



The State Trading Corporation of India Limited

Request for Proposal (RFP)

RFP No. STC/MSD/IT/RFP/2014/2

Date: 05/08/2014

The State Trading Corporation of India Limited invites proposals for **Implementation and Support of ICT Applications**. For details, please visit websites www.stc.gov.in or www.tenders.gov.in or www.eprocure.gov.in.

Interested bidders will be required to enter into an Integrity Pact with STC as per prescribed format that may be collected from STC or may be downloaded from STC website link, <http://stc.gov.in/corporate-commitments/integrity-pact.aspx>.

Only those bidders, who sign an Integrity Pact with STC in the prescribed format and submit the same along with other documents in Technical Bid, shall qualify to participate in the bidding process.

The implementation of Integrity Pact under this RFP shall be monitored by Independent External Monitors (IEMs) appointed by STC for this purpose, namely, Mr. Ashok Sinha and Mr. Kaushlesh K Sinha whose contact details have been provided in RFP.

Last date for receiving the offers is 03.09.2014 (11:00 A.M.)

Bidders may regularly visit STC website for any information / clarification / addendum / corrigendum etc. related to this RFP, processing of bids received, award of job, etc. STC shall not be liable to send any individual information or publish a public notice for any further information regarding this RFP.

Anand Parkash
DGM
Ph.: 011-23462026
Mob.: 09810076583

Note: Following Sections of the RFP are available on STC website (<http://stc.gov.in/downloads/rfp-for-implementation-support-of-ict-applications.aspx>) for downloads:

- Section 11: Bidding Forms (.doc).
- Section 14: Functional Requirements (.xls).
- Section 15: Non-Functional Requirements (.xls).
- Section 16: Technical Specification (.xls).

STC may be contacted for any assistance regarding softcopy of these documents.



REQUEST FOR PROPOSAL (RFP)

FOR

Implementation and Support of ICT Applications

RFP No.	STC/MSD/IT/RFP/2014/2 dated 05/08/2014
Last Date and Time for Submission of Bids	03/09/2014 at 11:00 AM
Date and Time of Opening of Technical Bids	03/09/2014 at 11:30 AM

The State Trading Corporation of India Ltd.

Jawahar Vyapar Bhawan
Tolstoy Marg, New Delhi-110001

Tel: +91 11 23462026

Fax No: +91 11 23701106

E-Mail: it@stc.gov.in

Web: www.stc.gov.in

Table of Contents

1.	BID DATA SHEET	4
2.	DEFINITIONS.....	6
3.	STC – BACKGROUND.....	8
3.1	About STC	8
3.2	Existing IT Infrastructure Details	8
4.	PROJECT OVERVIEW	11
4.1	Project Objective	11
4.2	Application Architecture.....	11
4.3	Proposed Applications	13
4.4	Minimum Hardware Requirements	14
5.	INSTRUCTION TO BIDDERS.....	15
5.1	Pre-qualification Criteria for Bidders.....	15
5.2	Consortium.....	16
5.3	Conflict of Interest.....	16
5.4	Clarifications/Amendments to RFP Document	17
5.5	Return of Information to STC	18
5.6	Cost Incidental to Bid Preparation.....	18
5.7	Right to Accept or Reject Bids	18
5.8	Statement of Deviations	18
5.9	Integrity Pact.....	18
5.10	Address of Correspondence.....	19
5.11	Collusive Proposal.....	19
5.12	Period of Validity of Bids.....	19
5.13	Withdrawal of Bids.....	19
5.14	Site Conditions.....	19
5.15	STC’s Right to Vary Quantities at Time of Award.....	20
5.16	Confidentiality.....	20
5.17	Disclaimer	20
6.	PREPARATION OF BID.....	21
6.1	Governing Language	21
6.2	Preparation of Bid.....	21
6.3	Submission of Bids	26
7.	BID EVALUATION.....	27
7.1	Stage One: EMD and Letter of Authorization	27
7.2	Stage Two: Pre-qualification Bid Evaluation	27
7.3	Stage Three: Technical Bid Evaluation.....	27
7.4	Stage Four: Financial Bid Evaluation	31
7.5	Award of Contract.....	32
8.	SCOPE OF WORK	34
8.1	Data Centre and Disaster Recovery Centre	38
8.2	Networking and Internet Connectivity Services.....	40
8.3	Implementation Services	42
8.4	Maintenance and Support Services	49
8.5	Others.....	52
8.6	Increase in number of users	53
8.7	Geographical Scope	53
8.8	Preparation of Crisis Management Plan (CMP)	53
8.9	Exit Plan.....	53
9.	PROJECT TIMELINES	55
10.	PAYMENT TERMS	56
11.	BIDDING FORMS.....	58
	FORMAT 1 PART A: EARNEST MONEY DEPOSIT (EMD) AND LETTER OF AUTHORIZATION	59
	FORMAT 2 LETTER OF AUTHORISATION	61
	FORMAT 3 PART B: PRE-QUALIFICATION BID	62
	FORMAT 4 PART C: TECHNICAL BID	65
	FORMAT 5 PART D: FINANCIAL BID.....	68
	FORMAT 6 DETAILED PRICE BREAKUP.....	70
	FORMAT 7 UNPRICED BILL OF MATERIALS	75
	FORMAT 8 PROJECT EXPERIENCE	77
	FORMAT 9 DATA CENTRE EXPERIENCE	78

FORMAT 10 THE TEAM PERSONNEL	79
FORMAT 11 FORMAT OF CURRICULUM VITAE	80
FORMAT 12 DEVIATIONS FROM CONDITIONS OF CONTRACT	81
FORMAT 13 MANUFACTURER'S AUTHORIZATION FORM	82
FORMAT 14 OEM VALIDATION LETTER	83
FORMAT 15 INTEGRITY PACT	84
FORMAT 16 DETAILS OF CONFLICT OF INTEREST	88
FORMAT 17 FORMAT FOR BANK GUARANTEE	89
12. CONTRACT FORMS	90
12.1 Contract Form	90
12.2 Performance Bank Guarantee	114
13. PERFORMANCE LEVELS AND PENALTY PROVISIONS	116
13.1 Purpose	116
13.2 Description of Service Provided	116
13.3 Duration	116
13.4 Required Service Window	116
13.5 Parameters for Performance	117
13.6 Reporting	123
13.7 Penalties	123
13.8 Monitoring and Auditing	124
13.9 Issue Management and Escalation Procedures	125
13.10 Change Management	125
14. FUNCTIONAL REQUIREMENTS	127
14.1 General Requirements	127
14.2 Finance and Accounts	132
14.3 Payroll	184
14.4 Human Resource and Employee Self Service	195
14.5 Intranet Portal	219
14.6 Document Management System and Workflow	227
14.7 Management Information System: Reports Requirements	237
15. NON-FUNCTIONAL REQUIREMENTS	245
16. TECHNICAL SPECIFICATIONS	249
16.1 Blade Server	249
16.2 Blade Chassis	250
16.3 UTM	253
16.4 Internet Router	255
16.5 MPLS Router	257
16.6 Branch Router	259
16.7 Core Switch	261
16.8 Access Switch POE	264
16.9 Wireless Access Controller	265
16.10 Wireless Access Points	267
16.11 Storage Array	267
16.12 Tape Library	269
16.13 Rack Server	270
16.14 Load Balancer	271
17. BANDWIDTH REQUIREMENTS	276

1. Bid Data Sheet

1.	RFP No.	STC/MSD/IT/RFP/2014/2
2.	Project	Implementation and Support of ICT Applications
3.	Contact Person	Anand Parkash Deputy General Manager-IT Ph. No. 011-23462026 Mob. No. 09810076583 Fax No: +91 11 23701106 E-Mail: it@stc.gov.in
4.	Bid Copies to be submitted	Two hard copies (One original and one copy) and two soft copies in CD / Pen Drive
5.	Bidding Process	Single Stage; 4 sealed envelopes (EMD, Pre-Qualification, Technical Bid and Financial Bid) sealed together in an outer envelope
6.	Website for RFP download and any other related information	www.stc.gov.in
7.	Validity of Bid	The Bid shall be valid for a period of 90 days from the last date of submission
8.	Non-refundable Bidding Fee (INR)	10,000 (Ten Thousand only) in the form of Demand Draft payable at New Delhi to be submitted as part of the bid
9.	Bid Security – EMD (INR)	10,00,000 (Ten Lac only) in the form of Demand Draft payable at New Delhi or Bank Guarantee to be submitted as part of the bid
10.	Selection Method	L1: Lowest Price among technically qualified bidders
11.	Time frame for supply and implementation (excluding handholding and support)	6 months
Schedule of Events		
	EVENT	VENUE/DATE/TIME
1.	Submission of Bids	Tender Box kept at Reception The State Trading Corporation of India Limited Jawahar Vyapar Bhawan, Tolstoy Marg New Delhi- 110001 Latest by 03/09/2014 at 11:00 AM
2.	Opening of EMD, Pre-Qualification and Technical Bids	Knowledge Centre, 4 th Floor The State Trading Corporation of India Limited Jawahar Vyapar Bhawan, Tolstoy Marg New Delhi- 110001 03/09/2014 at 11:30 AM
3.	Opening of Financial Bids	Will be intimated later to Technically Qualified Bidders

Note: In case any of the days mentioned above happens to be declared a holiday, the said event shall be held on the following working day at the same time and venue.

2. Definitions

S. No	Terms Used	Details
1.	Act	Shall mean The Companies Act, 1956 (As amended)
2.	Award of Contract	Shall mean the issue of the Letter of Intent (LOI) by STC
3.	Bid	Shall mean the proposal/document that the Bidder submits in response to this RFP and will include any clarifications / information subsequently provided in response to query
4.	Bidder	Shall mean any agency that quotes against this RFP
5.	Completion	Shall mean the completion of all the Goods and the Related Services by the Selected Bidder as per the terms and conditions specified in the Contract.
6.	Contract	Shall mean the Agreement entered into between STC and the Selected Bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
7.	Contract Period	Shall mean the period from the date of signing of the Contract to completion of maintenance and support phase which shall be for a period of 5 years from the date of Go-Live.
8.	Contract Price	Shall mean the total prices quoted by the Selected Bidder in Financial Bid, subject to any additions and adjustments thereto or deductions there from, as may be made in terms of the Contract.
9.	Corrigendum	Shall mean any changes or additions in the content of this RFP including, but not limited to, scope of work, terms and conditions, schedule of events or any other details. The changes would be notified by STC as per procedure indicated in the RFP.
10.	Delivery	Shall mean the transfer of the goods and services from the Selected Bidder to the STC and acceptance thereof in accordance with the terms and conditions specified in the Contract.
11.	GoI	Shall mean Government of India
12.	Goods	Shall mean all hardware, software, networking equipment and/or other equipment accessories and materials that the Selected Bidder is required to provide under the Contract.
13.	Go-Live	Shall mean the system can be used after all the tests on it have been completed and accepted by STC.
14.	Instruction	Shall mean any drawings and/or instruction in writing, including but not limited to details, directions and explanations issued by STC from time to time during the Contract Period.

S. No	Terms Used	Details
15.	Intellectual Property Rights	Shall mean any patent, copyright, trademark, trade name, service marks, brands, proprietary information, whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
16.	Letter of Intent (LoI)	Shall mean a written communication to the Selected Bidder of STC's intention to sign Contract with it to fulfil the requirements of RFP
17.	Locations	Shall mean all the concerned identified office locations of the STC across India, where the Selected Bidder needs to do the implementation and provide support and maintenance service.
18.	Notice in Writing or Written Notice	Shall mean a notice, in written, typed or printed characters sent or delivered personally / e-mail/ fax / registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in ordinary course of post it would have been delivered.
19.	OEM	Shall mean the original equipment manufacturer of any equipment /system /software/product that is proposed to be supplied to STC as per the scope of work defined in this RFP.
20.	Party	Shall mean STC or the Selected Bidder, as the case may be, and "Parties" mean both, STC and the Selected Bidder.
21.	Related Services	Shall mean all the services specified in this RFP including other related / necessary services that may be required to complete the Contract. The definition would also include other related/ancillary services that may be required to execute the Contract.
22.	Selected Bidder / Vendor	Shall mean the Successful Bidder whose bid to execute the Contract has been accepted by STC and is named as such in the Contract, and shall include its legal successors and permitted assigns.
23.	Sub-Contractor	Shall mean the person or legal entity named in the Contract undertaking part of the Work or any person/ entity to whom a part of the Contract may be sublet with the consent of STC in writing and shall include its heirs, legal representatives, successors and permitted assigns.
24.	Writing	Shall include any manuscript, type: written or printed statement under or over signature and/or seal as the case may be.

3. STC – Background

3.1 About STC

3.1.1 Introduction

The State Trading Corporation of India Limited (STC) is a premier international trading organization engaged in imports, exports and domestic trading of a large number of items. STC functions under the administrative control of Ministry of Commerce and 90% of its equity is held by the Government of India. In view of its expanding operations, increasing competition and greater need for efficiency, STC proposes to upgrade its IT systems.

3.1.2 Organization Structure

The Corporate Office of STC at New Delhi is organized into a number of trading and services divisions. In addition, STC has a network of 9 branches and 4 sub-branches spread throughout India. STC does not have any office outside India.

Branches

- Agra
- Ahmedabad
- Bangalore
- Bhopal
- Chennai
- Hyderabad
- Jalandhar
- Kolkata
- Mumbai

Sub Branches

- Cochin (Under Chennai Branch)
- Coimbatore (Under Bangalore Branch)
- Gandhidham (Under Ahmedabad Branch)
- Guntur (Under Hyderabad Branch)

The addresses and contact details of STC offices are available on its website.

3.2 Existing IT Infrastructure Details

The existing IT software, hardware and networking details are given below:

3.2.1 Corporate Office

About 250 standalone desktop computers are available in various divisions and offices of senior executives. These computers are not networked and run on Windows XP/7 with MS Office being the main application.

Most computers have attached DeskJet / LaserJet Printers or multifunctional printers.

IT Division

IT Division has got 8 computers networked through LAN which are used for the following in-house applications:

- Medical Accounting (Developed in Dbase IV)
- CPF Accounting (Developed in Visual Basic / MS Access)
- EPS Accounting (Developed in Visual Basic / MS Access)

- MIS Reporting

One high speed line matrix printer is used for printing of medical accounting reports, CPF statements etc.

Finance Division

Finance Division has got about 75 computers networked through LAN.

The networked computers use Tally software in Finance Division at Corporate Office and about 70% of these computers have deskjet / laserjet printers.

Finance Division is using Payroll package developed in Visual Basic / MS-Access by IT Division in-house.

A centralized high speed line matrix printer is also installed in the division for any bulk printing requirement.

Internet Access

Internet browsing has been made available on most of the computers via wireless or wired Broadband connections obtained from MTNL.

The existing internet connections at all locations of STC will be discontinued after the implementation of the proposed solution.

Additional Information

In addition to above, the following applications are also in place:

- i. Biometric Attendance System controlled by Personnel Division
- ii. Counter Trade Portal used in Counter Trade Division

The Branch Offices and Sub-Branch Offices are not connected with Corporate Office.

Intranet

There is no Intranet. Only very limited communication is through e-mail. Majority of the internal / external communication is through circulars / files / fax.

3.2.2 Branches

Every major branch of STC has 10-15 computers with deskjet / laserjet printers. Branches are also using Tally software for accounting purposes. Broadband internet connectivity is available in all branches.

3.2.3 Email

All Divisions and Branches in STC have been allotted corporate e-mail accounts (such as xxx@stc.gov.in) which are managed by National Informatics Centre (NIC), Ministry of Communication and Information Technology, Government of India. Presently approximately 280 e-mail accounts exist.

3.2.4 Number of Computers

The indicative location wise number of computers is as follows:

Location	No. of Computers
Corporate Office	300
Agra	3
Ahmedabad	20
Bangalore	10
Bhopal	2
Chennai	26
Hyderabad	12
Jalandhar	3
Kolkata	28
Mumbai	28
Cochin	3
Coimbatore	1
Gandhidham	3

3.2.5 Website

STC website www.stc.gov.in has been hosted on NIC servers. The website has been got designed by MS Division and is based on .NET platform. All the tenders are uploaded on the website as well as on Government Tender Portals (tender@gov.in and eprocure.gov.in).

4. Project Overview

4.1 Project Objective

STC proposes upgradation of IT Infrastructure – software, hardware and network to provide integrated software application package and interconnect all offices with Corporate Office over WAN. This will lay foundation for implementation of IT in other business processes at a later stage.

In the current initiative, it would involve:

- Implementation of integrated Commercial Over the Shelf (COTS) package of applications in the areas of Finance and Accounts, Payroll, Employee Self Service, HR and Intranet Portal from one OEM
- Setting up LAN in all offices and MPLS based WAN connecting CO and all offices
- Provisioning of bandwidth as per solution requirement
- Co locating required hardware and network at Data Centre and Disaster Recovery Centre
- Migration of data from existing applications to new integrated COTS application package
- Implementation and maintenance services
- Website maintenance services
- Post implementation support for 5 years

A business process re-engineering exercise that has already been carried out and will be available for reference to the Selected Bidder.

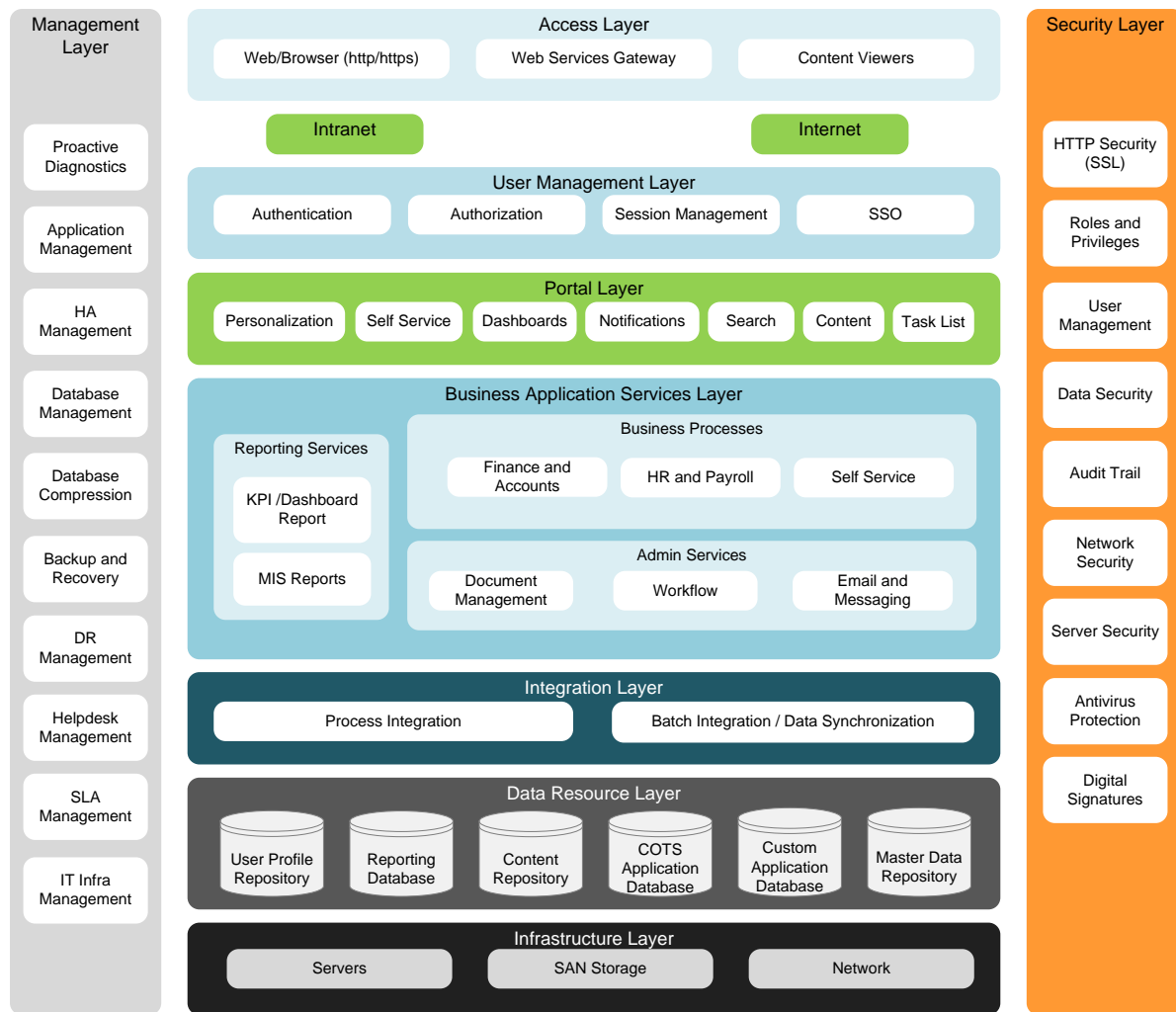
The detailed scope of work and the specifications for hardware and network components are given in **Section 8** and **Section 16** of this RFP, respectively; the functional requirements of software applications are given in **Section 14**.

4.2 Application Architecture

Applications, systems and infrastructure are to be characterized as service-oriented, component based & reusable. The system will be modular in design, operations and implementation. Also the variables in business rules embedded in these services should be configurable and not hard-coded.

Service Oriented Architecture (SOA) shall be implemented using standard set of technical specifications of Web Services to achieve a platform neutral approach for accessing services and better interoperability. SOA should be approached based on business process as the driver and not be driven purely from an IT perspective (i.e., reuse only).

Thus all the applications should be web-based and comply with the SOA. The indicative application architecture is given in the figure below:



The proposed solution comprising application software should be process oriented and based on workflow management. The workflow system should be able to handle routing of documents, structured information handling, complex event processing, programmatic manipulation of information, and the ability to exchange information with web services and other external information sources.

The entire portfolio of applications specified here in should be able to provide procedural automation of all the existing business processes i.e. work flow activities, invocation of appropriate human and/or IT resources associated with the various steps in an activity. The proposed solution should be able to easily respond to changes in user's needs.

The workflow system should be able to interact between different processes and data base to carry out required business tasks.

The scope of integration includes establishment of Business Services following SOA principles. SOA with its loosely coupled nature shall provide better flexibility in building applications and allow enterprise to plug in new services or upgrade existing services in a granular fashion to address the new and changing business requirements, shall bring better reusability of existing assets or investments and allow to create applications that can be built on top of new and existing applications without completely rewriting an application.

The provisions of Security would also adhere to the guidelines of the Government of India.

4.3 Proposed Applications

S. No.	Application	Indicated No. of Users
1	Finance and Accounts	130
2	Payroll	20
3	Human Resource Management System	40
4	Employee Self Service	700
5	Management Information System	All Application Users
6	Intranet Portal	700

The expected load / concurrent number of users would be about 70%. There is an expected annual growth of 10% in users.

The indicative module wise and location wise breakup of application users is as follows:

Branch	Finance	Payroll	HR	ESS
Corporate Office	85	8	15	405
Agra	1	1	2	15
Ahmedabad	6	1	3	20
Bangalore	6	1	3	15
Bhopal	3	1	1	5
Chennai	6	1	3	40
Hyderabad	5	1	3	20
Jalandhar	1	1	1	5
Kolkata	6	1	3	60
Mumbai	6	1	3	85
Cochin	1	1	1	15
Coimbatore	1	1	1	5
Gandhidham	3	1	1	10

The following tools will be an integral part of the proposed solution and will be integrated with Finance, HR, Payroll, Employee Self Service and Intranet Portal. The proposed solution must be designed making use of tools and capabilities including, inter-alia, the following:

- Document Management System
- Workflow and File Tracking
- Integration middleware

The proposed solution should cover Access Rights Capabilities and Access Control, User Administration, Authentication management, Password Management, Directory Service Requirements for Enterprise, Audit Trails and Reports, etc. to ensure secure access to the applications and systems.

The number of users specified in above tables is indicative. All licenses, except for Employee Self Service, will be for use of all modules so that users of one module can also use other application modules of the envisaged solution.

4.4 Minimum Hardware Requirements

The minimum quantity of servers for Data Centre is given in the table below. The bidder is required to do hardware and network sizing for Data Centre in line with its offered solution and quote accordingly. The bidder is also required to do hardware sizing for Disaster Recovery Centre (DRC) and any hardware/equipment to be installed in STC office to meet the total solution requirements.

Component	Quantity
Database Server	2
Application Server (F & A, HR and Payroll)	2
Web Server, Intranet Portal Server, DMS and Workflow Server	2
LDAP Server	2
Antivirus Server	1
Backup Server	1

For DRC, the required number of servers shall be proposed by the Bidder as part of the solution to cater to 30% of the user load. For details refer **Section 8.1.4** of this RFP.

5. Instruction to Bidders

STC invites bids from companies engaged in system integration for "Implementation and Support of ICT Applications" as per the details contained in this Request for Proposal (RFP) document.

The detailed scope of work is given in **Section 8** of this RFP.

Interested bidders may download the RFP document from the website www.stc.gov.in. The bidder must pay a non-refundable bidding fee of Rs. 10,000 (Rupees Ten Thousand only) and a refundable Earnest Money Deposit of Rs. 10,00,000 (Rupees Ten Lakh only) as demand drafts drawn on any scheduled bank, payable at New Delhi or Bank Guarantee from a Nationalised/Scheduled Bank in favour of The State Trading Corporation of India Ltd., along with the bid.

The date, time and address for submission of the bids are given in **Section 1**.

STC will award the job to one of the participating bidders selected in accordance with the procedure given in **Section 7** of this RFP.

5.1 Pre-qualification Criteria for Bidders

The bidders must possess the requisite experience and capabilities to provide the services necessary to meet the requirements as described in this RFP document. The bidders must also possess the technical and the financial capabilities that would be required to successfully provide the implementation and support services sought by STC for the entire period of the Contract. Detailed Pre-Qualification criteria are given below:

S. No.	Pre-Qualification Criteria	Documents Required
1	The Bidder must be a company registered in India under the Companies Act 1956.	Copy of Certificate of Incorporation issued by Registrar of Companies.
2	a) The Bidder must have positive net worth continuously for last three financial years ending 31 st March 2013. b) The Bidder must have an average annual turnover of atleast INR 50 Crore during last three financial years ending 31 st March, 2013.	Annual Reports for last three years.
3	The Bidder must be CMMi Level 5 and ISO 9001:2008 certified in the field of IT services.	Copy of the Certificates
4	The Bidder must have an office in the National Capital Region (NCR).	Relevant document
5	The Bidder must have at least 100 full time technically qualified (Engineering graduates, MCA or higher) employees on its rolls.	Self-Certificate
6	The Bidder must have successfully implemented at least three projects of similar nature, each of minimum value of	Client certificates (Completion Letter / Satisfactory Letter)

S. No.	Pre-Qualification Criteria	Documents Required
	<p>INR 3 Crore during the last five years.</p> <p>At least one of the three projects should be implemented in a Government body/ PSU in India.</p> <p>A project will be treated to be of similar nature if it includes implementation of Finance, HR and Payroll modules in India.</p> <p>Also, date of completion of project should lie between 1.4.2009 to 31.3.2014.</p>	
7	The bidder, its affiliates or subsidiaries, including any subcontractors should not be blacklisted by any government organization or public sector undertaking as on the date of bid submission.	Affidavit to be submitted on Rs. 10 stamp paper
8	The bidder should have valid RPFC number, PAN, Service Tax and Sales tax / VAT registration	Copies of Certificates issued by concerned authorities
9	The bidder should be authorized by respective OEMs to sell their hardware/software products	Authorization letters from OEMs of hardware/software products including COTS Application Software (FORMAT 13)

Additionally, the following criteria shall apply to the COTS application product proposed for implementing STC's IT Solution.

S. No.	Pre-Qualification Criteria for OEM of Application Product proposed for implementing STC's IT Solution	Documents Required
1	The application product company should have a global turnover of more than INR.1000 crore per year for the last three years ending 31 st March 2013	Audited financial statements for the latest available three financial years ending 31 st March 2013
2	The offered product company should have at least one own customer support centre in India with 24 X 7 support on functional and technical issues, upgrades, bug fixes etc.	Written confirmation from the product company and other Documentary Proofs

The bids must be complete in all respects and should cover the entire scope of work as stipulated in this RFP document.

5.2 Consortium

The bids may be submitted only by individual Companies registered in India under the Companies Act. Consortiums are not allowed to quote.

5.3 Conflict of Interest

STC requires that Bidder at all times holds STC's interests paramount, strictly avoiding conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.

Without limitation on the generality of the foregoing, Bidder shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

Conflicting Activities:

- A firm that has been engaged by STC to provide goods, works or assignment/job other than consulting assignment/job for a project, and any of its affiliates, shall be disqualified from providing consulting assignment/job related to those goods, works or assignment/job.
- Conversely, a bidder hired to provide consulting assignment/job for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or assignment/job other than consulting assignment/job resulting from or directly related to the firm's consulting assignment/job for such preparation or implementation. For the purpose of this paragraph, assignment/job other than consulting assignment/job is defined as those leading to a measurable physical output.
- A bidder (including its Personnel and Sub-vendors) that has a business or family relationship with an employee of STC who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment/job, (ii) the selection process for such assignment/job, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to STC throughout the selection process and the execution of the Contract.

The bidder must certify and confirm that it has no conflict of interest as specified in **FORMAT 16**. If STC comes to know about any conflict at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract anytime during the Contract period.

5.4 Clarifications/Amendments to RFP Document

- STC may, at any time, amend the RFP document by issuing an addendum and/or corrigendum on its website or through any other means.
- Any addendum/corrigendum issued by STC may add, modify or remove any part of the RFP including but not limited to the scope of work, terms and conditions, deadline for submission of bids etc.
- STC may make any modifications to the Bidding document which may become necessary by issuing addendum / corrigendum on its website.
- Bidders may regularly visit STC website for any information / clarification / addendum / corrigendum etc. related to this RFP, processing of bids received, award of job, etc. STC shall not be liable to send any individual information or publish public notice.
- Bidders who have already submitted their bids prior to issue of an addendum or corrigendum by STC will have an option to submit a revised bid.

- STC shall reserve the right to withdraw this RFP at any time before or after receipt of bids, prior to award of contract.

5.5 Return of Information to STC

STC reserves the right, in its sole and absolute discretion, to demand at any stage that all written information provided by STC (whether confidential or otherwise and without regard to the type of media on which such information was provided to any bidder, including all copies of such information) be:

- Returned to STC, in which case the bidder must promptly return all such information to the address specified by STC ; or
- Destroyed by the bidder, in which case the bidder must promptly destroy all such information and provide STC with written certification that it has been destroyed.

5.6 Cost Incidental to Bid Preparation

Bidders shall bear all costs associated with the preparation and submission of their bids and arranging presentation/demo/additional information or documents as may be asked for by STC. STC shall neither be responsible nor liable for such costs, regardless of the conduct or outcome of the bidding process.

5.7 Right to Accept or Reject Bids

STC reserves the right to accept or reject any bid, and/or to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability from the affected bidder or bidders nor shall STC have any obligation to inform the affected bidder or bidders of the grounds for STC's action.

5.8 Statement of Deviations

Bids must be in full conformance to the requirements of this RFP and the bidders must unconditionally accept all terms and conditions. Bids with conditions/deviations are liable to be rejected. STC may, at its sole discretion, accept any deviations.

In case of any deviation is sought in the terms and conditions or scope of work or any other deviation, the same should be clearly specified in the bid in the **FORMAT 12** given in this RFP.

