

**TENDER DOCUMENT FOR
SELECTION OF SERVICE PROVIDER FOR
DEVELOPMENT AND MAINTENANCE OF
VATIS APPLICATION & WEB PORTAL UNDER
COMPUTERISATION PROJECT OF MPCTD**

(Tender No. MPCTD/24/2015/ /)

REQUEST FOR PROPOSAL (RFP)

**Madhya Pradesh Commercial Tax Department (MPCTD)
Office of Commissioner Commercial Tax
Moti Bungalow Court Compound, M. G. Road
Indore – 452007, Madhya Pradesh
Ph.: +91-731-2437338, Fax: +91-731-2536229**



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1. Key Notifications

This invitation for bids is for providing operation and maintenance of VATIS Application & Web Portal under the existing computerisation project of MPCTD. The bid should be submitted by a single entity and consortium of companies will not be allowed. Sealed offers prepared in accordance with the procedures elaborated in this document should be submitted on or before the date and time mentioned in the table below.

Sale of Bid Document	Can be downloaded free of cost from the websites, https://www.mpeproc.gov.in/ , www.mapit.gov.in and https://mptax.mp.gov.in from 18 th March 2015 onwards.
Bid Participation Fee (for those attending the pre-bid conference and/or submitting their bids)	Rs. 1,000 payable online on e-Tendering Portal www.mpeproc.gov.in
Bid Security	Rs. 30 Lakh (Thirty Lakh) in the form of Demand Draft/Bank Guarantee in favour of "Commissioner Commercial Tax, M.P." from any Schedule bank payable at Indore.
Date & Time of Pre Bid Conference	On 26 th March 2015 at 03:00 PM.
Last Date & Time for Receipt of Bids	Up to 13 th April 2015- 5:00 PM online on www.mpeproc.gov.in
Offline submission of EMD to CTD office	From 15 th April 2015 10:30am to 16 th April 2015 up to 4:00 PM.
Date & Time for Opening of Pre-Qualification and Technical Bids	On 16 th April 2015 at 4:00 PM
Address for Pre Bid Conference, Opening of Bids and any other Communication	Commissioner Commercial Tax (CCT), Moti Bungalow Compound, M.G. Road Indore – 452007, Madhya Pradesh
Departmental Contact Details:	Shri. Dharmpal Sharma Assistant Commissioner, Commercial Tax. Email: dp.sharma@mptax.mp.gov.in Phone: +91-731-2437338, Fax: +91-731-2536229
e-Procurement Contact Details: (for tender downloading / uploading related issues)	Phone: 1800 2588 684 Email: eproc_helpdesk@mpsdc.gov.in

Note: Subsequent dates for Technical Bid Presentations, and Opening of Financial Bids will be notified in due course.



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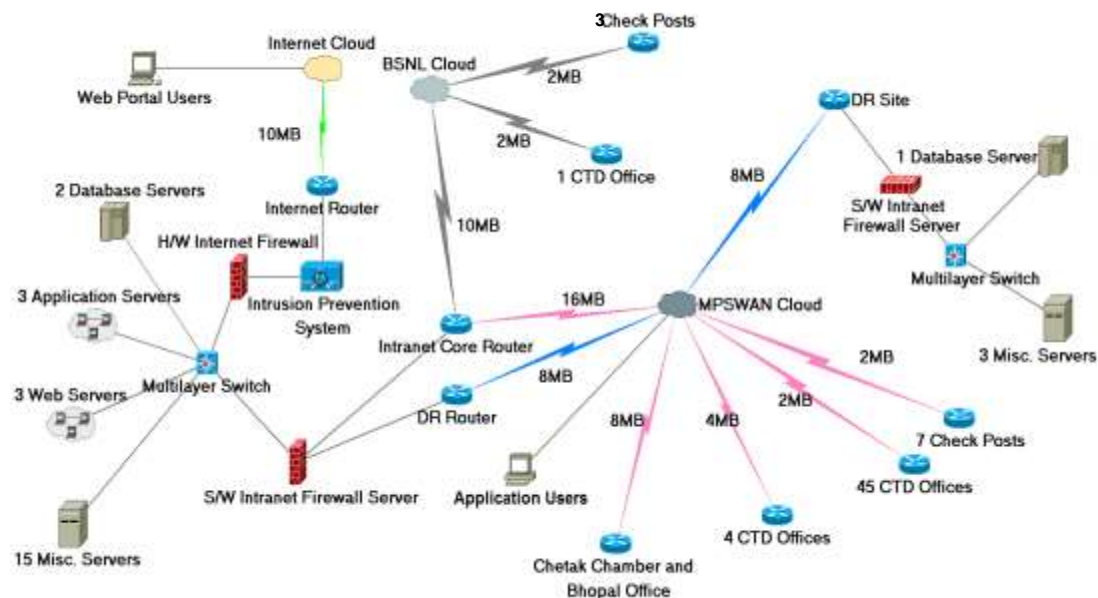
2. General Information

2.1. Background

Madhya Pradesh Commercial Tax Department (MPCTD) is the largest revenue earning department of the Madhya Pradesh Government.

Commissioner Commercial Tax (CCT), Madhya Pradesh under MPCTD administers Commercial Taxes (MPVAT, CST, PT, LT and ET) and is presently providing its services mainly to dealers, taxpayers, transporters, etc. through web portal, departmental application, and mobile networks. Officials, across all over the state and even remotely, of the department also discharge their functions through its Web Portal and VATIS Application, both of which (detailed in **Annexure 1**) have been developed, operated and maintained by the current Application vendor, M/s. TCS Ltd. Both the Web Portal as well as the VATIS Application is hosted at the Data Center (DC) located at CCT Head Office (HO) in Indore. The Disaster Recovery (DR) Center maintaining the backup is situated at Bhopal.

2.2. Current Network Setup



The DC site (located to the left) consists of 2 Database Servers, 3 Application Servers, 3 Web Servers and 15 other misc. servers including Mail server, FTP server, SMS server, etc. While the DR site (top right corner) consists of 1 Database Server and 3



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misc. servers which are connected via 8MB dedicated link to the DC. The CCT Head Office is connected to offices/ check posts through various modes of connectivity.

The operation & maintenance of server hardware and network equipment (listed in **Annexure 2**) are currently managed by the Facility Management Services (FMS) vendor, M/s. Accel Frontline Ltd.

2.3. Support Personnel Requirements

- (i) The basic requirements for manpower are as mentioned below:
 - a. The deployed personnel should have adequate expertise and hands-on experience in respective technical domain of operations & maintenance.
 - b. The candidate should be fluent in Hindi as well as English.
- (ii) Successful Bidder should ensure that they are adequately staffed as per the demand of service window. These personnel should act on need basis, on off-peak hours for any severe or critical incidents and key activities.
- (iii) Team Structure with Roles, Responsibilities, Experience and Qualification should be as follows:

Sl. No.	Team Member	Relevant Experience	Qualifications	Description
1.	Project Leader	5+ years	B.E./ B.Tech./ MSc.(IT)/ MCA with experience in Project Mgmt, having PMP or Prince2 certification.	Project Lead will be responsible for managing the overall MPCTD project services and leading the entire support team on behalf of Successful Bidder.
2	Business Analyst	3+ years	B.E./ B.Tech./ MSc.(IT)/ MCA with experience in Business Analysis.	Business Analyst will be responsible for gathering and documenting requirements from department with the necessary sign-offs. He/ She will then iterate these requirements to development team.



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Sl. No.	Team Member	Relevant Experience	Qualifications	Description
3	Data Analyst	3+ years	B.E./ B.Tech./ MSc.(IT)/ MCA with experience in Data Analysis with Oracle certification.	He/ She will be responsible for generating MIS reports from the backend as per departmental requirements as and when required.
4	Technical Staff	3+ years	B.E./ B.Tech./ MSc.(IT)/ MCA.	Technical staff will be responsible for understanding and getting bugs/issues resolved. They will form the L2 level of Helpdesk support for the department.
5	Helpdesk Analyst	3+ years	Diploma in Computer Application & experience of helpdesk system	Helpdesk personnel will be single point of contact for MPCTD users for resolving the support calls at first level.
6	Taxation Expert	5+ years	CA or equivalent (with basic knowledge of computers and expertise in Indirect Taxation.)	He/ She will be responsible for understanding and guiding the team with respect to taxation related matters and guiding activities aimed at enhancing Processes and documentation.

(iv) Team Deployment details are:

Sl. No.	Team Member	Location	Resources	Service Window
1.	Project Leader	CCT HQ	1	9 x 6
2.	Business Analyst	CCT HQ	1	9 x 6
3.	Data Analyst	CCT HQ	1	9 x 6
4.	Technical Staff [4 +1+1]	CCT HQ	6	24 x 7
5.	Helpdesk Analyst [3 +1+1]	CCT HQ	5	24 x 7
6.	Taxation Expert	CCT HQ	1	9 x 6

*Note: Peak hours would be defined as time between 10am to 6pm on State Government working days.



