiality, Integrity and Availability).
13	**Email Security**	• Email must have protection from inbound and outbound email threats. It should report compliance violations by scanning all in bound and out bound email content and attachments for sensitive data, real -time protection from spam, phishing, viruses, spoofing, zombies, directory harvest(DHA),Denial of Service(DoS) and other attacks.
14	**Virus Control**	• Latest version of anti-virus should be installed on work stations and servers at Client premises. • The anti-virus software should run on network file servers on a regular basis (preferably daily).
15	**Compliance to Security Standards**	• Software/Hardware system should be in compliance with <ISO/IEC27001:2015>.
16	**Security Information and Event Management System (SIEM)**	• SI should install SIEM for Real-time analysis of security alerts generated by applications and infrastructure.
17	**Database Activity Monitoring (DAM) Solution**	• SI should install DAM to monitor all data base activities and internal users with privileged access

8. Application Architecture:

- It has been proposed that the applications designed and developed for the departments concerned must follow some best practice and industry standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules/application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.
- Similarly the modules of the application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/create the logo of activities happening with in the system/application to avoid any kind of irregularities with-in the system by any User/Application.

8.1 Proposed Application Architecture:

An indicative 3-tier architecture (also referred to as multi-tier or N-tier architecture) has been proposed for the Application Solution.

   i. **The entire processing should take place in n-tier architecture:**

    a) Front-end software (client tier) - responsible for the presentation of information, and provides user interface.
    b) Business Process/Service Layer–as an Integrated Frame work for delivery of Services.
    c) Application Layer–The Business logic for all the application as per the FRS document
    d) Database Layer-responsible for the manipulation and storage of data.

    i. **High Level Design (HLD):** Once the SRS are approved, the SI shall complete the High Level Designing and all HLD documents of all the functionalities, integration with existing application and external application. The SI shall prepare the HLD and have it reviewed and approved by the Committee of MPSAMB will sign off on the HLD documents.

    ii. **Detailed (Low Level) Design (LLD**): The LLD shall interpret the approved HLD to help application development and shall include detailed service descriptions and specifications, application logic (including "pseudo code") and UI design (screen design and navigation). The preparation of test cases will also be completed during this stage. The SI shall have the design documents reviewed and approved by the Purchaser. Committee of MPSAMB will sign off on the LLD documents.

    iii. **Test Plan:** Once the SRS is approved and design is started, the SI shall prepare all necessary Test Plans (including test cases), i.e., plans for Acceptance Testing. Test cases for Initial and Final User Acceptance Testing shall be developed in collaboration with domain experts identified by the Purchaser. Initial and Final User Acceptance Testing shall involve Test Case development, Unit Testing, Integration and System Testing,

Functional testing of Application, Performance testing of the Application including measurement of all Service Levels as mentioned in this RFP and finally SI shall also carryout Load/ Stress testing. The SI will submit the test plans and test result reports to the state Purchaser for comprehensive verification and approval.

iv. **Adherence to Open Source Standard:** The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter -operability with multiple platforms and avoid any technology or technology provider lock -in.

v. **Compliance with Industry Standards:** In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarized below. However the list below is for reference purposes only and is not to be considered as exhaustive.
• Portal development W3C specifications
• Information access/transfer protocols SOAP, HTTP/HTTPS
• Photograph JPEG (minimum resolution of 640 x 480 pixels)
• Scanned documents TIFF (Resolution of 600 X 600 dpi)
• Biometric framework Bio API2.0(ISO/IEC19784-1:2005)
• Latest HTML standards

vi. **Specification**
a) Finger print scanning IAFIS specifications
b) Digital signature RSA standards
c) Document encryption PKCS specifications IV. Information Security to be ISO 27001compliant
d) Operational integrity & security management to be ISO17799 compliant
e) IT Infrastructure management ITIL /EITM specifications VII. Service Management ISO 20000 specifications
f) Project Documentation IEEE/ISO specifications for documentation
g) While developing an application in response to this RFP, the SI shall adhere to all applicable policies and standards published by Government of India, which includes:
o Ministry of Electronics and Information on Technology, Government of India as updated from time to time. The latest version of the standards may be found at https://egovstandards.gov.in
o National Informatics Corporation The latest version of the standards may be found at web.guidelines.gov.in/
o Guidelines for Indian Government Websites (GIGW), available at: http://darpg.gov.in/sites/default/files/Guidelines_for_Government_websites_0_0.pdf
o "Policy on Open Application Programming Interfaces (APIs) for Government of India" available at: http://www.egazette.nic.in/WriteReadData/2015/164238.pdf
o "Policy on Adoption of Open Source Software for Government of India" available at URL http://www.egazette.nic.in/WriteReadData/2015/163746.pdf
o "Policy On Collaborative Application Development by Opening the Source Code of

Government Applications", available at:
http://www.egazette.nic.in/WriteReadData/2015/164611.pdf
- o "Policy on Adoption of Open Source Software for Government of India", available at URLhttp://www.egazette.nic.in/WriteReadData/2015/163746.pdf

9. Key Personnel

1. The evaluation of the resources should be limited to the key personnel, who would work on the project.
2. In-case the RFP process is completed as per time lines, the Bidder shall make available all the resources identified as Key resources for the project.
3. In case the RFP process is delayed beyond one month as per original timelines, then, the Selected bidder would be entitled to propose equivalent or better resources to the Purchaser on or before contract execution.

9.1 Positions identified for Key personnel

Manpower	Qualifications
Project Manager	É Minimum Education: MBA & B.Tech / B.E./MCA from a recognized institute É Total Exp: At least 10 yrs. É PMP/Prince-2 certified. É Languages known (Read, Write and Speak): Hindi, English É Should have operating knowledge of Software technologies and development methodologies É Prior project management experience of at least 8 years of handling large e-Gov projects É Excellent writing, communication, time management and multi –tasking skills
Database Administrator	É MCA / B.Tech / BE (IT or CS) a Certified DBA with minimum of 10 years of work experience out of which 8 years or more as a DBA for an IT project.
Solution Architect	É MCA / B.Tech / BE (IT or CS) with minimum of 10 years of work experience out of which minimum 5 years of IT experience in e-Governance implementation.
Network Administrator	É MCA / B.Tech / BE with minimum of 8 years of work experience in designing/maintaining networks for an IT projects.
Quality Assurance	É MCA / B.Tech / BE / Masters in IT with minimum 8 years of work experience in testing, and auditing of large sized transaction based e-Governance systems.
Subject Matter Expert (SME)	É A Retd. Government official having domain knowledge on Mandi Operations
Capacity Building and Change Management Consultant	• MBA having minimum 5 years of experience of Capacity Building and Change Management

Financial Management Consultant	É CA/ MBA(Finance) having minimum 5 years of experience of Financial Management
Data Analyst	É MCA / B.Tech / BE with minimum of 3 years of work experience in data analysis

MPSAMB hold the right to decide on resource deployment time.