5.9 Integrity Pact

Interested Bidder(s) are required to enter into an Integrity Pact (IP) with STC. Signing of IP is mandatory for every bidder participating in this RFP. A copy of the IP is given in this RFP (**FORMAT 15**), which may be deemed to have been signed by STC. This can also be downloaded from STC website link, <http://stc.gov.in/corporate-commitments/integrity-pact.aspx>. Only those bidders, who sign an Integrity Pact with STC in the prescribed format and submit the same along with other documents in Technical Bid, shall qualify to participate in the bidding process.

The IP shall be executed on a plain paper and duly signed and stamped on each page by the same signatory who signs the bid.

All sub-contractors/associates whose contribution in this RFP is considered significant by STC may be called upon to sign IP with STC after the award of contract to the successful Bidder. All bidders shall inform their sub-contractors/associates accordingly.

The implementation of Integrity Pact under this RFP shall be monitored by Independent External Monitors (IEMs) appointed by STC for this purpose. The IEMs for this RFP shall be Mr. Ashok Sinha and Mr. Kaushlesh K Sinha. All correspondence to them regarding implementation of IP should be addressed to: Mr (Name of IEM), IEM, C/o Chairman & Managing Director, The State Trading Corporation of India Limited., Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi – 110001.

5.10 Address of Correspondence

The Bidder shall send all correspondence / communication at the official mailing address, e-mail and fax number as mentioned in the **Section 1**. However, the bids shall be submitted as per the procedure given in **Section 6.3**.

5.11 Collusive Proposal

Bidders and their employees, agents, advisors and any other person associated with the bidder, must not engage in any collusive proposal, anti-competitive conduct or any other similar conduct with any other bidder or any other person in relation to the preparation or lodgement of response.

In addition to any other remedies available under any law or any contract, STC reserves the right, in its sole and absolute discretion, to reject any such submission lodged by any such bidders.

5.12 Period of Validity of Bids

Bids must remain valid for 90 days after the last date of submission of the bids. A bid valid for a shorter period may be rejected as non-responsive.

STC may, prior to the expiration of the bid validity period, request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder granting the request shall not be required / permitted to modify its Bid.

5.13 Withdrawal of Bids

Bidders will be allowed to withdraw their bids at any time prior to the deadline for submission of bids. The Bidder must submit a written withdrawal request signed by the Bidder's duly authorized representative addressed to the contact person mentioned in the **Section 1**.

No bid can be withdrawn subsequent to the last date and time for submission of bids.

5.14 Site Conditions

Bidders may contact STC's representative for a visit, if required to obtain additional information. Bidders should ensure that STC's representatives are intimated of the visit

well in time to allow them to make appropriate arrangements for supply of the required information. All costs related to the visits shall be borne by the interested bidder.

5.15 STC's Right to Vary Quantities at Time of Award

STC reserves the right to increase or decrease the quantity of the Goods and the Related Services without any change in the unit prices or other terms and conditions of the Bid.

5.16 Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the parties submitting the proposals or to other persons not officially concerned with the process, until the contract is entered into with the Selected Bidder.

5.17 Disclaimer

The information contained in this RFP or subsequently provided to Bidder(s) by STC is provided on the terms and conditions set out in this RFP. Any further information provided will be subject to the terms and conditions applicable to the supply of such information.

This RFP purports to provide the Bidders with information to support the formulation of their bids. This RFP does not claim to contain all the information each Bidder may require for working out its bid. This RFP may not be adequate for all parties, and it is not possible for STC, to consider the investment objectives, financial situation, and particular needs of each Bidder who reads or uses this RFP. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice from appropriate sources.

Any material or article specified or described by the name of a particular brand, manufacturer or trade mark or implied by any specification, the specific item shall be understood as establishing type, function and quality desired. Other products of other manufacturers may also be considered, provided sufficient information is furnished so as to enable STC to determine that the products are equivalent to those of the named or implied brand, manufactures or trademark.

STC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the precision, reliability or completeness of the RFP.

STC may in their absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this RFP till a week before the date of submission given herein or any extension thereof. Such addition, modification, deletion from the document, if done, shall be available at the STC web site (www.stc.gov.in).

6. Preparation of Bid

6.1 Governing Language

The Bid Documents and all correspondence and documents relating to the Bid exchanged between the Bidder and STC, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate and authenticated translation of the relevant content in English, in which case, for purposes of interpretation of the Bid, such translation shall prevail.

6.2 Preparation of Bid

The Bid is required to be submitted in four parts as follows:

- Part A: EMD and Letter of Authorization
- Part B: Prequalification Bid
- Part C: Technical Bid
- Part D: Financial Bid

Each part of the bid shall be sealed in a separate envelope.

6.2.1 Part A: Earnest Money Deposit (EMD) and Letter of Authorization

This part of the bid will include:

- Authorization on company's letterhead issued by a Director or Company Secretary of the bidding company in favour of the authorized signatory to submit bid to STC in response to this RFP and sign all documents and other correspondence. The authorization letter to include designation and stamp of the issuing authority, in the format prescribed in this RFP as **FORMAT 1**.
- Non-refundable bidding fee of Rs. 10,000 (Rs. Ten Thousand only) in the form of Demand Draft drawn on a Scheduled Bank in favour of "The State Trading Corporation of India Ltd." and payable at New Delhi.
- An Earnest Money Deposit (EMD) of Rs. 10,00,000 (Rs. Ten Lakh only) in the form of Demand Draft drawn on a Scheduled Bank in favour of "The State Trading Corporation of India Ltd." and payable at New Delhi or a Bank Guarantee from a Nationalised/Scheduled Bank in favour of "The State Trading Corporation of India Ltd." in the format prescribed in this RFP as **FORMAT 17**.

The above documents should be enclosed and sealed in an envelope superscribing "PART A – EMD" on the top right hand side of the envelope. For further details on superscribing, please also see details in **Section 6.3**.

- Bids not accompanied with Bidding Fee and EMD shall be rejected as non-responsive.
- The EMD of the unsuccessful bidders would be returned within one month of signing of the Contract with the successful bidder.
- EMD of the successful Bidder will be released only after the Bidder signs the Contract with STC and furnishes a Performance Bank Guarantee (PBG) in the format prescribed in this RFP as **Section 12.2**.

- The EMD shall be forfeited by STC, in the following events:
 - (i) Bidder withdraws its bid during the validity period specified in RFP or any extension thereof agreed by the bidder.
 - (ii) Bidder does not respond to requests for clarification of its bid.
 - (iii) Bidder fails to provide required information during the evaluation process.
 - (iv) In case of a successful Bidder, the said Bidder fails to sign the Contract; or furnish Performance Bank Guarantee in time.

6.2.2 Part B: Pre-Qualification Bid

Part B of the bid shall be submitted as per **FORMAT 3** of this RFP and will be accompanied by the enclosures as prescribed in **Section 5.1** of this RFP document.

Each page of the bid must be numbered, signed by the authorized signatory of the bidder and duly stamped. Two hard copies (Original and Duplicate, duly marked as "Original" and "Duplicate") and two softcopies on CD-ROM or pen-drive of the Pre-Qualification Bid should be submitted.

The above documents should be enclosed and sealed in an envelope superscribing "PART B – Pre-Qualification Bid" on the top right hand side of the envelope. For further details on superscribing, please also see details in **Section 6.3**.

6.2.3 Part C: Technical Bid

Part C of the bid shall be submitted as per **FORMAT 4** of this RFP.

The Bidder is required to furnish the following details in the Technical Bid:

S. No.	Document	Description
1.	Bidder's Background	Bidders must furnish details about the company, its constitution, presence in India, areas of business operations, major projects handled, suitability to undertake STC's present project etc.
2.	Details of experience along with citations and client certificates.	Bidders are required to furnish client certificates, citations towards proof of capability / experience towards initiatives of nature similar to this RFP also involving long term support services. The bidder is required to use FORMAT 8 for furnishing details of each major project handled, subject to a maximum of 15 projects.
3.	Bidder's understanding of STC's requirements	Bidders are required to clearly articulate their understanding of STC's requirements in detail.
4.	Implementation approach and Methodology	Bidders must clearly outline the implementation approach and methodology proposed to be adopted.
5.	Functional architecture of the proposed solution	The functional architecture of the solution should clearly highlight the functional modules and their interfaces in the solution proposed.
6.	Technical architecture of	Bidders to furnish the complete technical

S. No.	Document	Description
	the proposed solution	architecture of the solution, including the network diagram, the hardware components offered at each layer, etc.
7.	Security Architecture	Bidders to indicate how security against internal and external threats will be implemented in the overall solution.
8.	Application Credentials	Bidders to submit documents evidencing international standing and support base in India of the application offered and its implementation in large organizations. The documents should include list of implementation partners in India, list of clients in India and abroad, list of service support centres in India, availability of country specific localization for India and suitability for the suggested application to STC's requirement.
9.	Data Centre details	Bidders are required to provide the location and details of the facilities offered in the proposed Data Centre, including relevant certifications.
10.	DR Centre details	Bidders are required to provide the location and details of the facilities offered in the proposed Disaster Recovery Centre, including any relevant certifications.
11.	Compliance to functional and non-functional requirements	Compliance to functional and non-functional requirements to be confirmed as per the formats in Section 14 and Section 15 of the RFP.
12.	Compliance to hardware specifications	Compliance to technical requirements to be confirmed through responses to the formats in Section 16 of the RFP.
13.	Manufacturer Authorization Form / Validation Letter	Bidders to obtain Manufacturer Authorization Form (FORMAT 13) and Validation Letter (FORMAT 14) from OEMs.
14.	Hardware and bandwidth sizing	Bidders to work out the hardware and bandwidth sizing keeping in view the requirements of the solution proposed, number of users, minimum hardware requirements given in Section 4.4 , minimum hardware specifications given in Section 16 and indicative bandwidth requirements given in Section 17 and submit the same along with validation letter from Application OEM
15.	Hardware details and deployment schedule	Bidders to submit information giving details of the hardware and their deployment at each location.
16.	Hardware/software delivery and installation plan	The hardware and software delivery and installation plan to be detailed separately, synchronizing the hardware and software delivery in line with the overall project execution plan.
17.	Scalability of the solution offered	Bidders to provide the vertical and horizontal scalability options available in their proposed

S. No.	Document	Description
		solution, justifying the scalability claimed. The solution must be extendable to functional areas of STC working.
18.	Project Plan	The project plan must include the key phases and the key activities to be carried out during each phase. The bidders shall submit a Gantt chart of activities along with the implementation schedule. Bidders shall drill down these activities into sub activities in the chart. The chart shall also detail out time and resource effort required to execute each activity. The detailed Gantt chart for all the work activities shall be discussed and agreed to the by the successful bidder with the Client before start of the project execution. The Project Plan will also provide detailed staffing, schedule of the professional and support staff.
19.	Change management plan	Bidders to list the proposed activities to ensure smooth adoption of the proposed solution by STC users. The change management plan to include activities before as well as after go-live.
20.	Training plan in view of the broad requirement indicated in Scope of Work	The training plan to outline the duration, schedule, type of training and the course content of the training offered. The bidder must also specify the training methodology.
21.	Data digitization and migration plan	The detailed data digitization and migration plan to be submitted, also clearly indicating responsibilities of STC, if any.
22.	Quality Management Plan	Bidders to provide information on the mechanism to be built towards quality assurance in the proposed implementation by identifying quality requirements and/or standards for the project and its deliverables, and documenting how the project will demonstrate compliance with relevant quality requirements.
23.	Exit Plan	The detailed exit plan must be submitted, clearly indicating responsibilities of the bidder and STC, if any. The exit plan must conform to the scope of work given in this RFP.
24.	Proposed team structure and size	Bidders must provide structure and size of the teams proposed to be deployed detailing the roles and responsibilities of the team members in FORMAT 10 .
25.	Resume of key employees proposed to be deployed in the project	The resume of key employees to be deployed in the project is to be provided as per FORMAT 11
26.	Post-implementation Support Plan	Bidders must outline the details of the activities to be covered in the post implementation support

S. No.	Document	Description
		plan including handholding.
27.	Details of maintenance and support service	Bidders are required to provide the details of the activities to be covered under maintenance and support services.
28.	Performance Level Compliance /Inputs to Performance Parameters Management	Bidders to provide the details on how the Performance Parameters compliance will be ensured including the tools/software to be deployed, details and periodicity of the proposed reports (including automatically generated system reports) to ensure Performance Parameters Management during the Contract period.
29.	Unpriced Bill of material for the proposed solution	Bidders to provide the unpriced bill of material covering details of hardware, network components, application licenses, services and bandwidth. The unpriced bill must be as per the FORMAT 7 .
30.	Deviations requested (if any) vis a vis RFP terms and conditions	If the bidder requires any deviations (technical or commercial) from the RFP terms and conditions, the bidder should mention the same in FORMAT 12 .
31.	Signed copy of the entire RFP	Bidders must enclose a copy of the entire RFP, duly signed and stamped on each page, in token of acceptance of all terms and conditions of the RFP.
32.	Integrity Pact	Bidders must duly sign and stamp and enclose the Integrity Pact as prescribed in FORMAT 15

Bidder may note that any information submitted in the Pre-Qualification Bid will not be used for evaluating Technical Bids. In case a bidder wants some of the information furnished in the Pre-Qualification Bid to be also used for evaluating Technical Bid, a copy of such information should be included in Technical Bid under appropriate heading/serial number.

Each page of the bid must be numbered, signed by the authorized signatory of the bidder and duly stamped. Two hard copies (Original and Duplicate, duly marked as "Original" and "Copy") and two softcopies on CD-ROM/pen-drive of the Technical bid should be submitted.

The Technical Bid should be enclosed and sealed in an envelope superscribing "PART C – Technical Bid" on the top right hand side of the envelope. For further details on superscribing, please also see details in **Section 6.3**.

6.2.4 Part D: Financial Bid

Part D of the bid shall be submitted as per the enclosed **FORMAT 5** and must include a detailed break-up of prices as per **FORMAT 6**.

- Prices shall be quoted in four parts as under:
 - Price A towards the IT Infrastructure cost
 - Price B towards the implementation phase of the scope of work.

- Price C towards the maintenance and support phase of the scope of work.
 - Price D towards the bandwidth charges
- Price A to Price D of the financial bid shall be inclusive of all taxes and duties, as applicable. The prices quoted shall be treated as firm prices valid for the entire duration of the Contract, except for variation in taxes and duties. Any upward variation in taxes and duties within the stipulated delivery schedule shall be to STC account. All downward variations shall be passed on to STC. The successful bidder shall submit documentary evidence in support of such change in taxes and duties at the time of adjustment in respective invoices raised as per the payment terms given in the **Section 10**.
- The total of Price A and Price B should not exceed 50% of the total price i.e. sum of Prices A, B, C and D quoted by the Bidder.
- The currency of the bid shall be Indian Rupees (INR) only.
- The prices A to D must also be totalled in the space provided in **FORMAT 5** and the final total price offered by the bidders must be mentioned both in words and figures, otherwise the offer is liable to be rejected.
- Each page of the bid must be numbered, signed by the authorized signatory of the bidder and duly stamped. Two hard copies (Original and Duplicate, duly marked as "Original" and "Copy") and two softcopies in CD-ROM/pen-drive of the Financial Bid should be submitted.
- The above documents should be enclosed and sealed in an envelope superscribing "PART D – Financial Bid" on the top right hand side of the envelope. For further details on superscribing, please also see details in **Section 6.3**.

6.3 Submission of Bids

- The four parts of the bid viz. Part A, Part B, Part C and Part D will be sealed in separate envelopes and will be appropriately superscribed in the top right corner of the respective envelopes as detailed in **Sections 6.2.1, 6.2.2, 6.2.3 and 6.2.4**. Each of the four envelopes should also be superscribed as "*Implementation and Support of ICT Applications*" at the top left corner of the envelope. Bidder's name, address and the names and phone numbers of the primary and secondary contact persons should also be written on each envelope.
- All the above mentioned four envelopes will be placed in a fifth envelope, superscribed as "*Bid for Implementation and Support of ICT Applications*" and dropped in the Bid Box kept at the reception of STC office at New Delhi, the address of which is given in **Section 1**.
- In case of revised bid, the words "REVISED BID" must be written on all the envelopes in bold letters.
- An authorized representative of the bidder shall initial all pages of all the four parts of the original bid. The authorization shall be in the form of an authorization letter as explained in **Section 6.2.1**.
- If the Part D: Financial Bid is not submitted in a separate sealed envelope duly marked, as indicated above, this will constitute grounds for declaring the Bid non-responsive.
- Bids containing any alterations/cuttings/mark of erasures etc. even if accompanied by signature shall be liable to be rejected on such grounds.
- Fax / E-mail /Postal submission of the bid will not be accepted.

7. Bid Evaluation

Bid evaluation will consist of four evaluation stages:

7.1 Stage One: EMD and Letter of Authorization

Part A of the bids will be examined for receipt of Bidding Fee, EMD and Letter of Authorization.

7.2 Stage Two: Pre-qualification Bid Evaluation

- If the requirements of Stage One of evaluation are fulfilled, then Stage Two of the evaluation will be taken up.
- Eligibility of the bidders will be checked vis-à-vis the pre-qualification criteria laid down in **Section 5.1** of this RFP document, based on the information provided in Part B of the bid.
- It shall be the bidders' responsibility to ensure that adequate documentary proof is provided in the bid towards each of the pre-qualification criteria mentioned in **Section 5.1**.

7.3 Stage Three: Technical Bid Evaluation

- In case the requirements of Stage One and Stage Two of evaluation are fulfilled, then Stage Three of the evaluation will be taken up.
- The Technical evaluation will be carried out on the basis of information provided and documents submitted in the technical bid.
- Technical evaluation will be carried out as per the criteria mentioned in **Section 7.3.1**.
- As part of the technical evaluation process, bidders may be required to make a presentation/demonstration of the proposed solution to STC. Refusal to make a presentation/demonstration asked for by STC would be treated as withdrawal of the bid and may result into rejection of the bid and forfeiture of EMD. The presentation will consist of following parts:
 - Presentation of the bidder's credentials.
 - Presentation of the overall solution.
 - Understanding of Project Requirement
 - Approach and Methodology
 - Solution Architecture
 - Security Architecture
 - Application Credentials
 - Relevant Experience along with Online Demonstration of the implemented products
 - Experience of implementing turnkey projects.
 - Sustainability of projects after implementation.
 - Responses to the queries from STC during demonstration/presentation.
- Hardcopies of the presentation must be submitted to STC at the time of presentation.
- It shall be the bidder's responsibility to ensure that adequate documentary proof is provided in the bid for each of the technical evaluation criteria mentioned in **Section 7.3.1**.
- Bids with insufficient information may not be awarded any marks for that criterion or may be considered non responsive and liable to rejection.

- The bids must be in conformance to all the requirements of this RFP and bidders must unconditionally accept all terms and conditions of the RFP. Bids with conditions / deviations are likely to be rejected. STC may, at its sole discretion, accept any deviations. In case of deviations, suitable loadings may be applied to the Financial Bid, for the purpose of Financial Bid evaluation and the decision of STC in this regard shall be final and binding.
- For qualifying in the technical evaluation, the bidder is required to secure at least 50 % marks in Criteria number 1 and 2 (i.e. a total of 12.5 marks in respect of Criteria 1 and 10 marks in respect of Criteria 2) as mentioned in **Section 7.3.1** and an aggregate total of at least 70 marks.

7.3.1 Scheme for Technical Evaluation

Scoring of the Technical Bid will be carried out as following:

S. No.	Criteria	Score	
1	Application Suitability	25	
1.1	Compliance to functional requirements	20	
1.2	Compliance to non-functional system requirements	5	
2	Technical Presentation and Demonstration	20	
	<ul style="list-style-type: none"> • Background of the Bidder • Understanding of the Project requirements • Approach and Methodology • Solution Architecture • Security Architecture • Application Credentials • Relevant Experience along with Online Demonstration of the proposed products • Turnkey Project Implemented • Projects Sustained 		
3	Implementation Experience with similar scope of work during the last three years ended 31/03/2014.	30	
3.1	Value of all projects implemented during last three years ended 31/03/2014 (subject to maximum of 20 marks)	20	
		Without COTS	
		With COTS	
	For each of the project with value INR 1Cr. To Less than INR 3 Cr.	1 Mark	1.33 Marks
	For each of the project with value INR 3 Cr. To Less than INR 7 Cr.	1.5 Marks	2.25 Marks
	For each of the project with value INR 7 Cr. To less than INR 10 Cr.	2 Marks	2.67 Marks
	For each of the project with value INR 10 Cr. and above	3 Marks	4 Marks
3.2	Total Number of Locations for the same projects as covered in 3.1		5
	<ul style="list-style-type: none"> • 10 to 20 Locations: 1 Mark • 21 to 30 Locations: 2 Marks • 31 to 40 Locations: 3 Marks • 41 to 50 Locations: 4 Marks 		

	<ul style="list-style-type: none"> Above 50 Locations: 5 Marks <p>The marks will be on the basis of aggregate of the number of locations covered in all the projects as evaluated in criterion 3.1</p>	
3.3	<p>Total number of Users for the same projects as covered in 3.1</p> <ul style="list-style-type: none"> 100 to 200 users: 1 Marks 201 to 300 users: 2 Marks 301 to 400 users: 3 Marks 401 to 500 users: 4 Marks Above 500 users: 5 Marks 	5
4	Data Centre (Co-location Model)	5
4.1	<p>Experience of Projects with projects currently hosted at Data Centre in Co-location Hosting Mode</p> <ul style="list-style-type: none"> 1 mark for each ongoing project on the date of submission of bid subject to a maximum of 5 marks 	5
5	Organization Details	10
5.1	<p>Total number of years of existence in IT implementation business</p> <ul style="list-style-type: none"> 2 to less than 3 years - 1 mark 3 to less than 5 years - 2 mark More than 5 years - 3 marks 	3
5.2	<p>Average Annual turnover from IT Implementation Operations in India during last three financial years ended 31/03/2013</p> <ul style="list-style-type: none"> INR 50 Crore to less than 100 Crore - 2 Marks INR 100 Crore to less than 200 Crore - 3 Marks INR 200 Crore to less than 500 Crore - 5 Marks More than INR 500 Crore - 7 marks 	7
6	Curriculum Vitae (for 5 human resources to be deployed for longest period during implementation)	10
6.1	<p>Qualification (For each resource subject to maximum of 5 resources)</p> <ul style="list-style-type: none"> Post Graduate (MTech/MBA or equivalent): 1 Mark Graduate (BE/BTech and equivalent): 0.5 Mark Specialized Professional Qualification (such as CA, PMP, Prince2): 0.8 Mark 	5
6.2	<p>Experience (For each resource considered under 6.1 subject to maximum of 5 resources)</p> <ul style="list-style-type: none"> 2 to 4 years: 0.5 Mark 4 to 8 years: 0.8 Mark More than 8 years: 1 Mark 	5
	TOTAL	100

Following shall be kept in view while evaluating the Technical Bid:

Criteria 1 Application Suitability

- Functionalities available in the solution offered**

Bidders will be awarded marks on the basis of the functionalities available in the offered solution and confirmed in the bid as per format in **Section 14** of the RFP. Higher marks will be awarded for the solution having readily available functionalities as compared to the solution in which the functionalities will be

developed or customized during the course of the implementation. Bids in which the proposed solution does not adequately cover 90 % of the required functionalities will be awarded zero marks.

- **Fulfilment of non-functional requirements in the solution offered**

Bidders will be awarded marks on the basis of the compliance of the solution to the non-functional requirements as confirmed in the bid as per format in **Section 15** of this RFP. Higher marks will be awarded for the solution having readily available functionalities as compared to the solution in which the functionalities will be customized during the course of the implementation. Bids in which the proposed solution does not adequately cover the required functionalities may be awarded low marks.

Criteria 2 Technical Presentation and Demonstration

Bidder will be awarded marks on the basis of Technical Presentation and Demonstration made by the bidder.

Criteria 3 Implementation Experience

The total number of projects to be considered for evaluation under this criterion (3.1, 3.2 and 3.3) shall not exceed 15 and the date of completion of project should lie between 1.4.2009 to 31.3.2014. Bidder should include such projects which involved similar nature of work as this RFP, have high project value with more number of locations and higher number of users so as to score high marks. In case more than 15 projects are included in the Technical Bid, STC shall evaluate any 15 randomly selected projects and shall not be responsible for selection of projects which result into lower score. Marks shall be granted only for projects of similar nature as per this RFP. A project will be treated to be of similar nature if it includes implementation of Finance, HR and Payroll modules in India. Higher marks will be awarded for projects involving implementation of COTS application package. Only the projects which are considered for scoring in respect of criteria 3.1 will be considered for scoring in respect of criteria 3.2 and 3.3.

- **3.1 Project Cost**

Bidders will be awarded marks on the basis of the value of the projects implemented by the bidder during the last three years ended 31/03/2014. Sum of scores for individual project will be the final score for this criterion.

- **3.2 No. of Locations**

Bidders will be awarded marks on the basis of number of locations of the clients where the same projects as evaluated in criterion 3.1 were implemented by the bidder.

- **3.3 No. of Users**

Bidders will be awarded marks on the basis of the number of users of client for whom the same projects as evaluated in criterion 3.1 were implemented by the bidder.

Criteria 4 Data Centre

Bidders will be awarded marks on the basis of their experience of Projects with application hosting at Tier 3 or above Data Centres in Co-location Hosting Mode based on the number of their existing installations.

Criteria 5 Organization Details

- **5.1 No. of Years in IT Business**

Bidder will be awarded marks on the basis of their number of years of their existence in the IT implementation business.

- **5.2 Average Turnover of the Organization**

Bidder will be awarded marks on the basis of their average turnover from IT Implementation operations during the latest available three years to evaluate the financial strength of the bidder. In case the published annual reports do not explicitly indicate the turnover of "IT Implementation" segment, the annual report should be accompanied by a certificate from practising Chartered Accountant confirming turnover from IT Implementation operations.

Criteria 6 Curriculum Vitae

- **6.1 Qualification of Human Resources**

Bidder will be awarded marks on the basis of the Qualification of the five resources to be deployed for the longest period during project implementation phase (not the handholding or the maintenance and support phase).

- **6.2 Experience of Human Resources**

Bidder will be awarded marks on the basis of the experience of the five resources considered in criterion 6.1 to be deployed for the longest period during project implementation (not the handholding or the maintenance and support phase).

Sum of scores for individual CVs (up to a maximum of five) will be the final score for this criterion.

7.4 Stage Four: Financial Bid Evaluation

Part – D of the bid will be opened only for those bidders who qualify in the Technical evaluation. Such bidders will be informed about the date, time and venue of the financial bid opening and will have the option to depute their representative at the time of bid opening.

The procedure for evaluation of the Financial Bid will be as follows:

- For evaluating the Financial Bid, the total of Prices A, B, C and D will be considered.
- In case the total of Price A and Price B exceeds 50% of the total price i.e. sum of Prices A, B, C and D quoted by the Bidder, the bid shall be liable to rejection.
- Appropriate loadings, if so decided in the technical evaluation, shall be applied to prices.
- Price adjustment for correction of arithmetic errors

Provided the Technical Bid is found to be qualified, STC will correct arithmetical errors during evaluation of Financial Bid on the following basis:

- (i) 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, unless in the opinion of STC there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- (ii) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- (iii) If there is a discrepancy between words and figures, the amount in words shall prevail. However, where the amount expressed in words does not represent arithmetically correct total, the amount in figures shall prevail subject to (i) and (ii) above.
- (iv) Except as provided in sub-clauses (i) to (iii) herein above, STC shall reject the Financial Bid if the same contains any other computational or arithmetic discrepancy or error.

If the Bidder who submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited.

The Bidder with the Lowest Price (L1) will be awarded the Contract.

7.5 Award of Contract

7.5.1 Award Criteria

STC shall award the Contract to a Technically Qualified Bidder who is L1 i.e. who has quoted the lowest total Project Cost (In case of tie, the bidder with higher technical score will be awarded the Contract).

7.5.2 Notification and Acceptance of Award

STC, prior to the expiration of the period of bid validity, shall issue Letter of Intent (LOI) to the successful bidder notifying it of acceptance of Bid. The Bidder shall send acknowledgment and acceptance of LOI within 7 days.

Until a formal Contract is prepared and executed, the notification and acceptance of Award shall constitute a binding Contract between STC and the successful bidder.

7.5.3 Furnishing Performance Security and Signing of Contract

The successful bidder shall, within fifteen (15) days of the issue of LOI, provide an irrevocable Performance Bank Guarantee equivalent to 20 percent of the Contract Price. The guarantee shall be in the form of Performance Bank Guarantee for six years from a Nationalized/Scheduled Bank in favour of The State Trading Corporation of India Ltd. in the format prescribed in this RFP as **Section 12.2**

Failure of the successful Bidder to submit the above-mentioned Performance Security shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event STC may either award the work to the next successful Bidder (L2) whose offer is responsive and is determined by STC to be qualified to perform the Contract satisfactorily or call for new bids.

After the Performance Security is received by STC, it will enter into a formal Contract with the successful bidder detailing obligations of both the parties in the format prescribed in this RFP as **Section 12.1**.

8. Scope of Work

In the current initiative, STC envisages implementation of an integrated IT application for Finance & Accounts including Payroll, Human Resources, Employee Self Services and MIS functions. An internal web portal is also required to be developed along with maintenance of the STC website. An application for counter trade is already available with STC and is proposed to be retained; the access for the same should be made available from proposed IT solution.

The IT applications and IT infrastructure will be co-located in a Data Centre (DC) situated in National Capital Region, India and Disaster Recovery Centre (DRC) anywhere in India, as per the Bidder's choice.

The Selected Bidder will be responsible for supply, installation and commissioning of required hardware and network infrastructure including servers and other IT equipment for hosting of STC applications in the Data Centre and Disaster Recovery Centre.

The Selected Bidder will also be required to procure, install and commission necessary software licenses (for 5 years) and to provide the Bandwidth required by the Corporate Office and the branches of STC as per the proposed solution.

The Selected Bidder will be responsible for execution of the entire IT solution envisaged and detailed in this RFP in a turnkey manner as well as its maintenance and operations for a period of five years from the date of Go-Live.

STC will be responsible only for maintenance of existing hardware. The Selected Bidder will be responsible for all other services including networking, system software, running of applications, internet, anti-virus solution etc. on existing hardware.

The project comprises of following phases:

1. Implementation Phase – estimated to be 7 months
2. Handholding Phase – 3 months and other specified periods.
3. Maintenance and Support Phase – for a period of 5 years after Go-Live.

The scope involves supply of goods as well as related services. The scope of supply is as follows:

- All software licenses required including OEM's ATS for entire duration of contract
- All Hardware required including OEM's AMC for entire duration of contract
- All networking components required including OEM's AMC wherever applicable

The scope of services includes the following:

- Provision of hosting IT infrastructure (software, hardware, network etc.) at Data Centre and DR Centre on a co-location model basis
- Network and internet connectivity services
- Implementation services including handholding
- Website maintenance services
- Maintenance and support services

Details of the scope of work are given below:

S. No.	Area of Work	Scope of Work
1.	Data Centre and DR Centre	
1.1	Provision of Data Centre and DR Centre on co-location basis	Hiring/Provisioning of space, facilities, management, maintenance and other services from a certified Tier – 3 or above Data Centre and DR Centre for the entire duration of the Contract.
1.2	Supply of Equipment and Material	Supply of the servers and other hardware/software for installation and commissioning at the Data Centre and the DRC for implementation of the proposed solution to meet the requirements of the RFP (including the Performance Levels). Supply to be made on an outright sale basis. The hardware to be supplied in line with the minimum requirements given in Section 8.1 and specifications given in Section 16 . All hardware to remain under OEM Warranty/AMC for the entire duration of the Contract.
1.3	Configuration, Operationalization of Servers, storage and other hardware / software	Installation of the supplied hardware / software and its configuration, integration and commissioning including connectivity with front end hardware available with or procured by STC.
1.4	Disaster Recovery Centre	The replication to be done over MPLS network. Asynchronous replication to be done to reduce the bandwidth requirement for replication but to achieve a Recovery Point Objective (RPO) of 1 hour. The Recovery Time Objective (RTO) shall be 6 hours. Cold servers to be provided as part of the solution to cater to 30% of original user load.
2.	Networking and Internet Connectivity Services	
2.1	Supply of Equipment and Material	Supply of networking equipment and other hardware (other than front end computers) as required in STC offices for the implementation of the proposed solution to meet the requirements in the RFP including the Performance Levels. Providing Internet Bandwidth from two ISPs and MPLS connectivity from two points of presence.