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3. Scope of Work with Service Level Requirements

3.1. Scope of Work

The scope of work involves 3 years and extendable by upto 2 years by the State Government, software development, hardware procurement and end-to-end operation and maintenance services including but not limited to those given below:

3.1.1. Operations & Maintenance of VATIS Application & Web Portal

The Successful Bidder shall:

- a. Be responsible for operation, maintenance and management of the VATIS Application, Web Portal, Mobile based services and also of any future developments.
- b. Be responsible for maintaining the existing configuration and managing new configurations like creating new users, assigning privileges, defining workflows, change in tax rates, commodity classifications, etc.
- c. Be responsible for ensuring that the security features in the VATIS application and the portal are always up-to-date with the latest technology and best practices.
- d. Be responsible for ensuring that the application's performance is optimized at all times. Performance benchmarks shall be agreed as part of SLR.
- e. Be responsible for managing all the incidents, bugs and problems reported by the users related to the application, portal or other modes of communication and ensuring that the same are diagnosed and fixed immediately so as to provide solution uptime to the users as per SLR.
- f. Carry out all changes in functionality on account of changes in applicable and new legislations / statutes, Rules and notifications (Government Orders) and changes requested by the Department.
- g. Maintain Mobile based utilities and Apps and manage activities related to various App Stores like Google Playstore, Government App Store, etc. as decided by CCT from time to time.
- h. The web portal, VATIS and other applications, to the extent relevant and possible, should adhere to Standards, Policies and Guidelines issued by STQC, prevalent IT Act, NIC, Cert-IN, GSTN and other government agencies.
- i. Ensure that User-Interface should be capable of catering to all the needs of the users. And also to ensure that User Interface of VATIS, Web Portal, and other applications are user friendly and same throughout the application.
- j. Ensure that all coding shall adhere to software development standards and best practices at least which have been adopted by GSTN.
- k. Data should be stored in Database in encrypted format and all relevant keys will be with authorized Department officials.
- l. Annual Third-Party Security Audit by Cert-In (Government of India) empanelled agency, risk assessment, recommendations and enhancements of CCT servers.



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All planned changes to application systems shall be undertaken within the time schedule as per established change control processes to ensure that:

- a. Appropriate communication to all stakeholders has taken place.
- b. Proper approvals (from the MPCTD) have been received.
- c. Schedules have been adhered to minimize impact on the production environment.
- d. Maintain the confidentiality by submitting a Non-Disclosure Agreement (NDA) as per the MPCTD format and the various Acts and Rules applicable at any time.

3.1.2. GST related changes

GST is a broad-based comprehensive taxation system which is being considered by the Government of India to subsume various levies.

GSTN will develop and implement GST Common Portal with core modules (Registration, Return and Tax Payment) and host the same at central data centre location, enabling data exchange to and from States own backend modules through APIs, over a secured network. The GSTN will issue guidelines, standards and compliance requirements for data exchange.

The detailed framework for GSTN and its IT implementation is still under considerations at various levels. The Successful Bidder shall be responsible for understanding the changes with respect to finalized GST framework, finding gaps, design solutions, data exchanges with systems of other tax authorities, IGST transfer reconciliation and implement the changes accordingly in existing application.

3.1.3. Further Requirements Understanding and Development

The Successful Bidder shall also understand the new requirements of the department and further customize the existing solution. Following is the list of requirements that are required to be implemented along with the timeline (This timeline will start TWO months after signing of contract):

List of Requirements with Timeline for delivery			
Sr. No.	Requirements	Delivery In Month	Phase
1	Interest demand in case of appeal retains full/partial demand.	1	I
2	Module for processing of penalty case/offline submitting details under section 57.	1	I
3	Scientific/Random selection of vehicles for verification at check posts.	1	I
4	Making MPCTD VATIS application compatible with Linux based browser.	1	I



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5	Alert (by email, SMS) whenever there is a change in data from backend. Any change in dealer data from back end should accompany appropriate messages to supervisors of the vendor and also designated officials of the department. Also, the sensitive data in the database should be encrypted and encryption key should be with departmental official.	1	I
6	Development of new MIS reports and modify Audit / Assessment modules with respect to new return formats.	1	I
7	Provision for Online Facility for Dealers for filing Annual Returns (u/r 21(2)A)	1	I
8	ITR mismatches (negative sides) to be shown in miscellaneous information in CST/VAT assessment orders from the year 2013-14 onwards.	1	I
9	Automatic ITR verification report and Automated Refund processing in system.	1	I
10	Input/ Output tax ratio discrepancy and ITR carried forward/ brought forward discrepancy should also create task for survey in AOs account and monitorable from CCT account.	1	I
11	Automatic PAN Data verification	1	I
12	Provision to allocate challans in TAS module.	1	I
13	Online password reset facility for users.	1	I
14*	Automated intimation to dealers for self-assessment.	2	I
15	Facility to generate super-gatiman out of multiple Waybills /e-gatimans	2	I
16	Composition sanction in case of contracts to be issued online and processed online. All contracts along with details should be visible in Dealer Profile. Details of statement filed in 4-B to get reflected in Assessment orders. If any composition has been cancelled, it should reflect at the time of assessment.	2	I
17	Provision for 'e-filing of returns with digital signatures' for all existing return formats.	2	I
18	Integration of Departmental Application with Treasury application.	2	I
19	Integration with e-BRC website.	2	I
20	Provision of accounting of dealer-wise Input Tax Rebate.	2	I
21	Provision of online payment of TDS	2	I
22	Development of TDS module for online generation and accounting of TDS certificates.	2	I
23	Linking of Commodity master and Tax rate. Linking of notified commodities u/s 57 with Schedules/Part/Entries of VAT act, and ET act.	3	I



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24	Dealers eligible for composition u/s 11(2) will have online submission of option and related MIS, details visible in Dealer Profile	3	I
25	Analysis of audit reports.	3	I
26	Inclusion of fields and data available in database from various sources into assessment/audit/any other reports.	3	I
27	Control panel for Head Office.	3	I
28	Dashboard for all officers.	3	I
29	Waybills/E-Gatiman limit change procedure should automatically accompany with advance message before action being taken in case of reasons other than missing dealers, fraud dealers, and insolvent dealers. Action should normally be after 3 working days. If such action is because of return default then limits should automatically get restored once the return is filed. Waybills/Gatimaan blocked for specific reasons should get automatically unblocked if such default is removed and event is identifiable by computer.	3	I
30	IGR integration for builders.	3	I
31	Circulars issued by government / CCT Should be searchable by keywords.	3	I
32	Task Scheduler for all officers.	3	I
33	Provision of Biometric based login into the system, Biometric authentication before every statutory activity and during any other activity as required by the department, for CTD employees. The hardware will be procured, supplied and maintained by the vendor.	3	I
34	PIS data migration to IFMIS application of the CTA, whenever it is ready.	3	I
35	Identification of suspected dealers / Circular Trading / Carousal Fraud (for any duration selectable)	4	II
36	Every year selection of parameter based audit and assessment cases.	4	II
37	Making Mobile App compatible with other OS like iOS, Windows OS, etc.	4	II
38	Integration of Appellate Board with VATIS application.	4	II
39	Online serving of Notifications/Assessment Orders (Unsigned / Digitally Signed) through email.	4	II
40	Linking of all registration by the same unit for exemption purpose in Dealer Profile. Online sanctions.	4	II
41	Whenever FD or any other security in any form is submitted then the department should issue online receipt of the same. Such details should be visible in Dealer	4	II



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	Profile. Release order should also be generated online. And renewal management of FDs/Securities.		
42	Online facility of applying for refund as per acts.	4	II
43	Development of Scrutiny Module for online Scrutiny of return forms (including Transactional Assessment).	4	II
44	Cause list and case register for first appeal	5	II
45	Reporting / MIS should be generated from separate database servers. This should not require new licenses.	5	II
46	Facility to upload Sale/Purchase lists periodically. This should have a facility to generate summary report, which can be incorporated by the dealers in their return.	6	II
47	Assessment and scrutiny module of Minor Acts.	6	II
48	Annual execution of Audit Batch process in Audit Module.	6	II
49	Provision to generate separate Form of notice / demand for each act in Audit Module	6	II
50	Integration with other departments as required by CCT from time to time.	As and when required within specified time duration	NA
51	Provision to accept returns in digitally signed open format (like XML).	6	II
52	Upgrading existing DR site from a backup site to actual DR site. Additional hardware, if required, will be procured by the Department.	6	II
53	Provision is to be made to view VAT Audit Report in assessment and assessment orders.	6	II
54	Providing data from back end after collation and compilation in desired format	As and when required within specified time duration	NA
55	MIS utilities as and when desired and given by time to time.	As and when required within specified time duration	NA



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56	Provision to upload details of manually issued C-Forms and other Statutory Forms from other States to dealers.	6	II
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3.1.4. Procure, Supply and maintenance of Hardware / Devices

3.1.4.1. Digital Signatures

The Successful Bidder shall procure, supply and maintain digital signatures (1850 numbers) for officials upto ACTO level (including new appointees from time to time) for statutory orders/notices to be issued from the system. Appropriate system for affixing digital signature to desired orders/notices after biometric validation.