9.2 Initial Composition; Full Time Obligation; Continuity of Personnel

a) SI shall ensure that each member of the Key Personnel devotes substantial working time to perform the services to which that person has been assigned as per the proposal.

b) SI shall use commercially reasonable efforts to ensure it retains the services of its Key Personnel, including provisioning of competitive compensation, benefits and other conditions to its Key Personnel so as to incentivize them to remain in SI employment.

c) SI shall not make any changes to the composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the Term (or agree to any request other than from Purchaser that would have the same effect):

    (i)   unless that person resigns, is terminated for cause, dies, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires; or

    (ii)   without Purchaser's prior written consent.

d) SI shall promptly notify Purchaser of its intention to re - hire any member of the Key Personnel who had resigned from SI in the previous 3 month period. Purchaser shall have the right to request that any member of the Key Personnel who resigns and is re -hired by SI within 3 months of the resignation date be re -assigned to the provision of the Services.

9.3 Evaluations

a. SI shall carry out an evaluation of the performance of each member of the Key Personnel in connection with the Services at least once in each Contract Year. SI shall provide reasonable written notice to Purchaser of the date of each evaluation of each member of the Key Personnel and Purchaser shall be entitled to provide SI with input for each such evaluation.

b. SI shall promptly provide the results of each evaluation to Purchaser, subject to Applicable Law.

9.4 Replacement

a) In case the resource has resigned then the Bidder has to inform within one week of such resignation.

b) SI shall promptly initiate a search for a replacement and use commercially reasonable efforts (including the expenditure of reasonable sums, such as to engage the services of a recruiting firm) to ensure that the role of any member of the Key Personnel is not vacant for any longer than 30 days, subject to reasonable extensions requested by SI to Purchaser.

c) Before assigning any replacement member of the Key Personnel to the provision of the Services,

d) SI shall provide Purchaser with:
   (i) A resume, curriculum vitae and any other information about the candidate that is reasonably requested by Purchaser; and
   (ii) An opportunity to interview the candidate.

e) The Bidder has to provide replacement resource who score at least the same marks as the resource proposed originally on the same evaluation parameters defined in this RFP document. Once this is confirmation, the Purchaser shall conduct an interview of the candidate and notify SI within ten days after its interview (or if Purchaser does not request an interview within ten working days after SI has provided the information, then it would be deemed as accepted).

f) If Purchaser does object to the appointment, SI shall not assign the individual to that position and shall seek an alternative candidate in accordance with this Section.

g) The Bidder has to ensure at least 4 weeks of overlap period in such replacements

9.5 High Attrition

If in the first 6 month period from the Contract Effective Date or in any rolling 12 months period during the Term, 15 percent or more of the members of the Key Personnel cease or reduce their involvement in the Services for any reason other than with Purchaser prior written consent, SI shall:

i. provide Purchaser with a reasonably detailed explanation as to the reasons for such change, including, where applicable and permitted, notes from any exit interviews conducted by SI with any departing member of the Key Personnel; and

ii. if such change to Key Personnel has or is likely to have any material adverse impact on the provision of the Services or any substantial part thereof, undertake, at its own costs, such remediation acts as are reasonably necessary in order to improve the retention of the Key Personnel including making reasonable changes to the human resources policies and procedures applicable to the Key Personnel (including those related to compensation, benefits and other conditions so that they are competitive with the market) as may be necessary to ensure that such policies and procedures comply with Good Industry Practice.

10. Deliverables & Timelines

Deliverables linked to Project Activity

S. No.	Project Activity	Deliverables	Timelines (in weeks)
1.	Kick of Meeting and Resource Deployment	Team Mobilization (State Level-Manpower deployment)	T+1
2.	Visit & Study of identified 10 pilot APMCs for understanding field and activities of APMCs.	Project Planning	T+3
3.	Capture Business Process of APMC's and Mandi HQ Activities	Gap Analysis and High Level Business Requirements	T+4
4.	Preparation of detailed Software Requirement Specifications (SRS) in consultation with officials of MPSAMB. System Requirement Specifications (SRS) should prepared as per the latest version of the IEEE Standards. Study Report, along required information detailed Implementation Plan . Submission of Study/ GAP Analysis survey reports, Implementation Plan) & SRS report to Mandi board authority.	SRS Submission/ As-IS and To-be Report	T+8
5	Committee Approval of SRS	SRS Approval	T+9
6	Successful hosting of the web based software & mobile application and database of Integrated IT System for 10 pilot APMC's on Cloud. Supply of DMS Licenses etc. & creation of Development Environment	Development/customization of 10 APMC's Software	T+36
7	• Testing of the web based software and Mobile App. of Integrated IT System for 10 pilot APMC's during actual working hours of arrivals, auction, weighment, dispatch of agri. produce and office activities. • Submit test report to MPSAMB for approval	User Acceptance Testing of 10 pilot APMC's	T+36

	• Perform fixing of the bugs found during testing. • Submit final test report to the MPSAMB for approval.		
8	• SI shall provide 2-day training for Mandi HQ, APMC Officials, and traders of the 10 pilot APMCs. • SI shall provide training material (user manuals and video recording of modules) in Hindi language to Mandi HQ, APMC Officials, and Traders during the training.	Training (for Mandi HQ, APMC Officials, and Traders)	T+38
9	Setting up Helpdesk with all necessary deliverables i.e. successful pilot in 10 APMCs	Helpdesk at Mandi HQ	T+38
10	Pre-rollout training for staff, traders of APMCs & Mandi HQ and roll out of web based Software & Mobile App. APMC'S at remaining 247 APMCs in lots of 20 APMCs.	Selected bidder shall prepare and submit a roll-out plan for remaining 247 APMCs covering 12 batches of 20 APMCs in each batch. For each batch of 20 APMCs, the successful bidder shall spend 5 days – any APMCs which cannot be rolled out in 5 days will be identified and kept on hold for roll-out during the O&M phase of the project while the next batch of 20 APMCs are targeted for roll-out. The roll-out will include two days onsite full day training for staff & traders of each APMC and MPSAMB staff along with provision of training material (user manuals, etc.) in Hindi/English language to APMC staff during the training. After completion of each lot of 5 days of roll-out the next lot of 20 APMCs will be taken up and so on. Submission of weekly progress report to MPSAMB & APMCs.	T+48