S. No.	Area of Work	Scope of Work
2.2	Configuration and Operationalization of Network	Installation, commissioning and configuration of the entire hardware and other equipment in respective locations to set up the connectivity of the LAN and the WAN for STC Corporate Office (CO), STC Branch Offices, Data Centre and DR Centre as indicated in Section 8.2 . The connectivity will be provided over a secure MPLS network with the provision of redundant last mile connectivity from two different Point of Presence of the same ISP.
3.	Implementation Services	
3.1	Supply, Install and Commission Software	Supply, installation and configuration of licenses of all the software components in the proposed solution including application licenses, middleware and system software licenses and full use database licenses as per requirement. All software products must be with ATS for entire period of contract during which all upgrades, updates and patches of offered software should be provided by the OEMs without any extra cost to STC. (Also refer to Section 8.3.1)
3.2	Software Development, Customization and Configuration	Configuration, development and customization of software so as to operationalize all the functional & non-functional requirements given in the RFP. (Also refer to Section 8.3.2)
3.3	Software Testing and Acceptance	Testing of all the software provided/developed, including customization so as to demonstrate the working of all applications as per the requirement specifications. (Also refer to Section 8.3.3)
3.4	Third Party Testing and Auditing	The deployed solution (Data Centre, Network and Applications etc.) shall be accepted after appropriate testing and auditing by STOC Directorate and any other applicable requirements for which all cost shall be borne by the Selected Bidder. (Also refer Section 8.3.4)
3.5	Digitization and Migration	Digitization from physical records and data migration from existing electronic records, as necessary. (Also refer to Section 8.3.5 .)
3.6	Training and Change Management	Providing the requisite training for operations of all proposed applications and overall system at STC. The trainings to be provided will, inter-alia, cover the requirements outlined in Section 8.3.6 .
3.7	Special Tools and Accessories	Providing special tools, testing equipment and accessories required during development stage, for day to day operation, performance management and maintenance of the system. (Also refer to Section 8.3.7)
3.8	Documentation	Providing full documentation, inter-alia, including the documents listed in in Section 8.3.8 .

S. No.	Area of Work	Scope of Work
3.9	Supply of Media and Source Code	Supplying two copies of media for all software offered as part of the solution and Source Code of developments and customization work done.
3.10	Go-live	Carrying out the final testing of the configured software and obtaining the user and IT level sign-offs. This will include documentation of the testing procedures and results obtained and transferring the duly tested configuration to the production environment in a time bound manner. (Also refer to Section 8.3.10)
3.11	Hand Holding	Provide handholding support for a period of 3 months starting from the Go-Live Date and other periods as per details provided in Section 8.3.11 .
4.	Maintenance and Support Services	
4.1	Maintenance of Existing Website	All maintenance related activities of the existing website of STC as defined in Section 8.4.1 .
4.2	IT Facility Management	Providing IT Facility Management for a period of five years, after Go Live. The scope will cover all elements of IT infrastructure provided by the Selected Bidder including hardware, software and other components for their availability, reliability, manageability and scalability as per Performance Levels defined. All services as defined in Section 8.4 would be on site.
4.3	Data Centre, DRC and Network Maintenance and Support	Ensuring smooth operation of Data Centre, DR Centre, WAN, LANs at all STC locations and consistent availability of the services, including MPLS & Internet Connectivity to the satisfaction of STC as per Performance Parameters indicated in Performance Levels.
4.4	Application Maintenance and Support	Providing application maintenance and support services for a period of five years from the date of Go-Live. These services would include application maintenance activities, minor customizations, configuration changes, generation of additional MIS reports and role of application administrator.
4.5	Help Desk	Provide the helpdesk services to all the users at STC spread at various locations as defined in Section 8.4.5 .
4.6	Transition and Integration Support	Providing transition support with reference to interfaces, migration, transfer and documentation to the replacing Vendor / STC to take over the IT operations at the end of the Contract period or at any earlier time in case of termination of contract for any reason. It should also include support to third party for any new application.
5.	Others	

S. No.	Area of Work	Scope of Work
5.1	Licensing	All the licenses will be procured in the name of The State Trading Corporation of India Ltd. All the licenses shall be owned by STC even after the end of 5 years of date of go-live.
5.2	Warranties	Warranty/AMC on all hardware and network equipment and also Advance Technical Support on all software for entire duration of contract
6.	Increase in No. of users	STC may need to add more users; the Vendor shall ensure that system must comply with Performance Levels during the period of contract.
7.	Geographical Scope	The scope for implementation shall cover all the offices (Corporate Office, Branches and Sub-branches) of STC, excluding Guntur sub-branch.
8.	Preparation of Crisis Management Plan (CMP)	Preparing crisis management plan. STC along with designated team will review the plan periodically at mutually agreed intervals and update the document, if required
9.	Exit Plan	Submission of Exit Plan to effectively transfer the ownership and title of licenses, processes, products, software, source codes, reports, documents, manuals, data, web content, other Intellectual Property Rights, all hardware components installed at Data Centre and Disaster Recovery Location, including OEM warranties (AMC/ATS) in respect of all equipment/software etc. The Plan shall be reviewed periodically with STC.

8.1 Data Centre and Disaster Recovery Centre

8.1.1 Provision of Data Centre and DR Centre

The Selected Bidder will provide space and all other related services at a primary Data Centre located in the National Capital Region of Delhi and a DR Centre in a different location in India. All servers and other related equipment mentioned in the solution shall be placed in the Data Centre and Disaster Recovery Centre on a co-location model.

The Data Centre and Disaster Recovery Centre are required to conform to the requirements laid out in TIA 942 specifications for Tier III Data centre, thereby ensuring a downtime (site caused) of not more than 1.6 hours on an annual basis.

The DC and DRC shall invariably have all necessary infrastructure facilities including, but not limited to, the following:

- a) Structured power and data cabling
- b) Redundant and quality power supply from two separate sources.
- c) The precision air conditioning to maintain the levels of temperature and humidity suitable for the equipment.
- d) Physical security and monitoring through access card/ biometric control, Access logs and CCTV.
- e) Fire detection and automatic suppression system.

- f) Rodent control system, leak detection systems.
- g) Connectivity options to MPLS cloud from multiple ISPs.
- h) Provision for remote management of hosted IT infrastructure at DC and DRC whenever required from a remote location.
- i) Provision of space for operations management by the Selected Bidder or third party vendors to monitor and provide support services. The bidder may estimate its own space requirements for this purpose at DC/DRC. STC or its authorized representative reserves the right to physically access the infrastructure at DC/DRC at any reasonable time for inspection, monitoring and verification etc.
- j) Day to day data centre management and reporting. The DC/DRC must have provisions for maintenance & support services and generate reports for the performance levels and all incidents.

STC has no preference for any OEM and technical specifications are vendor neutral. Also refer to third paragraph of **Section 5.17** of this RFP.

The retention period for backup media will be decided at the time of implementation.

8.1.2 Supply of Equipment and Material for DC and DRC

The Selected Bidder shall be responsible for purchase, supply, transportation, delivery at site, insurance, unloading, installation and successful commissioning of all the hardware, equipment, systems software, application software and any other tools as proposed in the solution.

All supplies to be made by the Selected Bidder to STC shall be on an outright sales basis and the hardware/software components installed in the Data Centre/DRC shall be for the exclusive use of STC.

The IT Infrastructure solution shall not have any single point of failure. Equipment shall be configured in active-active mode to address any point of failure. No Single Point of Failure solution shall cover, but not be limited to database servers, application servers, networking and security related equipment.

The Selected Bidder shall conduct hardware sizing for the applications based on the number of users and also expected growth in number of users over time. The hardware sizing shall be validated by the application vendor (e.g. OEM) for adequacy of intended use of STC. The hardware sizing document and the validation letter shall be submitted by the bidder with the proposed solution as part of Technical Bid (**FORMAT 7** and **FORMAT 14**).

The minimum hardware to be supplied is given in the **Section 4.4** and its minimum specifications are given in **Section 16** of this RFP.

Any item not specifically mentioned, but required to complete the project in all respects for its safe, reliable, efficient and trouble free operation shall also be supplied and installed by the Selected Bidder without any extra cost unless it is explicitly excluded herein.

8.1.3 Configuration, Operationalization of Servers, Storage and other hardware/software

The Selected Bidder shall be responsible for installation, commissioning and operationalization of all necessary hardware, system software (like Operating system, database, and anti-virus etc.), networking equipment, backup and tape devices, firewalls, and other necessary hardware/ system software as required at DC/DRC and their connectivity with STC offices, as indicated in RFP.

The scope also includes testing of all equipment and systems of the project and putting them into operation.

8.1.4 Disaster Recovery Centre

STC business information is to be treated with utmost care. To protect the organization production environment data, data replication shall be done. The replication would be done over MPLS network. Asynchronous replication shall be done to reduce the bandwidth requirement for replication but to achieve a Recovery Point Objective (RPO) of one hour.

Servers shall be proposed by the bidders as part of the solution to cater to 30% of original user load. The Recovery Time Objective (RTO) shall be six hours. The bidder must propose best replication solution and bandwidth requirements as part of its solution to meet the requirements of STC.

Regular backups shall be taken at DRC which shall serve the purpose of offsite storage.

The DRC will come into operations after Go-Live.

8.2 Networking and Internet Connectivity Services

The Selected Bidder shall be responsible for supply, installation, commissioning, configuration and maintenance of all necessary networking equipment, firewalls and other necessary hardware to set-up a LAN at the Corporate Office and all 12 branches and also provide infrastructure to connect all the offices, DC and DRC. Bandwidth services shall also be resourced by the Selected Bidder. The bidder to propose the quantities of various equipment/items required as per its solution and ensures that the same meets STC's requirements in full.

The hardware to be supplied will include the workstations needed for helpdesk management and support services, etc. but will exclude other front end computers/printers for application users, which shall be provided by STC.

The Selected Bidder will be required to set up the connectivity of the LAN and the WAN for STC Corporate Office, STC Branch Offices, Data Centre and DRC.

The floor details for STC Corporate Office and branches are specified below:

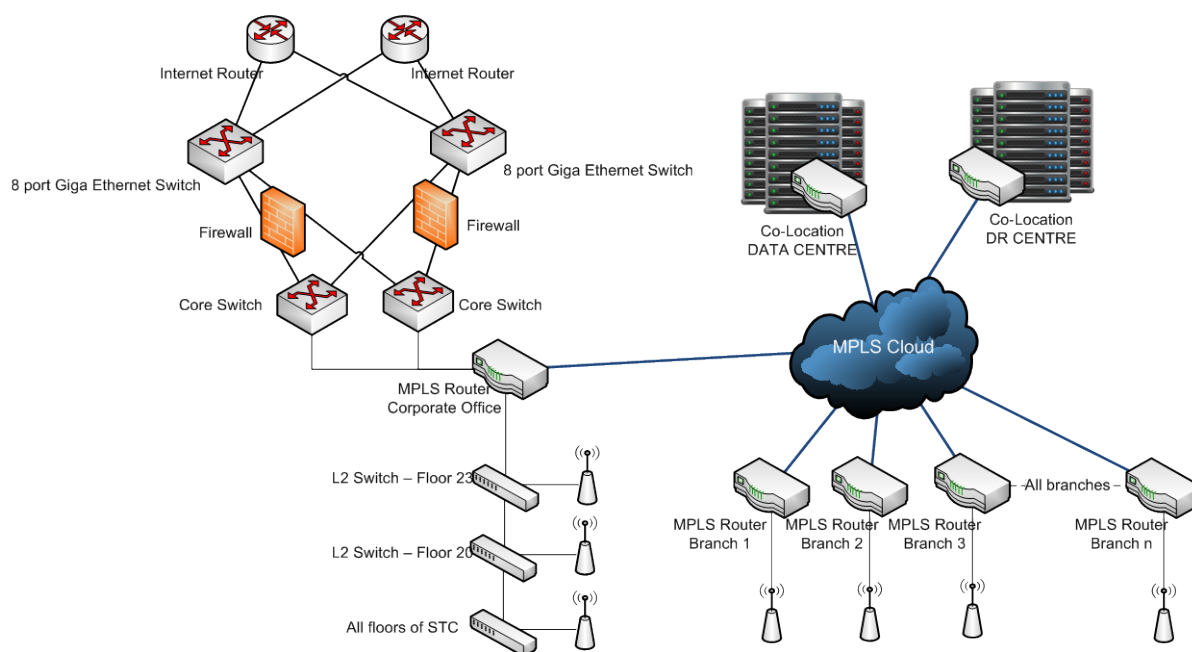
Office	Total No. of floors in the building	Floor(s) on which STC's office is located
STC Corporate Office	23	23, 20, 17, 10, 10A, 7A, 6, 6A, 5, 4, 4A, Ground and Basement
Agra	1	1
Ahmedabad	8	6 and 7
Bangalore	7	6

Bhopal	3	3
Chennai	3	2 and 3
Hyderabad	8	5
Jalandhar	1	1
Kolkata	10	9 and 10
Mumbai	10	2
Cochin	3	1
Coimbatore	10	4
Gandhidham	2	1

The connectivity will be provided over a secure point to point MPLS network with the provision of redundant last mile connectivity from two different Points of Presence of the same ISP in Active-Passive mode. In case there is only one POP in a city, the Selected Bidder may provide two redundant lines from same POP. The MPLS last mile will be terminated on respective routers at branches and sub-branches; no Firewall/ IPS device are envisaged at these locations.

The Selected Bidder and STC along with ISP will enter into a tripartite agreement for resourcing of internet and MPLS bandwidth, to enable the direct payments to ISP and bind the ISP with Performance Levels.

The high level WAN connectivity to be set up for STC CO and the branch offices is indicated in the following diagram:



Internet connectivity shall be provided at STC CO from two different service providers. The authorized users at branches will use the internet gateway at CO for internet access.

Following requirements must also be considered while designing and implementing the network:

- The applications presently proposed to be implemented are not expected to be accessed from outside the STC’s network, currently. However, provision must be

made for hosting STC website or any other application as an external web portal at a later stage.

- Approximately 20 mobile/laptop users should be able to access the applications through VPN. Hence provision for IPsec VPN should be done for identified users. Provision may also be kept to increase the number of such users to 50.
- All servers shall be hosted at co-located Data Centre.

The indicative bandwidth requirement for different STC locations is given in the **Section 17**. Based on the applications proposed, the bandwidth sizing must be done by the bidder and quoted as part of the Bid.

The MPLS last mile and the internet link will be terminated on a Firewall/ IPS device. This device shall also take care of web content filtering and gateway level virus protection. The core switch will be located at IT Division of STC Corporate Office on 23rd floor. The core switch shall be used as distribution switch. The access switches shall be connected with Multi Mode Fibre Optic cable which shall then be connected to wired and/or Wireless Access Points. The users will be connected through wired and/or Wireless LAN. A combination of both Wireless and Wired LAN, as found suitable for the specific location, may be used to provide connectivity to end users. The cabling/passive work for setting up LAN at all STC offices shall be part of scope of work. However, existing LAN infrastructure, where ever available, may be used. Firewall and IPS are not required separately; an integrated UTM box can be used instead.

The branch offices shall be connected to the MPLS cloud. 8-port or 24-port or 48-port access switch(es) shall be installed which will be connected to wired and/or Wireless Access Points, to which the users will be connected. UPS of suitable capacity shall be provided for equipment supplied by the Selected Bidder at all STC premises under the scope of this RFP.

The minimum specifications of the networking components to be supplied are given in **Section 16** of the RFP.

8.3 Implementation Services

8.3.1 Supply, Installation and Commissioning of Application Software

The Selected Bidder shall supply, install and commission the COTS applications listed in **Section 4.3**

The proposed software application modules i.e. Finance & Accounts, Payroll, HR and Employee Self Service must be a part of a single integrated COTS package from one OEM.

All applications should be web-based and integrated on Service Oriented Architecture (SOA), which allows for integration with legacy systems and other systems to be implemented in future. The Selected Bidder will be required to provide support with reference to interfaces and documentation to the implementation team engaged in the implementation of other applications during the Contract period.

8.3.2 Software Development, Customization and Configuration

The software solution will need to meet the entire requirements mentioned in this RFP. It would be the responsibility of the Selected Bidder to ensure that implemented solution provides all the required system and functional specifications of each module.

The specifications listed in the RFP are indicative of minimum requirements and broad in nature. The same may/may not include the entire process to be taken care of at the time of implementation. The Selected Bidder is expected to absorb all such processes / functionalities which may or may not have been explicitly brought out in the specifications given in **Section 14** of this RFP.

The responsibility of successful implementation of the software modules and other application products lies with the Selected Bidder. To the extent they do not meet the business processes, the software will need to be appropriately configured, developed, customized or extended to incorporate functionalities, features and processes to the satisfaction of STC.

The Selected Bidder will need to carry out, among others, the following activities:

- i. Study and understand current business processes defined in the As-Is Process Map Report and the BPR Document prepared by STC.
- ii. Identify MIS reporting requirements of STC.
- iii. To Be Process Mapping of As-Is Processes with the proposed solution
- iv. Explain best practices available in the COTS software and how these best practices affect the existing business processes.
- v. Identify areas where the software does not meet the requirements and draw up plan of action in terms of a workaround or development or customization and develop/customize as additions / extensions, modifications or workarounds the desired features specified in this RFP but which are not available in the proposed software package.
- vi. Map all MIS Reports currently available in the software with the MIS and Statutory reporting requirements of STC and identify new reports that need to be customized / freshly developed.
- vii. Develop/customize templates, as appropriate.
- viii. Script interfaces required for integration of applications with existing applications, if any, as appropriate.
- ix. Document the configuration, development or customization done and prepare user manuals for maintenance of the configuration / customization and training documentation etc.

All customizations not specifically mentioned, but required for successful Go-Live of the project shall have to be done by the Selected Bidder as part of scope of work of this RFP.

8.3.3 Software Testing and Acceptance

The Selected Bidder shall be responsible for thorough testing of all software including configuration, development and customizations. The testing processes shall cover planning (includes preparing test plans and defining roles and responsibilities), preparation (consists of preparing test specification, test environment and test data) and execution (includes testing at various levels like unit level, integration level, system level, performance testing before going on production).

The Selected Bidder shall be responsible to provide all necessary testing and commissioning personnel, tools/kits, test equipment etc. The results of the tests will be submitted to STC and in case of STC not being fully satisfied with the test results, further improvements will be made to the software and retest will be carried out.

8.3.4 Third Party Testing and Auditing

The deployed solution (including Data Centre, Network and Applications etc.) shall be accepted after appropriate testing and auditing by STQC Directorate. Apart from the audit before Go-Live, the Selected Bidder may be required to get the applications audited on regular intervals and/or for compliance with any statutory requirement.

The cost of such audits shall be borne by the Selected Bidder.

8.3.5 Digitization and Data Migration

The Selected Bidder will arrange digitization from existing physical and electronic records, as required.

Data Entry / Data Migration

The Selected Bidder will key in and validate data from existing manual records into digital records in required formats and populate databases for the software modules, as appropriate.

The Selected Bidder will need to provide domain expertise for codification of data, where required for populating database, etc.

HR data shall be migrated from Excel files and/or digitized from physical records (Service Books) for 800 employees - Approx. 0.2 MB per employee.

For retired employees, numbering about 2000, most of the data is available in Excel files.

Most of the digitization will be carried out in Corporate Office. Indexing requirements will be specified by STC at time of implementation.

The language for migration and data entry will be English.

The Selected bidder shall be responsible for extracting from physical records, codifying and entry of any data required for implementation of the applications.

The Selected Bidder will transfer files and records from existing applications into new databases and applications by developing bridge programs, as appropriate.

Data for finance shall be migrated from Tally.

Scan and store documents, as appropriate

The Selected Bidder will determine, in consultation with STC, the inventory of documents to be included. The scanned documents will be appropriately indexed / codified for access, retrieval and archiving under document management system.

Approval of Migrated Data

The digitized data will be subject to approval by STC before uploading to the production.

8.3.6 Training and Change Management

The Selected Bidder will be required to provide training required for operations of the proposed applications and overall system to STC personnel. The trainings to be provided will, at least, cover the requirements outlined below in this section.

- The Selected Bidder will be required to provide such trainings at the STC Corporate Office and all branches within India.
- Training sessions for any batch will be organized for not more than 4 hours in a day and in batch size of 15-20 trainees except for ESS training.
- To ensure training objectives and knowledge transfer, hands on computer based training must be part of each training module.
- Training facilities such as conference room, projector, computers etc. will need to be provided by the Selected Bidder. However, STC may, at its option, provide some or all of such facilities, subject to availability. Conference rooms are available for training in Corporate Office, Agra, Bangalore, Chennai, Jalandhar and Kolkata branches. However, projector facility shall be available only at Corporate Office. In case STC is not able to provide training facilities, the Selected Bidder will be required to make the necessary arrangements.
- Each training session must be accompanied with training material in softcopy / hardcopy, distributed preferably a week before the scheduled training session.
- The Selected Bidder will also be required to develop video demos (in applications such as flash player, etc.) for help to the users. The demos will have to be submitted to STC before the end of the scheduled training.
- All training manuals shall be updated after any changes are made to the applications in the Go-Live phase.
- Training will be scheduled in two waves. STC may allow STC users to attend one or both waves of the training, subject to the maximum number of trainees.
 - Wave 1 - Before the application Go-Live
 - Wave 2 – Any time within one year post the application Go-Live as decided by STC
- The Selected Bidder will be required to estimate sufficient number of training sessions to cover all the users of STC.
- The trainings shall be designed considering the level of IT awareness of relevant groups of STC employees.
- The Selected Bidder may be called upon to arrange additional or repeat trainings over and above the number mentioned in this section.
- Train the trainer approach to training will not be acceptable.

Target Audience for Core Applications (Finance, HR and Payroll)

The target audience for training will be as follows:

1. **Top Management:** Top management refers to Chief General Managers and Directors who need to have an overall picture of entire organization and are mainly involved in strategic decision making. There are expected to be approximately 10 users in this category.
2. **Heads of Divisions:** Heads of Divisions could be General Managers, Joint General Managers, Deputy General Managers and Branch Managers who will have

role as supervisory or approving authority. There are expected to be approximately 40 users in this category.

3. **Middle and Junior level Managers:** Middle and Junior level Managers in STC include employees from the post of Assistant Manager to Chief Manager. This category would need to be further divided based on the divisions like finance division, HR division or other divisions. There would be approximately 200 users in this category.
4. **Non – Managerial Staff:** Non – Managerial staff in STC consists of employees from Junior Assistant/ Junior Steno to Senior Office Manager. Currently it is expected that the IT systems will be used primarily by the managerial staff. However, some senior members from the non-managerial grade could also be users of the system. Hence there would be approximately 20 users in this category.
5. **IT Division employees:** This category will include employees belonging to IT division in STC. There are expected to be approximately 8 -10 employees in this category.

Training Types

The Selected Bidder will be required to provide training in the following areas:

Core Trainings

1. Functional (for core users) Training on Applications
2. End User Training on Applications for end user
3. MIS and controls
 - Access to reports in application
 - Authorization and controls in application
4. Technical Training for the IT Division:
 - **Project Management**
 - IT Project Management
 - Project Evaluation/Audit
 - **Technology**
 - Networking Management and Monitoring
 - Web Designing and Management
 - Data Centre and Management
 - Disaster Recovery
 - Quality Management
 - Database and Storage Administration
 - Information Security
 - Applications and Application Maintenance
 - Minor report development in Application
 - Master data maintenance in Application
 - Performance Level Monitoring including complaint management
 - IT Standards, Guidelines and Procedures
 - Risk Analysis

ESS Training

- Internet usage / Portal Usage
- Usage of ESS functionalities for the end user

User Base for Training

The table below gives the suitability of the various categories of users for the proposed training and the number of users expected to be trained for estimation of training effort by the Bidders. The table also lists the minimum duration of the proposed trainings. However, the Selected Bidder may be required to provide training over and above what has been indicated with respect to the applications and solution proposed.

TRAINING TYPE	Minimum no. of hours / batch	Top Mgmt.	HODs / BM	Managerial Staff	Non Managerial Staff	IT Division Staff	TOTAL no. of trainees (WAVE 1)	TOTAL no. of trainees (WAVE 2)
ESS training	8	✓	✓	✓	✓	✓	700	100
Core User Training	16		✓	✓		✓	30	15
End user training	12	✓	✓	✓	✓	✓	200	100
MIS reports / Controls / Authorization	8	✓	✓			✓	50	20
Technical Training	60					✓	5	5

Change Management

The current initiative is expected to be significant transformation in the working methods of STC. Given the relative inexperience of STC manpower (other than Finance Division) with IT systems, a proper change management effort is envisaged for the initiative. The Selected Bidder will be required to initiate and execute change management activities as part of his obligations to implement the system. This will include designing and supporting any change management initiatives considered desirable by STC towards adoption of the proposed solution.

The activities will, inter alia, include:

- Timely communication of appropriate project milestones to relevant stakeholders.
- Orientation and awareness workshops outlining the overview of the IT solution, and benefits from the perspective of change management.
- Relevant trainings at an appropriate time in the overall project plan.

8.3.7 Special Tools and Accessories

The bid shall include the list of special tools, testing equipment and accessories required during development stage, for day to day operation and maintenance of the system. Such tools will inter-alia includes:

- Document Management System
- Workflow and File Tracking
- Integration middleware
- Identity and Access Management

All such tools shall be supplied by the bidder. The bidder should clearly bring out the list of such tools in the bid. The prices of these special tools shall be included in the bid price.

8.3.8 Documentation

The Selected Bidder will provide complete documentation related to the entire implementation including, inter-alia, the following:

- User manuals;
- System administrator manuals;
- Technical manuals;
- Installation guides;
- Business process guides;
- Program flow descriptions;
- Data model descriptions;
- Sample reports;
- Screen formats;
- Toolkit guides;
- Troubleshooting guides;
- Frequently asked question (FAQ) guides.

Selected Bidder will also provide operational procedure manuals as required. To the extent possible manuals will be provided in such format which enables their customization to include specific business processes or operational procedures, if necessary.

Selected Bidder will also provide context sensitive on-line help, which includes all materials provided in the hard copy manuals. Wherever possible, users should be able to add their own on-line help documentation.

The documentations should be updated annually to reflect any modification in configurations, customizations etc.

Atleast three hard copies and a soft copy of all the documents are required to be provided.

8.3.9 Supply of Media and Source Code

Selected Bidder shall supply two copies of media for all related software offered as part of the solution including source code of developments and customizations work carried out.

8.3.10 Go - Live

Implementation will be treated "Go-Live" on successful installation and roll out of all applications covered under this RFP. This will, inter-alia, require completion of all the following activities:

- Carrying out the final testing of the configured, customized and developed software and obtaining the user and IT level sign-offs. This will include documentation of the testing procedures and results obtained.
- Transferring the duly tested configuration to the production environment.
- Organising data migration and population of appropriate databases.
- Digitisation and populating the master records, as appropriate.
- Installation of the software and handing over of related documentation and media to respective users and also to IT Division of STC.

- Documents uploading and indexing.
- Uploading of data for opening balances and open master data with due validation and checklists. Documentation of the data uploads to be maintained.
- Development/Generation of necessary MIS Reports.
- Implementing all designed security and data validation controls.
- Effective running of all data transfer programs planned for integration of the software modules with other applications and system software.
- Providing copies of operational/user manuals.
- Roll out of the software.

8.3.11 Handholding Support

The Selected Bidder will provide handholding support for a period of 3 months starting from the Go-Live Date.

The team involved in customization, development, commissioning and roll out will provide full hands on support to users at the STC offices during this period. The team members would resolve issues and troubleshoot any problems that users face in using software. This support is besides the Selected Bidder's responsibility under warranty and maintenance and support services.

In addition, Selected Bidder will also provide handholding support (i) for one month at Corporate Office and for two weeks at each major branch at the time of one more quarterly account closure and (ii) two months at Corporate Office and for one month at each major branch at the time of full year annual account closure, after 3 months of initial handholding.

Minimum three qualified resources will be deployed full-time (single shift) on-site at STC Corporate Office and one resource per branch (in each of 9 major branches) during handholding period. In sub-branches, the remote handholding support may be provided. However, STC may ask the Selected Bidder to depute manpower for short durations to the sub-branches, if considered necessary.

8.4 Maintenance and Support Services

Selected Bidder will provide all maintenance and support services for the entire contract period i.e. for five years, after the date of Go Live.

8.4.1 Maintenance of Existing Website

The Selected Bidder will be responsible for maintenance of STC's existing website. The maintenance will cover, but not be limited to the following:

- Upgradation/addition of functional modules/sections, flash content etc.
- Upgrading the technology used in website as per requirement.
- Resolution of errors spotted.
- Testing after every edit.
- Maintaining a Full Backup copy of website.
- STQC and Cert-in Audits on regular intervals as per the statutory requirements. The cost of such audits shall be borne by the Selected Bidder.

- Support to STC's IT Division in tender hosting, content updation and management.

8.4.2 IT Facility Management

The scope of IT Facility Management covers all elements of IT infrastructure for their availability, reliability, manageability and scalability as per Performance Levels defined. All services would be on site.

8.4.3 Data Centre, Disaster Recovery Centre and Network Maintenance and Support

The Selected Bidder will be fully responsible for smooth operation of Data Centre, DRC, WAN, LANs at all STC locations and consistent availability of the services, including MPLS & Internet connectivity to the satisfaction of STC as per the Performance Parameters given in Performance Levels of this RFP. The services shall inter-alia include:

- Data Centre Management
 - Database Administration
 - Messaging Services
 - Systems Administration
- WAN and LANs at all locations and service provider management
- Remote configuration support to CO and branches, if required
- Security services for IT infrastructure and Information – Implementation of IT security policies. Selected Bidder will implement any modification in the IT security policy desired by STC and also suggest security provisioning based on incidents during operations to plug security loopholes
- IT Infrastructure Support Services
- Application Software support and maintenance for bug fixing, updates, modifications and change requests
- System Software maintenance, upgradation etc.
- Software Version Control & License Management
- Anti-virus Support
- Help Desk Services so as to inter-alia cover incident management, ticketing management, problem management, change management, release management, and resolution of all difficulties faced by the users.
- Vendor Management and Maintenance Services
- Warranty/AMC Management through OEMs
- Performance management and optimization of the entire IT Infrastructure. Monitoring and review against the defined performance requirements and Performance Levels.
- Performance Level Monitoring and availability management using appropriate tools.
- Regular system backups
- Provide system generated performance reports for all performance parameters defined in **Section 13** of this RFP and the formats of the reports shall be mutually finalized between STC and the Selected Bidder.