3.1.4.2. Biometric Devices

The Successful Bidder shall procure, supply and maintain biometric devices (4000 numbers) for officials upto clerk level (including new appointees from time to time) for verification of authenticity of various officials after logging in and also prior to activities desired by the Department. These devices will be integrated with Departmental application.

3.1.4.3. Handheld devices

The Successful Bidder shall procure, supply and maintain handheld devices (120 numbers) for mobile checking of vehicles and dealers. The device should have following features:

- A. GPS location recognition.
- B. Capturing photographs
- C. Provision of connectivity with Departmental Servers through either Wi-fi, Internet or SMS, etc. (Connectivity will be provided by the Department)
- D. Capable to store data offline, in case of no connectivity and should be able to upload as soon connectivity resumes.
- E. Should be capable of spot billing / printing bills/receipts.
- F. Should be able to read and extract vehicle numbers from photographs of vehicle number-plates.
- G. Software to integrate devices with Departmental application.

3.1.5. Helpdesk Facility

The Successful Bidder shall set up a telephonic / mobile / email based multi member 24x7 Helpdesk operations for call logging, issue resolution and tracking.

The Successful Bidder shall provide the following support to the users regarding IT interface:

- a. Shall dedicate helpdesk support resources as per the SLR to provide helpdesk support to the departmental and other users.
- b. Shall provide technical support to the users.



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- c. Shall maintain an online 'Issue log register' for all requests/complaints with audio recording facility. The functionality shall include features of call logging, call monitoring, assign call to resolving agent, send acknowledgement with email/SMS, keep the caller informed about the developments / resolution with automatic emails/SMS, close call, etc.
- d. Shall put in place an escalation mechanism whereby any request / complaint not addressed within stipulated time of its receipt shall get escalated to higher level.
- e. The helpdesk is NOT expected to resolve queries related to taxation Acts, Rules, Regulations, Procedures and interpretations.

3.1.6. Progress Reporting/Problem Resolution

- a. In consultation with the MPCTD, the Successful Bidder shall decide on the reporting frequency, content, etc. of the reports to be generated and to be submitted to the MPCTD.
- b. Shall submit the following reports to the MPCTD at the specified intervals against it.

Sl. No.	Item	Interval
1.	Department satisfaction survey (online) reports	Half Yearly
2.	All service management requests report	Monthly
3.	Capacity utilization report	Monthly
4.	Report on database administration	Half Yearly
5.	Any development entrusted (Whether or not specified in the document)	Monthly

3.1.7. Documentation

The Successful Bidder shall prepare enhanced documents including User Training Manuals / Kits, Functional Requirements Specifications, Technical Architecture & Design Documents and Maintenance Manuals, as per acceptable quality standards currently being followed. All documents should contain block diagrams, flow charts and other graphical means, wherever applicable, to explain the functionality/procedure contained in the document. The enhanced documents shall be furnished to MPCTD and wherever required, made online to the web portal.

3.1.8. Project Deliverables

The suggested (but not limited to) list of deliverables from the successful bidder includes:

- i. Document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements and As-Is & To-Be workflows.
- ii. Updated High Level Software Design document including Software



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- Architecture design, Logical and Physical Database Design etc.
- iii. Updated Low Level Software Design document including Programming Logic, Workflows etc.
 - iv. Complete Source Code, library files, DLL's, Setup programs with documentation.
 - v. Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Performance Test Plan and Load Test Plan)
 - vi. Software Testing Documentation (including details of defects/bugs/errors and their resolution)
 - vii. Tools to monitor the SLRs should be supplied by the Bidder.
 - viii. Training Plan, Training Manuals and literature
 - ix. Systems Administration Manuals
 - x. User manuals
 - xi. Installation Manuals
 - xii. Operational Manuals
 - xiii. Maintenance Manuals
 - xiv. Periodic Status and Review Reports
 - xv. Internal Review and testing documents
 - xvi. Escalation Mechanism
 - xvii. Exit Management Plan

3.2. Service Level Requirements

The purpose of this Service Level Requirements (hereinafter referred to as SLR) is to clearly define the levels of service which shall be provided by the Bidder to MPCTD for the duration of this contract for the Project.

3.2.1. Category of SLRs

This SLR 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 penalty will be levied on the successful bidder only in case of delay on part of the successful bidder.

The services provided by Bidder shall be reviewed by MPCTD that shall:

- ✓ Regularly check performance of the Bidder against this SLR.
- ✓ 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.



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The SLR has been logically segregated in the following categories:

- **Transitional SLR** - SLR will be applicable for the first six months after signing of the contract and will be as per the scope of development.
- **Technical SLR** – SLR will be applicable after six months of signing of the contract and needs to be complied by demonstration.
- **Software Development SLR** - SLR will be applicable after TWO months of signing of the contract and needs to be complied by successful delivery of requirements mentioned in Scope of Work. Decision regarding taxation which have to be enforced from certain specific date, development related to such changes has to be complied within stipulated time limit, irrespective of anything in RFP.
- **Operational SLR** – SLR will be applicable after the signing of contract till the entire support period of the contract.
- **Hardware Delivery and maintenance SLR** – The SLR will be applicable after the signing of contract till the entire support period of the contract, for delivery and maintenance of hardware / devices.

Note: Software tool to monitor above-mentioned SLRs (wherever applicable), shall be provided by the successful bidder.

3.2.2. Transitional SLR

The Transitional SLR is applicable to the following scope:

- i. Study existing system.
- ii. Propose changes to be done in the software in order to achieve technical SLRs.
- iii. After approval of the client, implement the proposed changes.
- iv. The duration, measurement basis and penalty is defined in the below table:

Sl. No.	Deployment SLR Component	Baseline * (T) (In weeks)	Low Performance	Basis of measurement	Penalty **
1	Study existing system. (Phase I)	=T+4	>T+4	Software Architecture & High-Level Design Documents	A Penalty of 1% of QMC per week for first two weeks, 1.5% of QMC per week for every subsequent week or part thereof subject to a maximum 10% of QMC. 10% payment of subsequent QMCs will be withheld till delivered.



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2	Propose changes in the software to achieve technical SLRs. (Phase II)	=T+8	>T+8	Proposal to achieve technical SLRs	A Penalty of 1% of QMC per week for first two weeks, 1.5% of QMC per week for every subsequent week or part thereof subject to a maximum 10% of QMC. 10% payment of subsequent QMCs will be withheld till delivered.
3	After approval of the department, implement the proposed changes. (Phase III)	=T+16	>T+16	Technical SLR report	A Penalty of 1% of QMC per week for first two weeks, 1.5% of QMC per week for every subsequent week or part thereof subject to a maximum 10% of QMC. 10% payment of subsequent QMCs will be withheld till delivered.

*Baseline (T) starts from the date of signing the contract between Bidder and client for the project.

**Any delay beyond maximum penalty allowed may lead to termination of the contract at the discretion of client.

3.2.3. Technical SLR

The solution would be tested during the user acceptance testing phase with reference to the technical SLRs mentioned in the table.

Sl. No.	Service Metrics Parameters	Metric	Basis of measurement	Response time/remarks
1.	Capacity of the portal	Equivalent of capacity to handle 4000 online users per day.	Simulated the stated loads and testing the system performance using load-testing tools	Static web pages of portal, rules and regulations hosted in portal instance <= 5 seconds; Dynamic web pages of portal <=7 seconds
2.	Concurrent connects to portal	500		



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3.	Denial of Service (DoS) is the most common form of attack on the application, which leads to application unavailability for the genuine application users. The denial of Service attack can be defined as sudden burst of network traffic leading to more than 90-95% utilization of the application in any segment or complete network.	No errors Allowed	In case it is identified as DoS attack, operator shall identify the source of Denial of Service attack & resolve the issue to ensure availability and performance of the backbone. The bidder, at regular intervals, shall monitor and measure the performance.	The operator shall respond to Denial of Service attacks reported by application users of maintenance personnel within 15 minutes of intimation to the helpdesk. In such a scenario operator shall perform an analysis of the issue, Verify whether the application utilization is due to genuine user requirements or it is a denial of service attack
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3.2.4. Software Development SLR

Sl. No.	SLR Phase	Baseline	Low Performance	Basis of measurement	Penalty
1	Phase 1	=3 months	>3 months	Go-live report from user of corresponding Requirements.	0.2% of QMC of Software per item per quarter subject to maximum of 10%. Please refer Section 5.26 (Schedule of Payments for QMC of Software)
2	Phase 2	=3 months	>3 months	Go-live report from user of corresponding Requirements.	0.2% of QMC of Software per item per quarter subject to maximum of 10%. Please refer Section 5.26 (Schedule of Payments for QMC of software)



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3.2.5. Operational SLR

The help desk service provided by the bidder will serve as a single point of contact for all incidents and service requests for all users. The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for all users. The activities shall include:

- I. Provide Help Desk facility during agreed service period window for reporting user department incidents / issues.
- II. Client shall provide only the appropriate space, power supply and prevalent internet connectivity to the Bidder. All other infrastructure (like Desks, Chairs, ACs, equipment, etc.) required shall be arranged by the Bidder.
- III. Provide necessary channels for reporting issues to the help desk. The incident reporting channels shall be the following:
 - ✓ Specific e-Mail account
 - ✓ Telephone line including telephone sets / mobile devices
 - ✓ Specific number and related devices to directly receive complaints through SMS (Such SMS should be archived and preserved)
- IV. Implement a call logging system in line with the defined incident types as per the SLRs. The Help desk shall log user calls related and assign an incident/ call ID number.
- V. Creation of knowledge base on frequently asked questions to assist users in resolving basic issues themselves.
- VI. Track each incident / call to resolution
- VII. Provide feedback to callers.
- VIII. Analyse the call statistics.
- IX. Creation of knowledge base on frequently asked questions to aid users.
- X. Continuous monitoring to ensure availability as per agreed SLRs.
- XI. Day-to-day monitoring shall be done with the manpower to be deployed at the various divisions by selected Bidder.
- XII. Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the Bidder and client. The escalation matrix shall be developed by the Bidder in discussion with MPCTD.
- XIII. Coordinate with respective vendors for closure of calls.