		Project will move to O&M phase of four year after completion of this task – any APMCs which could not be rolled out during this phase, will be taken up for roll-out during the O&M phase.	
11	Roll out on 90% of APMCs		T+52
12	Deployment of Data Analytic tool		T+52
13	O&M Phase – Continuing Central Support and Help Desk setup along with onsite support at rolled-out APMCs for four year	Central support team will be deployed from day-1 of the project and Helpdesk support team will be deployed after pilot of the project in 10 APMCs for the O&M phase of four year. Training and roll-out for APMCs which could not be rolled out prior to the O&M phase of the project.	Till T+260 weeks

NOTE:
i. **Central Support team will be deployed from the day one of the project and helpdesk support team will deployed after the roll-out of 10 APMC's**
ii. **MPSAMB hold the right to decide on resource deployment time**

11. Service Level Agreement

I. SLA section provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Bidder shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by Bidder shall be reviewed by MPSAMB that shall:

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

The SLAs defined are indicative that can be modified by MPSAMB based on the technical presentations and other aspects at the time of signing of agreement with the selected System Provider. The SLA has been logically segregated in the following categories:

Deployment SLA – Deployment SLA is applicable prior to Go-Live.

Operational SLA – Operational SLA is applicable during the operations phase, and after Go-Live of the project.

Helpdesk SLA – SLA applicable for Helpdesk.

i. The Selected bidder has to comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services, throughout the period of this contract i.e. during implementation phase and operation and maintenance phase. The Selected bidder has to supply appropriate software/hardware/ automated tools as may be required to monitor and submit reports of all the SLAs mentioned in this section.

ii. The Service Level parameters shall be monitored on a periodic basis, as per the individual parameter requirements. SI shall be responsible for providing appropriate web based online SLA measurement and monitoring tools for the same. SI shall be expected to take immediate corrective action for any breach in SLA. In case issues are not rectified to the complete satisfaction of MPSAMB, within a reasonable period of time defined in this RFP, then the MPSAMB shall have the right to take appropriate penalizing actions, or termination of the contract.

11.1 SLAs and applicable penalties for System Implementation Phase

S/N	Activity	Penalty for Delay
1	Submission of SRS/As-Is To-Be Report	Rs. 10000 for the delay per week or part thereof for the delay from application development/customization payment milestone
2	Development of Application Modules	Rs. 10000 for the delay per week or part thereof for the delay from application development/customization payment milestone
3	Cloud Hosting of Application	Rs.10000 for the delay per week or part thereof for the delay from hosting of application
4	Helpdesk setup	Rs.10000 for the delay per week or part thereof for the delay.
6	Manpower deployment	Rs.10000 for the delay per week or part thereof for the delay
7	Go-Live-Pilot	Rs.50000 from the total order value of pilot APMC for the delay per week or part thereof for the delay
8	Go-Live –Cluster	Rs. 50000 from the total order value of particular cluster for the delay per week or part thereof for the delay

Note:

Total Order value of Particular Cluster = (No. of APMC in Cluster x Per APMC value) whereas per APMC value will be calculated from dividing the Grand total by no. of APMC i.e.257

11.2 SLAs and applicable penalties for Post Implementation Maintenance Phase

SLA should be measured cluster wise. Vendor has to produce various system generated report while payment to be done quarterly.

1) For HQ and APMC Software Application

Activity	Expected Performance	Penalty for Delay
Application-Uptime	>=98% measured on quarterly basis	Up to 98% no penalty
	Less than 98% and more than and equal to 95%	Rs. 50,000 shall be deducted from quarterly payment
	Less than 95% and more than and equal to 90%	Rs. 1 Lacs shall be deducted from quarterly payment

Activity	Expected Performance	Penalty for Delay
	Less than 90% and more than and equal to 85%	Rs. 2 Lacs shall be deducted from quarterly payment
	Less than 85%	Rs. 5 Lacs shall be deducted from quarterly payment

Penalty will be deducted from Quarterly Payment to be made for application development/customization at the end of the quarter.

2) For Helpdesk at HQ

S. No.	Indicative SLA Parameter	SLA Target Uptime
1	Resolution of the Complaint at Helpdesk	Within 16 Prime Business Working hours

11.3 SLA Terms and Definitions

S. No.	SLA Terms	Description
1	Prime Business Working Hours (PBH)	PBH shall be typically starting from 10:00 AM hrs till 18:00 (PBH) hrs (excluding government holiday & weekend) or any other period as be defined by MPSAMB

Measurement of SLA: - The Measurement of SLA parameters shall be decided by MPSAMB

The SLAs should indicate on the following parameters.

  i.   Availability all hardware (if any) and software.
 ii.   Complete details including the resolution time of all call logged at Helpdesk
iii.   Proper call monitoring process
 iv.   Progress reports, MIS reports from Helpdesk

12. Penalties
The bidder shall be paid quarterly invoice amount after calculating penalties (if any) as per the following table given below:

Parameter	Availability during working hours	Penalty

APMC level Hardware (if any)	Within SLA	Nil
	From 16 Prime Business Working hours upto 32 Prime Business Working hours	Rs. 250 per device from the quarterly invoice amount for software at APMC level
	From 32 Prime Business Working hours upto 64 Prime Business Working hours	Rs. 500 from the quarterly invoice amount for hardware/software at APMC level
	Beyond 64 Prime Business Working hours	Replacement the device.
Resolution of the Complaint at Helpdesk	Within SLA	Nil
	From 16 Prime Business Working hours upto 32 Prime Business Working hours	Rs. 250 per complaint from the quarterly invoice amount for software at APMC level
	From 32 Prime Business Working hours upto 64 Prime Business Working hours	Rs. 500 per complaint from the quarterly invoice amount for software at APMC level
	Beyond 64 Prime Business Working hours	Rs. 2000 per complaint from the quarterly invoice amount for software at APMC level

12.1 For Cloud Hosting and DR site.

Service Level Agreement and Applicable Penalties for Post Implementation Maintenance phase		
Activity	Expected Performance	Penalty for Delay
Resolution time for Hardware and software infrastructure at **Cloud (Central Side) & DR Site**	<=8 Prime Business Working hours of resolution time.	Rs 500/☐ per hour for every hour of downtime beyond the period allowed under uptime

	<=16 Prime Business Working hours of resolution time.	Rs 2000/☐ per hour for every hour of downtime beyond the period allowed under uptime
	<=24 Prime Business Working hours of resolution time.	Rs 3,000/☐ per hour for every hour of downtime beyond the period allowed under uptime
	<=32 Prime Business Working hours of resolution time.	Rs 10,000/☐ per hour for every hour of downtime beyond the period allowed under uptime
	Beyond 32 Prime Business Working hours of resolution time.	Replacement of hardware(if any)
Resolution time for Hardware and software infrastructure at MPSAMB level, if any	<=1 days of resolution time.	Rs 500/☐ per hour for every hour of downtime beyond the period allowed under uptime
	<= 2 days of resolution time.	Rs 3000/☐ per hour for every hour of downtime beyond the period allowed under uptime
	<= 5 days of resolution time.	Rs 5,000/☐ per hour for every hour of downtime beyond the period allowed under uptime
	<= 10 days of resolution time.	Rs 10,000/☐ per hour for every hour of downtime beyond the period allowed under uptime
	Beyond 10 days	Replacement of Hardware (if any)

Here, 1 day is to be considered from 08:00 am to 08:00 pm and penalty would be calculated accordingly on per hours basis and will be deducted from the quarterly payment is to be made for Hardware/Software cost at Cloud Hosting and DR site.