8.4.4 Application Maintenance and Support

These services would include application maintenance activities, minor customizations, configuration changes, generation of additional MIS reports, changes related to statutory / legal requirements and application administrator role.

8.4.5 Help Desk

There is no helpdesk system currently in use. The Selected Bidder will provide the helpdesk services to all the 700 users of STC spread at various locations for any infrastructure or applications related difficulties experienced by them. Helpdesk services shall be accessible to STC users through the following channels:

- Telephone
- Link to call logging through the internal portal
- Call logging through Email to a designated ID
- Auto-escalation of faults after specified period of time.
- Access to higher level for reporting of faults.

Onsite Helpdesk support will be mandatory for the following locations:

- Corporate Office of STC at New Delhi (minimum 2 onsite personnel)
- Branch office – Ahmedabad (minimum 1 onsite personnel)
- Branch office – Mumbai (minimum 1 onsite personnel)
- Branch office – Kolkata (minimum 1 onsite personnel)
- Branch office – Hyderabad (minimum 1 onsite personnel)
- Branch office – Bangalore (minimum 1 onsite personnel)
- Branch office – Chennai (minimum 1 onsite personnel)

Offsite helpdesk services shall be available to the rest of the STC locations. Selected Bidder will be required to deploy adequate number of personnel onsite and offsite based on the number of users at each location. Selected Bidder shall depute personnel on offsite location and/or increase the number of personnel at the onsite helpdesk, if needed.

Level-1 Helpdesk engineers would be the First Point of Contact to the users who would be handling all queries, requests and issues raised by the end users relating to both infrastructure and application support. The Level-1 Helpdesk engineers would attend to the complaints till closure of the issues.

Level-2 Helpdesk engineers would be the second level contact for the end users, any requests or issues related to the infrastructure and application support would be passed on to this team for resolution from the Level-1 Helpdesk team. The Level-2 Helpdesk team would work till the closure of the service request or a reported incident from the end user. Also, all complaints remaining unresolved after 3 hours of reporting shall get escalated to Level-2 engineers.

Helpdesk support shall include front end support for all applications.

The on-site engineers would be responsible for, but not limited to, the following:

- Support for changes in configurations of the Application Software or creating new configurations wherever necessary.
- Maintenance of entire IT infrastructure including preventive maintenance, breakdown fixes etc. (maximum down-time for any hardware shall not exceed 3 working hours, otherwise an equivalent replacement will be provided)
- Maintaining the hardware and software inventory, licenses etc.
- Installation of latest patches and updates
- Coordinating with the respective vendors who are providing warranty / maintenance support for the IT infrastructure.

- Tracking of Performance Level for self and any sub-contractors/Vendors using appropriate tools.
- Review the service levels of the network service provider as per the Performance Level along with STC
- Provide system generated performance report.
- Protection of all infrastructures, applications and other IT systems from malicious software and attacks such as viruses, worms, Trojan-horses, hacking, web-jacking, denial of service etc. that can compromise confidentiality, integrity and availability of business information. A comprehensive anti-virus process incorporating detection, protection and recovery measures shall be adopted to reduce the likelihood of a virus outbreak, contain the spread in case of a virus attack and to minimize potential damages.
- Backup of all the servers, databases and front end computers as per laid down backup policy. Adequate controls to be put in place to recover and test the backed up data periodically.
- Authorization of all changes by STC and their testing before implementation.
- Security of gateway devices such as Desktops and Laptops which may have internet access.
- Reporting of all security breaches or attempts to breach and all discovered security weaknesses in information systems. Incident management process to ensure that all reported security breaches or weaknesses are responded to promptly and action taken to stop reoccurrence.
- Ensuing implementation of information security policies adopted by STC
- Ensuring adequate resistance to unauthorized physical access and protection against environmental threats.
- Monitoring and control of installation, movement, addition, and change of IT assets at all times.
- Services provided by the helpdesk will meet the prescribed Performance Level.
- Front end desktop/laptop services like computer formatting, reloading system software (OS, antivirus etc.), configuration of a new computer added, etc.
- Implementation of domain and networking policies.
- A landline telephone will be provided by STC to the helpdesk team at each location.

8.4.6 Transition and Integration Support

STC may implement additional applications at any stage as part of its overall IT roadmap. Selected Bidder will be required to provide all necessary support with reference to interfaces and documentation to STC and/or the agency engaged by STC for implementation of any other applications during the Contract Period.

Selected Bidder will also be required to provide transition support with reference to interfaces, migration, transfer and documentation to the agency engaged by STC to take over the IT operations at the end of the Contract Period or at the time of termination of the Contract for any reason. Transition support shall be provided for all applications implemented and services provided by the Selected Bidder under this RFP for a period of at least three months, in the presence of the replacement maintenance and support vendor / STC.

8.5 Others

8.5.1 Licensing

All the licenses shall be procured in the name of STC and shall be owned by STC even after the Contract period.

In case STC requires additional software licenses, the same shall be supplied by the Selected Bidder as and when so requisitioned. Payment shall be made at the end of the quarter on prorata/lot basis for such additional licenses.

8.5.2 Warranties

All hardware and networking equipment procured and installed by the Selected Bidder shall be under OEMs warranty / AMC, as applicable. The Selected Bidder shall procure and manage AMCs for all the hardware and other equipment for a period of five years from date of Go-Live, as far as from OEMs.

Advance Technical Support (ATS) for all software provided by the Selected Bidder under the scope of this RFP shall be for a period of five years from the date of Go-Live.

All hardware, networking equipment and software provided by the Selected Bidder shall be under warranties at the time of handing over the same to STC after completion of the project.

8.6 Increase in number of users

STC may need to add more users (may be assumed up to 10% every year) for any or all applications. All hardware (excluding front end), networking and other services should be able to support additional users/locations with without deterioration in performance.

The Selected Bidder shall ensure that system must comply with Performance Levels during the period of contract.

8.7 Geographical Scope

The scope for implementation shall cover all the offices of STC, excluding Guntur sub-branch. STC has its Corporate Office in New Delhi and 13 branches and sub-branches across India. Any reference to 'branches' in the RFP shall include all branches as well as sub-branches of STC. The application(s) are required to be implemented across all branches in an integrated fashion.

8.8 Preparation of Crisis Management Plan (CMP)

The Selected Bidder is required to prepare crisis management plan. STC along with designated team will review the plan periodically at mutually agreed intervals and update the document, if required.

The Selected Bidder shall provide a plan for handling crisis situations like DC disruption/failure, DC service provider business disruption, Bandwidth service provider business disruption, natural disaster etc. and update the same periodically.

8.9 Exit Plan

The Exit Plan should cover, among others, the following:

- a. Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties (AMC/ATS) in respect of all equipment/software etc.;
- b. All related documentation and other Configurable Items etc., if any, in his possession;
- c. List of all IT Assets, passwords, etc. at all locations to STC;
- d. Plan for handing over management of DC, DRC, Applications and other resources to STC or agency nominated by STC.

STC will review the Exit plan periodically at mutually agreed intervals.

In the event of termination or expiry of the Contract, both Selected Bidder and STC shall comply with the provisions of Exit Plan.

During the exit management period, the Selected Bidder shall use its best efforts to continue delivery of all regular services. In addition, the Selected Bidder shall ensure the following:

1. Three months of support to replacing Service Provider and/or STC after termination or expiry of the Contract.
2. Complete handover of the processes, products, software, licenses, source codes, reports, documents, manuals, data, web content and other Intellectual Property Rights to the replacing Service Provider and/or STC.
3. Complete handover of all hardware components installed at STC locations, Data Centre and Disaster Recovery Location in fully functional state along with AMCs / warranties for the unexpired term of the Contract.
4. Certificate of Acceptance from authorized representative of replacing Service Provider / STC issued to the Selected Bidder on successful completion of handover and knowledge transfer.

9. Project Timelines

Go-live of all applications must be completed in a maximum period of 7 months from the date of award of contract and shall be followed by handholding support as detailed in **Section 8**.

A tentative project schedule is outlined below. The Selected Bidder is however required to provide detailed plan based on the methodology proposed to be adopted, keeping the overall duration of project in mind. The Selected Bidder is expected to engage dedicated teams for different modules so that the development and deployment of different modules can be done in parallel.

S. No.	Project Milestone	Expected Duration from date of award of contract
1.	Project Kick-off	1 Week
2.	Understanding of the respective Business Processes and Finalization of Functional Requirements	5 Weeks
3.	Supply, Installation, Commissioning, Configuration of Hardware, Networks and System software at Data Centre and connectivity with corporate office	8 Weeks
4.	Supply, Installation and Commissioning of Application software at DC	9 Weeks
5.	Finalization of design and Software Requirement Specification	9 Weeks
6.	Supply, Installation, Commissioning, Configuration of LAN & MPLS	10 Weeks
7.	Completion of customization and development	21 Weeks
8.	Training and Change Management	23 Weeks
9.	Supply, Installation, Commissioning, Configuration of Hardware, Networks, System software and Application Software at DRC and connectivity with corporate office	24 Weeks
10.	Handover of Documentation and Training Manuals	24 Weeks
11.	User Acceptance Testing	26 Weeks
12.	Data Digitization and Migration	27 Weeks
13.	Go-Live	29 Weeks

10. Payment Terms

The Selected Bidder shall be entitled to a payment equal to sum of Price A and Price B quoted for the implementation phase and price C quoted for the maintenance and support phase, in stages, on successful achievement of the following payment milestones:

S. No.	Milestone	Payment Amount	Ceiling of maximum payment
	Implementation Phase		
1.	Supply, Installation, Commissioning, Configuration of Hardware, Networks and System software at Data Centre and connectivity with corporate office	75% of Price A1	10% of (Price A + Price B)
2.	Supply, Installation, Commissioning, Configuration of Hardware, Networks, System software and Application Software at DRC and connectivity with corporate office	75% of Price A2	4% of (Price A + Price B)
3.	Supply, Installation, Commissioning, Configuration of LAN & MPLS	75% of Price A3	17% of (Price A + Price B)
4.	Supply, Installation and Commissioning of Application software at DC	75% of Price A4	27% of (Price A + Price B)
5.	UAT	30% of Price B1	5% of (Price A + Price B)
6.	Go-Live	15% of Price A + 40% of Price B1	20% of (Price A + Price B)
7.	On completion of 3 Months Handholding	Price B2	Actual price quoted
8.	On completion of Quarterly Handholding	Price B3	Actual price quoted
9.	On completion of handholding after annual closing	Price B4	Actual price quoted
10.	On year after Go-Live	Remaining payment of (Price A + Price B)	
	Maintenance and Support Phase		
1.	Cost for maintenance and support will be payable quarterly during 5 years maintenance and support period from the date of Go-Live. Payment will be subject to the compliance to Performance Levels	1/20 th of Quoted Price C at end of each quarter	

	and service review report for that quarter.		
	Bandwidth Charges		
1.	Cost for bandwidth will be payable on receipts of (monthly/quarterly/annual) bill from provider.	Invoiced Amount not exceeding 20% of Price D every year after the date of Go-Live	

Note:

- **Price A1** refers to the cost quoted by the Bidders for Data Centre Setup
- **Price A2** refers to the cost quoted by the Bidder for Disaster Recovery Centre Setup
- **Price A3** refers to the cost quoted by the Bidder for Network (LAN and MPLS) Setup
- **Price A4** refers to the cost quotes by the Bidder for Application Software Licences
- **Price A** : Price A1 + Price A2 + Price A3 + Price A4
- **Price B1** refers to the cost quoted by the Bidders for Implementation Services
- **Price B2** refers to the cost quoted by the Bidders for 3 months handholding
- **Price B3** refers to the cost quoted by the Bidders for Quarter Closing support
- **Price B4** refers to the cost quoted by the Bidders for Annual Closing support
- **Price B** : Price B1 + Price B2 + Price B3 + Price B4
- **Price C** refers to the cost quoted by the Bidders for Maintenance and Support Services
- **Price D** refers to the cost quoted by the Bidders for Bandwidth

For details, please refer to **FORMAT 5** Part D: Financial Bid

11. Bidding Forms

FORMAT 1 PART A: EARNEST MONEY DEPOSIT (EMD) AND LETTER OF AUTHORIZATION

(To be submitted on Company Letterhead)

Date: DD/MM/YYYY

Mr. Anand Parkash
Deputy General Manager-IT
The State Trading Corporation of India Ltd.
Jawahar Vyapar Bhawan, Tolstoy Marg
New Delhi-110001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for
"Implementation and Support of ICT Applications"

Subject: Submission of Part A of the Bid - EMD and LETTER OF AUTHORISATION

Dear Sir,

1. With reference to the above, we hereby submit Part A of the Bid and furnish below the desired details.
2. This bid is being submitted by us on our own behalf and not on behalf of a consortium.
3. Information of Bidding Organisation

a. Organisation's Name	
b. Office Address	
c. Telephone	
d. Fax	
e. Email	

Contact Person's Information

	Primary	Alternate
a. Name		
b. Designation		
c. Telephone No.		
d. Fax		
e. Email		
f. Mobile No.		

4. We enclose herewith a demand draft of INR 10,000/- (INR Ten thousand only) towards the cost of RFP document as per the following details:

Demand draft No	
Dated	
Drawn on Bank	
Branch	

5. We enclose herewith a demand draft for Rs. 10,00,000/- (Rs. Ten lakh only) as Earnest Money Deposit in support of the Bid as per the conditions of the RFP. The details of the demand draft are given below:

Demand Draft No.	
Dated	
Drawn on Bank	
Branch	

6. We are also enclosing a Letter of Authorisation (on company's letter head in **FORMAT 2**) duly signed by Mr. _____ Director/Company Secretary authorizing the undersigned to submit the bid and sign all documents and other correspondence.
7. Part B - Pre-Qualification Bid, Part C - Technical Bid and Part D – Financial Bid have been enclosed in separately sealed covers.

Yours faithfully,

(Authorized Signatory)

Name, Designation & Company Seal

List of Enclosures:

- 1.
- 2.
- 3.
- 4.

FORMAT 2 LETTER OF AUTHORISATION

(To be submitted on Company Letter head)

Date: DD/MM/YYYY

Mr. Anand Parkash
Deputy General Manager-IT
The State Trading Corporation of India Ltd.
Jawahar Vyapar Bhawan
Tolstoy Marg
New Delhi-110001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for
"Implementation and Support of ICT Applications"

Subject: LETTER OF AUTHORISATION

Dear Sir,

I <<Name>> certify that I am <<Designation>> of M/S <<Company Name>> a company registered under the Indian Companies Act and I authorize Mr. _____ who is working as _____ in this company to sign and submit the bid and all related documents and correspondence with STC thereby binding this Company by authority of its governing body.

Yours faithfully,

(Authorized Signatory)

Name, Designation & Company Seal

Phone No.: _____

Mobile No.: _____

FORMAT 3 PART B: PRE-QUALIFICATION BID

(To be submitted on Company Letter head)

Date: DD/MM/YYYY

Mr. Anand Parkash
 Deputy General Manager -IT
 The State Trading Corporation of India Ltd.
 Jawahar Vyapar Bhawan
 Tolstoy Marg
 New Delhi-110001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for
 "Implementation and Support of ICT Applications"

Subject: Submission of Part B of the Bid - PRE-QUALIFICATION BID

Dear Sir,

With reference to the above, we hereby submit Part B of the Bid and furnish the following information in support of our being a qualified bidder:

1. Financials of the Company:

Year	Turnover (in Rs. Crore)	Closing Net Worth (in Rs. Crore)
2010-11		
2011-12		
2012-13		

2. Number of full time technically qualified (Engineering graduates, MCAs or equivalent) employees on our company rolls: _____

3. Name of main COTS Application product quoted and its OEM supplier:

4. Annual turnover of OEM of COTS Application product:

Year	Turnover (in Rs. Crore)
2010-11	
2011-12	
2012-13	

5. Number of customer support centers of the OEM of COTS Application product in India with 24x7 support on functional and technical issues, upgrades, bug fixes, etc.: _____

6. Names of OEMs from whom hardware/software products will be procured and supplied:

Following documents are enclosed:

S. No.	Information / Document	Yes/No	Page No.
1.	Certificate of incorporation issued by Registrar of Companies		
2.	Annual report for last three preceding financial years ending 31 st March 2013		
3. (a)	CMMi level 5 Certificate.		
(b)	ISO 9001:2008 certificate.		
4.	Documentary proof of having an office in NCR region.		
5.	Self-Certificate regarding number of full-time technically qualified employees		
6.	Experience details of implementation of three similar projects in FORMAT 8 along with Certificates from the clients		
7.	Self-declaration confirming that the bidding company, its affiliates or subsidiaries, including any subcontractors has not been blacklisted by any Central/State government / Public Sector Undertaking as on the date of bid submission.		
8. (a)	RPFC registration certificate		
(b)	PAN card		
(c)	Service Tax registration certificate		
(d)	Sales tax / VAT registration certificate		
9.	Authorization Letters from OEMs of hardware/software products including COTS Application product		
Documents in support of Pre-Qualification criteria for OEM of COTS Application product			
10.	Audited financial statements for the latest available three financial years ending 31 st March 2013		
11.	Written confirmation from the OEM of COTS Application product company and other Documentary Proofs for own customer support centre in India with 24x7 support on functional and technical issues, upgrades, bug fixes, etc.		
12.	Any other documents		

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

Besides, Part A – EMD and Letter of Authorisation, Part C - Technical Bid and Part D - Financial Bid have been enclosed in separately sealed covers.

Yours faithfully,

(Authorized Signatory)

Name, Designation & Company Seal

FORMAT 4 PART C: TECHNICAL BID

(To be submitted by bidder on Company Letter Head)

Date: DD/MM/YYYY

Mr. Anand Prakash
Deputy General Manager (IT)
The State Trading Corporation of India Ltd.
Jawahar Vyapar Bhawan, Tolstoy Marg,
New Delhi – 110 001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for
“Implementation and Support of ICT Applications”

Subject: Submission of Part C of the Bid - TECHNICAL BID

Dear Sir,

We have carefully and completely examined the RFP document referred to above.

We offer to provide the Goods and Related Services as set out in the scope of work of the RFP.

Accordingly we hereby submit Part C of the Bid and enclose the following sequential details required as per the RFP as a part of our Technical Bid:

S. No.	Information/Document	Yes/No	Page No.
1.	Bidder's background		
2.	Details of experience along with citations and client certificates. (FORMAT 8)		
3.	Bidder's understanding of STC's requirements		
4.	Implementation approach and methodology		
5.	Functional architecture of the proposed solution		
6.	Technical architecture of the proposed solution		
7.	Security Architecture		
8.	Application credentials		
9.	Data Centre details		
10.	DR Centre details		
11.	Compliance to functional and non-functional requirements (Section 14 and Section 15)		
12.	Compliance to hardware specifications (Section 16)		
13.	Manufacture's Authorization Form / Validation Letter (FORMAT 13 and FORMAT 14)		
14.	Hardware and bandwidth sizing details		
15.	Hardware details and deployment schedule		
16.	Hardware/software delivery and installation plan		
17.	Scalability of the solution offered		
18.	Project Plan		

19.	Change management plan		
20.	Training plan in view of the broad requirement indicated in Scope of Work		
21.	Data digitization and migration plan		
22.	Quality Management Plan		
23.	Exit Plan		
24.	Proposed team structure and size (FORMAT 10)		
25.	Resume of key employees proposed to be deployed in the project (FORMAT 11)		
26.	Post-implementation support plan		
27.	Details of maintenance and support service		
28.	Performance Level Compliance /Inputs to Performance Parameters Management		
29.	Unpriced Bill of material for the proposed solution (FORMAT 7)		
30.	Deviations requested (if any) vis a vis RFP terms and conditions (FORMAT 12)		
31.	Signed copy of the entire RFP		
32.	Integrity Pact (FORMAT 15)		
33.	Any other relevant information/documentation		

We undertake, if our Bid is accepted, to adhere to the scope of work and implementation plan put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and STC or its appointed representatives.

If our Bid is accepted, we shall furnish a performance bank guarantee valid for a period of six years in the prescribed format for an amount equal to 10% of the total Contract Price for the due performance of the Contract.

Our Bid shall be valid for a period of 90 days from the last date fixed for Bid submission and shall remain binding upon us.

Our Company, its affiliates or subsidiaries, including any subcontractors for any part of the Contract, has not been declared ineligible by STC.

This Bid, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us until a formal contract is prepared and executed.

We agree that you are not bound to accept lowest or any Bid you may receive.

We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid without assigning any reason whatsoever.

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

Besides, Part A – EMD and Letter of Authorization, Part B – Pre-Qualification Bid and Part D – Financial Bid have been enclosed in separately sealed covers.

Yours faithfully,

(Authorized Signatory)

Name, Designation & Company Seal

FORMAT 5 PART D: FINANCIAL BID

(To be submitted on Company Letter Head)

Date: DD/MM/YYYY

Mr. Anand Parkash
Deputy General Manager-IT
The State Trading Corporation of India Ltd.
Jawahar Vyapar Bhawan, Tolstoy Marg
New Delhi-110001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for
"Implementation and Support of ICT Applications"

Subject: Submission of Part D of the Bid - FINANCIAL BID

Dear Sir,

We have carefully and completely examined the RFP document referred to above. Further to the bid (Part A- EMD, Part B- Pre-qualification Bid and Part C- Technical Bid) submitted by us, we hereby submit Part D of the Bid.

We quote below the prices for supply of the goods and the related services as per scope of work given in the RFP:

S. No.	Item	Price
A. IT Infrastructure Cost		
A1.	Data Centre Setup	
A2.	Disaster Recovery Centre Setup	
A3.	Network (LAN and MPLS) Setup	
A4.	Application Software Licenses	
Total Price A for IT Infrastructure Cost (A1 + A2 + A3 + A4)		
Price B for Implementation Services		
Price C for Maintenance and Support Services		
Price D for Bandwidth		
Grand Total (A + B + C + D)		

We, the undersigned, offer to provide required goods and related services as set out in the Bid Document for a total bid price of:

Indian Rupees in figures:

And in words:

The detailed breakup of prices is enclosed as per **FORMAT 6** of the RFP.

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

Yours faithfully,

(Authorized Signatory)
Name, Designation & Company Seal

FORMAT 6 DETAILED PRICE BREAKUP

Note: All price quotes should be in Indian Rupees (INR)

A1. Hardware including all network components and system software required at the DC

1. Hardware including all network components						
S. No.	Name of the Hardware / Networking Component	Price per unit (x)	Quantity Offered(y)	Sub Price (x*y)	Tax Type and Tax %	Total Price (incl. Tax)
2. System Software Licenses / Middleware / Tools etc.						
S. No.	Name of the Software / Middleware / Tools etc.	Price per unit / License(x)	Quantity Offered (y)	Sub-Total (x*y)	Tax Type and Tax %	Total Price (incl. Tax)
3. Installation and Commissioning Services						
S. No.	Installation Service			Price	Tax Type and Tax %	Total Price (incl. Tax)
	Total					Total A1

Note: Hardware AMC (provided by OEM) prices bundled with the sale of hardware may be included in the Table A1.

The quantities of the hardware must be estimated as per the performance parameter requirements and the overall proposed solution requirements. However, the hardware quoted should conform to the minimum quantity and specifications mentioned in the RFP.

Licenses of Operating system / middleware / tools etc. should be quoted here, if the same are not bundled with the hardware.

S. No.	Name of the Hardware / Networking Component	Price per unit (x)	Quantity Offered(y)	Sub Price (x*y)	Tax Type and Tax %	Total Price (incl. Tax)
2.	Installation and Commissioning Services					
S. No.	Installation Service			Price	Tax Type and Tax %	Total Price (incl. Tax)
	Total					Total A3

Note: Hardware AMC (provided by OEM) prices bundled with the sale of hardware may be included in the Table A3.

The quantities of the hardware must be estimated as per the performance parameter requirements and the overall proposed solution requirements. However, the hardware quoted should conform to the minimum quantity and specifications mentioned in the RFP.

A4. Application Software Licenses

S. No.	Name of the Software	Price per unit / License(x)	Quantity Offered (y)	Sub-Total (x*y)	Tax Type and Tax %	Total Price (incl. Tax)
	Total					Total A4

Note: License prices to be indicated separately for each application in the proposed solution inter-alia covering ICT application.

The quantities of the licenses must be estimated as per the functional requirements, no of users and the overall solution requirements as mentioned in the RFP.

B. Implementation Services

S. No.	Item	Price	Tax Type and Tax	Total Price
--------	------	-------	------------------	-------------

			%	(incl. Tax)
1	Configuration, Customization, Development, Commissioning, Implementation and Hosting of all applications in DC and DRC and other services like testing, documentation, training, digitization & migration etc. required for implementation			
2	3 months handholding support			
3	Handholding support for One Quarterly Accounts Closing (One month at CO and two weeks at major branches)			
4	Handholding support for one Annual Accounts Closing (Two months at CO and one month at major branches)			
	TOTAL			Total B

Note: Any onetime charges or cost of bandwidth for the period prior to Go-Live shall have to be borne by the selected bidder and may be included in Price B of the Financial Bid. However, if necessary, such costs or a part thereof could be paid to the service provider directly by STC by recovering from the amount payable to the Bidder.

C. Maintenance and Support Services for five years after Go-Live

S. No.	Maintenance and Support Services	Price	Tax Type and Tax %	Total Price (incl. tax)
1	Hosting, Maintenance and Support Services of DC, DRC, Networking, all applications and other services like helpdesk, web-site maintenance during Maintenance and Support Phase			
	TOTAL			Total C

Cost of hardware AMC and Software licenses/ATS to the extent not bundled with hardware/software may be included here.

D. Bandwidth (for 5 years)

S. No.	Item	Price	Tax Type and Tax %	Total Price (incl. tax)
D1	Internet Bandwidth			
1	Primary Connectivity			
2	Secondary Connectivity			
D2	MPLS Bandwidth			
1	Location 1			
2	Location 2			

			
n	Location n			
	TOTAL			Total D

Certified that:

1. The prices as quoted above are valid for a period of 90 days from the date of submission of bid and include all taxes, levies, duties, freight, insurance, and service tax etc. as applicable on the date of bidding.
2. We have not paid any / paid an amount of Rs. _____ towards commissions and gratuities to agents relating to this bid, and to contract execution if the firm is awarded the contract.

(Authorized Signatory)

Name, Designation & Company Seal

FORMAT 7 UNPRICED BILL OF MATERIALS**1. Application Software Licenses**

S. No.	Name of the Software	Make	Version	Year of Release	No. of Licenses

2. Hardware including all network components (including the hardware required at the DC, DRC, Corporate Office and branches)

S. No.	Name of the Hardware / Networking Component / other items	Make	Model	Unit of Measure	Quantity

3. System Software Licenses / Middleware / Special Tools / Accessories

S. No.	Software	Make	Version	Year of release	No. of Licenses

4. MPLS/Bandwidth for Internet Connectivity

S. No.	Item	Service Provider	Bandwidth
1.	Bandwidth for internet connectivity		
	Primary Connectivity		
	Secondary Connectivity		
2.	MPLS Bandwidth		
	Location 1		
	Location 2		
		
	Location n		

Certification:

It is certified that the hardware and bandwidth sizing has been validated by the OEM of the COTS Application product. We understand that any wilful misstatement described herein may lead to disqualification of our Bid or cancelation of the Contract, if awarded.

Yours faithfully,

(Authorized Signatory)

Name, Designation & Company Seal

FORMAT 8 PROJECT EXPERIENCE**Notes:**

1. Only those projects will qualify for marking for which date of completion lies between 01/04/2011 to 31/03/2014.
2. Marks will be awarded only for those projects which include implementation of Finance, HR and Payroll modules.
3. A maximum of 15 projects to be included

Summary

S. No.	Brief Project Title with Client Company Name	Whether scope of work includes Finance, HR and Payroll (Yes/No)	Value of the project (Rs. Lakhs)	No. of Locations	No. of Users	Completion Date

Project Experience Details

For each project mentioned in the above table, please furnish details in a separate sheet as per the format given below:

PROJECT NO. <<#>>	
Client company name and address	
Client contact person name and contact details	
Client industry	
Brief Project Title	
Brief Scope of the project	
Value of the assignment in Rupees	
No. of locations	
No. of users	
Completion Date	
Was the assignment satisfactorily completed	
Client certificate attached? (Yes/No)	

Each project details should be accompanied by a certificate from the client on their letter head confirming modules covered, date of completion, value of project, no. of users and no. of locations. The bidder may submit copies of Purchase Order and Completion certificates in lieu of required certificate provided all necessary details are available in these documents.

FORMAT 9 DATA CENTRE EXPERIENCE**Notes:**

1. Only those projects will qualify for marks which are operational on specified Data Centre as on bid submission date.
2. Marks will be awarded only for those projects which are hosted on Data Centres that are Tier 3 or above.

Summary

S. No.	Brief Project Title with Client Company Name	Name & Address of Data Centre	Data Centre Certification	Application Operational Since

Data Centre Experience Details

For each of the Projects mentioned in the above table, please furnish details in a separate sheet as per the format given below:

PROJECT NO. <<#>>	
Client company name and address	
Client contact person name and contact details	
Brief Project Title	
Name and Address of Data Centre	
Data Centre Contact Person and Contact Details	
Data Centre Certification	
Facilities availed at Data Centre	
Application Operational Since	
Data Centre Operational Since	
Certificate from Data Centre attached? (Yes/No)	

Each form to be accompanied by a certificate from the Data Centre Service Provider on their letter head confirming the above details.

FORMAT 10 THE TEAM PERSONNEL

The details of the team that would be deployed to execute the project are given below:

S. No	Name of Team Member and Position	Educational / Professional Qualification	Experience of similar Assignment (years)	Task to be performed in the project	Full-time / Part-time (%)	Likely term of deployment (Months)
IMPLEMENTATION PHASE (up to Go-Live)						
MAINTENANCE & SUPPORT PHASE (after Go-Live)						

Note:

1. Write 100% for full-time and appropriate percent for part-time.
2. C.V. of five team members who will spend the longest duration of time in implementation phase of the project to be attached as per **Format 12**.

FORMAT 11 FORMAT OF CURRICULUM VITAE

1.	Name & Designation		
2.	Proposed Position/Role in the Project:		
3.	Date of Birth:	4.	Nationality:
5.	Educational / Professional Qualification:		
	Year	Degree/Examination	Institute/Board
6.	Membership of Professional Bodies/ Associations:		
7.	Other Trainings undergone:		
8.	Employment Record:		
	From – To	Position held & Name of Employer	Nature of Duties
11.	Works undertaken that best illustrates capability to handle the tasks assigned:		

Certification:

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

Signature of the Employee

Date

Place

FORMAT 12 DEVIATIONS FROM CONDITIONS OF CONTRACT

(To be submitted on Company Letter Head)

Date: DD/MM/YYYY

Mr. Anand Parkash
 Deputy General Manager-IT
 The State Trading Corporation of India Ltd.
 Jawahar Vyapar Bhawan, Tolstoy Marg
 New Delhi-110001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for
 "Implementation and Support of ICT Applications"

Subject: Deviations Sought from Conditions of Contract

Dear Sir,

We request STC to consider following deviations in our Bid vis-à-vis the RFP:

S. No.	RFP Reference (Clause Number)	Details of Clauses needing deviation	Deviation Proposed

We fully understand that acceptance of any deviations is at the sole discretion of STC and the Bids is not in full conformance to the requirements of the RFP are liable to be rejected.

We confirm that there are no other deviations marked as assumptions, exclusions, out of scope etc., anywhere in the bid.