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XIV. Analyse the incident / call statistics and provide monthly reports including but not limited to:

- Type of incidents / calls logged
- Incidents / calls resolved
- Incidents / calls open

XV. SLR for support calls for the application are mentioned below:

Sl. No.	Severity Level	Response Time	Resolution time SLR
1	Severity 1: For such critical incidents the resolution time "T" shall be mutually agreed by the MPCTD and the Bidder at the time of award of contract.	5 minutes from call logged	<= 1 hour. (24X7)
2	Severity 2	15 minutes from call Logged	<= 4 hours (24x7)
2	Severity 3	30 minutes from call Logged	<= 8 business hours on CLIENT working days
3	Severity 4	45 minutes from call logged	<= 3 working days on CLIENT working days
4	Severity 5		<= 5 working days on CLIENT working days

Following definitions of Severity Levels with examples excludes problems arising from Hardware or Networking malfunction.

- Severity 1:
 - Web portal is completely down and no one is able to access the same; OR
 - Unable to access verification systems required at checkpoints and movement capturing system, vehicle tracking system, scientific/random detention system, applications related to mobile consignment/vehicle checking, waybills (called by any name) generation system and transit-pass/transshipment-passes generation, due to software related issues.
- Severity 2:

Any malfunctioning in:

 - Enforcement module (other than mentioned in severity 1).



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- Online payments on last 5 days of due dates of tax payments,
 - Regulatory features relating to bogus, missing dealers and vehicle alert and put-on detention demand list,
 - TIN cancellation facility.
 - Assessment/Appeal module on last 5 days of due date.
 - e>Returns filing on last 5 days of due date.
 - Automatic resetting system of waybills limits.
-
- Severity 3:
 - Complete Module is not working.
 - Registration / Return or any top menu of the Application in the home page is not working at multiple locations.
 - Error in e>Returns filing.
 - Error in request for e-registration getting uploaded because of application problems at multiple locations.
 - Any/ All Government to Citizen (G2C) and Government to Business (G2B) service which is assessed by the Web-Portal is not working at multiple locations.

 - Severity 4: Small functionality in Application Module is not working. Some examples include:
 - S.4.a - Small part of the registration functionality in the Application is not working
 - S.4.b - Business validation/rule failure in any screen leading to erroneous records
 - S.4.c - Invalid validation applied in any screen
 - S.4.d - Error in the Application for very specific cases.
 - S.4.e - Data discrepancy in the MIS reports
 - S.4.f – Error in request for Statutory Forms.
 - S.4.g - Statutory Forms not getting downloaded.

 - Severity 5: Any cosmetic error in the User interface. Some examples include:
 - S.5.a - Alert messages is not proper
 - S.5.b - Miss-spelt text in the screens
 - S.5.c - Nice to have features are not working.

The examples classified above for the different severity levels are illustrative in nature. SLR for helpdesk/maintenance calls is mentioned in the below table:



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Sl. No.	Severity Level	Response Time	Resolution time SLR	Penalty Applied
1	Severity 1	5 minutes from call logged	<= 1 business hours 24X7	(2.5% of QMC) x (No. of blocks of 1 business hours each on CLIENT working days)
2	Severity 2	15 minutes from call logged	<= 4 business hours on CLIENT working days	(2% of QMC) x (No. of blocks of 4 business hours each on CLIENT working days)
3	Severity 3	30 minutes from call Logged	<= 8 business hours on CLIENT working days	(1.5% of QMC) x (No. of blocks of 8 business hours each on CLIENT working days)
4	Severity 4	45 minutes from call logged	<= 3 working days on CLIENT working days	(1% of QMC) x (No. of blocks of 3 working days each on CLIENT working days)
5	Severity 5	60 minutes from call logged	<= 5 working days on CLIENT working days	(0.5% of QMC) x (No. of blocks of 5 working days each on CLIENT working days)

- Penalty should not be levied if the incident is resolved within the initial block of time. Penalty should be levied for additional time taken for resolution and the additional time should be counted in the blocks of 4 business hours for Severity 1 incidents, 8 business hours for Severity 2 incidents, 3 working days for Severity 3 incidents and 5 working days for severity 4 incidents.
- Incremental penalty of 0.25% of monthly AMC will be levied for every repetition of any resolved distinct severity incident within the month.

3.2.6. Hardware Delivery and Maintenance SLR



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SI. No.	SLR Components	Baseline	Low Performance	Basis of measurement	Penalty
1	Hardware Delivery and Commissioning	=6 months	>6 months	Hardware Commissioning Reports.	0.5% of the QMC of hardware per week (subject to a maximum of 5%). Please refer Section 5.26 (Schedule of Payments for QMC of hardware)
2	Hardware Operations and maintenance	=2 days	>2 days	Signed Call slips from user.	(0.5% of QMC of hardware) x (No. of blocks of 2 working days each on CLIENT working days)

4. Source Code

The source code of the existing software will be provided to successful bidder as per existing agreement with our existing application vendor.

5. Instruction to Bidders

5.1. Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid, not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.



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5.2. Site Visit

The bidders may visit the sites and obtain additional information at their own cost and responsibility.

5.3. Procurement of RFP Document

The RFP document can be downloaded free of cost from the websites, <https://www.mpeproc.gov.in/>, www.mapit.gov.in and <https://mptax.mp.gov.in>. A Bid Participation Fee of **Rs.1000/- (One Thousand)** has to be paid online through e-Tendering Portal www.mpeproc.gov.in, along with the Bid Processing Fees.

5.4. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and Client will in no case be held responsible or liable for such costs, regardless of the conduct or outcome of the bidding process.

5.5. Clarification on Bidding Documents

Prospective Bidders requiring any clarification on the bidding documents may participate in pre-bid conference where all queries would be clarified.

5.6. Pre Bid Conference

The Client shall organise a MPCTD Project Pre Bid Conference in the Conference Hall, O/o Commissioner Commercial Tax, MP, Moti Bungalow Court Compound, Indore whose date and time is defined in Section 1 of this document. **Only two (2) representatives per bidder will be allowed to participate in this conference that too, on showing the original receipt of payment towards the Bid Participation.**

The Client may incorporate any changes in the RFP based on acceptable suggestions received during the interactive Pre Bid Conference. The decision of the Client regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances. The prospective bidders shall submit their questions **(in the format given in Annexure 13)** in writing through email (TO: dp.sharma@mptax.mp.gov.in, CC: sudip.gupta@mptax.mp.gov.in, ak.mishra@mptax.mp.gov.in) within stipulated time. It may not be possible at the Pre Bid Conference to answer questions which are received late. However, prospective bidders are free to raise their queries during the meeting and responses will be conveyed to all the prospective bidders (by way of hosting amendments/ clarifications on our websites) in accordance with the respective clauses of the RFP within 3 days



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of completion of the Pre Bid Conference and no participant would be intimated individually about the response of the client.

5.7. Amendment of Bidding Documents

At any time till **3 days** before the deadline for submission of bids, the Client may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment. All the amendments made in the document would be published on our websites.

The bidders are also advised to visit our websites on regular basis for checking necessary updates. If required the Client reserves the rights to extend the deadline for the submission of bids.

5.8. Language of Bid

The proposal, and all correspondence and documents related to the Proposal exchanged by the Bidder and the Client shall be written in the **English language**. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language, in which case, for purposes of interpretation of the Bids, the translation shall prevail. There should be proper page numbering on every page of Technical and Financial Bids, so that proper referencing can be done.

5.9. Documents Constituting the Bid

The bid prepared by the Bidder shall comprise the following components. The bids not conforming to the requirements shall be summarily rejected.

- **Bid Security**

Bid security should be furnished in accordance with Section 5.11 & Annexure 12.

- **Pre-Qualification Bid**

Pre-Qualification Bid should comprise detailed checklist for pre-qualification along with the supporting documents as defined in Section 5.18.

- **Technical Bid**

Technical Bid should comprise the followings:

- ◆ Bid Proposal Letter as per Annexure 3 and Bidder's Declaration for Acceptance of Terms & Conditions as per Annexure 4.
- ◆ Technical proposal in Annexure 6 to 8 including all the technical forms, duly filled in along with all attachments/ schedules duly completed and signed by the Bidder, together with all attachments identified. **Please note that no**



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price schedule should be indicated in the Technical Bid. The Price Bid shall be quoted in the Financial Bid only.