12.2 For Manpower deployment

If any the deployed resources is found to be absent without prior permission at the location, then a penalty of Rs. 500/□ per absent day per resource will be levied which would be deducted from the quarterly payment made for Manpower Charges.

Note:

i.   SI has to measure the SLA quarterly with using SLA measurement tool and submit the system generated report to MPSAMB for the quarterly payment.

ii. The SLAs would be monitored on quarterly basis, and the bidder shall submit SLA compliance reports along with the quarterly invoices.

iii. "Resolution Time" shall mean the time taken (after the incident has been reported to the SPOC), in resolving (diagnosing, troubleshooting and fixing) getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation.

iv. "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to the users of the application. Uptime, in percentage, of any component (Non IT & IT) can be calculated as:

v.   Uptime = {1- [(Downtime) / (Total Time – Maintenance Time)]} * 100

vi. "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards are not available to the users and excludes the scheduled outages planned in advance for SDC.

13. Acceptance Testing and Certification

The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

I.   Functional requirements

II.   Localization Compliance Review

III.   Infrastructure (Hardware and Network) Compliance Review

IV.   Availability of the project Services in the defined locations

V.   Performance

VI.   Security

VII.   Manageability

VIII. SLA Reporting System

IX.   Project Documentation (Design, development, configuration, training and administration manuals etc)

X.   Data Quality Review

As part of Acceptance testing, performed through a third party agency, Purchaser shall review all aspects of project development and implementation covering software, hardware and networking including the processes relating to the design of solution architecture, design of systems and sub–systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to defined requirements, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

The procedures and parameters for testing will be laid down by the Third Party Agency after approval from Purchaser; the solution deployed by the vendor has to satisfy third party acceptance testing upon which the system shall go-live, subject to Purchaser approval.

The Purchaser will establish appropriate processes for notifying the selected vendor of any short comings from defined requirements at the earliest instance after noticing the same to enable the selected vendor to take corrective action. All gaps identified shall be addressed by the vendor immediately prior to Go-live of the solution. It is the responsibility of the selected Bidder to take any corrective action required to remove all short comings, before the roll out of the project.

It is to be noted that the involvement of the third party for acceptance testing and certification, does not absolve the vendor of his responsibilities to meet all SLAs as laid out in this RFP document.

It is to be noted that:

Purchaser may get the solution audited through a Third Party before Go -Live and periodically after Go-Live in order to ensure the success of the project. Such third -party agency for carrying out the acceptance testing and certification of the entire solution will be nominated by the Purchaser.

Following discusses the acceptance criteria to be adopted for the project as mentioned above. The list below is indicative and the activities will include but not be limited to the following:

13.1 Functional Requirements Review

The solution developed/customized by selected Bidder shall be reviewed and verified by the agency against the Functional Requirements signed -off between the Purchaser and the selected Bidder. All gaps, identified shall be addressed by the vendor immediately prior to Go -live of the solution. One of the key inputs for this testing shall be the traceability matrix to be developed by the vendor for the solution. Apart from Traceability Matrix, agency may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t. the functional requirements shall be performed by independent third party agency (external audit) as well as the select internal department users (User Acceptance Testing) and system has to satisfy both third party acceptance testing and internal user acceptance testing, upon which the system shall go -live. For conducting the User Acceptance Testing, Purchaser shall identify the employees from respective divisions, who shall be responsible for day -to-day operations of the functions automated through the project. The system, during the functional requirements review, shall

necessarily satisfy the user acceptance testing process.

13.2 Localization Compliance Review

A third party supports shall perform the Localization Compliance Review to verify the Application Multilingual Architecture Design with Input/Saved/Output Data as per Localization guidelines, i.e. UNICODE6.0 standard.

13.3 Infrastructure Compliance Review

Third party agency shall perform the Infrastructure Compliance Review to verify the conformity of the Infrastructure (both IT, non IT as well as Network infrastructure) supplied by the selected Bidder against the requirements and specifications provided in the RFP and/or as proposed in the proposal submitted by the selected Bidder. Compliance review shall not absolve the vendor from ensuring that proposed infrastructure meets the SLA requirements.

Hardware supplied by the vendor should be as specified in RFP or better without any cost escalation subject to following restrictions:

a) OEM cannot be replaced;

b) Product should meet all functionalities listed in the RFP.

c) OEM must provide are presentation that the new product is a newer version of the proposed product.

13.4 Security Review

The software developed/customized shall be audited by the agency from a security and controls perspective. Such audit shall also include the IT infrastructure and network deployed for the project. Following are the broad activities to be performed by the Agency as part of Security Review. The security review shall subject the solution to the following activities.

a. Audit of Network, Server and Application security mechanisms

b. Assessment of authentication mechanism provided in the application/ components/ modules

c. Assessment of data encryption mechanisms implemented for the solution

d. Assessmentofdataaccessprivilege,retentionperiodsandarchivalmechanisms

e. Server and Application security features incorporated etc.

f. Application Security mechanisms should be accessed incompliance with the IT Act 2000, 2008 Amendment and IT rules 2011, such that it maintains data/information Integrity, Confidentiality, Non-repudiation

g. Audit of Security mechanisms so that they are incompliance with the latest Guidelines by Controller of Certifying authority (CCA), IT Act, ISO27001.

h. Gap assessment of certain controls like say ISO27001 and section 43,47,66,69,79,84 and 87 of ITACT amendment 2008 and decide how the sensitive data from a data centric stand

point is to be protected.

13.5 Performance

Performance is another key requirement for the project and the agency shall review the performance of the deployed solution against certain key parameters defined in SLA. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system etc, Disaster Recovery drill etc. The performance review also includes verification of scalability provisioned in the solution for catering to the project requirements.