We further confirm that except for the above mentioned deviations, the entire order, if placed, shall be executed in accordance with specifications and terms and conditions stated in the RFP and any other conditions, variations/deviations etc. if found, elsewhere in this bid, shall not be given any consideration while finalizing the bid.

Yours faithfully,

(Authorized Signatory)
 Name, Designation & Company Seal

FORMAT 13 MANUFACTURER'S AUTHORIZATION FORM

(Separately for each hardware/software product offered and to be submitted on OEM letter head)

Date: DD/MM/YYYY

Mr. Anand Parkash
Deputy General Manager-IT
The State Trading Corporation of India Ltd. (STC)
Jawahar Vyapar Bhawan, Tolstoy Marg
New Delhi-110001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for "Implementation and Support of ICT Applications"

Subject: Authorization

We <<Name of OEM>> who are established manufacturers of _____ having registered office at _____ do hereby confirm that M/S. <<Name of bidder>> are authorized dealer/reseller/representative to offer and sell our products such as _____, _____, _____, etc. of _____ brand.

We shall extend our full guarantee, warranty and maintenance of our products offered/supplied by them in accordance with the terms of the above mentioned RFP issued by STC.

Yours faithfully,

(Authorized to sign the for and on behalf of M/S. _____)
Name, Designation & Company Seal

FORMAT 14 OEM VALIDATION LETTER

(To be submitted on Letterhead of OEM of COTS Application)

Date: DD/MM/YYYY

To,

Mr. Anand Prakash
Deputy General Manager (IT)
The State Trading Corporation of India Ltd.
Jawahar Vyapar Bhawan, Tolstoy Marg
New Delhi – 110 001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for
"Implementation and Support of ICT Applications"

Subject: Validation for Hardware and Bandwidth Sizing

Dear Sir,

We _____ who are established
manufacturers of _____ having office at
_____ do hereby
confirm that we have validated the sizing of hardware and bandwidth for the applications
(_____) proposed by
_____ for implementation in STC and to be
hosted in co-located Data Centre to meet the performance requirements defined in
Performance Levels in the above referred RFP.

Yours faithfully,

(Authorized to sign the for and on behalf of M/S. _____)
Name, Designation & Company Seal

FORMAT 15 INTEGRITY PACT**INTEGRITY PACT****Between**

The State Trading Corporation of India Limited, a company incorporated under the Companies Act 1956 and having its registered office at Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi - 110001 hereinafter referred to as "STC",

And

_____ a company registered under _____
and having its registered office at _____,
hereinafter referred to as "The Bidder/Contractor"

Preamble

STC is an international trading company dealing in purchase, sale, export and import / of various commodities.

STC has invited tenders for Implementation and Support for ITC Applications and intends to award contract/s for purchase of the same under laid down organizational procedures, STC values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its bidders/contractors.

In order to achieve these goals, STC has appointed Independent External Monitors (IEMs), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of STC

- (1) STC commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a. No employee of STC, personally or through family members, will in connection with the tender for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which he/she is not legally entitled to.
 - b. STC will, during the tender process treat all bidder(s)/contractor(s) with equity and reason. STC will in particular, before and during the tender process, provide to all bidders/contractors the same information and will not provide to any bidder(s) confidential/additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. STC will exclude from the process all known prejudiced persons.
- (2) If STC obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) or Prevention of Corruption (PC) Act, or if there is a substantive suspicion in this regard, STC will inform its Chief Vigilance Officer and initiate disciplinary actions as per laid down procedures.

Section 2 – Commitments of the Bidder/Contractor

- (1) The Bidder/Contractor commits to take all measures necessary to prevent corruption and to observe the following principles during participation in the tender process and during the contract execution.
- a. The Bidder/Contractor will not, directly or through any other person or firm, offer, promise or give to any of STC's employees involved in the tender process or in the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Bidder/Contractor will not enter with other bidder(s)/contractor(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder/Contractor will not commit any offence under the relevant IPC/PC Act. Further the Bidder/Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by STC as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder/Contractor of foreign origin shall disclose the name and address of its Agents/representatives in India, if any. Similarly the Bidder/Contractor of Indian nationality shall furnish the name and address of its foreign principals, if any. All the payments made to the Indian agent/representative will be in Indian Rupees only.
 - e. The Bidder/Contractor will, when presenting the bid, disclose any and all payments made or committed or intended to be made to agents, brokers or any other intermediaries in connection with the award of the contract.
- (2) The Bidder/Contractor will not instigate third persons/firms to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future tenders/contracts

If the Bidder/Contractor, before award of the contract or during execution thereof commits a transgression through a violation of Section 2 above or in any other form such as to put its reliability or credibility in question, STC shall be entitled to disqualify the Bidder/Contractor from the tender process or to terminate the contract, if already signed, on that ground.

If the Bidder/Contractor commits a serious violation of Section 2 above or in any other form such as to put its reliability or credibility as Bidder/Contractor into question, STC shall also be entitled to exclude the Bidder/Contractor from participating in the future tender processes for a duration as may be considered appropriate by it.

Section 4 - Compensation for Damages and Forfeiture of EMD

- (1) If STC disqualifies the Bidder/Contractor from the tender process prior to the award of the contract according to Section 3, STC shall be entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security, by forfeiting the same as stipulated in the tender.
- (2) If STC terminates the contract according to Section 3, or if STC is entitled to terminate the contract according to Section 3, STC shall be entitled to demand and recover from the Bidder/Contractor liquidated damages as per contract or the amount equivalent to Performance Bank Guarantee stipulated in the tender.

Section 5 – Previous transgression

- (1) The Bidder/Contractor declares that it did not commit any transgressions in the last 3 years with any Company in any country with regard to any anti-corruption law or practice or with any other Public Sector Enterprise in India that could justify its exclusion from the tender process.
- (2) If the Bidder/Contractor makes incorrect statement on this subject, it may lead to disqualification from the tender process or termination of the contract if already awarded.

Section 6 – Equal treatment of all Bidders/Contractors/Subcontractors

- (1) The Bidder/Contractor undertakes to demand from all Subcontractor(s) a commitment in conformity with this Integrity Pact, and to submit it to STC before signing of the contract, if awarded in its favour.
- (2) STC will enter into agreements with identical conditions as this one with all bidders, contractors and subcontractors.
- (3) STC will disqualify from the tender process any bidder/contractor who does not sign this Pact with STC or violates its provisions.

Section 7 – Criminal charges against Bidder(s)/Contractor(s)/Subcontractor(s)

If STC obtains knowledge of conduct of a bidder, contractor or subcontractor or of an employee or a representative or an associate of the bidder, contractor or subcontractor which constitutes corruption, or if STC has substantive suspicion in this regard, STC will inform the same to its Chief Vigilance Officer.

Section 8 – Independent External Monitor /Monitors

- (1) STC has appointed competent and credible Independent External Monitor(s) (IEMs) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, STC.
- (3) Bidders/Contractors accept that the Monitor has the right to access, without restriction, all project documentation of STC including that provided by the Bidder/ Contractor. The Bidder/Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to its project documentation. The same will also be applicable to

Subcontractor. The Monitor shall treat the information and documents of STC and the Bidder/Contractor/Subcontractor with confidentiality.

- (4) STC will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between STC and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of STC and request the Management to discontinue or take correction action or to take other relevant action. The Monitor may in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.
- (6) The Monitor will submit a written report to the CMD, STC within 8 to 10 weeks from the date of reference or intimation to him by STC and should the occasion arise, submit proposals for correcting problematic situations.
- (7) If the Monitor has reported to the CMD STC a substantiated suspicion of an offence under relevant IPC/PC Act, and the CMD STC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commission.
- (8) The word Monitor would include both singular and plural.

Section 9 – Pact Duration

This pact begins when both parties have legally signed it. It expires for the Bidder/Contractor twelve months after the last payment under the contract, and for all other bidders six months after the contract has been awarded.

If any claim is made/lodged during this time by either party, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by CMD, STC.

Section 10 – Other provisions

- (1) This Integrity Pact is an independent agreement between the parties and is subject to Indian Law. The arbitration clause if any in the tender / contract shall not apply to this agreement. Place of performance and jurisdiction is the Registered Office of STC i.e. New Delhi.
- (2) Changes and supplements to this Pact as well as termination notices to be issued, if any, shall be made in writing. Side agreements have not been made.
- (3) If the Bidder/Contractor is a partnership firm or a consortium, this agreement shall be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be void, the remainder of this agreement shall remain valid. In such a case, the parties will strive to come to an agreement to their original intentions.

(For & On behalf of STC)
(Office Seal)

Place :

Witness 1 : Name & Address

(For & on behalf of The Bidder/Contractor)
(Office Seal)

Date:

Witness 2 : Name & Address

FORMAT 16 DETAILS OF CONFLICT OF INTEREST

(To be submitted on Company Letterhead)

Date: DD/MM/YYYY

To,

Mr. Anand Prakash
Deputy General Manager (IT)
The State Trading Corporation of India Ltd.
Jawahar Vyapar Bhawan, Tolstoy Marg
New Delhi – 110 001

Ref: RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 issued by STC for
"Implementation and Support of ICT Applications"

Subject: Conflict of Interest

Dear Sir,

We hereby certify and confirm that we have no conflict of interest as defined in Section 5.3 of the RFP.

We fully understand that if STC comes to know about any such situation at any time, it may lead to our disqualification.

Yours faithfully,

(Authorized Signatory)
Name, Designation & Company Seal

FORMAT 17 FORMAT FOR BANK GUARANTEE

Date: DD/MM/YYYY

Ref: RFP STC/MSD/IT/RFP/2014/2 dated 05/08/2014

The State Trading Corporation of India Ltd.
Jawahar Vyapar Bhawan
Tolstoy Marg
New Delhi-110001

Whereas M/S_____ (hereinafter called 'the Bidder') has submitted its bid dated _____ for RFP No: STC/MSD/IT/RFP/2014/2 dated 05/08/2014 for the Implementation and Support of ICT Applications (hereinafter called "the Bid").

KNOW ALL people by these presents that We _____ of _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto The State Trading Corporation of India Ltd. (hereinafter called "the Purchaser") in the sum of Rs./- for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assignees by these presents. Sealed with the Common Seal of this Guarantor this ____day of _____, 2014 _____.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder in the Bid Data Sheet; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity fails or refuses
 - a. To execute the Contract Form, if required; or
 - b. To furnish the Performance Security, in accordance with the instructions to Bidders;
 - c. To accept the correction of its bid by the Purchaser

We hereby unconditionally and irrevocably guarantee and undertake to pay to the Purchaser immediately without protest or demur and recourse to said bidder up to the above amount on receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser states that the amount claimed by it is due to it owing to the occurrence of any of the above conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including 60 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Name

In the capacity of

Signed

Duly authorized to sign the Bid Security for and on behalf of -----

Date

Place

(Bank's Common Seal)

12. Contract Forms

12.1 Contract Form

(To be signed on a stamp paper of Rs. 100/-)

This **CONTRACT** (hereinafter called the "**Contract**") is made on the <<day>> day of <<month>>, 2014

BETWEEN

The State Trading Corporation of India Limited, a company registered under the Companies Act, 1956 and having its registered office at **Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi-110001** (hereinafter referred to as "**STC**", which term shall, unless repugnant to the context or meaning thereof, be deemed to include its successors, heirs and permitted assigns) of ONE PART

AND

M/s <<**name of selected bidder**>>, incorporated in India under the Companies Act, 1956 and having its registered office at <<**registered office address**>> (**India**) and place of business at <<**business address of selected bidder**>> (hereinafter referred to as the "**Vendor**", which term shall, unless repugnant to the context or meaning thereof, be deemed to include its successors, heirs and permitted assigns) of the SECOND PART;

WHEREAS **STC** is desirous that the **Vendor** should upgrade its ICT implementation for **STC** (hereinafter referred to as the **Project**).

AND WHEREAS **STC** invited bids from the various IT organisations for the **Project** vide its RFP No. STC/MSD/IT/RFP/2014/2 dated 05/08/2014 (hereinafter referred to as the **RFP**).

AND WHEREAS the **Vendor** is in the business of providing IT services for ICT implementation projects.

AND WHEREAS the **Vendor** has offered IT Implementation services vide its proposal dated <<DD/MM/YYYY>> for the said **Project** in response to **STC's** RFP referred to earlier.

AND WHEREAS **STC** is willing to engage the **Vendor** for the said **Project** on the terms and conditions set forth in this **Contract**.

NOW THEREFORE, in consideration of the premises and the covenants set forth in this **Contract**, **STC** and the **Vendor** mutually agree and confirm the agreement detailed herein and witnesseth as follows:

1. DEFINED TERMS

Capitalized terms shall have the following meanings or the meanings assigned to them in the other clauses of this **Contract**:

“**Bid**” shall mean the proposal/document dated <<DD/MM/YYYY>> that the Vendor submitted in the response to the RFP and any corrigendum/modifications thereto.

“**Contract Period**” shall mean the period from the date of signing of this **Contract** to completion of maintenance and support phase which shall be for a period of 5 years from the date of Go-Live.

“**Contract Price**” shall mean the total price payable by STC to the Vendor as mentioned in Clause 9, subject to any additions and adjustments thereto or deductions there from, as may be made in terms of this **Contract**.

“**Party**” shall mean **STC** or the **Vendor**, as the case may be, and “Parties” shall mean both, **STC** and the **Vendor**.

“**Sub-Contractors**” shall mean the person or legal entity named in this **Contract** undertaking part of the work or any person/ entity to whom a part of **Contract** has been sublet with the consent in writing of **STC** and shall include its heirs, legal representatives, successors and permitted assigns.

“**Related Services**” shall mean all the services specified in this **Contract** including other related / necessary services that may be required to complete this **Contract**. The definition would also include other related/ancillary services that may be required to execute this **Contract**.

“**Goods**” shall mean all hardware, software, licenses, networking equipment and/or other equipment accessories and materials that the **Vendor** is required to provide under this **Contract**.

“**Completion**” shall mean the completion of all the Goods and the Related Services by the **Vendor** as per the terms and conditions specified in this **Contract**.

“**Delivery**” shall mean the transfer of the Goods and the Related Services from the **Vendor** to the **STC** and acceptance thereof in accordance with the terms and conditions specified in this **Contract**.

2. INTERPRETATION

In this **Contract**, unless stated to the contrary, the following shall apply:

- Words and expressions shall have the same meanings as are respectively assigned to them in the RFP.
- The clause headings are for convenient reference only and do not form part of this **Contract**;
- Unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- Unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this **Contract** including any amendments or modifications to the same from time to time;
- A word in the singular includes the plural and a word in the plural includes the singular;
- A word importing a gender includes any other gender;
- A reference to a person includes a partnership and a body corporate;

- A reference to a legislation shall also include any legislation that repeals, replaces or amends that legislation;
- Where a word or phrase is given a particular meaning, it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;

3. ENTIRE CONTRACT AGREEMENT

The following documents/section of document (collectively referred to as "Contract Documents") shall be deemed to form and be read and construed as part of this **Contract**, viz.:

- a. The complete RFP Document with Corrigenda etc. comprising, amongst others:
 - i. The Instruction to Bidders;
 - ii. The Scope of Work;
 - iii. Functional Requirement Specifications;
 - iv. Technical Specifications;
 - v. Performance Levels and Penalties;
- b. The Integrity Pact;
- c. Vendor's Technical and Financial Bid in response to the RFP;
- d. The Letter of Intent (LOI) to the Vendor;
- e. Acceptance of LOI Notification by the Vendor;

In the event of any discrepancy or inconsistency within the **Contract** documents, then the documents shall prevail in the order listed above.

This **Contract** contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.

Modifications or Variations:

Any modification or variation of the terms and conditions of this **Contract**, as well as any modification or variation in the scope of work, may only be made by a written agreement duly signed by the Parties.

4. SCOPE OF WORK

The scope of work for the **Vendor** under the **Project** will broadly include the following:

S. No.	Area of Work	Scope of Work
1.	Data Centre and DR Centre	

S. No.	Area of Work	Scope of Work
1.1	Provision of Data Centre and DR Centre on co-location basis	Hiring/Provisioning of space, facilities, management, maintenance and other services from a certified Tier – 3 or above Data Centre and DR Centre for the entire duration of the Contract.
1.2	Supply of Equipment and Material	Supply of the servers and other hardware/software for installation and commissioning at the Data Centre and the DRC for implementation of the proposed solution to meet the requirements of the RFP (including the Performance Levels). Supply to be made on an outright sale basis. All hardware to remain under OEM Warranty/AMC for the entire duration of the Contract.
1.3	Configuration, Operationalization of Servers, storage and other hardware / software	Installation of the supplied hardware / software and its configuration, integration and commissioning including connectivity with front end hardware available with or procured by STC.
1.4	Disaster Recovery Centre	The replication to be done over MPLS network. Asynchronous replication to be done to reduce the bandwidth requirement for replication but to achieve a Recovery Point Objective (RPO) of 1 hour. The Recovery Time Objective (RTO) shall be 6 hours. Cold servers to be provided as part of the solution to cater to 30% of original user load.
2.	Networking and Internet Connectivity Services	
2.1	Supply of Equipment and Material	Supply of networking equipment and other hardware (other than front end computers) as required in STC offices for the implementation of the proposed solution to meet the requirements in the RFP including the Performance Levels. Providing Internet Bandwidth from two ISPs and MPLS connectivity from two points of presence.

S. No.	Area of Work	Scope of Work
2.2	Configuration and Operationalization of Network	Installation, commissioning and configuration of the entire hardware and other equipment in respective locations to set up the connectivity of the LAN and the WAN for STC Corporate Office (CO), STC Branch Offices, Data Centre and DR Centre. The connectivity will be provided over a secure MPLS network with the provision of redundant last mile connectivity from two different Point of Presence of the same ISP.
3.	Implementation Services	
3.1	Supply, Install and Commission Software	Supply, installation and configuration of licenses of all the software components in the proposed solution including application licenses, middleware and system software licenses and full use database licenses as per requirement. All software products must be with ATS for entire period of contract during which all upgrades, updates and patches of offered software should be provided by the OEMs without any extra cost to STC.
3.2	Software Development, Customization and Configuration	Configuration, development and customization of software so as to operationalize all the functional & non-functional requirements given in the RFP.
3.3	Software Testing and Acceptance	Testing of all the software provided/developed, including customization so as to demonstrate the working of all applications as per the requirement specifications.
3.4	Third Party Testing and Auditing	The deployed solution (Data Centre, Network and Applications etc.) shall be accepted after appropriate testing and auditing by STQC Directorate and any other applicable requirements for which all cost shall be borne by the Vendor .
3.5	Digitization and Migration	Digitization from physical records and data migration from existing electronic records, as necessary.
3.6	Training and Change Management	Providing the requisite training for operations of all proposed applications and overall system at STC. The trainings to be provided will, inter-alia, cover the requirements outlined.
3.7	Special Tools and Accessories	Providing special tools, testing equipment and accessories required during development stage, for day to day operation, performance management and maintenance of the system.

S. No.	Area of Work	Scope of Work
3.8	Documentation	Providing full documentation, inter-alia, including the documents listed in RFP
3.9	Supply of Media and Source Code	Supplying two copies of media for all software offered as part of the solution and Source Code of developments and customization work done.
3.10	Go-live	Carrying out the final testing of the configured software and obtaining the user and IT level sign-offs. This will include documentation of the testing procedures and results obtained and transferring the duly tested configuration to the production environment in a time bound manner.
3.11	Hand Holding	Provide handholding support for a period of 3 months starting from the Go-Live Date and other periods.
4.	Maintenance and Support Services	
4.1	Maintenance of Existing Website	All maintenance related activities of the existing website of STC.
4.2	IT Facility Management	Providing IT Facility Management for a period of five years, after Go Live. The scope will cover all elements of IT infrastructure provided by the Vendor including hardware, software and other components for their availability, reliability, manageability and scalability as per Performance Levels defined. All services would be on site.
4.3	Data Centre, DRC and Network Maintenance and Support	Ensuring smooth operation of Data Centre, DR Centre, WAN, LANs at all STC locations and consistent availability of the services, including MPLS & Internet Connectivity to the satisfaction of STC as per Performance Parameters indicated in Performance Levels.
4.4	Application Maintenance and Support	Providing application maintenance and support services for a period of five years from the date of Go-Live. These services would include application maintenance activities, minor customizations, configuration changes, generation of additional MIS reports and role of application administrator.
4.5	Help Desk	Provide the helpdesk services to all the users at STC spread at various locations.

S. No.	Area of Work	Scope of Work
4.6	Transition and Integration Support	Providing transition support with reference to interfaces, migration, transfer and documentation to the replacing Vendor / STC to take over the IT operations at the end of the Contract period or at any earlier time in case of termination of contract for any reason. It should also include support to third party for any new application.
5.	Others	
5.1	Licensing	All the licenses will be procured in the name of The State Trading Corporation of India Ltd. All the licenses shall be owned by STC even after the end of 5 years of date of go-live.
5.2	Warranties	Warranty/AMC on all hardware and network equipment and also Advance Technical Support on all software for entire duration of contract
6.	Increase in No. of users	STC may need to add more users; the Vendor shall ensure that system must comply with Performance Levels during the period of contract.
7.	Geographical Scope	The scope for implementation shall cover all the offices (Corporate Office, Branches and Sub-branches) of STC, excluding Guntur sub-branch.
8.	Preparation of Crisis Management Plan (CMP)	Preparing crisis management plan. STC along with designated team will review the plan periodically at mutually agreed intervals and update the document, if required
9.	Exit Plan	Submission of Exit Plan to effectively transfer the ownership and title of licenses, processes, products, software, source codes, reports, documents, manuals, data, web content, other Intellectual Property Rights, all hardware components installed at Data Centre and Disaster Recovery Location, including OEM warranties (AMC/ATS) in respect of all equipment/software etc. The Plan shall be reviewed periodically with STC.

5. PROJECT IMPLEMENTATION

The **Vendor** is responsible for supply of the Goods and the Related Services as per the Scope of Work given in Clause 4 for satisfactory and successful implementation of the **Project**. The **Vendor** shall ensure availability of adequate and competent resources and provide on-site / off-site support for successful implementation of the Project within schedule and assured of quality delivery.

6. LEGAL RELATIONSHIP

Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between **STC** and the **Vendor**. The **Vendor** subject to this **Contract** has complete charge of its personnel in performing the services under the **Project** from time to time. The **Vendor** shall be fully responsible for the services performed by it or any of its personnel on behalf of the **Vendor**.

7. PROJECT DURATION

The **Vendor** shall complete the implementation phase of the **Project** within agreed time span of seven months from the date of this **Contract**, followed by a period of five years of Maintenance and Support Services from the date of Go-Live.

8. DURATION OF CONTRACT

The contract will be for the period from the date of this **Contract** to completion of maintenance and support phase which shall be for a period of 5 years from the date of Go-Live.

9. PAYMENT SCHEDULE

STC will pay to the **Vendor** an all-inclusive fee of Rs. _____/- (Rupees _____only) for the **Project** as per the breakup given below:

Price A – IT Infrastructure Cost	Rs. <i>(in figures)</i>	Rs. <i>(in words)</i>
Price B – Implementation Services	Rs. <i>(in figures)</i>	Rs. <i>(in words)</i>
Price C – Maintenance & Support Services	Rs. <i>(in figures)</i>	Rs. <i>(in words)</i>
Price D – Bandwidth Charges	Rs. <i>(in figures)</i>	Rs. <i>(in words)</i>

The payment schedule will be as follows:

- i. No advance will be paid at the beginning of the work.
- ii. The invoice for the project would be raised after satisfactory completion of activities relating to milestones as indicated below, as well as provisions of satisfactory implementation. Payment will only be released upon issuance of satisfaction certificate by Information Technology Division of **STC** as indicated below:

S. No.	Payment Milestone	Payment Amount	Ceiling of maximum payment
	Implementation Phase		
1.	Supply, Installation, Commissioning, Configuration of Hardware, Networks and System software at Data Centre and connectivity with corporate office	75% of Price A1	10% of (Price A + Price B)
2.	Supply, Installation, Commissioning,	75% of Price A2	4% of (Price A

	Configuration of Hardware, Networks, System software and Application Software at DRC and connectivity with corporate office		+ Price B)
3.	Supply, Installation, Commissioning, Configuration of LAN & MPLS	75% of Price A3	17% of (Price A + Price B)
4.	Supply, Installation and Commissioning of Application software at DC	75% of Price A4 or Whichever is less	27% of (Price A + Price B)
5.	UAT	30 % of Price B1	5% of (Price A + Price B)
6.	Go-Live	15 % of Price A1 + 15 % of Price A2 + 15 % of Price A3 + 15 % of Price A4 + 40 % of Price B1	20% of (Price A + Price B)
7.	On completion of 3 Months Handholding	Price B2	Actual price quoted
8.	On completion of Quarterly Handholding	Price B3	Actual price quoted
9.	On completion of handholding after annual closing	Price B4	Actual price quoted
10.	On year after Go-Live	Remaining payment of (Price A + Price B)	
	Maintenance and Support Phase		
1.	Cost for support and maintenance will be payable quarterly during 5 years support and maintenance period from the date of Go-Live. Payment will be subject to the compliance to Performance Levels and service review reports for that quarter.	1/20 th of Price C at end of each quarter	
	Bandwidth Charges		
1.	Cost for bandwidth will be payable on receipts of (monthly/quarterly/annual) bill from provider. The bandwidth charges will be paid directly to the network bandwidth service provider.	Invoiced Amount not exceeding 20% of Price D every year after the date of Go-Live	

10. TERMS OF PAYMENT

- i. The Contract Price shall be paid in the manner specified in the Clause 9 of this **Contract**. No invoice for extra work/change order on account of change order will be submitted by the **Vendor** unless the said extra work / change order has been authorized / approved by **STC** in writing.
- ii. The **Vendor's** request for payment shall be made to **STC** in writing, accompanied by invoices submitted pursuant to Clause 9.
- iii. If any excess payment has been made by **STC** due to difference in price quoted in the Bid and the **Vendor's** invoice, **STC** may without prejudice to its rights recover such amounts by other means after notifying the **Vendor** or deduct such excess payment from any subsequent payment due to the **Vendor**.
- iv. The currency in which payment shall be made to the **Vendor** under this **Contract** is Indian Rupees (INR).

11. TAXES & DUTIES

The prices indicated in Clause 9 are inclusive of all duties/taxes/levies as on the date of this **Contract**. Any upward variation in taxes and duties within the stipulated delivery schedule shall be to **STC** account. All downward variations shall be passed on to **STC**. The **Vendor** shall be responsible to inform **STC** of any such changes, whether upward or downward.

In case of any change in the tax laws during the contract term, the same shall be transparently passed onto **STC**.

12. APPLICABLE LAW

Applicable Law means and includes the laws and any other instruments having the force of law in India as may be issued and in force from time to time. This **Contract** shall be interpreted in accordance with the laws of India.

13. INTELLECTUAL PROPERTY RIGHTS

No services covered under this **Contract** shall be sold or disposed or dealt with by the **Vendor** in violation of any right whatsoever of third party, and in particular, (but without prejudice to the generality of the foregoing), of any patent right, trademark or similar right, or any charge, mortgage or lien. The **Vendor** shall indemnify **STC** from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforementioned and **STC** shall be defended at the expenses of the **Vendor**, in any such proceedings.

STC shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this **Contract**, including but not limited to all Source Code, Object Code, Records, Reports, Designs, Application Configurations, Data and Documentation, Products, Specifications, Drawings and other documents which have been newly created and developed by the **Vendor** solely during the performance of the Related Services and for the purposes of, inter-alia, use or sub-license of such services under this **Contract**.

The **Vendor** undertakes to disclose all such Intellectual Property Rights arising from the Delivery of the Goods and Related Services to **STC** and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer to and conserve the Intellectual Property Rights of **STC**. To the extent that Intellectual Property Rights are unable by law to so vest, the **Vendor** assigns those Intellectual Property Rights to **STC** on creation.

The **Vendor** shall ensure that all approvals, registrations, licenses, permits and rights etc. which are, inter-alia, necessary for use of the Goods supplied / installed by the **Vendor**, shall be acquired in the name of **STC**, and the same may be assigned by **STC** to the **Vendor** solely for the purpose of execution of any of its obligations under the terms of this **Contract**. However, subsequent to the termination of this **Contract**, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of **STC**.

14. GOVERNING LANGUAGE

All correspondence and other documents pertaining to this **Contract** exchanged by the Parties shall be written in English. English shall be the binding and controlling language for all matters relating to the meaning and interpretation of the documents in this **Contract**.

15. PERFORMANCE GUARANTEE

The **Vendor** has provided an irrevocable Performance Guarantee in the form of Bank Guarantee dated <<DD/MM/YYYY>> issued by <<Bank Name>> equivalent a sum of Rs._____ (Rs. in words) being equal to 20 percent of the Contract Price.

The performance guarantee shall be initially valid for a period of six years. In case the Contract Period gets extended, the **Vendor** shall get the validity of the Performance Guarantee extended to cover such enlarged time of completion of work. After the expiry of the Contract Period, the Performance Guarantee shall be returned to the **Vendor** within 90 days.

In the event of this **Contract** being determined or rescinded under the provision of any of the Clauses/Conditions of this **Contract**, the Performance Guarantee shall stand forfeited in full and shall be absolutely at the disposal of **STC**.

16. PROJECT MANAGEMENT

The **Project** shall be monitored by a Project Management Committee constituted by **STC**. **STC** may, in its absolute discretion, take assistance of external experts or engage services of Program Management Consulting firms. The **Vendor** will also nominate a Management Team for supervising implementation of the Project and interacting with **STC**.

The responsibilities shall be as follows:

STC Project Management Committee

- To review the progress of the **Project** at regular intervals. The Committee may seek presence of the **Vendor's** Management Team at review meeting.
- To review quality of project deliverables.
- To ensure availability of resources and manpower from **STC** towards project requirements.
- To accept project deliverables and clear project delivery milestones.
- To ensure compliance to project requirements are met.
- To direct the **Vendor** for compliance in case of any deficiencies / breach of **Contract**, etc.
- Approving and prioritising Project Definition for project elements.
- Reviewing and approving substantial changes.
- Ensuring that proper risk assessment is performed and mitigation strategies are developed.
- Approving project scope, budget, objective and plan changes within any delegated authority.
- Signing off the project deliverables at the relevant milestones ensuring their compliance and consistency with RFP consistencies.

Vendor's Management Team

- To participate in review meetings with **STC** Project Management Committee.
- To ensure that all **STC's** requirements are met as per the Scope of Work given in Clause 4.
- To ensure that project timelines are met as per Clause 7.
- To ensure that a competent team has been deployed to meet timelines and quality deliverables.
- To submit reports on progress of work every week and as & when called by **STC**.
- To ensure achievement of performance levels as stated in the Performance Level and reporting on the same through use of appropriate tools.

17. DATA CENTRE/DISASTER RECOVERY CENTRE INSPECTION

The **Vendor** shall submit a copy of the contract with the third-party service providers for Data Centre and DRC. STC reserves the rights to periodically inspect the Data Centre and/or DRC, by its own or by third-party experts. The service provider shall provide access to the inspecting team members and facilitate the inspection.

18. LIQUIDATED DAMAGES

There shall be a penalty for non-adherence to the time schedule prescribed in Clause 7 of this **Contract**, unless the delay is shown to be for the reasons beyond the control of the **Vendor**. The **Vendor** will be given an opportunity to explain the delay.

For every week of delay in implementation of the **Project**, beyond scheduled period of 6 months from signing of this **Contract**, 1 % of the Contract Price shall be liable to be deducted for every week (or part thereof) of delay subject to a maximum deduction of 10 % of the Contract Price.