○ **Financial Bid**

- ◆ Financial Bid should comprise Price Schedule and covering Letter. Please refer to Annexure 10 for Financial Bid contents and formats.

5.10. Bid Prices

5.10.1. Prices in the Price Schedule

The Bidder shall quote price (**excluding taxes, levies, duties etc.**) in **Indian National Rupees (INR)**. Break up of pricing should be as per the format for Financial Bid described in Annexure 10. **The aggregated price should be quoted in figure and words in Annexure 10 which will be considered as the Final Bid Price.** The Financial Bids should strictly conform to the formats to enable evaluation of bids. **It may be noted that the bids having any hidden costs or conditional costs will be liable for rejection.**

5.10.2. Fixed Price

Prices quoted by the Bidder shall be fixed and no variation in prices will be allowed under any circumstances. No open-ended / indeterminable or conditional bids shall be entertained and the same is liable to be rejected straightway.

5.11. Bid Security (Earnest Money Deposit)

5.11.1. Amount of Bid Security (EMD)

The Bidder shall furnish, as part of its bid, a bid security in **Indian National Rupees** in the form of Demand Draft/Bank Guarantee of **Rs. 30 Lakh (Thirty Lakh)** in favour of "Commissioner Commercial Tax, M.P." from any Schedule bank payable at Indore. To be submitted Offline before opening of bid. In case of bidder's representative is willing to participate in bid opening process, it is advised to bring original EMD DD/BG before opening of bid and submit directly at Office of Commissioner Commercial Tax.

5.11.2. Requirement of Bid Security

The bid security is required to protect the Client against the risk of Bidder's conduct, which would warrant the security's forfeiture, pursuant to Section 5.11.3. Any bid not secured shall be rejected by the Client as being non-responsive, without any further correspondence.



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5.11.3. Forfeiture of Bid Security

The Bid Security can be forfeited if a Bidder

- Withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or
- During the bid process, if a Bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. The decision of the client regarding forfeiture of the Bid Security shall be final & shall not be called upon question under any circumstances.
- Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardize the interest of the client. The decision of the client regarding forfeiture of the Bid Security shall be final & shall not be called upon question under any circumstances.
- During the bid process, if any information found wrong / manipulated / hidden in the bid. The decision of the client regarding forfeiture of the Bid Security and rejection of bid shall be final & shall not be called upon question under any circumstances.

5.12. Period of Validity of Bids

5.12.1. Validity Period

All the bids shall remain valid for **180 days from the last date of submission of bids**. The Client holds the right to reject a bid which is offered as valid for a period less than this period as non-responsive, without any correspondence. However, the prices finalised after opening the tenders shall not increase throughout the period of maintenance operation.

5.12.2. Extension of Period of Validity

In exceptional circumstances, the Client may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. A Bidder may refuse the request for such extension without forfeiture of its bid security. A bidder agreeing to extend the bid validity will neither be required nor permitted to modify its bid The Bid Security provided shall also be suitably extended.



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5.13. Format and Signing of Bid

5.13.1. Authentication of Bid

The Bid shall be submitted by a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be supported by a written power-of-attorney/board resolution accompanying the Bid.

5.14. Rejection of Bid

The Bid has to be submitted only online through MP e-Procurement portal. The bids submitted by telex, fax or email shall not be entertained.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected & bid security forfeited.

5.15. Deadline for Submission for Bids

5.15.1. Last date & Address for Submission

Please Refer Section 1 of this RFP.

5.15.2. Extension for Last Date for Submission

The Client may, at its own discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Client and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

5.16. Late Bids

The late bids will not be accepted. No further correspondence on this subject will be entertained.

5.17. Opening of Pre-Qualification and Technical Bids

5.17.1. Evaluation of Pre-Qualification Cum Technical Bid

The Technical Evaluation Committee (TEC) of the Client will first open Pre-Qualification Bid and Technical Bid, after verifying the Bid Security and Bid Participation Fee, in the presence of Bidders' representatives who choose to attend the Bid opening meeting. The Bidder's representatives who are present shall sign a register evidencing their attendance.



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5.17.2. Technical Bid Presentation

The pre-qualified Bidders will be required to make a presentation on their proposal, to the Technical Evaluation Committee (TEC). The presentation will be evaluated as per evaluation criteria spelt out in Section 5.19.

5.17.3. Evaluation of Technical Bid

The technical bid document will be evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in Section 5.19. Client may ask for further clarification / documents related to evaluation of Pre-qualification and Technical Bid.

All the Bidders who secure a Technical Score of 60% or more will be declared as technically qualified. The financial bids of only the technically qualified Bidders will be opened for further processing. It is, however, clarified that, subject to other provisions of this Document, every Bidder will have to fulfil the minimum technical specifications laid down for being qualified technically.

In order to assist in the examination, evaluation and comparison of Bids, the client may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted.

5.17.4. Bids Not Considered for Evaluation

Bids that are rejected during the bid opening process due to incomplete documentation or late receipt shall not be considered for further evaluation.

5.18. Criteria for Evaluation & Comparison of Pre-Qualification Bids

A two-stage procedure will be adopted for evaluation of proposals, with the Pre-Qualification cum Technical being completed before the Financial Evaluation. The technical evaluation will consist of technical bid presentation from the bidders.



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The Pre-Qualification proposal will be evaluated using the following checklist.

Sl. No.	Pre-Qualification Criteria	Documentary Proof Required
1.	The Bidder should be a registered company as per Indian Companies Act, 1956 and should be in operation continuously for the last 5 years. The company should be working in the area of Information Technology and should be a primary objective in its charter.	Attested Copy of Registration Certificate
2.	The Bidder should be a profitable company having an average annual turnover of Rs. 500 Crores with a positive net worth during last three financial years, i.e. for 2011-12, 2012-13 and 2013-14.	Audited Balance Sheets & P&L Statements, along with CA certificate (for net worth and turn-over)
3.	The Bidder should be a CMMI level 5 certified company.	Attested Copy of Quality Certificate
4.	The Bidder should have a minimum of 500 qualified and experienced IT professionals working with the company	Bidder Undertaking (Annexure 5)
5.	The Bidder should have experience in Design, Development & Maintenance of software application for atleast 3 e-Governance projects, each of contract value of min. Rs. 5 Crore during last 5 years.	Attested Copy of Work Orders/ Contracts
6.	Bidder should not been blacklisted by any Central / State Government (Central/State Government and Public Sector)	A self-certified letter by the authorized signatory of the bidder.

Note: Consortium of companies is not allowed for the bidding process. The cited projects executed for bidder's own group of companies or JV companies will not be considered for pre-qualification. It shall be mandatory to furnish all the supporting documentary proofs along with the bid to prove the fulfilment of the eligibility criteria.

The Bidders who fail to qualify the Pre-Qualification criteria will not be called for Technical Presentation and Financial Evaluation.



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5.19. Criteria for Evaluation and Comparison of Technical Bids

The technical proposal will be evaluated based on documentary proofs submitted, using the criteria mentioned below.

Sl. No.	Attribute (s)	Category Points	Criteria	Break down Points	Documentary Proof Required in Technical Bid
1.	Annual turnover of Rs. 500 Crores or, more in each of the last three financial years i.e. for 2011-12, 2012-13 and 2013-14	10	500-750 751-1000 1001 and above	5 7 10	Attested Copy of CA certified audited Balance Sheets
2.	No. of years in operation	10	5-10 11-15 above 16	5 7 10	Attested Copy of Registration Certificate
3.	No. of employees on company payroll	10	500-750 751-1000 1001 and above	5 7 10	Self-Certified Undertaking
4.	Relevant Quality Certifications – internationally accepted	5	1-2 3 and above	3 5	Attested Copy of Quality Certificates
7.	No. of Software Development & AMC services projects implemented in Govt. or, Public Sector with contract value of minimum Rs. 5 Crore during last 5 years	20	3-4 5-6 7 and above	10 15 20	Attested Copy of Completion Certificates for submitted Work Orders/ Contracts
8.	No. of Software Development & AMC services projects implemented or currently being implemented in CBEC or any State Commercial Tax department (Excluding Special Category States) in the last 3 years	15	1 2 3 and above	5 10 15	Attested Copy of Completion Certificates for submitted Work Orders/ Contracts



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Sl. No.	Attribute (s)	Category Points	Criteria	Break down Points	Documentary Proof Required in Technical Bid
10.	Technical Bid Presentation	30	Relevant Commercial Tax experience, Understanding of scope of work, Approach & Methodology, Quality of proposed resources, etc.	30	Presentation to be made in front of the Technical Evaluation Committee (TEC)
Total Points		100			

The financial bids of only those bidders who have scored at least 65% marks in technical bid evaluation process will be considered for financial bid evaluation.

5.20. Opening of Financial Bids & Final Evaluation

5.20.1. Opening of Bids

The Financial Bids for those Bidders whose technical bids are above or equal to the minimum threshold standards (i.e. 60% marks) will be opened and compared. The Bidder is required to quote for all the items as mentioned in the Annexure 10. Therefore any Bid which does not quote for all items will be determined to be non-responsive and may be rejected.