13.6 Availability

The solution should be designed to remove all single point failures. Appropriate redundancy shall be built in to all the critical components to provide the ability to recover from failures. The agency shall perform various tests including network, server, security, Cloud Solution/ DR fail-over tests to verify the availability of the services in case of component/location failures. The agency shall also verify the availability of the project services to all the users in the defined locations.

13.7 Manageability Review

The agency shall verify the manageability of the solution and its supporting infrastructure deployed using the Enterprise Management System (EMS) proposed by the selected Bidder. The manage ability requirements include requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc.

13.8 SLA Reporting System

The selected Bidder shall design, implement/customize the Enterprise Management System(EMS) and shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned the RFP. The Acceptance Testing and Certification agency shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the vendor and shall certify the same. The EMS deployed for the project, based on SLAs, shall be configured by the selected Bidder to calculate the payment to be paid by the department after deducting the necessary penalties.

13.9 Project Documentation

The Agency shall review the project documents developed by the selected Bidder including requirements, design, source code, installation, training and administration manuals, version control etc.

Any issues/gaps identified by the Agency, in any of the above areas, shall be addressed to the complete satisfaction of the Department.

13.10 Data Quality

The Agency shall perform the Data Quality Assessment for the Data digitized (if any) by selected Bidder and the data migrated by the vendor to the new system. The errors/gaps identified during the Data Quality Assessment shall be addressed by the vendor and MPSAMB

before moving the data into production environment, which is a key milestone for Go-live of the solution.

14. Payment terms

14.1 Milestone based Payment Schedules

S. No.	Project Activity	Timelines (in weeks)	Payment Terms
1.	Signing of contract, Submission of PBG	T	5% of BOQ-A
2.	Visit & Study of identified 10 pilot APMCs for understanding field and activities of APMCs.	T+3	NA
3.	Capture Business Process of APMC's and Mandi HQ Activities	T+4	NA
4.	• Preparation of detailed Software Requirement Specifications (SRS) in consultation with officials of MPSAMB. • System Requirement Specifications (SRS) should be prepared as per the latest version of the IEEE Standards. • Study Report, along required information detailed Implementation Plan. • Submission of Study/ GAP Analysis survey reports, Implementation Plan) & SRS report to Mandi board authority.	T+8	NA
5	Committee Approval of SRS	T+9	15% of BOQ-A
6	Successful hosting of the web-based software & mobile application and database of Integrated IT System for 10 pilot APMC's on Cloud.	T+ 36	15% of BOQ-A
7	Supply of DMS Licenses etc. & creation of Development Environment	T+ 36	100% of BOQ-H (Based on no. of licenses procured)
8	• Testing of the web based software and Mobile App. Of Integrated IT System for 10 pilot APMC's during actual working hours of arrivals, auction, weighment, dispatch of agri. Produce and office activities. • Submit test report to MPSAMB for approval • Perform fixing of the bugs found during testing. • Submit final test report to the MPSAMB for	T+36	15% of BOQ-A

	approval.		
9	• SI shall provide 2-day training for Mandi HQ, APMC Officials, and traders of the 10 pilot APMCs. • SI shall provide training material (user manuals and video recording of modules) in Hindi language to Mandi HQ, APMC Officials, and Traders during the training.	T+38	As per unit rate in BOQ-B and C
10	Setting up Helpdesk with all necessary deliverables i.e. successful pilot in 10 APMCs	T+38	30% of BOQ-A
11	Pre-rollout training for staff, traders of APMCs & Mandi HQ and roll out of web based Software & Mobile App. APMC'S at remaining 247 APMCs in lots of 20 APMCs.	T+48	As per unit rate in BOQ-B, C, D
12	Successful rollout in 90% APMCs	T+52 weeks	15% of BOQ-A
13	Deployment of Data Analytics tool	T+52 weeks	100% of BOQ-G
14	O&M Phase – Continuing Central Support and Help Desk setup along with onsite support at rolled-out APMCs for four year	T+260	Payment for the manpower deployed shall be paid Quarterly based on the deployment as per the rate quoted in BOQ- E & F
15	Successful exit	T+260	5% of BOQ-A

14.2 Manpower Payment terms:

Payment for the manpower deployed shall be paid Quarterly based on the deployment as per the rate quoted in BOQ- E & F

14.3 Cloud hosting payment terms:

Payment for the cloud shall be paid Quarterly based on the usage as per rate quoted in BOQ-I

Taxes: The taxes would be paid at the prevalent rates.

15. Fraud and Corrupt Practices

a. The Bidders/ Bidders and their respective officers, employees and advisers shall observe the

highest standard of ethics during the Selection Process. Not with standing anything to the contrary contained in this RFP, the Purchaser shall reject a Proposal without being liable in any manner what so ever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Purchaser shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre -estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

b. Without prejudice to the rights of the Purchaser under Clause above and the rights and remedies which the Purchaser may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the Purchaser during a period of 2 (two) years from the date such Bidder or Systems Implementation Agency, as the case may be, is found by the Purchaser to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

c. For the purposes of this Section, the following terms shall have the meaning here in after respectively assigned to them:

   i. "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Purchaser who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Purchaser, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Purchaser in relation to any matter concerning the Project;

   ii. "fraudulent practice" means a misrepresentation or omission of facts or disclosure of

incomplete facts, in order to influence the Selection Process;

iii. "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

iv. "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by Purchaser with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

v. "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

16. Conflict of Interest

a) A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter-alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser here under or otherwise.

b) The Purchaser requires that the Implementation Agency provides solutions which at all times hold the Purchaser's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Systems Implementation Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to their clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

c) Without limiting the generality of the above, an Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

i. the Bidder, its consortium member (the "Member") or Associates (or any constituent thereof) and any other Bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 percent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its consortium member or Associate is less than 5% (five percent) of the subscribed and paid up equity share capital thereof. For the purposes

of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be under taken on

a proportionate basis; provided, however, that no such shareholdings hall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six percent)of the subscribed and paid up equity shareholding of such intermediary; or

ii. a constituent of such Bidder is also a constituent of another Bidder; or

   i. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or

   ii. such Bidder has the same legal representative for purposes of this Application as any other Bidder; or

   iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts in a position to have access to each others' information about, or to influence the Application of either or each of the other Bidder; or

   iv. there is a conflict among this and other Systems Implementation/Turnkey solution assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Systems Implementation Agency will depend on the circumstances of each case. While providing software implementation and related solutions to the Purchaser for this particular assignment, the Systems Implementation Agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or

   v. A firm hired to provide System Integration/Turnkey solutions for the implementation of a project, and its Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project;

d) An Bidder eventually appointed to implement software solutions for this Project, its Associates, affiliates and the Financial Expert, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction here in shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to software solutions delivered to the Purchaser in continuation of this systems implementation or to any subsequent systems implementation executed for the Purchaser

in accordance with the rules of the Purchaser.