If the delay is beyond 12 weeks, **STC** may terminate this **Contract** and shall be free to get the **Project** completed from any other source at the risk and cost of the **Vendor**.

19. TERMINATION

i. Termination for Default

STC may, without prejudice to any other remedy for breach of **Contract**, by written notice of default sent to the **Vendor**, terminate this **Contract** in whole or in part:

- a. If the **Vendor** fails to deliver any or all of the Goods or the Related Services within the period specified in this **Contract**, or within any extension thereof granted by **STC**; or
- b. If the **Vendor**, in the judgment of **STC**, has engaged in corrupt, fraudulent, collusive, or coercive practices, in competing for or in executing this **Contract**; or
- c. If any representation made by the **Vendor** in its Bid is found to be false or misleading; or
- d. If the **Vendor** commits any breach of this **Contract** and fails to remedy or rectify the same within a period of two weeks (or such longer period as **STC** may in its absolute discretion decide) provided in a notice in this behalf from **STC**.
- e. If the **Vendor** fails to disclose any situation of actual or potential conflict of interests as stated in Section 5.3 of the RFP.

In the event, **STC** terminates this **Contract** in whole or in part, **STC** may get the delivery of the Goods or the performance of Related Services done, upon such terms and in such manner as it deems appropriate at the risk and cost of the **Vendor**. However, the **Vendor** shall continue performance of this **Contract** to the extent not terminated. In addition, such aforesaid action by **STC** shall not relieve the **Vendor** of its liability to pay liquidated damages for delay in completion of works. The Performance Guarantee shall stand forfeited in full and shall be absolutely at the disposal of **STC**.

ii. Termination for Insolvency

STC may at any time terminate this **Contract** by giving Notice to the **Vendor** if the **Vendor** becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the **Vendor**, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to **STC**. In addition, such aforesaid action by **STC** shall not relieve the **Vendor** of its liability to pay liquidated damages for delay in completion of works. The Performance Guarantee shall stand forfeited in full and shall be absolutely at the disposal of **STC**.

iii. Termination for Convenience

STC, by Notice sent to the **Vendor**, may terminate this **Contract**, in whole or in part, at any time for its convenience. The Notice of

termination shall specify that termination is for **STC's** convenience, the extent to which performance of the **Vendor** under this **Contract** is terminated, and the date upon which such termination becomes effective.

The Goods and Related Services that are complete and ready for delivery within twenty-eight (28) days after the **Vendor's** receipt of the Notice of termination shall be accepted by **STC** at this **Contract's** terms and prices. For the remaining Goods, **STC** may elect:

- a. To have any portion completed and delivered at this **Contract's** terms and prices; and/or
- b. To cancel the remainder and pay to the **Vendor** an agreed amount for partially completed Goods and Related Services.

iv. **Consequences of Termination**

Upon Termination of this **Contract**, the **Vendor** shall:

- a. Prepare and present to **STC** a detailed exit plan as per the scope of work within five calendar days of the receipt of termination notice.
- b. **STC** along with designated team will review the Exit plan. If approved, the **Vendor** shall start working on the same immediately. If the plan is rejected, the **Vendor** shall prepare and present alternate plan within five calendar days. If the second plan is also rejected, **STC** or the authorized person will provide a plan and it shall be adhered to by the **Vendor** in totality.

The **Vendor** and **STC** (or the authorized person) will sign a certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

20. **SURVIVAL**

The clauses of this **Contract**, which by nature are intended to survive termination of this **Contract**, shall remain in effect after such termination.

21. **FORCE MAJEURE**

For the purpose of this **Contract**, "Force Majeure" means an event which is beyond the reasonable control of **STC** or **Vendor**, is not reasonably foreseeable, is unavoidable and is not brought about by or at the instance of the party claiming to be affected by such events and which caused the non-performance or delay in performance, and which makes a party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the party invoking Force Majeure to prevent), confiscation or any other action by Government agencies. Force Majeure shall not include insufficiency of funds or failure to make any payment required under this **Contract**.

The failure of **STC** or the **Vendor** to fulfil any of its obligations shall not be considered to be a breach of, or default under, this **Contract** in so far as such inability arises from an event of Force Majeure, provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objectives of carrying out the terms and conditions of this **Contract**.

The timeline, within which the **Vendor**, pursuant to this **Contract**, is required to complete any action or task, shall be extended for a period equal to the time during which the **Vendor** was unable to perform such action as a result of Force Majeure.

Both **STC** and the **Vendor** shall keep a record of the circumstances referred to above, which are responsible for causing delays in the execution of the project. Affected party shall provide notice in writing within 10 days to other party of any such cause with necessary evidence that the obligation under this **Contract** is affected or prevented or delayed. In case it is not possible to serve the notice within the said 10 days period, then notice shall be served within the shortest possible period.

The party affected by an event of Force Majeure shall continue to perform its obligations under this **Contract** as far as is reasonably practical, and shall take all reasonable measures to minimise the consequences of any event of Force Majeure.

22. SETTLEMENT OF DISPUTES

In case, a dispute arises between parties, then there would be two ways for resolution of the dispute under this **Contract** viz:

(i) Amicable Settlement:

Performance of this **Contract** is governed by the terms and conditions of this **Contract**. However, at times dispute may arise about any interpretation of any term or condition of this **Contract**, including but not limited to, the scope of work, the clauses of payments etc. In such a situation either party to this **Contract** may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 30 days following the response of that party, then sub-clause (ii) shall become applicable.

(ii) Arbitration

Difference and/or disputes remaining unresolved amicably shall be settled through arbitration in accordance with the rules of Arbitration of the Indian Council of Arbitration, New Delhi and the award made in pursuance thereof shall be binding on the parties.

The venue for Arbitration proceedings shall be New Delhi, India and the language of the arbitration proceedings and that of all documents and communications between **STC** and the **Vendor** shall be English.

Arbitrator(s) shall give reasons for the award and the award shall be binding on **STC** and the **Vendor** and enforceable at the courts of jurisdiction at New Delhi, India, in accordance with the provisions of Arbitration and Conciliation Act, 1996.

The services under this **Contract** shall be continued during the arbitration proceedings, unless otherwise agreed in writing by **STC** and the **Vendor** or unless it is proved that the services cannot possibly be continued during the arbitration proceedings.

23. DEFENCE OF SUITS

If any action in court is brought against **STC** or an agent or an employee or a representative of **STC** for the failure or neglect on the part of the **Vendor** to perform any acts, matter, covenants or things under this **Contract**, or for damage or injury caused by the alleged act, omission or negligence on the part of the **Vendor**, his agents, representatives or his sub-contractors or employees, the **Vendor** shall in all such cases indemnify and keep **STC**, its agents, employees and representatives, harmless from all losses, damages, expenses or decrees arising of such action.

24. JURISDICTION

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated at New Delhi, India only.

25. NOTICES

All notices and other communications under this **Contract** must be in writing, and must either be mailed by registered mail with acknowledgement due or hand delivered with proof of it having been received or sent by email or fax.

If mailed, all notices will be considered as delivered after three days, of the notice having been mailed. If hand delivered, all notices will be considered as delivered, when received by the party to whom the notice is sent. If the notice is faxed and /or e-mailed, it would be considered as delivered on the same day; this will be followed by a delivery of hardcopy within five days.

All notices under this **Contract** shall be sent to or delivered at the address as specified by the parties.

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

26. CONFIDENTIALITY

Both parties undertake to keep confidential all information (written as well as oral) concerning the business and affairs of the other, which has been obtained or

received as a result of exchange of communications or discussions leading up to or the entering of this **Contract**.

After the entering of this **Contract**, **STC** and the **Vendor** shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any part of this **Contract** or other documents, data, or information furnished directly or indirectly by the other party hereto in connection with this **Contract**, whether such information has been furnished prior to, during or following completion or termination of this **Contract**.

Notwithstanding the above, the **Vendor** may furnish to its Subcontractor such documents, data, and other information it receives from **STC** to the extent required for the Subcontractor to perform its work under this **Contract**, in which event the **Vendor** shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the **Vendor** under this Clause.

The **Vendor** shall not use such documents, data, and other information received from **STC** for any purpose other than the design, procurement, or other work and services required for the performance of this **Contract**.

Except with the prior written consent of **STC**, the **Vendor** and its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Project, nor shall the **Vendor** and its Personnel make public the recommendations formulated in the course of, or as a result of, the Project.

The provisions of this clause shall survive completion or termination, for whatever reason, of this **Contract**.

27. RETURN OF INFORMATION TO STC

STC reserves the right, in its sole and absolute discretion, to demand that at any stage all written information provided by **STC** (whether confidential or otherwise and without regard to the type of media on which such information was provided to the **Vendor**, including all copies of such information) be:

- Returned to **STC**, in which case the **Vendor** must promptly return all such information to the address identified by **STC**; or
- Destroyed by the **Vendor**, in which case the **Vendor** must promptly destroy all such information and provide **STC** with written certification that it has been destroyed.

28. SUB-CONTRACTING

The **Vendor** shall notify **STC** in writing of all subcontracts awarded under this **Contract** if not already specified in the Bid; any sub-contracting will be subject to the consent in writing by **STC**. Sub-contracting shall in no event relieve the **Vendor** from any of its obligations, duties, responsibilities, or liability under this **Contract**.

- a. The **Vendor** shall ensure that the sub-contractor appointed has sufficient capacity to undertake the execution of the tasks they will perform under this **Contract**.
- b. The **Vendor** indemnifies and shall keep indemnified **STC** against any losses, damages, claims or such other implications arising from or out of the acts and omissions of such sub-contractor.
- c. The **Vendor** shall be responsible for making all payments to the sub-contractor as may be necessary, in respect of any services performed or task executed, and **STC** shall not be responsible for any part or full payment which is due to such sub-contractor.
- d. All rights of use of any process, product, service or facility developed or any other task performed by the sub-contractor for the **Vendor**, under this **Contract** would lie exclusively with **STC** in perpetuity free from all liens, encumbrances and other third party rights and the **Vendor** shall, wherever required, take all steps that may be necessary to ensure the transfer of such ownership in favour of **STC**.

Where **STC** deems necessary, it shall have the right to require replacement of any sub-contractor with another sub-contractor and the **Vendor** shall in such case terminate forthwith all agreements/contracts, other arrangements with such sub-contractor and find suitable replacement for such sub-contractor to the satisfaction of **STC** at no additional charge. Failure to terminate all agreements/contracts with such sub-contractors, shall amount to a breach of the terms hereof.

29. SPECIFICATIONS AND STANDARDS

The **Vendor** shall ensure that the Goods and the Related Services comply with the technical specifications and other provisions of this **Contract** as specified herein and by **STC**.

30. INSURANCE

The **Vendor** (i) shall take out and maintain insurance of all Goods till the date of Go-Live, at its own cost against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery but on terms and conditions approved by **STC** and (ii) at **STC**'s request, shall provide evidence to the **STC** showing that such insurance has been taken out and maintained and that the current premiums have been paid.

The Goods supplied under this **Contract** shall be fully insured by the **Vendor** till the date of Go-Live, in INR, against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery.

After the date of Go-Live responsibility for taking insurance of Goods supplied under this **Contract** shall be that of **STC**.

31. TRANSPORTATION

The costs relating to transportation of the Goods and personnel of the **Vendor** or any sub-contractors during the tenure of project execution shall be borne by the **Vendor**.

32. INSPECTIONS AND TESTS

The **Vendor** shall at its own expense and at no cost to **STC** carry out all statutory and other tests and/or inspections to ensure that the Goods and Related Services comply with the functional parameters, codes and standards specified herein and in the Scope of Work and to the satisfaction of **STC**. Whenever the **Vendor** is ready to carry out any such test and inspection, it shall give a reasonable advance notice to **STC**, including the place and time, and on completion of the inspection, a report of the result will be sent to **STC**.

STC may reject any Goods or Related Services or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The **Vendor** shall either rectify or replace such rejected Goods or Related Services or parts thereof or make alterations necessary to meet the specifications at no cost to **STC**, and shall repeat the test and/or inspection, at no cost to **STC**.

33. WARRANTY

The **Vendor** shall ensure that all the Goods are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in this **Contract**. The warranty from OEMs shall remain valid for the period defined in the Scope of Work Clause 4.

The **Vendor** is bound to expeditiously repair or replace at no cost to **STC**, any defective Goods or parts found defective during the Warranty period and in the event of a failure to do so within a reasonable period, **STC** may proceed to take such remedial action, as may be necessary, at the **Vendor's** risk and cost.

34. PATENTS

The **Vendor** shall hold harmless and indemnify **STC** from and against damage, loss and expenses arising from any claim for infringement of patent, copyright, design and other such rights in existence or to be granted on application published prior to the completion of this engagement with respect to or arising out of the use or supply of design or any work in accordance with the specification and plans furnished or recommended by the **Vendor**.

The **Vendor** shall promptly notify **STC** in writing if the **Vendor** has or has acquired knowledge of any patent under which claim or suit for infringement could reasonably be brought because of the use by **STC** of any information, recommendation or specification, services rendered by the **Vendor**.

The **Vendor**, in such case, shall forthwith at its own cost make, furnish to **STC** alternative specifications or recommendations to avoid the same and without putting **STC** to any additional cost.

35. CHANGE IN LAWS AND REGULATIONS

Unless otherwise specified in this **Contract**, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bye law having the force of law is

enacted, promulgated, abrogated, or changed (which shall be deemed to include any change in interpretation or application by the competent authorities), that subsequently affects the delivery date at **STC** office/location, then such delivery date shall be correspondingly increased or decreased, to the extent that the **Vendor** has thereby been affected in the performance of any of its obligations under this **Contract**.

36. CHANGE IN COMPANY'S REPRESENTATIVES

STC reserves the rights to require a change in the **Vendor's** representatives, if the assigned representatives are not, in the opinion of **STC**, meeting its needs adequately. In case of replacement of the **Vendor** personnel from the project team, the **Vendor** is required to submit the CV of the new person with equivalent or better educational qualification and relevant professional experience who will be joining the team and get the change duly approved. The new person can start working in the project only after his/her CV has been approved by **STC**.

37. CHANGE ORDERS AND CONTRACT AMENDMENTS

STC may at any time order the **Vendor** through written Notice to make changes within the general scope of this **Contract** in any one or more of the following:

- Specifications for Goods;
- Method of shipment or packing;
- Place of delivery; and
- Related Services to be provided by the **Vendor**.
- Changes in Geographical Scope i.e. number of offices or branches

If any such Change Order causes an increase or decrease in the cost of, or the time required for, the **Vendor's** performance of any provisions under this **Contract**, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both and this **Contract** shall accordingly be amended. Any claims by the **Vendor** for adjustment under this Clause must be asserted within fourteen days from the date of the **Vendor's** receipt of **STC's** Change Order.

No variation or modification of the terms of this **Contract** shall be made except by written amendment duly signed and stamped by the Parties.

38. ASSIGNMENT

The **Vendor** shall not assign, in whole or in part, their obligations under this **Contract**.

39. PUBLIC DISCLOSURE

The **Vendor's** or its team or its any employee shall not make or permit to be made a public announcement or media release about any aspect of this **Contract** without the prior written consent of **STC**.

40. PERFORMANCE LEVELS AND PENALTIES

The **Vendor** will employ necessary tools for generating performance reports on various parameters. In case **STC** is not satisfied with the quality or accuracy of the performance reports, it may call upon the **Vendor** to make necessary improvements including deployment of different performance management tools. In case the **Vendor** fails to satisfy **STC** about the accuracy of such reports, **STC** shall have the right to engage a third party for this work and get the needful done at the cost and risk of the **Vendor**.

Immediately from the date of Go-Live, the **Vendor** shall be responsible for smooth and problem free availability / functioning of all IT systems under the Scope of Work of this **Contract** and as per the Performance Levels defined in Section 13 of the RFP. Any shortfall in meeting the specified performance levels for various parameters will result into imposition of penalties as detailed in Section 13 of this RFP. Such penalties may be recovered either from any payments due to the **Vendor** or by invoking the Performance Guarantee.

41. ADHERENCE TO SAFETY PROCEDURES, RULES, REGULATIONS AND RESTRICTIONS

The **Vendor** shall comply with the provision of all laws, inter-alia, including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and requirements laid down by **STC** shall be applicable in the performance of this **Contract** and the **Vendor** and its team shall abide by these laws.

Access to the Data Centre / DRC and **STC**'s locations shall be strictly restricted. No access to any person except the essential personnel belonging to the **Vendor** who are genuinely required for execution of work or for carrying out management/maintenance, who have been explicitly authorized by **STC** shall be allowed entry to DC/DRC and **STC**'s locations. Even if allowed, access shall be restricted to the pertaining area/equipment of the **STC** only. The **Vendor** shall maintain a log of all activities carried out by each of its personnel.

The **Vendor** shall take all measures necessary to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. The **Vendor**'s team shall adhere to all security requirement/regulations of the **STC** during the execution of the work.

The **Vendor** shall report, as soon as possible, any evidence which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

42. NON-SOLICITATION OF STAFF

For the purpose of this **Contract**, both parties to this **Contract** agree, not to solicit either directly or indirectly with a view to provide or offer employment to, offer to Contract with or entice a staff member of the other party to leave without the consent of the other during the term of this **Contract** and for an additional period of 180 days after termination.

43. CERTIFICATE NOT TO AFFECT STC's RIGHT AND VENDOR's LIABILITY

Neither the payment made by the **STC** nor any extension of time for execution of the Project granted by the **STC** shall affect or prejudice its rights against the **Vendor** or relieve the **Vendor** of its obligations for the due performance of this **Contract**, or be interpreted as approval of the Project done or discharge the liability of the **Vendor** for the payment of damages whether due, ascertained or certified or not or any sum against the payment of which it is bound to indemnify **STC**.

44. GRANTS, COMMISSIONS AND GIFTS ETC.

Any grant, commission, gift or advantage given, promised or offered by or on behalf of the **Vendor** or its partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other Contract with **STC** shall, in addition to any criminal liability which it may incur, subject the **Vendor** to the cancellation of this and all other contracts and also to payment of any loss or damage to **STC** resulting from any such cancellation. **STC** shall be entitled to deduct the amount so payable from any monies otherwise due to the **Vendor** under this **Contract**.

45. WAIVER

Save as where this **Contract** expressly provides, neither party shall be deemed to have waived any right, power, privilege or remedy under this **Contract** unless such party shall have delivered to the other party a written waiver signed by an authorized office of such waiving party.

No failure or delay on the part of either party in exercising any right, power, privilege or remedy hereunder shall operate as a waiver, default or acquiescence thereof.

Any waiver on the part of either party of any right, power, privilege or remedy hereunder shall not preclude any other or further exercise thereof.

Any single or partial exercise of any right, power, privileges or remedy hereunder shall not preclude any other or further exercise thereof.

46. DAMAGES

Without prejudice to the Clause 18 and Clause 19, **STC** shall be entitled to claim damages/compensation to be paid by the **Vendor** under any of the following eventualities:

- i. Loss of data or breach of confidentiality/security due to negligence of the **Vendor**.
- ii. Unauthorised sharing of information or data with any other party or granting unauthorised access to **STC** system.
- iii. Damage due to negligence to **STC** property such as building, fixtures, fittings or existing hardware, network, software/applications/programs being used by **STC**.

- iv. Any injury or accident caused to **STC** employee due to negligence or wilful act of the **Vendor** or its employees or agents or third party engaged by the **Vendor** for the **Project**.
- v. Failure to comply with written internal administrative instructions/directions that apply to the **Vendor**.
- vi. Participation or complicity in illegal or unethical behaviour in course of performing some work under the mandate of **STC**.
- vii. Indulging in any act or conduct that damages the reputation or credibility of **STC**.

If **STC** has reasons to believe that the **Vendor** is responsible for any of the above eventualities, it shall serve a show cause upon the **Vendor** in writing, requiring such clarifications, documents or evidence as it may deem fit. The **Vendor** shall be given reasonable opportunity to explain its conduct and **STC** shall arrive at a decision for imposing damages and quantum thereof based upon the submissions of the **Vendor**. It is clarified that **STC** will give due regard to whether or not the conduct in question was intentional, malafide or negligent. The determination of the amount of damages shall be at the sole discretion of **STC**. This shall be without prejudice to other remedies available under this **Contract** to **STC**. All damages imposed shall be recoverable from the Performance Guarantee in addition to any other means.

47. SEVERABILITY

If any provision or condition of this **Contract** is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of this **Contract** or this **Contract** as a whole and the remaining provisions of this **Contract** shall remain in full force and effect.

48. LIABILITY / INDEMNITY

The **Vendor** shall at all times indemnify and keep **STC** indemnified against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (the **Vendor's**) employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the **Vendor** of its sub-contractors.

The **Vendor** shall at all times indemnify and keep indemnified **STC** against any and all claims by employees, workmen, sub-contractors, agent(s), employed, engaged or otherwise working for the **Vendor**, in respect of wages, salaries, remuneration, compensation or the like.

All claims regarding indemnity shall survive the termination or expiry of this **Contract** and shall be recoverable from the Performance Guarantee in addition to any other means.

49. LIMITATION OF LIABILITY

The aggregate liability of the **Vendor** to **STC**, whether under this **Contract**, in tort, or otherwise, shall not exceed the amount specified in the Contract Price.

Provided, that this limitation shall not apply to the cost of repairing/replacing defective equipment or to any obligation of the **Vendor** to indemnify **STC** with respect to Clause 34.

50. GENERAL

It is expressly understood and agreed by and between **STC** and the **Vendor** that the State Trading Corporation of India Ltd (STC) is entering into this **Contract** solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood and agreed that the Government of India is not a party to this **Contract** and has no ability, obligation or right hereunder. It is expressly understood and agreed that **STC** is an independent Legal Entity with power and authority to enter into contracts solely on its own behalf under the applicable laws of India and general principles of Contract Law. The **Vendor** expressly agree, acknowledge and understand that **STC** is not an agent, representative or delegate of the Government of India. It is further understood and agreed that the Government of India is not and shall not be liable for any acts, omissions, and commissions, breaches, or other wrongs arising out of this contract. Accordingly the **Vendor** expressly waive, release and forego any and all actions or claims, including cross claims, imp-leader claims or counter claims against the Government of India arising out of this contract and covenants not to sue the Government of India as to in any matter, claim, cause of action or things whatsoever arising out of or under this **Contract** during the validity of this **Contract**.

IN WITNESS WHEREOF **STC** and the **Vendor** hereto have duly executed this **Contract** in two originals at the place, and date as follows:

For and on behalf of STC

Signature:

Name:

Designation:

Place:

Date:

Witness:

For and on behalf of VENDOR

Signature:

Name:

Designation:

Place:

Date:

Witness:

12.2 Performance Bank Guarantee

(To be executed on a non-judicial stamped paper of the appropriate value)

The State Trading Corporation of India Ltd.,
Jawahar Vyapar Bhawan,
Tolstoy Marg,
New Delhi-110001

Dear Sir,

1. Against Contract _____ entered into between The State Trading Corporation of India Ltd. (hereinunder referred to as STC) and M/s _____ having its registered office at _____ (hereinunder referred to as the XXXX), this is to certify that at the request of the XXXX, We _____ (Bank) a body corporate constituted under _____ having its Head Office at _____ and having a Branch Office amongst other places at _____ (herein under called the Bank) expressly, unconditionally and irrevocably undertake and guarantee to pay to STC immediately on receipt of the first written demand received by us on or before _____, an amount of Rs. _____ (Rupees _____ only) without any protest or demur or reference to the XXXX against any losses or damage caused to or suffered, if the XXXX fails to perform all or any of the obligations under the Contract. The decision of STC duly communicated in writing received by us on or before _____ that the XXXX have failed to perform all or any of the obligations under the contract shall not be questioned and shall be final and conclusive evidence of the amount due and payable by the Bank under this Guarantee. The said amount of Rs. _____ will accordingly forthwith be paid without any conditions or requirements of our proof whatsoever failing which interest @ 15% per annum on monthly rest basis shall be payable by the bank to STC.
2. It is fully understood that this guarantee is effective for the period up to _____ and that we the Bank undertake not to revoke this guarantee during its currency without the consent in writing of STC. We, the Bank further agree that STC shall have the fullest liberty, without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Contract or/extend time of performance for the XXXX from time to time or to postpone for any time or from time to time any of the powers exercisable by STC against the said XXXX and/or forbear to enforce any of the terms and conditions related to the said Contract and we the Bank shall not be released from our liabilities under this guarantee by reasons of any such variations or extensions being granted to the said XXXX or for any forbearance and/or commission on the part of STC or any indulgence by STC to the XXXX or by any other matter or thing whatsoever which under the law relating to the sureties would, but for this provision have the effect of so releasing us from our liability under this performance guarantee.

3. We, the Bank agree that the guarantee herein contained shall not be affected by any change in the constitution of the Bank, XXXX or STC for any reason whatsoever.
4. The guarantee will be governed by Indian Laws and will be subject to jurisdiction of competent courts in New Delhi, India alone.

Notwithstanding anything mentioned herein before, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ only) plus Interest @ 15% p.a. for the delayed period and it will remain in force up to _____. Unless a claim under the guarantee is filed on us on or before _____, all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all the liabilities there under whether or not the original guarantee is returned to us.

The confirmation of this bank guarantee is available with our controlling office.

Notwithstanding anything contained herein above:

1. Our liability under the guarantee shall not exceed Rs. _____ (Rupees _____ only) plus Interest @ 15% p.a. for the delayed period.
2. The Bank Guarantee shall be valid up to _____.
3. We are liable to pay the guarantee only if you serve upon us a written claim / demand (which should be received by us) on or before _____ before 1400 hours (IST) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

Seal of the Bank Authorized Signatory

13. Performance Levels and Penalty Provisions

13.1 Purpose

This Section defines the levels of service to be provided by Selected Bidder to STC for the duration of this contract. For this purpose, a number of parameters have been set along with desired performance levels and penalties that would be levied in case of non-achievement of desired performance levels.

13.2 Description of Service Provided

The Selected Bidder will provide ICT solution towards supply, installation, integration, commissioning, management, maintenance and support covering servers, storage, network and security components, software and other components, IT asset management, supplier management and helpdesk services. It is expected that the entire solution will be available 24 x 7 throughout the year. To ensure adherence to the above, performance levels have been defined for the service window mentioned in **Section 13.4**.

13.3 Duration

This Performance Levels and Penalty Provisions would be valid for entire Contract Period. The Performance Levels and Penalty Provisions may be reviewed and revised according to the Change Management procedures as defined in **Section 13.10**. The Performance Levels and Penalty Provision will be applicable from the date of Go-Live.

Monitoring and evaluation in terms of Performance Levels will be carried out on a monthly basis, and non-conformance will incur penalties as outlined in the **Section 13.7**.

13.4 Required Service Window

The timings for Performance Levels and Penalty Provisions are given in the table below:

S. No.	Performance Parameters	Prime Hours 9:00am to 9:00pm (Mon to Sat) *	24 X 7 X 365
1.	Application Availability	✓	
2.	Application Performance	✓	
3.	Security Services		✓
4.	Manpower Availability for Support	✓	
5.	Backup		✓
6.	Commencement of Services from DR site		✓
7.	Incident Management & Helpdesk Services	✓	

* In addition to the above, the service window shall include upto 10 Sundays per annum as may be decided by STC and informed to the Selected Bidder in advance.

Uptime within the specified service window shall be calculated on monthly basis as under

$$\frac{(POT - PMT - DT)}{(POT - PMT)} \times 100$$

- POT is Total Time
- PMT is Scheduled Downtime.
- DT is Down Time of the equipment / services.

"Scheduled Downtime" means the aggregate number of hours in any month during which each service is down due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to Selected Bidder. The scheduled downtime may be for the following activities:

S. No.	Planned / Scheduled Downtime
1	Software or application upgrade
2	Software patching/software updates to fix a software fault
3	Patch installation requiring a reboot
4	Emergency software bug fixing, maintenance, hardware repair or replacement
5	Operating system upgrade
6	Software maintenance
7	Fixing an error in application database or an error in a recent application database change
8	Replace or upgrade hardware
9	System configuration changes that only take effect upon a reboot
10	Fixing an error or omission in a configuration database or omission in a recent configuration database change

Any scheduled downtime will be undertaken with prior approval and consent of STC. The scheduled downtime should not overrun into prime hours of the following day. The scheduled downtime would not be added to the downtime unless it runs into prime hours of the following day. Any outage of system which is not scheduled and approved by STC will be considered as downtime.

Planned downtime for the preventive maintenance (as part of scheduled downtime) shall not exceed 04 hours in a month.

The communications for scheduled time shall be sent to STC at least 48 hours in advance except in emergency cases where a shorter notice period may be given.

13.5 Parameters for Performance

Performance Levels have been defined for the following:

- Application Availability
- Application Performance
- Security Services
- Manpower Availability for Support
- Backup
- Commencement of Services from DR Centre
- Incident Management & Helpdesk Services

13.5.1 Application Availability

The Selected Bidder will be responsible to ensure continuous availability of all applications and related services to the STC users located at CO and Branches by ensuring the availability of services including, but not limited to, the following:

- Applications and databases
- Data Centre related services
- Server related services
- Network equipment at Data Centre
- Network equipment at CO and Branches
- MPLS network, Internet Connectivity and bandwidth

Further, it shall ensure that availability of the applications to users is monitored in real-time through implementation of a suitable Enterprise Management System (EMS) and the uptime is reported on monthly basis separately for each application at each location (CO or Branches). The EMS system should also be able to monitor end users experience on real time basis so as to capture data in case of any degradation or disruption of service. The EMS system should also provide data for problem identification and root cause analysis in addition to generation of reports to meet requirements specified in **Section 13.6**. All performance levels will be applicable and monitored for all the applications and devices which are part of the solution implemented by the successful bidder.

The Selected Bidder may use EMS of its own choice meeting, inter-alia, the following requirements:

- Real Time Health Management Services (For Servers)
- Server and Operating System Monitoring.
- Database Management Services.
- Historical Performance Trending of Servers & Applications.
- Software/ Patch Distribution Services.
- Inventory for Hardware and Software to be collected automatically (Servers & Desktops).
- Event Correlation and Event Management Services.
- Complete Management of DC, DRC and STC LAN at all office and its integrated Modules configured in various switches offered for Core, Distribution and Access Layer.
- Managing the DC, DRC, STC Offices LAN and WAN routed Traffic.
- Recognize common network problem, management of multi-vendor network with discovery, mapping and alarm tracking.
- Network analysis for switch fabric/CPU's, monitor utilization of switch resources & in isolating the network problems, provide performance monitoring, trouble shooting, capacity planning, and report generating of various statistics.

EMS shall also integrate events to automatically create trouble tickets in helpdesk system for better and in time problem resolution.

Penalties as per the following levels will be applicable in case of lower than defined level of availability of the services:

Service	Availability (as per uptime calculation given in Section 13.4)	Penalty Level
Availability (for any single)	Greater than or equal to 99.50%	Nil
	Less than 99.50% and greater than or equal to 99.00%	1
	Less than 99.00% and greater than or equal to 98.00%	2

application)	Less than 98.00% and greater than or equal to 97.00%	3
	Less than 97.00% and greater than or equal to 96.00%	4
	Less than 96.00% and greater than or equal to 92.00%	5
	Less than 92.00%	6

Highest Penalty Level recorded for any single application at a location will determine the penalty level for that location. The weighted average of the different penalty levels of various locations shall then be worked out.

13.5.2 Application Performance

The solution is expected to provide the efficient performance throughout the contract period in terms of response time for the applications. This performance shall be measured at the user end for each location of STC.