5.20.2. Announcement of Financial Bids

The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance. The name of Bidder, Bid Prices, Discount, etc. will be announced at the meeting.

5.20.3. Rectification of Errors

Arithmetical errors in the Financial Bid will be rectified on the following basis.



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- **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 will be considered for future calculations.**
- If there is a discrepancy between words and figures, the amount in words shall prevail.
- If the bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

5.20.4. Final Evaluation

The Financial Bids of the technically qualified bidders will be evaluated. The Final Evaluation process will be based on **Quality cum Cost Based Selection (QCBS)** option. The weightage of the technical and financial parameters will be in the ratio of **70:30** respectively. For calculation of the combined Technical and Financial Score of all bidders, following formula will be used:

$$\text{Total Score} = [(\text{Technical Score} \times 0.70) + ((\text{LP/OP} \times 100) \times 0.30)]$$

where, **Technical Score** is marks obtained by the bidder in Technical Evaluation

LP is the Lowest Price offer of the Technically Qualified Bidders

OP is the Offer Price of the bidder being evaluated

The Bidder scoring the **highest "Total Score"** will be selected.

5.21. Contacting the Client

5.21.1. Contact by Writing

No bidder shall contact the Client on any matter relating to its bid, from the time of bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of the Client, it should be done in writing.

5.21.2. Rejection of Bid

Any effort by a Bidder to influence the Client in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

5.22. Client's right to accept any Bid and reject any or, all Bids

Notwithstanding anything contained in this Tender Document, the Client reserves the right to accept or reject any Bid or to annul the bidding process fully or partially or modify the same and to reject all Bids at any time prior to the award of Contract, without incurring any liabilities in this regard.



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5.23. Notification of Award

5.23.1. Notification to Bidder

Before the expiry of the period of validity of the proposal, the Client shall notify the Successful Bidder in writing by registered letter or by fax, that its bid has been selected. The Bidder shall acknowledge in writing by sending his Letter of Acceptance (LOA) along with the performance guarantee pursuant to Section 4.25 within two weeks (14 days) of receiving the notification of award.

5.23.2. Discharge of Bid Security

On receipt of the LOA along with the performance guarantee from the Successful Bidder, the bid security of all the bidders will be released.

5.23.3. Signing of Contract

Upon receiving the performance guarantee, the client will initiate the signing of the contract. With the signing of contract, the bidder will initiate the execution of the work as specified in the agreement.

5.23.4. Expenses for the Contract

The incidental expenses of execution of contract agreement shall be borne by the Successful Bidder.

5.23.5. Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of the client with such penalties as specified in the Bidding document and the Agreement.

5.24. Performance Guarantee

Within 14 days of Bidder's receipt of notification of award, the Bidder shall furnish performance guarantee equal to ten percent (10%) of the contract value as per Annexure 11.

The Performance Guarantee shall be denominated in Indian Rupees and can be furnished in form of Demand Draft or Bank Guarantee from a Schedule Bank, located in India, in favour of client valid for the entire contract period of 3 years plus an additional 6 months thereafter.



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The proceeds of the performance guarantee shall be payable to the Client as compensation for any loss(es) resulting from the failure of the Successful Bidder to meet out its obligations under the Contract.

Failure of the successful Bidder to comply with the Performance Guarantee shall constitute sufficient ground for the annulment of the award and forfeiture of the Performance Guarantee, in such event the Client may make the award to the next lowest evaluated Bidder or may call for new bids.

5.25. Schedule of Payments

The Successful Bidder should provide Application Development including operation and maintenance for a period of 3 years initially. The schedule of payments will be as per given below.

5.25.1. Operations and Maintenance

The operations and maintenance cost will be paid in 12 quarterly instalments for 3 years after the end of each quarter, starting from signing of the agreement.

5.25.2. Software Design, Development, Testing and Implementation

The software design, development, testing and implementation cost will be paid in three phases, as per below schedule:

Amount Payable	Phase	Duration	Payment
45%	1	3 Months	At the end of 3 rd month.
45%	2	3 Months	At the end of 6 th month.
10%	-	-	After 3 months of last phase

5.25.3. GST related developments

Payment schedule for GST related developments shall be finalized separately, based on mutual consent between the Department and the successful bidder. As and when it will be applicable, the phases of GST related developments would be mutually agreed upon and payments would be made accordingly.

GST related changes shall be included for financial evaluation, but will not be payable unless GST related developments are asked by the Department to be developed.



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5.25.4. Hardware / Devices

Amount Payable	Phase	Payment
70%	Hardware Delivery and commissioning	After successful delivery and commissioning of all hardware.
30%	Operations and Maintenance of Hardware	In equal instalments (QMC= 30% of hardware amount / remaining quarters), at the end of every quarter, starting after above phase.

Note:

1. On successful completion of work after 3 years, the contract period for Operation and Maintenance phase may further be extended by up to 2 years at a **10% increase** in the respective amount as quoted by the bidder for Software Operations and Maintenance phase, solely at the discretion of the Client. This amount will be paid on quarterly basis as mentioned in Section 5.25.1. **In such case, the performance guarantee furnished by bidder under this agreement shall be released only after furnishing performance guarantee for the extended period.**
2. No Advance payment shall be made at any stage.
3. All taxes and duties levied only by the State or Central Government will be borne by the Client.
4. TDS will be deducted as per prevalent laws.

5.26. Resolution of Disputes

MPCTD and the successful bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract. If, after thirty (30) days from the commencement of such informal negotiations, MPCTD and the successful bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by Principal Secretary (MPCTD) or a third party.

In case of a dispute or difference arising between the MPCTD and the successful bidder relating to any matter arising out of or connected with the agreement, such



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disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.



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6. Annexures

Annexure No.	Description
Annexure 1	VATIS Application & Web Portal
Annexure 2	List of Items under FMS
Annexure 3	Bid Proposal Letter
Annexure 4	Declaration for Acceptance of Terms & Conditions
Annexure 5	Bidder Undertaking
Annexure 6	Technical Bid Covering Letter
Annexure 7	Technical Bid Form
Annexure 8	Technical Deviation Form
Annexure 9	CV Details Format
Annexure 10	Financial Bid Covering Letter
Annexure 11	Performance Guarantee Format
Annexure 12	Bid Security Form
Annexure 13	Queries/Suggestion Format



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ANNEXURE 1: VATIS Application & Web Portal

Commissioner Commercial Tax (CCT), Madhya Pradesh is the largest revenue earning Department of MP Government having 5 zonal offices, 16 divisional offices, 84 circle offices, 6 Anti evasion Bureaus, 5 Tax Audit Wings and 28 check posts spread over the State for administering the activities of tax collection for the Government. With the computerization of the Commercial Tax Department (CTD), we are providing our dealers, taxpayers and departmental users, a gamut of services through an interactive public web portal and a VAT enabled application.

This project has helped the Department in improving our tax collection from Rs. 3,463 crores in 2002-03 to Rs. 19,706 crores in 2013-14 (more than 5 times). One of our biggest achievements has been the growing popularity of our web portal.

The Department is providing various e-Services to the departmental officials through VATIS application, including (but not limited to):

▪ **Registration**

- Online request and processing of Dealer registration.
- View tax payer profile.
- Statutory forms (C, F, H, E-1 and E-2) approval.
- Amendment and cancellation of the registration.
- SMS facility of key transactions.
- Uploading of statutory forms data received from the other states.

▪ **Return**

- View dealer return details.
- Capturing and processing of periodical returns filed.
- Information of Return defaulters generated
- Quick catch and action against return defaulters. Generation of notices to defaulters

▪ **Audit Module**

- Institution & allotment of audit cases through system
- Selection of cases for audit on basis of predefined parameters
- All necessary information available to audit officer through interface with other modules

▪ **Assessment**

- Institution of assessment cases through system.



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- SMS for assessment transactions.
- All necessary information available to assessing officer through interface with other modules.
- **Arrear Recovery System (ARS)**
 - Institution of recovery cases by interface with other modules.
 - Various recovery cases of a particular dealer consolidated in one place
 - Assistance in compliance of time bound recovery processes
- **Enforcement**
 - Processing of check-posts information through system.
 - E-gate pass generation at the check-posts.
 - Task creation/Penalty initiation for vehicle carrying invalid/duplicate waybill at the check posts.
 - Random checking and detention of vehicle by system.
 - Parameter based blocking of vehicle/TIN/waybill/transporters.
 - Institution and processing of penalty cases through system
 - Enrolment of transporters for transshipment in MP
- **Appeal and Court Cases**
 - Filing of appeal against order passed by assessing officer.
 - Processing of court cases.
 - OIC appointment for a case from system.
- **Tax Accounting System**
 - Reconciliation of bank challan with dealer copies
 - Electronic porting of challan
 - Generation of Revenue reports through system
 -

The Department is providing various e-Services to the dealers through portal including (but not limited to):

- Online registration, amendment and cancellation of tax payers.
- Online filing of returns.
- Comprehensive dealer profile.