APPENDIX

Appendix I: Pre-Qualification & Technical Bid Templates

The Bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification / Technical Evaluation Criteria.

Pre-Qualification Bid & Technical Proposal shall comprise of following forms:

Forms to be used in Pre-Qualification Proposal

> Form 1: Compliance Sheet for Pre-qualification Proposal
>
> Form 2: Particulars of the Bidder
>
> Form 3: Bank Guarantee for Earnest Money Deposit

Forms to be used in Technical Proposal

> Form4: Compliance Sheet for Technical Proposal
>
> Form5: Letter of Proposal
>
> Form 6: Project Citation Format
>
> Form 7: Proposed Solution
>
> Form 8: Proposed Work Plan
>
> Form 9: Team Composition
>
> Form10: Curriculum Vitae (CV)of Key Personnel
>
> Form11: Deployment of Personnel
>
> Form 12: Manufacturers Authorizations Form

Form 1: Compliance Sheet for Pre -qualification Proposal

(The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be apart of the Pre-Qualification proposal)

S No.	Eligibility Criteria	Documents Required	Provided (yes/no)	Reference & Page Number
1	Bidder (Prime) and Consortium member (not more than one) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act) or Limited Liability Partnerships (registered under LLP Act, 2008) Society/Firm registered in India and operating for the last Five years in IT/ITeS Services as on 31.03.2018.	Bidder should submit the following for Prime bidder as well as Consortium partner: a) RoC b) Copy of GST Registration Certificate. d) Copy of PAN		
2	The bidder as part of its proposal submission of an Earnest Money Deposit (EMD) of Rs. 1, 00, 00,000/- (Rupees One Crore only). in form of Fixed Deposit Receipt or Bank Guarantee from any of the commercial banks in favor of Managing Director, Madhya Pradesh State Agriculture Marketing Board, Bhopal.	• Scan copy of BG should be uploaded in e-Procurement portal along with actual online bid submission. • Original copy of BG should be submitted to office between 11:00 AM to 05:00 PM before the last date of bid submission.		
3	The Bidder (Prime) and Consortium partner shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies as on the date of submission of the bid.	Undertaking in this regard by the authorized signatory of the bidder		
4	The Bidder (Prime) and Consortium partner should be an Information Technology Solution / System Integrator with a registered office and operations in India. The Bidder (Prime) and Consortium partner should be operational in India for at least the last five financial years as of 31st March 2018.	Certificate of company registered in India by all consortium partners		

S No.	Eligibility Criteria	Documents Required	Provided (yes/no)	Reference & Page Number
5	The Bidder (Prime)/Consortium member should have a point of presence in M.P. or should open a Project Office within 30 days of receipt of Letter of Intent (LoI).	Relevant document proof for presence in M.P. OR An undertaking to this effect should be submitted by the bidder on its letter head.		
6	**Turnover :** a. In case of single bidder the average annual turnover should be Rs. 75 Crores in **IT/ ITeS Services**, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in **IT/ ITeS Services**, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. **Note: Turnover in areas other than mentioned above shall not be considered for evaluation**	Bidder should submit any of the following: a) Copies of Certified audited Balance sheet/ Profit & Loss statement. AND b) Certificate from the statutory auditor/ Certificate from Chartered Accountant, clearly indicating turnover from IT/ITeS Services.		
7	The bidder (Prime) and consortium partner should have positive Net Worth during each of the last three financial years namely 2014-15, 2015-16 and 2016-17.	Extracts from the audited Balance sheet and Profit & Loss Account; OR Certificate from the statutory auditor.		

S No.	Eligibility Criteria	Documents Required	Provided (yes/no)	Reference & Page Number
8	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/PSU/Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	Bidder should submit the following: i. Bidder should submit the PO / Work orders mentioning project value. ii. Project Completion Certificate from the client in case of completed projects. Ongoing Project with time involvement of more than 6 months would be considered for evaluation		
9	The Prime bidder or Consortium Partner must have been assessed and certified for ISO 9001:2008 OR CMMi Level 3 or above. The certificate should be valid as on the date of submission of the bid and the bidder should ensure that valid certification is maintained throughout the period of implementation of the project.	Valid certificate needs to be attached.		
10	The Prime bidder should have a minimum strength of 200 IT professionals with the Company. The consortium partner should have a minimum strength of 100 IT professionals with the Company.	Prime Bidder or/and Consortium partners should submit Self-certification by the authorized signatory with clear declaration of staff.		
11	The Bid can be submitted by an individual company or a consortium. In case of consortium applicant, consortia shall submit a valid Memorandum of Understanding (MOU)/agreement.	"Consortium" shall mean more than one company which joins with other Companies of complementing skills to undertake the scope of work defined in this RFP.		

S No.	Eligibility Criteria	Documents Required	Provided (yes/no)	Reference & Page Number
		(Consortium allowed is One Member.) 1. Memorandum of Understanding (MOU)/agreement among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be submitted in original. 2. The MoU/ agreement shall clearly specify the prime bidder, stake of each member and outline the roles and responsibilities of each member.		
12	A power of attorney / Board resolution in the name of the person signing the bid by Bidder (Prime) and Signed by all consortium partners. (In case of consortium, the members shall submit a power of attorney in favor of the lead member)	Power of attorney / Board resolution copy		

Form 2: Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP#<<RFP Number>>dated<<Date>>for<<Name of the assignment>>(here in after called "the Bid")to<Purchaser>

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

The conditions of this obligation are:

1. If the Bidder having its bid with drawn during the period of bid validity specified by the Bidder on the Bid Form; or

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

a) Withdraws his participation from the bid during the period of validity of bid document; or

b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

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

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

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

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

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

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

(Authorized Signatory of the Bank) Seal:

Date:

Form 4: Compliance Sheet for Technical Proposal

(The Technical proposal should comprise of the basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

For Technical Evaluation

S.no	Parameter	Max Score	Documents required	Reference & Page Number
1.	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	10	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects Ongoing Project with time involvement of more than 6 months would be considered for evaluation	
2.	The Prime bidder or consortium partner should possess certifications on CMMi, evidence to be submitted in the form of certificate copy ▪ ISO 9001:2008 or CMMi- Level 3 Certification – 5 marks ▪ CMMi- Level 4 Certification – 8 marks ▪ CMMi- Level 5 Certification – 10 marks	10	Copy of valid certificate from the issuing authority needs to be attached.	
3.	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18.	10	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects mentioning project value.	