The Selected Bidder is required to meet the defined performance levels; the transactions and users may vary at different points of time during the contract period. Currently there are approximately 2 lakh accounting transactions for every year and expected growth is 10% every year.

With 70% users loaded on to the system, the response times should not exceed the limits stated in the first column of the table given below. Penalty levels will be decided based upon the percentage of transactions that are not completed within expected response times as per the scales given in the following table:

Application performance requirements	Penalty Levels corresponding to Percentage of transactions (covering all applications) completed within desired response time				
	90%-95%	85%-90%	80%-85%	75%-80%	<75%
Menu Navigation – Displaying the appropriate menu as per defined user role and profile. Response Time < 1 sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Screen Opening – Display of the selected data entry screen from the menu Response Time < 2 sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Field Navigation – Navigation between different data entry fields in the Screen Response Time < 1 sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Look up response – Display of items from a Drop down list, List of Values, etc. Response Time < 1 sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Screen Navigation – Navigation between different data entry screens (from one to another) Response Time < 1 sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5

Transaction Commit – Transaction saving after completing the data entry Response Time < 2 sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Query retrieval – Online query entered by the user Simple query response time < 5 Sec Medium Complexity query response time < 10 Sec High Complexity query response time < 30 Sec	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5
Reports response – Report fired by the user from the Report Generator Simple Report response time < 5 Sec Medium Complexity report response time < 10 Sec High Complexity report response time < 5 Min	Penalty Level 1	Penalty Level 2	Penalty Level 3	Penalty Level 4	Penalty Level 5

Highest Penalty Level recorded in respect of any of the above sub-parameters out of the eight line items defined above will determine the penalty level for a location. However, Penalty Level 6 will become applicable in case over 5% of transactions (covering all applications) in a month require a response time of ten times or higher compared to the above given desired response time in respect of any single sub-parameter. The weighted average of the different penalty levels of various locations shall then be worked out.

13.5.3 Security Services

Security threatening incidents will include but will not be limited to the following:

- Virus Attack: This shall include malicious code infection on any of the servers or computers within the STC network (including all locations of STC, Data Centre and DR Centre) or unchecked virus infected mails passing through the other applications.
- Denial of Service Attack: This shall include non-availability of service (Any one or more applications).
- Intrusion: Unauthorized access to STC information system, resulting in loss of confidentiality/integrity/availability of data or web content or data theft or data damage.

All security threatening incidents, whether or not leading to disruption in services, would attract penalty as given below:

Incident	Penalty
Virus Attacks beyond 3 in a month	Rs 10,000 for each incident
Denial of Service Attack	Rs 10,000 for each incident
Intrusion	Rs 50,000 for each incident
Others	As per severity

Antivirus application should be enterprise grade and should be able to manage desktop clients. Desktops clients should safeguard systems from any virus infected external media.

13.5.4 Manpower Availability for Handholding and Support

The Selected Bidder shall ensure availability of manpower as indicated in the Bid or otherwise agreed with STC. Non-availability of manpower will lead to penalties as per scales given below:

Manpower Availability	Target Availability for the particular location	Penalty Level
Manpower Availability	Greater than or equal to 99%	Nil
	Less than 99% and greater than or equal to 97%	3
	Less than 97% and greater than or equal to 95%	4
	Less than 95% and greater than or equal to 90%	5
	Less than 90 %	6

The weighted average of the different penalty levels of various locations shall then be worked out.

13.5.5 Backup

The Selected Bidder will ensure the regular backup of the running applications. Non-availability of backup will lead to penalties as per the scale given below:

	Availability	Penalty Level
Backup of all applications including EMS logs to be taken daily as per schedule for the active site.	Less than 100%	6

Frequency of backup and its retention period shall be decided mutually by STC and the selected bidder.

13.5.6 Commencement of Services from DR Centre

The Selected Bidder will ensure that all infrastructure and regular backups of applications and data are kept ready and updated at the DRC to facilitate quick and smooth transition in case of failure of primary data centre. Lack of preparedness will lead to penalties as per scales given below:

Services	DR Requirements of RPO and RTO	Penalty Level
Applications	RPO	
	Greater than 1 Hr.	6
	RTO	
	Greater than 6 Hours	5
EMS Service at the DRC	Greater than 9 Hours	6
	RPO	
	Greater than 1 Hr.	6
	RTO	

Services	DR Requirements of RPO and RTO	Penalty Level
	Greater than 6 Hr.	5
	Greater than 9 Hours	6
Availability of Helpdesk Services from DRC	Greater than 1 Hr.	5
	Greater than 6 Hours	6

13.5.7 Incident Management and Helpdesk Services

All service requests to helpdesk will be classified and assigned a Severity Level. The Severity Levels will be mutually agreed upon between the Selected Bidder and STC. Severity Levels are set at 1, 2, 3, 4 or 5 depending on the nature of the problem, the assigned levels may be jointly revised if situation so warrants. The basis for classifications into these levels is indicated below:

Severity Level 1: A problem affecting production service for large number of users (e.g. – network problems, server problems, network printer problems, virus problems on servers, etc.) or involving business critical applications or services.

Severity Level 2: A problem that has a significant impact on one or more users such that a deadline is in jeopardy and there is a potential business impact. (e.g. – problem in logging on to network, virus problem on desktops / laptops, workgroup application outage, time critical single user problem or request, database replication failure, printing problem etc.)

Severity Level 3: Non-critical single user impact. (e.g.- restricted functionality, usage inquiry, installation of desktops, routine request for LAN administration, change in configuration, etc.)

Severity Level 4: Information, Training, Minor Errors

Severity Level 5: Enhancement Requests

MTTA: Mean time to attend. This parameter would refer to the mean time from logging of the service request to response by the helpdesk, assigning appropriate personnel for resolution.

MTTR: Mean time to repair/resolve. This parameter would refer to the mean time from logging of the service request to closure of the query on successful resolution.

Category	Severity Level 1		Severity Level 2		Severity Level 3	
	MTTA	MTTR	MTTA	MTTR	MTTA	MTTR
Service requests related to hardware and software components	5 mins.	2 hrs.	15 mins.	4 hrs.	1 hr.	8 hrs.
Service requests related to functional support for Applications	30 mins.	12 hrs.	1 hr.	24 hrs.	2 hrs.	48 hrs.
Penalty Level in case of breach of MTTA or MTTR	4		3		2	

Category	MTTA	MTTR	Penalty Level
Severity Level 4: Request for Information, Training, Minor errors resolutions	24 Hrs.	3 days	4
Severity Level 5: Enhancement Requests	24 Hrs.	1 week	4

In addition to the above, penalty levels 5 and 6 will be applicable in case the following helpdesk response levels are breached for more than 10% and 20% of the logged incidents/queries respectively, in any single STC location.

	Severity Levels 1, 2 & 3	Severity Levels 4 & 5
Time to attend	4 Hrs.	48 Hrs.
Time to resolve	72 Hrs.	2 Weeks

The weighted average of the different penalty levels of various locations shall then be worked out.

The Selected Bidder shall notify STC about the problem resolution within 30 minutes of final resolution of the problem.

13.6 Reporting

The Performance Levels shall be monitored and reported on a weekly as well as monthly basis.

The Selected Bidder shall submit following reports, along with all supporting information directly from Enterprise Management System and or performance measurement tools, in respect of all the criteria covered in **Section 13.5** for various performance levels:

- Number and Percentages of service targets met
- Number and severity of service breaches
- Number of services with timely reports and current services reviews
- Improvements in user satisfaction (Quarterly)

The Selected Bidder is expected to provide all the relevant modules of the EMS as well as any other applications required for the creation of automated reports which shall be required to monitor the performance levels. The reports will include "actual versus target" performance, a variance analysis and discussion of appropriate issues or significant events. STC shall have direct access to this system to generate reports on its own.

The Selected Bidder's representative will distribute performance reports in an agreed upon format by the 5th working day of subsequent month of the reporting period.

13.7 Penalties

Penalties will be imposed for not meeting performance levels in respect of each parameter as indicated below:

Penalty as a percentage of applicable monthly charges for support and maintenance		
	Applicable for Section 13.5.1, 13.5.2, 13.5.4, 13.5.5, 13.5.7	Applicable for Section 13.5.6
1	1 %	-
2	2 %	-
3	4 %	-
4	7 %	-
5	10 %	25 %
6	20 %	50 %

In respect of performance parameters "Security Services", the penalties are indicated in **Section 13.5.3** itself.

The weighted average of the penalty levels of different locations as required in **Sections 13.5.1, 13.5.2 & 13.5.7** shall be worked out in the ratio of number of front end computers and shall be rounded to the whole number on the higher side. However, if penalty level 6 is incurred at any single location at STC, then the penalty level 6 shall be applicable for that performance parameters, irrespective of the weighted average.

In case an incident affects multiple performance parameters then it may result in penalties for all the performance parameters violated. For example, if the ICT applications are not available due to a virus attack, then all the following performance parameters may be affected inviting penalties:

- Application Availability
- Incident Management & Helpdesk Services
- Security Services

In case a particular parameter attracts penalty level 5 in more than three months in one year, or penalty level 6 in any month, the matter shall be escalated to the Project Management Committee of STC. In addition to any other rights and remedies, STC shall have the right to get the same or related service(s) from any other source at the cost and risk of the Selected Bidder.

Penalties applicable in respect of different parameters shall be added to arrive at total penalty leviable for the month.

The penalty shall be calculated on the applicable monthly charges which shall be equal to 1/3 of the quarterly amount payable for the maintenance and support services. For example, if the SI has incurred penalties of 5%, 3% and 4% as per the measurement of the performance levels during three months over a quarter, each penalty will be applicable to 1/3 of the total quarterly amount payable.

13.8 Monitoring and Auditing

- STC will review the performance of Selected Bidder against the Performance Levels each month, or at any periodicity decided by STC. The review / audit report will form basis of any action relating to imposing penalty or breach of the

Contract. Any such review / audit can be scheduled or unscheduled. The results will be shared with the Selected Bidder as soon as possible.

- STC reserves the right to appoint a third-party auditor to validate the Performance Levels.

13.9 Issue Management and Escalation Procedures

13.9.1 Issue Management Process

This process provides an appropriate management structure for the orderly consideration and resolution of issues in the event that quick consensus is not reached between STC and Selected Bidder. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at lower management levels.

- Either STC or Selected Bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- Managements of STC and Selected Bidder will develop a temporary, if needed, and the permanent solution for the problem at hand. The Selected Bidder will then communicate the resolution to all interested parties.

13.9.2 Issues Escalation Procedures

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure ensures that STC and Selected Bidder's management are communicating at the appropriate levels. Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.

- Any unresolved issue would be escalated to higher levels as defined in the contact map below.

Contact Map:

Level No.	STC	Selected Bidder
1		
2		
3		
4		

- Escalation will be by one level at a time and concurrently for both the parties.

13.10 Change Management

Performance Parameters, Performance Levels and Penalty Provisions may be changed if considered necessary over the course of the contract period. Any changes to the Performance Parameters or levels of service provided during the Contract Period will be requested, documented and negotiated in good faith by both parties. Either party can request a change, but the Changes will become effective only after mutual negotiations

and acceptance by both the parties. Changes will be documented as an addendum to the Contract.

14. Functional Requirements

The bidder must respond to each specification in the excel sheet (Functional Requirement) available on STC website (<http://stc.gov.in/downloads/rfp-for-implementation-support-of-ict-applications.aspx>) and also enclose a printout of the same as part of the Technical Bid.

The code to be used for providing Bidder rating responses in the column "Compliance Code" for the functional requirements is provided below:

- A : Functionality available
- C : Available with modification/workaround
- NA : Functionality not available;

Please note that the rating as per the above scale is to be entered under "Compliance Code" column. Bidders will have to only fill one columns ("Compliance Code").

Please also note that the serial no. and format of response should be exactly similar to that given in Section below.

14.1 General Requirements

S. No.	Requirement Description	Compliance Code
	General Features	
1.	The module should be capable of being integrated across all STC's business areas /offices (without compromise in functionality and /or performance) However, the module is also able to limit the functionalities of business areas/offices for that business area's users and able to protect them from other wings. For instance, the users in field offices can access to perform functionalities of their own network only and cannot access to other offices network. While the authorized users of head office can access across all network.	
2.	Ability to integrate workflow and/or job tracking systems and with STC's mail system	
3.	Ability to have user-friendly screen and easier to use e.g. record data, post transaction	
4.	Ability to support reengineering business, but should not be limited to, such as - Flexible to change chart of account - Flexible to change organisation structure	
5.	Ability to download/upload information from / to PC and file structure should not be changed	
6.	Ability to support multi-currency	
7.	Ability to support multi windows	
8.	Ability to support multi sessions	

9.	Ability to prevent non-authorisation to access database	
10.	Ability to monitor error reasons when error occurred	
11.	Ability to provide on-line help in Hindi, English language	
12.	All applications will be web-enabled	
13.	Ability to use relational tables for data validation and must be supported multiprocessor	
Data Input and Display		
14.	All reference number/fields used in a module should accommodate existing numbering and naming conventions used by the various business areas within the STC.	
15.	Ability to enforce the population of fields within the module	
16.	Ability to dictate field's mandatory and /or optional status – prompting users for the required data.	
17.	Ability to present error messages, during data entry that clearly indicates the exact nature of the error and the field in the error and possible solutions.	
18.	Ability to prevent input and storage of duplicate data	
19.	Ability to perform query and reporting using archived transactional data - using automated data retrieval functions.	
20.	Ability to check and warn user of duplicated document or data entry	
21.	Ability to input information in different forms: - Manual Input - Individual or Mass - Upload from other external system e.g. Excel, Access, Foxpro	
Data Inquiries		
22.	Ability to scroll forwards and backwards in all query functions without re-accessing the database	
23.	Ability to support parameterised selection criteria for inquiry list functions, including "wild cards" and partial "wild cards"	
24.	Indexing of key information fields is essential in order to facilitate searching.	
25.	Ability to modify search results according to user specifications. This applies to search results producing windows /screens with large volumes of information – the user should be able to adjust tabular views to suit his/her requirements.	
26.	The system should provide optional case sensitive searches.	
27.	Ability to search for technical objects, information details and transactions based on multiple and incomplete criteria.	
Query / Reporting		
28.	Ability to enquiry information or reports on-line and real time	
29.	Standard report should provide the following functions, but should not be limited to: - Ability to view report on-line prior to print - Ability to view or print report in summation or detail level - Ability to set user-criteria layout and reports	
30.	Ability to run user definable reports based on any attribute/field.	
31.	Ability to establish security controls for all reports being generated. This should ensure that sensitive reports are only distributed/	

	viewed/ accessed by authorized parties. An option for this could consist of access security levels such as Management Information, Major Customer Reports, Asset Management Reports,	
32.	Able to sort reports into the various departments, field offices regions, business operating units, cost centres etc	
33.	Able to ensure that all reports are uniquely identified, appropriately numbered and all pages contain period dates and times when the reports were created	
34.	Able to identify clearly the last page or end of all reports	
35.	Ability to view list of all jobs affecting a particular area / region office department. Furthermore this view should be user customizable by screen filters, sorts and searches.	
36.	Ability to extract/transfer any system produced report to third party applications such as Excel etc.	
37.	Ability to generate reports in either Hindi or English language	
38.	Ability to provide drill down function to view the source documentation	
39.	Ability to provide facility to present data in graphs or charts within the system.	
40.	Ability to generate reports - single report at a time, - multiple reports at a time - ad hoc and regular reports at a time	
41.	Ability to generate reports at - real time / on line basis - in background (when evaluation is time-consuming) - via batch processing - specific date - regular time interval	
42.	Able to electronically route the reports to allow users to review reports.	
Report Writers and Query		
43.	Ability to have a user-friendly reporting/ query tools that can extract data and produce in various reporting format without the need for technical skills	
44.	Ability to access and process all data in system	
45.	Ability to access and process information from many sources	
46.	Ability to run overnight batch	
Report Distribution		
47.	Ability to output reports in various media: <ul style="list-style-type: none"> • Screen • Printer • Electronic /Magnetic media 	
48.	Able to prioritise reports for processing.	
49.	Able to define distribution list for each report.	
50.	Able to distribute reports electronically to other users: - automatically upon completion	

	- at preset time	
51.	Able to support object linking and embedding for Microsoft office products in areas of spreadsheets, word processing and graphic software.	
52.	Able to export reports to standard spreadsheet, word-processing etc.	
System Navigation and Data Access		
53.	Ability to access and use the on-line system functions 24 hours per day, 7 days per week, including during batch processing cycles, database logging and database back-up cycles	
54.	Ability to switch to different programs and modules without interrupting the existing application	
55.	Ability to specify read-access only of some fields of some users based on the access profile	
56.	Ability to have different levels of access within a system on-line. Restrictions should apply to: <ul style="list-style-type: none"> ▪ Department / Office ▪ Employee Type/Functions ▪ Functions ▪ Transactions ▪ Fields ▪ Screens, etc. 	
57.	Ability to maintain audit trail of changes such as the time of change and the user ID	
58.	Audit trail of Financial Transactions and exception reporting mechanism.	
59.	Audit trail of Non Financial Transactions	
60.	Audit Trail of Parameter changes	
61.	Ability to provide backup information either in system or tape or any other on line / removable media	
Transaction Logging and Recovery		
62.	Ability to restrict the use of specific terminals according to a predefined access profile / level.	
63.	Audit trail for viewing transaction sources and uses.	
64.	Ability to perform an audit trail showing the master file contents before and after each change, and the details of who and when it was changed	
65.	Ability to restrict specified operators to perform certain specified transactions/functions on nominated terminals	
66.	Ability to recognize only the authorized person who can perform a particular transaction or function.	
67.	Ability to inhibit unauthorized operators carrying out the critical transactions.	
68.	Ability to complete audit trails for tracking transactions through the system showing who entered the transaction, who authorized the transaction, when they were entered and terminal entered.	
69.	Ability to provide restart system procedures	
70.	Ability to store transaction logs in order to recover data	

71.	Ability to access audit trail data on-line, such as date, time, PC#, etc.	
72.	Ability to present error messages that clearly indicate the exact nature of the error and the field in the error and possible solutions.	
73.	Ability to determine commitment point in processing data and able to reverse to commitment point if user would like to cancel that processing	
Integrity		
74.	Ability to provide automatically command to check and monitor data integrity	
75.	Ability to handle concurrent on-line real-time updates of master files e.g. record / transaction locking during updates.	
76.	Ability to sequentially number transactions and to ensure that all transactions are processed - rejected or updated.	
77.	Ability to log transactions entered on-line and manually/internally generated.	
78.	Ability to use commands (e.g. "double-clicking") on search result to access more detailed information.	
Business Rule		
79.	Ability to determine business rule. The business rules should not be hardcoded in the applications and should be configurable in applications.	
80.	Ability to support the following functions: <ul style="list-style-type: none"> ▪ Portability ▪ Interoperability ▪ Scalability ▪ High Performance ▪ Serviceability ▪ Manageability ▪ Program Control ▪ Flexibility 	
Printing		
81.	Ability to produce and print reports that facilitate cost checking and monitoring	
82.	Capable of printing maps with various levels of detail, including technical object/assets, based on selected criteria.	
83.	Ability to print reports on standard Laser/Jet /	
84.	Able to view report before printing.	
User Help		
85.	Ability to provide context sensitive help for: <ul style="list-style-type: none"> ▪ Menu items ▪ Buttons ▪ Icons This should also include search facilities on all help and user documentation within any open window. Help files should also be available via Internet.	
Installation and Distribution of Software		
86.	All applications will be web enabled. The ability to easily distribute (roll out) updates to PCs and hardware, and access to the	

	Maintenance Management tool and reports by all users as.	
87.	Able to perform regular interval checks to confirm latest updates.	
88.	Able to assign security access to map with the appropriate levels: - Read Only - Read and Write - Access to certain features, functions, views and reports	
	Data Migration	
89.	Provide the migration tools to transport data from existing system (Access, Excel files etc).to ERP	

14.2 Finance and Accounts

14.2.1 General Ledger

S. No.	Functionality	Compliance Code
1.	Ability to provide the facility to have multiple, independent general ledgers	
2.	Ability to allow information to be consolidated within and across general ledgers for the month end reporting purposes	
3.	Ability to post to sub-ledgers & should result in automatic postings to the control accounts in the general ledger	
4.	Ability to relate the sub ledger to a separate control account in the general ledger	
5.	Ability to maintain an application date concept for maintaining accounting period data based on application date irrespective of calendar date.	
6.	Ability to define user definable Fiscal Calendars	
7.	Ability to control the posting periods centrally for all account types (e.g. debtor, creditor)	
8.	Ability to allow for special periods to facilitate year-end closing by dividing the last posting period into several closing periods (at least 13 to 15 accounting periods for adjustments).	
9.	Ability to control users to access past period for adjustments (e.g. to re-open a period that has been closed).	
10.	Ability to allow zero-value transactions	
11.	Ability to have provision for analysis codes on transactional records for separate analysis based on account code	
12.	Ability to ensure that all necessary postings from various other modules are posted to the ledger before starting the closing run	
13.	Ability to automatically generate the provisions for Administrative expenses, Material/ services	
14.	Ability to automatically carry forward balances at year end to the next year	
15.	Analysis codes should be available on transactional records for separate analysis based on account code	
16.	Ability to ensure that all necessary postings from various other modules are posted to the ledger before starting the closing run	
17.	Should automatically generate the provisions for Administrative	

	expenses, Material/ services received but invoice not received	
18.	Should automatically carry forward balances at year end to the balance sheet and reset all Profit & Loss account	
19.	Must have provision to keep the previous year open for at least six months while processing the next year's data	
	Chart of Accounts	
20.	Able to define a chart of accounts for the organization.	
21.	Flexible to accommodate current and any proposed chart-of-accounts structures and organisation structure.	
22.	Able to provide facility to amend and delete the entities (e.g. department, division) and its relationship to reflect changes in the organisation structure. Only for administrator	
23.	Able to provide facility to define and relate the following logical grouping structure and numbering convention to the chart of accounts: <ul style="list-style-type: none"> • Company • Core Business/ Non-Core Business • Zone/ Circle/ Division/ Sub Division/ Department • Activity • Cost element 	
24.	Provide for numerical and alphanumeric chart of accounts	
25.	Account coding	
26.	Ability to support flexible chart of accounts design so as to capture information to meet various reporting and analysis requirements of STC without having duplicated data.	
27.	Ability to view & maintain the chart of accounts online with the ability to prevent deletion of any data.	
28.	Ability to support future expansion in STC operations for e.g. branch / sub branch etc.	
29.	Ability to provide parent, child, sub child and further relations between various accounts	
30.	Ability to define dependent sub account codes and attach to account codes	
31.	Ability to define rules that ensures validity of various combinations of chart of accounts as per STC requirement.	
32.	Ability to define rules that allows/ denies access to users for chart of accounts location wise	
33.	Ability to upload chart of accounts to external systems	
34.	Ability to apply Delegation of Powers (DoP) and procedural into the system to ensure compliance	
35.	Ability for end users to add/change/delete business logic quickly and easily within Chart Of Accounts and report hierarchies.	
36.	Ability to provide facility to amend and delete the entities (e.g. department, division) and its relationship to reflect changes in the STC organisation structure.	
37.	Ability to provide both numerical and alphanumeric chart of accounts	
	GL Master Data	

38.	<p>Able to maintain the following master data records to store control information on how postings into the General Ledger account:</p> <ul style="list-style-type: none"> • Name of account • Description • Type of account (e.g. revenue, asset) • Currency (local, foreign) • Tax posting • Reconciliation account in nature (e.g. Debtors' Control Account) • Level of transaction details to be maintain within the GL account • Alternative account number for storing STC existing GL account (easier for user to search new account code) • Automatic posting to prevent manual posting to account (e.g. Accounts Receivable, Account Payable) 	
39.	Able to create GL master data in hierarchy	
40.	<p>Able to:</p> <ul style="list-style-type: none"> • Copy accounts between entities • Automatically renumber account codes • Close accounts – block/ mark for deletion • Add accounts • Delete accounts • Change description of accounts 	
41.	<p>Provide facility for mass creation of GL accounts that include:</p> <ul style="list-style-type: none"> • Copying entire chart using another chart of accounts as reference • Copying single account • Copying multiple accounts • Performing data transfer using program for G/L account master data from legacy system • Allowing deletion of inactive accounts or accounts with no outstanding balance 	
42.	<p>Able to:</p> <ul style="list-style-type: none"> • Assign an activity status to accounts (e.g. active, inactive) • Retrieve an account master record via account alias 	
43.	Allow for immediate electronic notification to relevant users after creation or change of master data.	
44.	Able to provide audit trail to log the creation, amendments and deletion of each GL account code.	
45.	Ability to control creations, amendments and deletions of GL master data by user-defined authorisation.	
	GL Transaction Posting	
46.	<p>Able to enter journal entries into an electronic document on line. The information contained in a journal should include the following sub levels:</p> <ul style="list-style-type: none"> • Header Level anticipated transactions are for voucher series, transaction reference and accounting period 	

	<ul style="list-style-type: none"> • Line level transactions will include Account Code, Debit/ Credit Amount, analysis codes etc. <ul style="list-style-type: none"> ○ Date posted, entered/ created ○ Source of journal (e.g. via interface system) ○ Journal text ○ Journal type ○ G/L account code ○ G/L account name and description ○ Debit/ credit amount ○ Identification of originator such as User ID of the transaction ○ Item/Comodity No. ○ Branch ○ Unit 	
47.	Ability to search account code, account name or responsible area during posting documents	
48.	Ability to separate tables of valid analysis will be maintained for validation purposes and appropriate descriptions displayed on entry of the analysis code.	
49.	<p>The System must support the following types of Journal</p> <ul style="list-style-type: none"> • Accrual and prepayment journals, which automatically reverse themselves in the following period • Skeleton journals where the bulk of information is pre-coded, only the date and amount to be entered • Recurring journals which are similar to skeleton journals but with the values pre-entered, though capable of modification 	
50.	Ability to record unique journal entry number	
51.	Ability to restrict access to certain accounts by user-defined group	
52.	Ability to control journal posting function by user-defined authorisation	
53.	<p>Ability to Interface with other systems to capture accounting entries generated by these systems at regular intervals during the day.</p> <p>There should be an option to transfer the transactions in summary or detailed</p>	
54.	Post accrual journals that occur over a user-definable duration and automatically reverse at a user-definable date after the posting.	
55.	Ability to provide function to reverse documentation individual or in mass after posting by reference document number	
56.	Ability to post to a future and prior period by authorised users.	
57.	Post allocation journals with user-definable rules (e.g. apportionment of expenditure).	
58.	Validate a journal upon posting performed interactively at time of data entry (e.g. valid GL account code).	
59.	Suspend and resume, at a later time, entry of journal that are	

	incomplete or imbalanced	
60.	Prohibit posting to close periods within GL and other sub systems	
61.	Ability to produce audit trails on changes made on document postings	
62.	Ability to prevent posting to control accounts of subsidiary ledger	
63.	Ability to update on-line with real time update	
64.	Provide facility to: <ul style="list-style-type: none"> • Allow to store (park) incomplete documents without carrying out extensive entry checks • Specify templates to capture details of recurring transactions. (e.g. fixed prepayments and accruals) • Allow amendment or deletion to recurring transactions prior to posting • Perform the posting automatically according to user-defined specification 	
65.	Ability to allow for multiple account entries (debits and/or credits) for each transaction type	
66.	Ability to provide running total of debit/ credit amount	
67.	Ability to provide running total of transactions in each batch	
68.	Ability to enter statistical information during posting.	
69.	Ability to perform batch processing as follows: <ul style="list-style-type: none"> • Update by batch mode while other users are still active in the system • Provide exception report for batch update • Post through overnight batch • Provide information on batch status (e.g. posted, processing, error) • Automatically assign document or batch number after journals are posted • Provide a journal edit listing on be screen and printed. The information should contain, but not be limited to the following: <ul style="list-style-type: none"> ○ Batch number ○ Journal posting date ○ Journal creation date ○ Journal type ○ Source of journal (e.g. via interface system) ○ Journal text ○ G/L account code, G/L account name and description ○ Debit/ credit amount ○ Batch total ○ Number of transactions 	
70.	Able to request for authorisation of transaction exceeding maximum or transaction limits by user-defined authority	
71.	Able to electronically route journal for approval to an authorised	

	user before posting to the General Ledger. If rejected, the journal should be automatically routed back to the originator for correction	
	Inter Branch/Unit Transactions	
72.	Able to automatically post inter-branch transactions	
73.	Able to summarise inter-branch transactions of each department/ division	
	Inter-branch stock transfer	
74.	Able to track inter-branch stock transfer <ul style="list-style-type: none"> • Quantity • Value • Item No. 	
75.	Should be able to handle sales tax formalities	
	GL Account Enquiry	
76.	Able to display GL account balance in multiple views as follows (but should not be limited to): <ul style="list-style-type: none"> • Statutory • Responsibility (e.g. cost centre, division/ departmental reporting) • Geographical 	
77.	Able to hold balances for multiple ledger types such as: <ul style="list-style-type: none"> • Actual • Budget • Statistical • Forecast • Taxation 	
78.	Ability to allow enquiry by: <ul style="list-style-type: none"> • Account codes and name; • Wild search; • Specific range of period, year, month; • Batch entry number. 	
79.	The system should be capable of displaying: <ul style="list-style-type: none"> • On line at least 5 years of history for account balances and posted transactions • Account activity includes opening, movement for the period, closing period and year to date balance • Breakdown of balances by drilling down to source document • GL account master data • Able to store balances for future years. 	
80.	Ability to display GL account balance in multiple views as follows (but should not be limited to): <ul style="list-style-type: none"> • Statutory • Responsibility (e.g. branch) • Geographical 	
81.	Ability to hold balances for multiple ledger types such as: <ul style="list-style-type: none"> • Actual • Budget 	

	<ul style="list-style-type: none"> Statistical 	
82.	<p>Ability to allow enquiry by:</p> <ul style="list-style-type: none"> Account codes and name Wild search Specific range of period, year, month 	
83.	<p>Ability to display</p> <ul style="list-style-type: none"> On line at least 5 years of history for account balances and posted transactions <p>Account activity includes opening, movement for the period, closing period and year to date balance</p> <ul style="list-style-type: none"> GL account master data Store balances for future years 	
	Periodic Processing	
84.	Able to perform month-end (soft closing) and year-end closing	
85.	<p>Able to automatically, at period end:</p> <ul style="list-style-type: none"> Post accruals Reclassify credit and debit balances for reporting purposes 	
86.	Able to automatically initiate a new financial year	
87.	Able to automatically update the closing balance of the previous period and opening balance of the current period with prior period transaction postings for all ledger balances. (e.g. actual, budget, statistical)	
88.	Able to automatically transfer net profit for the current year to retained earnings account. (for yearend closing)	
89.	<p>Able to process the following types of transactions:</p> <ul style="list-style-type: none"> Current period transactions posted in the current period Prior year transactions for the previous accounting posted in the current period Future period transactions posted in the current period 	
90.	<p>Ability to automatically, at period end:</p> <ul style="list-style-type: none"> Reclassify credit and debit balances for reporting purposes 	
91.	Able to automatically initiate a new financial year	
92.	Able to automatically update the closing balance of the previous period and opening balance of the current period with prior period transaction postings for all ledger balances	
	General Ledger Integration	
93.	Should provide for a standard interface through which accounting vouchers can be posted from different external applications	
94.	<p>Able to integrate with the following modules at on-line basis, but should not be limited to:</p> <ul style="list-style-type: none"> Accounts Receivable Accounts Payable Cash Management Human Resource Management Payroll 	