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- Dealer search, view dealer return facility.
- Online challan generation for tax payment.
- E-payment facility for tax payers.
- Verification of authenticity of the statutory forms.
- Online enrollment for the transit pass.
- Online statutory forms download.
- Online generation of Waybills (Form 49, Form 50, Form 59 and Form 60)
- E-gatiman registration for waybills generation through SMS.
- Online tax clearance and duplicate certificate.
- Online audit report submission
- Verification of Waybills, TIN and Statutory forms (C, F, H, E1 & E2) through SMS, Mobile App and Web Portal.

The department has recently launched e-Gatimaan facility to generate Form 49 through a single SMS.

Two Mobile Applications have been developed for dealers and CTD officers. Facilities being provided through mobile apps are including (but not limited to):

1. MPVAT Dept- For CTD officers

- E-gate pass verification
- TIN verification
- Verify statutory forms
- View return status

2. MPVAT Public

- View return status
- Verify statutory forms
- Form 50 request
- Form 60 request
- Form 49 request
- TIN verification
- Track Application status



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The Department is working continuously towards enhancing Stakeholder Satisfaction by frequent interactions with dealers and taxpayers through emails, Push-SMS, Pull-SMS, Mobile Apps, trainings and departmental Helpdesk.

The detailed User Manuals of various services can be accessed by clicking on 'User Manual' link on 'Download' section of Departmental portal (<https://mptax.mp.gov.in>).

Technology being used:

- Spring 2.5 and Struts 1.1 Framework with Java 1.5
- Oracle Application server with BC4J Architecture
- Oracle Database (11g)
- Jasper Reports 2.0
- Excel Macros for Templates

URL of the Portal: <https://mptax.mp.gov.in>



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ANNEXURE 2: List of Items under FMS

Sl. No.	Item Description	UOM	Qty.	Make	Model
	Server Hardware Components				
1.	Application Server	Nos.	4	IBM	3650
2.	Web Server	Nos.	4	IBM	3650
3.	File Server	Nos.	2	IBM	3650
4.	Database Server	Nos.	3	IBM	3850
5.	Mail Server	Nos.	1	IBM	3650
6.	Mail Gateway Server	Nos.	1	Symantec	Bright Mail
7.	DNS Server	Nos.	3	IBM	3650
8.	Development Server	Nos.	1	IBM	3650
9.	Backup Server	Nos.	1	IBM	3650
10.	SMS Server	Nos.	1	IBM	3650
11.	CA Monitoring Server	Nos.	6	IBM	3650
12.	Firewall Server	Nos.	3	IBM	3650
13.	Firewall Hardware	Nos.	2	Cisco	5200
14.	Workstations	Nos.	12	HP	XW9400
15.	Proxy Server Module for Unlimited User License	Nos.	1	AnexGate	PG400
16.	SAN Controller	Nos.	2	IBM	DS4800
17.	SAN Switches	Nos.	2	IBM	2005-B64
18.	HDD Expansion Unit	Nos.	8	IBM	EXP810
19.	Backup Hardware Tape Library	Nos.	2	IBM	TS3310
20.	Intrusion Prevention System (IPS)	Nos.	1	Cisco	4225
21.	Security Appliance	Nos.	2	Cisco	ASA5510
22.	Link Load Balancer	Nos.	2	Radware	LinkProof 202
23.	Server Load Balancer	Nos.	2	Radware	App. Director
24.	IVR + Help Desk	Nos.	2	Nortel	BCM400
25.	Finger Print Reader	Nos.	2	IBIOS	IBios LS1000M
	Network Components				
26.	Core Switch	Nos.	1	Cisco	4548
27.	Switch 12 port	Nos.	5	Cisco	500G
28.	Switch 24 port	Nos.	117	Cisco	2960
29.	Switch 8 port	Nos.	31	Cisco	2960
30.	DMZ Switch	Nos.	2	Cisco	3750
31.	Internet Router	Nos.	2	Cisco	2851
32.	Intranet Router	Nos.	2	Cisco	2811
33.	WAN Router	Nos.	2	Cisco	7204
34.	16 Port KVM Switch	Nos.	3	DLink	DKVM-6
35.	G.703 & V.35 Lease Line Modems 2 MBPS	Nos.	10	Atrie	Wirespan 5000



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Sl. No.	Item Description	UOM	Qty.	Make	Model
36.	Remote Router	Nos.	75	Cisco	2811
37.	42 U Racks	Nos.	6	Comrack	
38.	12 U Racks	Nos.	54	Comrack	
39.	9 U Racks	Nos.	21	Comrack	
40.	24 Port Cat 6 Patch Panel UTP	--	--	DAX	
41.	Cat 6 Single Port Information Outlet along with Surface Mount Box	Nos.	2120	DAX	
42.	Cat 6 Patch Cord 1 mtrs, Factory Crimped	Nos.	2120	DAX	
43.	Cat 6 Patch Cord 5 mtrs, Factory Crimped	Nos.	2120	DAX	
44.	Cat 6 Cable	--	--	DAX	
45.	Structure Cabling in PVC/ Conduit with Integration	--	--	DAX	
	Software Components				
46.	Oracle with ATS support (including all kind of software updates & upgrades require for required level of performance)			Oracle	
47.	Backup Software	Nos.	1	IBM	Tivoli
48.	Mail Management System	Nos.	1	Lotus	Domino
49.	Enterprise Network Management System	Nos.	1	CA	E- Health
50.	Service Desk System	Nos.	1	CA	Service Desk
51.	Server Management System	Nos.	1	CA	NSM
52.	Database Management System	Nos.	1	CA	DB Cluster
53.	Desktop Management System	Nos.	1	CA	DSM
54.	Synaptris Reporting Solution	Nos.	1	Synaptris	IntelliVIEW
55.	Antivirus Software	Nos.	2000	Kaspersky	Workstation
	Data Center Components				
56.	UPS Power Distribution System	--	--		
57.	Precision Air Conditioning System	Set	5	Emerson	
58.	CCTV Based Surveillance System	Set	2	AvTech	
59.	Intrusion Detection System	Set	2	Nitinfire	
60.	Fire & Smoke Detection and Alarm System	Set	2	Nitinfire	Eurotech
61.	Automatic Fire Suppression system	Set	2	Nitinfire	
62.	Public Address System	Set	1	Ahuja	
63.	Pest & Rodent Repellent System	Set	2	R-Scat	
64.	Water Leak Detection System	Set	2	Jayfire	
65.	Common Alarm System	Set	2	Nitinfire	
66.	Data Safe	Set	2	Godrej	
67.	Assess Control System	Set	2	Spectra	Act500
68.	Data Centre and Disaster Site Access Control System	Nos.	2	Logicon	
69.	Civil works and Interiors	--	--		
	UPSs & DG Sets				



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Sl. No.	Item Description	UOM	Qty.	Make	Model
70.	UPS Online 60 KVA with batteries	Nos.	2	Emerson	7400M
71.	UPS Online 25 KVA with batteries	Nos.	12	Emerson	HiPulse
72.	UPS Online 20 KVA with batteries	Nos.	17	Emerson	S420D
73.	UPS Online 10 KVA with batteries	Nos.	29	Emerson	S410D
74.	UPS Online 6 KVA with batteries	Nos.	8	Emerson	GMXT6000L MT
75.	UPS Online 2 KVA with batteries	Nos.	15	Emerson	GMXT2000L MT
76.	250 KVA DG Set for backup at Data Center	Nos.	1	Kirloskar	



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ANNEXURE 3: Bid Proposal Letter

(To be submitted in the letterhead of client)

Commissioner Commercial Tax
Moti Bungalow Court Compound
M.G Road, Indore
Madhya Pradesh
Subject: Intent to Bid

Having examined the Bid Documents including Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to take up the Application Development work including Operation and Maintenance of VATIS Application & Web Portal under Computerisation Project of MPCTD in conformity with the said bidding documents.

We undertake, if our bid is accepted, to deliver the services, in accordance with the time schedule approved by the Competent Authority.

We agree to abide by this bid for a period of 180 days after the date fixed for bid opening or for any further period for which bid validity has been extended and it shall remain binding upon us and Bid may be accepted at any time before expiration of that period.

Until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Date (Signature).....

Place in the capacity of:.....

Duly authorized to sign Bid for and on behalf of

.....



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**ANNEXURE 4: Declaration for Acceptance of Terms &
Conditions**

(To be submitted in the letterhead of client)

To,

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. _____] regarding Appointment of Application Development vendor for Operation and Maintenance of VATIS Application & Web Portal under Computerisation Project of MPCTD in Madhya Pradesh.

I declare that all the provisions of this RFP Document are acceptable to my Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name: _____

Designation: _____

Company: _____

Address: _____

Note: - Copy of authorization by competent authority in the bidders company Pertaining to not only this form but entire bid should be enclosed.



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ANNEXURE 5: Bidder Undertaking

(To be submitted in the letterhead of client)

To,

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [_____] regarding Appointment of Application Development vendor for Operation and Maintenance of VATIS Application & Web Portal under Computerisation project in MPCTD.

I hereby declare that my company has a minimum of 500 qualified and experienced IT professionals currently on its roll. I further certify that I am competent authority in my company has authorized me to make this declaration.