S.no	Parameter	Max Score	Documents required	Reference & Page Number
	• One IT System Integration project of a value more than Rs. 15 Crore – 3 marks • One IT System Integration of a value more than Rs. 30 Crore – 6 marks • One IT System Integration project of a value more than Rs. 50 Crore – 10 marks		b) Project Completion Certificate from the client in case of completed projects Ongoing Project with time involvement of more than 6 months would be considered for evaluation	
4.	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. ▪ 100 to 200 office locations – 8 marks ▪ 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	15	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects mentioning no. of project locations. b) Project Completion Certificate from the client in case of completed projects.	
5.	The Prime Bidder or Consortium Partner should have an experience of implementing IT design/ development of solution, completed/ ongoing projects in Madhya Pradesh ▪ 1 project – 5 marks ▪ 2 projects- 10 marks	10	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects. Ongoing Project with time involvement of more than 6 months would be considered	

S.no	Parameter	Max Score	Documents required	Reference & Page Number
			for evaluation	
6.	Proposed team profile for project: Project Manager-4 marks • BE and MBA- 1 marks • PMP/ PRINCE2 certified – 1 marks • e-Governance project management experience more than 10 years – 2 marks Database Administrator- 2 marks • BE (Computer Science/ IT)/ MCA - 1 marks • Experience of handling database more than 8 years – 1 marks Solution Architect- 3 marks • BE (Computer Science/ IT)/ MCA - 1 marks • Experience of designing solutions for more than 8 years – 1 marks • e-Governance project implementation experience more than 5 years – 1 marks Network Administrator- 2 marks • BE / MCA - 1 marks	15	CV as per the format given in the annexure	

S.no	Parameter	Max Score	Documents required	Reference & Page Number
	• Experience of designing/ maintaining networks for more than 8 years – 1 marks Quality Assurance- 2 marks • BE / MCA / Masters in IT - 1 marks • Experience in testing, and auditing of large sized transaction based systems e-Governance systems more than 3 years– 1 marks Subject Matter Expert- 2 marks • Retd. Government official having domain experience in Mandi operations– 2 marks			
7.	Project Plan v. Comprehensiveness of the project plan – 4 marks vi. Activities, sequencing, dependencies among activities - 3 marks vii. Resource planning, allocation and loading – 4 marks viii. Risk Management & Mitigation plan and Exit plan – 4 marks	15	Bidder has to provide L2/L3 level work break down structure (WBS), clear baselines/ timelines, defined resources, roles & responsibilities along with a write-up project	

Form 5: Letter of Proposal

To: <Location, Date>

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,
We, the undersigned, offer to provide Systems Implementation solutions to the Purchaser on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are here by submitting our Proposal, which includes this Technical bid and the Financial Bid sealed on the <URL of e Procurement portal> portal.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any mis-interpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.
We understand you are not bound to accept any Proposal you receive.
Yours sincerely,
Authorized Signature [In full and initials]:
Name and Title of Signatory: Name of Firm:
                                                                                       Address:
                                                                                      Location:
                                                                                           Date:

Form 6: Project Citation Format

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Form 7: Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

a) Solution Proposed
b) Understanding of the project (how the solution proposed is relevant to the understanding)
c) Technical Approach and Methodology

Form 7 A: Solution Proposed

S. No	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version &Year of Release	OEM	Features & Function alities	O&M Support (Warranty/ATS/ : as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)

Form 7 B: Bill of Material (Softwares)

S. N o	Item	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new developm ent)	Unit of Measureme nt	Number of Licenses (Developm ent Environm ent)	Number of License s (UAT)	Number of License s (Trainin g)	Number of Licenses (Data Center Producti on)	Number of Licenses (DR Site)

Form 8: Proposed Work Plan

No	Activity1	Calendar Months												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
N														

1. Indicate all main activities of the assignment, including delivery of reports (e.g.:inception, interim, and final reports), and other bench marks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and bench marks separately for each phase.
2. Duration of activities shall be indicated in the form of a bar chart.
3. All activities should meet the 8/80criteria i.e should at least take 8 hours and a maximum of 80 hours.

Form 9: Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

Form 10: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)	

Prior Professional Experience covering:
• Organizations worked for in the past
   o Organization name
   o Duration and dates of entry and exit
   o Designation Location(s)
   o Key responsibilities
• Prior project experience
   o Project name
   o Client	

o Key project features in brief	
o Location of the project o Designation o Role o Responsibilities and activities o Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

Form 11: Deployment of Personnel

No	Name of Staff	Staff input in Months (in the form of a bar chart)2													Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total
1															
2															
3															
N															
											Total				

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category

2. Months are counted from the start of the assignment.

Form 12: Illustrative Manufacturers'/ Producers' Authorization Form
[This form has to be provided by the OEMs of the products proposed]
Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers/producers of having development facilities at (address of facility) do here by authorize M/s

  (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We here by extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also under take to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

a. Such Products as the Purchaser may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and

b. in the event of termination of production of such Products:

   i. advance notification to the Purchaser of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and

   ii. Following such termination, furnishing at no cost to the Purchaser, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letter head of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Appendix II : Financial Proposal Template

Form 1: Covering Letter

To:

<Name>

<Designation>

<Address>

<PhoneNos.>

<Fax Nos.>

<email id>

<Location, Date>

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <<Title of Implementation Services>> in accordance with your Request for Proposal dated <<Date>> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

▪ All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 90 calendar days from the date of opening of the Bid.

▪ We here by confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.

▪ We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2.UNIT RATES

We have indicated in the relevant forms 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.

3.TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5.BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <ReferSection No.>.These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

6.PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded. to us, we shall submit the Performance Bank Guarantee as specified in the <Appendix III> of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. [Date].

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

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

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

Thanking you,

We remain,

Yours sincerely,

Authorised Signatory

Form 2: Financial Proposal
Form FIN-1: Guideline for preparation of Financial Proposal (BOQ)

The Bidder shall prepare Financial Proposal (BOQ) as per the table below.

All taxes, duties, levies are extra and shall be mentioned separately in the BOQ. Failing to mention the taxes separately in the BOQ may stand the Proposal non-responsive and ultimate rejection of the Proposal.