Yours very truly,

Name: _____

Designation: _____

Company: _____

Address: _____



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ANNEXURE 6: Technical Bid Covering Letter

(To be submitted in the letterhead of client)

Commissioner Commercial Tax
Moti Bungalow Court Compound
M.G Road, Indore
Madhya Pradesh

Dear Sir,

Ref: Bid: Appointment of Application Development vendor for Operation and Maintenance of VATIS Application & Web Portal for MPCTD

Having examined the Bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the Bid for CCT, Government of Madhya Pradesh. To meet such requirements and provide such services as required are set out in the Bid document, we attach hereto the Bid technical response as required by the Bid document, which constitutes our proposal.

We undertake if our proposal is accepted, we will obtain a performance security issued by a nationalized bank in India, acceptable to Competent Authority, for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the Bid document and also agree to abide by this Bid response for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this Bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Competent Authority.

We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Competent Authority is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Competent Authority as to any material fact.

We agree that you are not bound to accept the lowest or any Bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the Bid response without assigning any reason whatsoever. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.



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Dated this Day of < >
(Signature)

(In the capacity of).....
Duly authorized to sign the Bid Response for and on behalf of:
(Name and Address of Company)

Seal/Stamp of bidder

Witness Signature:
Witness Name:
Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and that
.....who signed the above Bid is
authorized to bind the corporation by authority of its governing body.

Date:..... (Signature).....
Place:..... Name and Designation:.....



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ANNEXURE 7: Technical Bid Form

(To be submitted in the letterhead of client)

1. General Information			
Sl.	Particulars	Details to be furnished	
I. Details of the Bidder (Company)			
	Name		
	Address		
	Telephone	Fax	
	E-mail	Website	
II. Details of Authorized person			
	Name		
	Address		
	Telephone	E-mail	

2. Information about the Company						
Name of Bidder	Status of Company (Public / Pvt. Ltd.)	Whether Bidder or Member	Details of Incorporation of the Company		Details of Commencement of Business	
			Date	Ref. #	Date	Ref. #

3. Financial Details (as per audited Balance Sheets)					
Name of Bidder	Turnover of Company (Rs. in crores)				*Net Worth of the Company as on 31 st March 2014 (Rs. in crores)
	FY 2011-12 (A)	FY 2012-13 (B)	*FY 2013-14 (C)	Average of A, B & C	

Date:..... (Signature)

Place:..... in the capacity of:.....

Duly authorized to sign Bid for & on behalf of

.....

Contact Number:.....



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ANNEXURE 8: Technical Deviation Form

(To be submitted in the letterhead of client)

Following are the technical deviations and variations from the requirements of operation and maintenance project of CCT, Madhya Pradesh. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be executed as per bid document specifications.

Sr. No.	Clause No.	Page No.	Statement of Deviations and Variations	Reasons for change

Date:.....

(Signature)

Place:.....

in the capacity of:.....

Duly authorized to sign Bid for & on behalf of

.....

Contact Number:.....



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ANNEXURE 9: CV Details Format

1.	PROPOSED DESIGNATION				
2.	NAME				
3.	DATE OF BIRTH				
4.	TOTAL YEARS OF WORK EXPERIENCE				
5.	NO. OF YEARS OF WORK EXPERIENCE IN COMPANY				
6.	EDUCATION	Year	Degree/Diploma	Institution/University	
7.	OTHER TRAINING & CERTIFICATIONS				
8.	LANGUAGES WITH DEGREE OF PROFICIENCY	Language	Read	Write	Speak
		English			
		Hindi			
9.	SUMMARY OF EXPERIENCE				
10.	TECHNICAL SKILL SETS				
11.	EMPLOYMENT RECORD (Use extra rows if required)				
A.	FROM – TO				
	EMPLOYER				
	POSITION HELD				
B.	FROM – TO				
	EMPLOYER				
	POSITION HELD:				
12.	WORK UNDERTAKEN (Use extra rows if required)				
A.	NAME OF ASSIGNMENT				
	DURATION				
	LOCATION				
	CLIENT				
	MAIN PROJECT FEATURES				
	POSITIONS HELD				
	ACTIVITIES PERFORMED				
B.	NAME OF ASSIGNMENT				
	DURATION				
	LOCATION				
	CLIENT				
	MAIN PROJECT FEATURES				
	POSITIONS HELD				
	ACTIVITIES PERFORMED				



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ANNEXURE 10: Financial Bid Covering Letter

(To be submitted in the letterhead of client)

Commissioner Commercial Tax
Moti Bungalow Court Compound
M.G Road, Indore
Madhya Pradesh

Dear Sir,

Ref: Bid: Appointment of Application Development vendor for Operation and Maintenance of VATIS Application & Web Portal for MPCTD

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the Professional services as required and outlined in the Bid for CCT, Government of Madhya Pradesh. To meet such requirements and to provide services as set out in the Bid document following is our quotation summarizing our Financial proposal.

Sr No	Item	Cost
A.	Total Operations and Maintenance Cost.	Rs. _____ /-
B.	Total Software Design, Development, Testing and Implementation Cost.	Rs. _____ /-
C.	Total Cost for GST related developments**	Rs. _____ /-
D.	Total Hardware Cost (including Digital Signature (1850), Biometric Devices (4000) and Handheld Devices (120))	Rs. _____ /-
	Total Aggregated Cost in figure*	Rs. _____ /-
	Total Aggregated Cost in words	Rupees _____ _____ only

- The prices should be fixed for entire duration of the agreement.
- All taxes and duties levied only by the State or Central Government will be borne by the Department. Prices shall be inclusive of all taxes and duties except service tax. The service tax will be paid extra by the department as per the prevalent tax rates.



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***Software development changes apart from mentioned in RFP-Section 3 will be paid at the rate of 8500/- per man days (1 man day = 8 hours). This will be limited to 10% of total contract value. Further change requests can be implemented after prior approval of Government of Madhya Pradesh.**

****GST related shall be included for evaluation, but will not be payable unless GST related developments are asked by the department to be developed.**

We attach hereto the financial proposal as required by the Bid document, which constitutes our proposal. We undertake, if our proposal is accepted, we will obtain a performance security in the format given in the Bid document issued by a nationalized bank in India, for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions in the Bid document and also agree to abide by this Bid response for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us, until within this period a formal contract is prepared and executed, this Bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Competent Authority is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Competent Authority as to any material fact.

We agree that you are not bound to accept the lowest or any Bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the Bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of < >
(Signature)

(In the capacity of).....
Duly authorized to sign the Bid Response for and on behalf of:
(Name and Address of Company)

Seal/Stamp of bidder

Witness Signature:
Witness Name:
Witness Address:



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CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and that
.....who signed the above Bid is
authorized to bind the corporation by authority of its governing body.

Date:.....

(Signature).....

Place:.....

Name and Designation:.....



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ANNEXURE 11: Performance Guarantee Format

To

1. Whereas M/s. _____ (hereinafter called "MPCTD Project Operator") has agreed to carry out the services for _____ (hereinafter called "Client") on behalf of Government of Madhya Pradesh, they are supposed to furnish Performance Security for the onsite operation and maintenance during 3 years.

2. NOW THEREFORE KNOW ALL THE MAN THESE PRESENTS THAT WE, _____ (Bank Name) _____ having its Head Office at _____ (hereinafter called "the Bank") are bound upto the Client in the sum of Rs. _____/- (Rs. _____) only) for which payment will and truly to be made to the said Client, the Bank binds itself, its successors and assignees by these presents.

3. The Bank further undertakes to pay to the purchaser upto the above amount on receipt of its first written demand, without the Client having to substantiate its demand. The Client's decision in this regard shall be final and shall not be called upon to question under any circumstances. The Bank Guarantee will remain in force upto _____. However, its validity can be got extended before _____ solely at the instance of the Purchaser. This clause shall remain valid notwithstanding anything else contained to the contrary in this document.

4. Our liability under this guarantee is restricted to Rs. _____/- (Rupees _____) only and it will remain enforce upto _____ unless a demand in writing is received by the bank on or before _____, all your rights under the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities thereunder.

5. Sealed with the Common Seal of the said Bank this _____ day of _____, 2015. In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____ day of _____, 2015

For Bank _____

Witness

Signature

Name

M/s. _____ (complete address)



**Tender Document for Selection of Service Provider For
Development And Maintenance of VATIS Application & Web Portal
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ANNEXURE 12: Bid Security Form

(To be submitted in the letterhead of client)

PARTICULARS OF BID SECURITY

1. Name of the Bank
2. Name, Address, Tel. No.
& Fax No's of Bank Branch
Issuing the draft
3. IFS Code No. of Bank Branch.....
4. Code No. of signatories of
the security
5. Amount of Draft
6. Bank Draft No. and Date
7. Valid up to (give date)

Note: Demand Draft of Bid Security should be attached.

Date:..... (Signature).....

In the capacity of

Place:..... Duly authorized to sign Bid for and on behalf of

.....
Contact Number:.....



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ANNEXURE 13: Queries / Suggestions Format

Name of the Company:.....

Name of the Concerned Person:.....

Email id of Concerned Person:.....

Sl. No.	Clause Reference No. of the RFP	Page No.	Query / Suggestion
1.			
2.			
3.			