No.	Description of work / Designation	Amount	Tax	Total (including Tax)
A	Cost of Study, Design, Development and Hosting on Cloud of web-based software and mobile app. for Integrated IT System for APMC's and MIS. The source code & IPR of the web-based software & mobile App. for all APMCs in MP State will be vested with MPSAMB.			
B	Cost of centralized pre-rollout training for staff, traders followed by Pilot Testing of Integrated IT System for APMC's at **ten (10) APMCs**.			
C	Cost of Administrative Training at MPSAMB, Bhopal			
D	Cost of centralized pre-rollout training for staff, traders of APMCs & MPSAMB and roll out of web based Software and Mobile App. of Integrated IT System for APMC's per APMC.			
E	Cost of Central Support Team and Help Desk to undertake software management, answer / resolve the queries for the web based software and mobile application of Integrated IT System for APMC's			
F	Cost of support and hand-holding for web based Software and Mobile App.			

	of Integrated IT System for APMC's per APMC.			
G	Cost of Project Management and Data Analytic tool (Lumpsum)			
H	Cost of DMS Solution for 50 concurrent user			
I	Total cost of Cloud Hosting of Software			
Total (of all components including taxes)				

Break up of BOQ:
B. Cost of centralized pre-rollout training for staff, traders followed by Pilot testing of web based Software and Mobile App. of Integrated IT System for APMC's at ten 10 APMCs.

S. No.	Position	Unit rate	Total No.	Total Cost
1	Staff, traders		100	

NOTE: MPSAMB reserve the right to decide to increase or decrease the numbers of participants.
C. Cost of Administrative Training at MPSAMB, Bhopal

S. No.	Position	Unit rate	Total No.	Total Cost
1	Administrative staff		100	

NOTE: MPSAMB reserve the right to decide to increase or decrease the numbers of participants.

D. Cost of centralized pre-rollout training for staff, traders of APMCs & MPSAMB and roll out of web based Software and Mobile App. of Integrated IT System per APMC.

S. No.	Position	Unit rate	Total No.	Total Cost
1	Staff & traders		2500	

NOTE: MPSAMB reserve the right to decide to increase or decrease the numbers of participants.

E. Cost of Central Support Team and Help Desk to undertake software management, answer / resolve the queries for the web-based software and mobile application of INTEGRATED IT SYSTEM FOR APMC'S
1. Central Support team at Bhopal (Core team)

S. No.	Position	No. (a)	Man-month rate (b)	Duration in months (c)	Total Cost (a*b*c)
1	Project Manager	1		60	
2	Database Administrator	1		60	
3	Solution Architect	1		60	
4	Network Administrator	1		60	
5	Quality Assurance	1		60	
6	Subject Matter Expert	1		60	
7	Capacity Building	1		60	

S. No.	Position	No. (a)	Man-month rate (b)	Duration in months (c)	Total Cost (a*b*c)
	Consultant				
8	Financial Management Consultant	1		60	
9	Data Analytics Consultant	1		60	

Note: Central support team will be deployed from day-1 of the project. However, MPSAMB hold the right to decide on resource deployment time

2. Helpdesk Support team at Bhopal

S. No.	Position	No. (a)	Man-month rate (b)	Duration in months (c)	Total Cost (a*b*c)
1	Technical Support Executive	2		48	
2	Help desk Executive	2		48	
3	Help desk Supervisor	1		48	

Note: Helpdesk support team will be deployed after pilot of the project in 10 APMCs

All the resources of Helpdesk Support team must be Graduate and should at least 2 years' experience in the required area.

F. Cost of support and hand-holding for Integrated IT System for APMC's per APMC.

Technical and Handholding Support team at APMC (5 per division)

S. No.	Position	No. (a)	Man-month rate (b)	Duration in months (c)	Total Cost (a*b*c)
1	Technical Support Executive (5 resources for 48 months in 7 division)	5		48*7	

All the resources of Technical and Handholding Support team must be Graduate and should have at least 2 years experience in the required area.

NOTE: MPSAMB reserve the right to decide to increase or decrease the numbers of resources.

I. Monthly cost of Cloud Hosting of Software Application

S. No.	Item	Monthly rate (a)	Duration in months (b)	Total Cost (a*b)

1	Cloud Hosting Charges			12	

Bidders are also requested to provide rate card for following items for cloud hosting:

S. No.	Description	Unit of Measurement for Pricing	Unit Price (excluding taxes and all other duties)	Quantity	Multiplication Factor	Total Price (excluding taxes and all other duties)	Total Applicable Taxes and all other duties	Total Price for Evaluation (Including taxes and all other duties)
		(1)	(2)	(3)	(4)	(5) = (2)*(4)	(6)	(7) = (5) + (6)
	Virtual Machines							
1.	1	Per Hour		4	4*24*30 [quantity*hours in a day*days in a month]			
	Storage							
2.	512	per GB per Month		2	512*2*1 [GB*quantity* months]			
3.	**Through put**	per GB per Month						

Note: MPSAMB reserves the right to increase/ decrease the no. of resources and their deployment time and duration.

Change Request for Application Software: MPSAMB and Selected bidder will mutually decide upon the change request man-month rate as per the nature of changes required in the application software. The capping for changes in the application software after the finalization at the time of go-live till the period of five years contract will be capped to 20 percent of the rate quoted against "Cost of Study, Design, Development and Hosting on Cloud of web based software and mobile app.   for   Integrated IT System for APMC's and MIS" in the financial bid.

Appendix III : Template for PBG & CCN

Form 1: Performance Bank Guarantee

PERFORMANCE SECURITY:

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

Whereas, <<name of the supplier and address>> (here in after called "the Bidder") has undertaken, in pursuance of contract no.<Insert Contract No.> dated.<Date> to provide Implementation services for <<name of the assignment>> to Purchaser (here in after called "the beneficiary")

And where as it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified there in as security for compliance with its obligations in accordance with the contract;

And where as we**, <Name of Bank>** a banking company in-corporated and having its head/registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we here by affirm that we are guarantors and responsible to you, on behalf of the supplier, **upto a total of Rs.<Insert Value>(Rupees<Insert Value in Words>only)** and we under take to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of **Rs.<Insert Value>(Rupees<Insert Value in Words>only)** as a fore said, without your needing to prove or to show grounds or reasons for your demand or the sum specified there in.

We here by waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we here by waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

I.   Our liability under this bank guarantee shall not exceed **Rs. <Insert Value>(Rupees<Insert Value in Words>only).**

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

III. It is condition of our liability for payment of the guaranteed amount or any part there of arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Form 2: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2 and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature: Received by the IP	Date:	
Name:		
Signature:		

Change Control Note		CCN Number:
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		

Timetable:

Charges for Implementation:
(including a schedule of payments)

Other Relevant Information:
(including value-added and acceptance criteria)

Authorized by the Implementation Partner	Date:
Name:	
Signature:	