	<ul style="list-style-type: none"> • Banking 	
95.	<p>Access the following for accounting transaction details, for example:</p> <ul style="list-style-type: none"> • Accounts Payable; • Accounts Receivable; and • Fixed Assets. 	
	Financial Statements and Reporting	
96.	<p>Provide flexible Report Writer with the following minimum features:</p> <ul style="list-style-type: none"> • Specify the format and layout of reports • Summarise and total the information to be reported • Select records to be included in the report • Select details from each record to be included • Perform arithmetic calculation on the information selected or totals • Ability to add narrative comments to reports • Ability to show financial data in thousands, millions etc. without creating rounding problem • Store the report format for later use • Produce reports in graphical form for presentation purposes. 	
97.	<p>Able to produce the following financial reports in multiple levels (e.g. whole organization, reporting units such as division) and for a user-defined period (for the month, year to date), but should not limited to:</p> <ul style="list-style-type: none"> • Profit and loss account • Analysis of Profit and Loss account • Analysis of operating expenses • Balance sheet • Analysis of Balance Sheet • Trial Balance • Cash flow statement • Intercompany report • Notes to the financial accounts (account breakdowns) • Overdue Report • Trading Account • Quarterly Account • Compliance report • Internal Compliance 	
98.	<p>Able to produce VAT, Service Tax, Cess and TDS TAX Report etc. under Indian Regulation.</p>	
99.	<p>Able to compare actual data to actual data and/ or budgeted data to actual data in:</p> <ul style="list-style-type: none"> • Annually, • Semi-annually, • Quarterly, and • Monthly 	
100.	<p>Net movement by account, showing opening balance at start of month, net transactions value (or detailed transactions) and</p>	

	closing balance	
101.	Transaction listing <ul style="list-style-type: none"> • By Account • By Date • By Voucher Number • By Voucher series • By User 	
102.	Should allow for generating financial statements at the following levels <ul style="list-style-type: none"> • Across Head Quarter units • Across circle offices • Across division offices • Across cost centres 	
103.	Should provide for generating financial statements as per requirements	
104.	Should provide for generating statutory reports as per prevailing laws	
105.	Able to download reports to standard PC applications (e.g. Excel spreadsheet)	
	Others	
106.	Ability to have provision for consolidation of accounts at various levels in hierarchy. Organization structure consists of CO, Branch and sub- branch offices. Branch and CO accounting units would include accounts of certain predefined sub- branch offices as well.	
107.	Ability to have provision to view sub-branch accounts at individual level and after consolidation with respective accounting unit	
108.	Ability to provision for trusts' accounts on the system, which would be separate from STC's accounts with a separate CoA. There are 3 trusts in STC	
109.	Ability to allow system-enabled consolidation of accounts	
110.	Ability to have standardized Chart of Accounts for all accounting units	
111.	Ability to restrict on editing CoA by individual branches and divisions. Only Central accounts, CO to have access rights for adding/deleting accounts from CoA	
112.	Ability to allow access rights based access to commodity wise accounts. Only the authorized personnel would be allowed to pass entries pertaining to a specific commodity.	
113.	Ability to have drill down facility in general ledger to view entry level details	
114.	Ability to maintain accounting period from 1st April - 31st march	
115.	Ability to allow Quarterly Closing of accounts	
116.	Ability to have Provision for calculation of interest accrued every quarter - for various trades	
117.	Ability to calculate and maintain accounting of closing stock for every quarter	

118.	Ability to maintain automatic entries on posting of invoice, receipt voucher, payment voucher, transfer memo, debit memo, credit memo	
119.	Ability to have provision for recurring journal entries - for depreciation, prepayments like premium etc.	
120.	Ability to create templates for payments or receipts of repeated nature like rent receipt	
121.	Ability to enable posting of manual journal entries	
122.	Ability to maintain previous year's balances to draw out financial comparison for corresponding periods.	
123.	Ability to generate comparative reports for financial results for previous years on MTD and YTD basis	
124.	Ability to prepare financial statement in line with Indian Accounting standards as well as IFRS.	
125.	Ability to generate Trial Balance, P&L, Balance sheet required for individual commodity (only for individual accounting unit)	
126.	Ability to generate final accounts including trial balance, P&L and balance sheet - accounting unit wise and after consolidation	
127.	Ability to have provision for audit trail at individual entry level	
128.	Ability to post back-dated entries based on proper access rights	
129.	Ability to pass entries specific to a commodity or trade or vendor or accounting unit or division	
130.	Ability to restore transaction level details for atleast 10 years	
131.	Ability to store details of branch accounts at CO on real time basis - based on proper access rights	
132.	Ability to update accounts on real- time as soon as the entry is passed	
133.	Ability to allow printing of invoice, vouchers and other documents mentioned in documents section	
134.	Ability to maintain separate CoA for all 3 trusts	
135.	Ability to generate reports that need to be sent to statutory bodies	

14.2.2 Accounts Receivables

S. No.	Functionality	Compliance Code
	Customer Master Data	
1.	The customer master data will be maintained in the system and the account receivable should have interface with the system and maintain a customer category wise totals for various receivables as per chart of accounts.	
2.	Able to perform a consistency check on the account balance based on user defined specification (e.g. customer has moved out, balance is zero, no remaining open item) before account is marked for deletion.	
3.	Able to block from posting or trigger warning if update is made	

	to a finalized account.	
4.	Able to restrict access to master record to unauthorized changes from being made	
5.	Able to set default values when posted items to the account e.g. the term of payment specify in customer master data are defaulted during document entry	
6.	Able to set default of interest rate or surcharge	
7.	Accounts receivables should be fully integrated to the general ledger and the cash book and allow transactional entries for customer invoices, adjustment journals, collections and employee related bills.	
8.	Ability to maintain customer master data in the system and the account receivable should have interface with the system and maintain a category wise customer totals for various receivables as per chart of accounts.	
9.	Ability to perform a consistency check on the account balance based on user defined specification (e.g. customer has moved out, balance is zero, no remaining open item) before account is marked for deletion	
10.	Ability to block from posting or trigger warning if update is made to a finalized account	
11.	Ability to restrict access to master record to unauthorized changes from being made	
12.	Ability to set default values when posted items to the account e.g. the term of payment specify in customer master data are defaulted during document entry	
13.	Ability to integrate with the following modules at on-line basis, but should not be limited to: <ul style="list-style-type: none"> • General Ledger • Bank Management • Cash Management • Others 	
14.	Ability to record receivable: <ul style="list-style-type: none"> • Automatically integrate from other system • Manually (direct record by the user) 	
15.	Ability to provide audit trail for source of invoice	
16.	Ability to create debit and credit notes into customer account.	
17.	Ability to reference multiple invoices in single debit/credit notes.	
18.	Ability to <ul style="list-style-type: none"> • Accept various payment methods • Cheque, bank draft, etc. • Online secured web interface • Bank transfer • Offset with other expense or GL account 	
19.	Ability to <ul style="list-style-type: none"> • Match single receipt with multiple invoices • Accept payment over and above the total outstanding • Accept partial payments 	

	<ul style="list-style-type: none"> Match multiple payment method with single receipt 	
20.	Ability to automatically link incoming payment posted to the General Ledger by on-line processing	
21.	Ability to produce exception report of possible duplicate incoming payments for review and further action.	
22.	<p>Ability to display incoming payment details and produce incoming payment reports on demand from the system (but should not limited to):</p> <ul style="list-style-type: none"> By customer account By collection date By method of payment (e.g. bank draft, cheque etc) By location By type of payment 	
23.	Ability to correct the error	
24.	Ability to update the corresponding accounts in the General ledger	
25.	Ability to post transactions such as debit and credit notes into account of customer	
26.	Ability to identify the transaction via document number series or document type.	
27.	<p>Ability to provide facility to allow for:</p> <ul style="list-style-type: none"> Automatic numbering of documents Allow for multiple document number series (if required to be specific to STC location) 	
28.	Ability to issue or/and print the invoice (e.g. debit/ credit memo) for the transaction upon request.	
29.	<p>Ability to update to the accounts of customer transactions :</p> <ul style="list-style-type: none"> Transfer from one customer account to another Write off specific debts in customer account Miscellaneous debit/ credit memo for adjustments 	
30.	Ability to automatically update the corresponding account codes in the General Ledger after posting to the individual customer account in the sub ledger	
31.	Ability to upload dishonoured cheque details in an electronic media supplied by the bank	
32.	Ability to trigger a warning if the client has a dishonoured cheque history	
33.	Ability to capture reasons for dishonor and maintain the customer's payment default history	
34.	Ability to charge penalty to the customer account based on user-defined conditions.	
35.	Ability to re-charge penalty imposed by bank to the customer account (if any)	
36.	Ability to reverse payment posting from the General Ledger automatically.	
37.	Ability to analyse customer balance via multiple views – outstanding balances, invoice items, payment items, statistical items, all paid and unpaid items	

38.	Ability to search customer account by fields, total, sub-total	
39.	Ability to inquire customer payment history	
40.	Ability to drill down customer document details	
	Receivable Processing	
41.	Flexible to record receivable: <ul style="list-style-type: none"> Automatically integrate from other system (e.g. open access system) Manually (direct record by the user) 	
42.	Provide audit trail for source of invoice.	
43.	Able to generate reports based on different parameters and consolidated report on total receivables at any point of time.	
44.	Able to display receivable details from within the system via another process division. For example, customer account and other search criteria e.g. invoice date, type of invoice.	
45.	Able to create debit and credit notes into customer account.	
46.	Able to reference multiple invoices in single debit/credit notes.	
47.	Able to automatically link receivable posted to the General Ledger by On-line/ Batch processing	
48.	Able to provide recording non-sales related receivables like borrowings, deposits, Sale of Investment, Sale of Assets, Outstanding receivables considering payment terms, Inter-bank transfers, Margin money and other miscellaneous collections	
	Incoming Payments	
49.	Able to: <ul style="list-style-type: none"> Accept various payment methods Cheque, bank draft, etc. Online secured web interface Bank transfer Offset with other expense or GL account 	
50.	Able to provide fast entry template to enter incoming payment details manually in the system to update the customer accounts.	
51.	Able to trigger a warning if the customer has a dishonoured cheque history upon on line update of collection into the system	
52.	Able to match receipts with invoices/bills automatically using user-definable rules such as: <ul style="list-style-type: none"> By oldest receivable By specific invoices By type of receivable 	
53.	Able to: <ul style="list-style-type: none"> Match single receipt with multiple invoices Accept payment over and above the total outstanding Accept partial payments Match multiple payment method with single receipt 	
54.	Able to automatically link incoming payment posted to the General Ledger by: <ul style="list-style-type: none"> On-line processing Batch processing 	

55.	Able to display incoming payment details and produce incoming payment reports on demand from the system (but should not limited to): <ul style="list-style-type: none"> • By customer account • By collection date • By method of payment (e.g. bank draft, cheque etc) • By location (region/ station) • By type of payment 	
56.	Able to perform control checks for duplicate incoming payment against database during upload of collection data (e.g. same amount, same customer number and collection date triggers a warning).	
57.	Able to produce exception report of possible duplicate incoming payments for review and further action.	
	Incoming Payment Exception Handling	
58.	Able to automatically post the exception items to: <ul style="list-style-type: none"> • An interim account in the GL prior to correction; or • Reject part or whole batch until the correction is made 	
59.	Able to allow for upload of correction file if the previous upload failed.	
60.	Able to provide possible reasons for exception and propose remedial actions to rectify the error.	
61.	Able to provide processing status of the exception item and audit trails to trace changes made to the original entry.	
62.	Able to provide exception listing that contains sufficient details to enable verification to counterfoil (e.g. tracing location of collection, date of collection).	
63.	Able to: <ul style="list-style-type: none"> • Display/ print the exception listing on line • Correct the error • Post the amount into the correct customer / funding agency / equity /subsidy account (real time updating) • Update the corresponding accounts in the General ledger 	
	Document Posting	
64.	Able to provide for electronic notification to make posting into the customer / funding agency etc. account such as: <ul style="list-style-type: none"> • Track status of work • Delegate work to user • Prioritize work • Define activities involved for each stage • Track time taken to complete tasks • Enter transaction information 	
65.	Able to post transactions such as debit and credit notes into account of customer / funding agency/ Govt equity /subsidy etc .	
66.	Able to identify the transaction via document number <u>series</u> or document type.	
67.	Able to provide facility to allow for: <ul style="list-style-type: none"> • Automatic numbering of documents 	

	<ul style="list-style-type: none"> Allow for multiple document number series (if required to be specific to station/ region) 	
68.	Able to issue or/and print the invoice (e.g. debit/ credit memo) for the transaction upon request.	
69.	<p>Able to update to the accounts of customer / funding agency/ Govt equity /subsidy etc with the following (but should not be restricted to) transactions:</p> <ul style="list-style-type: none"> Transfer from one customer account to another Write off specific debts in customer account Miscellaneous debit/ credit memo for adjustments 	
70.	Able to maintain bad debt history for future creditworthiness assessment for a customer	
71.	Able to automatically update the corresponding account codes in the General Ledger after posting to the individual customer account in the sub ledger	
	Dishonoured Cheque Processing	
72.	<p>Able to:</p> <ul style="list-style-type: none"> Post adjustment into customer account e.g. reverse the original payment transaction to reinstate the original debt Upload dishonoured cheque details in an electronic media supplied by the bank Trigger a warning if the customer has a dishonoured cheque history 	
73.	Able to capture reasons for dishonour and maintain the customer's payment default history.	
74.	Able to charge penalty to the customer account based on user-defined conditions.	
75.	Able to re-charge penalty imposed by bank to the customer account (if any)	
76.	Able to reverse payment posting from the General Ledger automatically.	
	Collateral Deposit	
77.	<p>Able to post deposit request into customer account:</p> <ul style="list-style-type: none"> On actual basis On statistical basis, i.e. deposit request is updated in the customer account as a memo record but not posted in the General Ledger until settlement of deposit is made by cash 	
78.	Able to accept both cash and non-cash deposits (e.g. bank guarantee, government bonds)	
79.	<p>Able to track the following status of deposit:</p> <ul style="list-style-type: none"> Requested Paid/ Settled Near Expiring (for non-cash deposit to trigger renewal) Expired Refunded/ Returned/ Waived etc. 	
80.	Able to store other deposit information such as:	

	<ul style="list-style-type: none"> Type of collateral Start and expiry date of guarantee Bank guarantee information (e.g. bank guarantee reference number) 	
81.	Able to change or reverse (cancel) the deposit request amount	
82.	Able to print deposit invoice containing the user defined format	
83.	Able to periodically calculate additional deposit based on pre-defined rules (e.g. highest open access transmission on) and post the amount to the customer account	
84.	<p>Able to update the initial deposit request with bank guarantee information such as:</p> <ul style="list-style-type: none"> Guarantee reference number Type of guarantee Name of guarantor Amount Start and expiry date 	
85.	<p>Able to:</p> <ul style="list-style-type: none"> Perform periodic checks on guarantees that are near expiry Automatically create new deposit request for customer with guarantees that are nearing expiry 	
86.	Able to automatically offset collateral deposit paid up against balance outstanding after final transaction is posted	
87.	Able to perform refund to the customer and automatically post the refund to the customer account	
88.	<p>Able to refund to the customer using various payment methods such as:</p> <ul style="list-style-type: none"> Cheque Bank transfer 	
89.	Able to override the payment method proposed by the system in exceptional cases	
90.	Able to print petty cash or payment voucher, cheque and refund statement from the system	
91.	Able to post refund transaction automatically to General Ledger	
92.	Able to print deposit/guarantee detail and select by expired date, guarantee type, customer account	
93.	<p>Ability to manage:</p> <ul style="list-style-type: none"> Post dated cheques Dated cheques Any other guarantee(personal , corporate) Pledge stock 	
	Customer Account Enquiry	
94.	<p>Able to:</p> <ul style="list-style-type: none"> Analyse customer / vendor balance via multiple views – outstanding balances, invoice items, payment items, statistical items, all paid and unpaid items Search, sort by fields, total, sub-total Drill down to document details 	

	<ul style="list-style-type: none"> • Drill down to master data information (includes technical data such as type of meter) • Inquire payment history 	
	Reporting	
95.	<p>Able to provide flexible reporting tools such as:</p> <ul style="list-style-type: none"> • Select reports • Edit reports (create/change/display) • Export reports to a different systems • Download data to spreadsheets (e.g. Excel) • Generate reports one at a time, multiple reports at a time, ad hoc and regular reports together • Generate reports at real time/ on line basis • Generate reports in background • Generate reports via batch • Allow creation of user-defined reports without need for technical skills • Perform calculations (e.g. totaling, percentage) • Provide a drill-down list or a sorted list in a table • Schedule for specific dates, the generation of these evaluations on a regular basis • Restrict report selection based on security of database, organization structure 	
96.	<p>Able to group the information according to user specification. Some key groupings may include:</p> <ul style="list-style-type: none"> • Responsibility unit/ location • Customer credit risk • Due dates • Customer type e.g. private, corporate, Government • Payment history • Customer turnover 	
97.	Able to electronically route the reports to allow users to review reports	
98.	<p>Able to display the evaluation based on information in the master data and/ or document within Account Receivable:</p> <ul style="list-style-type: none"> • Ranking list • User should be capable of specifying the maximum number of customers to be listed in the evaluation display. • Sorted list by days overdue • Operational statistics(e.g. units used, number of customers) for a specified period of evaluation definable by user 	
99.	<p>Able to generate standard reports such as:</p> <ul style="list-style-type: none"> • Customer master data report select by new account, customer account, status • Deposit/ guarantee detail report select by expired date, guarantee type, customer account • Customer aging report sort by customer, invoice date, etc. 	

	<ul style="list-style-type: none"> • Due date breakdown • Payment history • Overdue report 	
100.	Able to provide taxation specific reports	
101.	Able to provide facility to present report in graphs within the system.	
102.	Able to preview report before printing	
103.	Able to provide reports for average sales for a period, AR ageing analysis, AR Register, Debit/Credit Register and Cash Receipts etc	
	General	
104.	Should be fully integrated to general ledger and the cash book	
105.	Should allow all types of transactions related to customer invoices, Adjustment Journals, Collections and employee related payments etc.	
	Others	
106.	Ability to maintain a customer master	
107.	<p>Ability to have a provision for entering payment terms in the system pertaining to a trade conducted with this customer. Payment terms will include:</p> <ul style="list-style-type: none"> • Quantity • Unit Price • Trading Margin % • Penal Interest Charges • List of all charges that would be borne by customer - CHA/ Surveyor/ Warehouse/ Insurance/ Quality inspection etc. charges • Credit Period • Milestone wise payments • Pledge Stock/ securities details EMD / PBG /Advances / BG / FDRs / ODC's: <ul style="list-style-type: none"> ○ Data ○ Amount ○ Expiry 	
108.	Ability to prepare invoice, payments/ receipts vouchers, debit/credit memo or transfer memo; drop down list of trade codes, while entering payment terms,	
109.	Ability to have a provision for extracting all information regarding the different trades that a customer has conducted/ conducting with STC	
110.	Ability to maintain all financial details of a particular trade being conducted by a customer (amount invoices, received, pending, advance etc.) in the form of party account reconciliation statement both in INR and the currency in which trade is conducted	
111.	Ability to have a provision to categorize a customer as "blacklisted" based on it's past performance and mention reason for the same	

112.	Ability to prepare invoice from payment terms / Sales Order entered in the system	
113.	Ability to have a provision to have multiple invoices from single Sales Order	
114.	Ability to have a provision for Invoice schedule in the system	
115.	Ability to have a provision to prepare an invoice without Sales Order (SO) as well but with proper access rights	
116.	Ability to prepare invoice in multiple currencies	
117.	Ability to have a provision to enter exchange rate on per invoice basis and date on which exchange rate is frozen	
118.	Ability to enter invoice lines manually as well as electronically	
119.	Ability to enter invoice lines from bills paid for that particular trade code only	
120.	Ability to generate multiple receipt voucher from single invoice	
121.	Ability to maintain financial data in both INR and the currency in which trade is being conducted	
122.	Ability to adjust advance received from that customer against the current invoice	
123.	Ability to account tax while preparing invoice	
124.	Ability to calculate rebates, discounts, penalty, interest, trading margin, cost of goods etc. from payment terms based on quantity delivered/ shipped	
125.	Ability to prepare receipt voucher from system	
126.	Ability to have a provision for receipt voucher <ul style="list-style-type: none"> • against an invoice • against a trade code without invoice no. • against a customer code without invoice no. (for service division) • for advance - without invoice against a trade code or customer code • for EMD - could be against a trade code or could be without any trade/ customer code 	
127.	Ability to capture details of financial instrument in receipt voucher	
128.	Ability to store details of all invoices, vouchers and credit/ debit notes and associate them with a trade code	
129.	Ability to fully integrate with General Ledger	
130.	Ability to have a search facility for customer master based on certain parameters	
131.	Ability to maintain certain receipts from customers to be kept as guarantee and not adjusting against any invoice Details of such securities maintained should be available commodity wise associate wise with details such as date of expiry value etc.	
132.	Ability to have a provision for capturing associate registration no. in customer master (associate reg no. is defined by trading division)	

14.2.3 Accounts Payable

S. No.	Functionality	Compliance Code
1.	Flexibility to provide vendor account numbers upon creation of new vendor account. <ul style="list-style-type: none"> • Automatically • Manually (by the user) 	
2.	Able to allow for the incorporation of a check digit for vendor account number as a security feature to ensure accuracy of data entry.	
3.	Able to control the creation and change of vendor master data according to user security status.	
4.	Able to maintain the following master data, but should not be limited to, as follows: <ul style="list-style-type: none"> • Account name • Account address • Vendor classification (type) • Incoming/ outgoing payment specification • Vendor's agreement details • Vendor contact details • TAX ID • Payment term • Payee bank, account number • VAT rate • TDS tax rate • Permanent vendor/ one-time vendor 	
5.	Able to allow for specified fields in the master data to be made mandatory or optional entry	
6.	Able to change all fields in the master data on line with on-line update to the vendor account only through authorized access.	
7.	Able to maintain audit trail of changes such as the time of change, the user ID, old and new field values.	
8.	Able to perform a consistency check on the account balance based on user defined specification (e.g. vendor has moved out, balance is zero, no remaining open item) before account is marked for deletion.	
9.	Able to set default values when posted items to the account e.g. the term of payment specify in vendor master data are defaulted during document entry	
10.	Able to block from posting or trigger warning if update is made to a finalised account	
11.	Able to print vendor master data and select by new account, vendor account, status	
12.	Able to release performance Bank Guarantees and Earnest Money Deposit (EMD) based on conformance to criteria.	
13.	Ability to provide Vendor account numbers upon creation of new Vendor account. <ul style="list-style-type: none"> • Automatically 	

	<ul style="list-style-type: none"> Manually (by the user) 	
14.	Ability to control the creation and change of vendors master data according to user authorization access.	
15.	Ability to link vendor code with customer code if same party is playing both roles	
16.	<p>Ability to maintain the following master data, but should not be limited to, as follows:</p> <ul style="list-style-type: none"> Vendor Registration number Vendor address Vendor type Incoming/ outgoing payment specification Agreement details Contact details Tax details Payment term Payee bank, account number VAT rate TDS tax rate 	
17.	Ability to allow for specified fields in the master data to be made mandatory or optional entry	
18.	Ability to change all fields in the master data on line with on-line update to the vendor account only through authorized access.	
19.	Ability to maintain audit trail of changes such as the time of change, the user ID, old and new field values	
20.	Ability to perform a consistency check on the account balance based on user defined specification before account is marked for deletion.	
21.	Ability to print vendor master data and select by new account, status, etc.	
22.	Ability to block from posting or trigger warning if update is made to a finalised account	
23.	Ability to record & release Performance Bank Guarantee and Earnest Money Deposit (EMD) based on terms & conditions	
	Payable Processing	
24.	Ability to automatically record payable entry from other modules and manually by user entry	
25.	Ability to provide audit trail for source of invoice	
26.	<p>Able to capture the following information, but should not be limited to, as follows:</p> <ul style="list-style-type: none"> Vendor Registration number Reference number Invoice number Invoice date Invoice amount Quantity VAT code/ TDS code Tax amount Payment terms 	

	<ul style="list-style-type: none"> • Due date 	
27.	Ability to park document before posting in order to verify the correctness and completeness of data	
28.	Able to create debit and credit note into vendor Account	
29.	<p>Able to produce payable reports on demand within the system (but should not be limited to)</p> <ul style="list-style-type: none"> • By invoice date • By Associate type • By vendor type • By division 	
30.	Ability to post retention request into vendor account	
31.	Ability to trigger a warning if invoice amount over balance of operating expenditure budget	
32.	Ability to block posting if invoice amount over balance of capital expense budget	
33.	Ability to provide functions to block for payment, if authorized person's not acceptable.	
34.	<p>Ability to refund to the vendor using various payment methods such as:</p> <ul style="list-style-type: none"> • Cash • Cheque • Bank transfer / NEFT / RTGS 	
35.	Able to park document before posting in order to verify the correctness and completeness of data	
36.	Able to create debit and credit notes into vendor account	
37.	Able to reference multiple invoices in single debit/credit notes	
38.	<p>Able to perform:</p> <ul style="list-style-type: none"> • Refund retention to the vendor and automatically post the refund to the vendor account • Automatically offset retention paid up against balance outstanding of vendor account 	
	Payment Processing	
39.	<p>Able to create a proposed payment list by determining:</p> <ul style="list-style-type: none"> • Item to be paid- items to be paid are selected and grouped for payment based on user-defined rules • Payment amount – based on user needs (e.g. due date of the items) • To whom the payment is made - by specifying the payee • Payment Method - based on the payment method (e.g. cash, cheque) foreign or local currency according to rules defined by the user • Payment through - the payment is made – based on specified bank and a bank account for the payment • Drawing Limit - the payment is made – based on a prior approved drawing limit received from the banking section of the head office. 	
40.	Able to make payment via methods such as:	

	<ul style="list-style-type: none"> • Cash • Cheque – manual and pre-printed • Bank transfers • Foreign currency 	
41.	Able to specify a minimum and a maximum amount for a single payment in order to identify the payment method to be selected by the payment program	
42.	Able to overwrite minimum and maximum value range and specify another payment method during the payment run	
43.	<p>Able to generate recurring payment voucher.</p> <ul style="list-style-type: none"> • Recurring payment information are: • Name of vendor • Invoice number; • Recurring amount; • Accounting information; • Start and end payment date; • Frequency of payment indicator to identify the frequency of the recurring payment (e.g. weekly, monthly, quarterly, biannually, annually) 	
44.	Allow recurring payment to be deleted or edited within its period of payment	
45.	<p>Able to match payment with invoices automatically using user-definable rules such as:</p> <ul style="list-style-type: none"> • By oldest invoice • By specific invoices 	
46.	Able to match single payment with multiple invoices	
47.	Able to accept partial payments	
48.	Able to print the vendor name on cheque for payment of miscellaneous invoice, where vendor records have not been created.	
49.	Able to change payment methods or banks, payee, block items or cancel payment blocks	
50.	Able to display changes made and by whom	
51.	Able to allow invoices to be released for payment prior to due date	
52.	Able to display or print exception listing. The exception listing should contain blocked items and all outstanding items which the payment program did not propose for payment (items that could not be settled despite being due)	
53.	Able to divide the task of editing the payment proposal between various users and enable several users to edit large payment runs at the same time	
54.	Able to perform payment approval functions to enable certain payments to have prior approval	
55.	Able to request for authorisation of transaction exceeding maximum or transaction limits by user-defined authority	
56.	<p>Able to:</p> <ul style="list-style-type: none"> • Carry out payment using the proposal list that has been 	

	<p>approved</p> <ul style="list-style-type: none"> • Create the payment documents and prepare the data for printing the forms, payment advice notes, payment summaries or creating the tape or disk. 	
57.	<p>Able to print cheques on-line and perform the following functions:</p> <ul style="list-style-type: none"> • Define void reasons (used during test print, page overflow and other user-defined reasons such as printed incorrectly, unusable) • Determine the next free cheque number and store the allocation of payment document number to cheque number 	
58.	<p>Able to provide facility to print and reprint payment voucher together with cheque.</p>	
59.	<p>The reprint copy should be marked with the word 'DUPLICATE'. The payment voucher should include information, such as vendor invoice number, cheque number, addresses and other user-defined information.</p>	
60.	<p>Able to provide feature to cancel payments and cheques.</p>	
61.	<p>Provide access to payment cancellation information based on user defined selection criteria (e.g. by vendor, period etc.) and print report on cancelled cheques</p>	
62.	<p>Provide full audit trails for cancelled cheques and payment vouchers</p>	
63.	<p>Able to split payment to more than one payee (e.g. payment involving TDS tax)</p>	
64.	<p>Able to automatically clear items based on user criteria after payment has been made:</p> <ul style="list-style-type: none"> • By account • By document number 	
65.	<p>Able to post payments for update to the vendor account</p>	
66.	<p>Able to automatically post to General Ledger:</p> <ul style="list-style-type: none"> • Cash discounts received • Gains or losses from underpayment or overpayment • TDS tax • Bank charges • Gains or losses from exchange rate differences 	
67.	<p>Able to provide the ability to offset balances of vendor accounts in AP with balance of customer accounts in AR (for vendors who are also customers)</p>	
68.	<p>Able to provide access to projected cash requirement information based on selected time frames (for e.g. projected cash requirements for the next 14 days) to notify Head Office of funds required to be transferred to the paying account (Providing Drawing Limits)</p>	
69.	<p>Able to print tax deducted at source certification and print VAT and TDS report complied with Indian regulation</p>	
	<p>Document Posting</p>	

70.	Able to provide for electronic notification to make posting into the vendor account such as: <ul style="list-style-type: none"> Track status of work Delegate work to user Prioritise work Define activities involved for each stage Track time taken to complete tasks Enter transaction information 	
71.	Able to post transactions such as debit and credit notes into vendor account.	
72.	Able to identify the transaction via document number series or document type.	
73.	Able to provide facility to allow for: <ul style="list-style-type: none"> Automatic numbering of documents Allow for multiple document number series 	
74.	Able to update to the vendor accounts with the following (but should not be restricted to) transactions: <ul style="list-style-type: none"> Transfer from one vendor account to another Miscellaneous debit/ credit memo for adjustments 	
75.	Able to automatically update the corresponding account codes in the General Ledger after posting to the individual vendor account in the sub ledger.	
76.	Able to provide for automatic integration with General Ledger, Purchasing, Material Management System.	
77.	Ability to provide for electronic notification to make posting into the vendor account	
	Vendor Account Enquiry	
78.	Able to view the account balances: <ul style="list-style-type: none"> In summary (opening balance, transaction per posting period and closing balances) By line items (drill down from summary) Drill down to document detail (e.g. purchase requisition, purchase order, invoice, expected delivery date) 	
79.	Able to perform various display functions within a vendor account such as search, sort, display additional details (e.g. vendor master information), total, obtain total purchase per posting period etc.	
80.	Able to display cheque payment information on-screen based on cheque number or payment document number. The information includes: <ul style="list-style-type: none"> Details on the cheque recipient Details on the cheque issuer Corresponding payment and invoice documents 	
81.	Able to provide online enquiry capability to vendor information via user defined selection and sorting criteria (e.g. all vendors that are on-hold).	
	Reporting	
82.	Able to: <ul style="list-style-type: none"> Select reports 	

	<ul style="list-style-type: none"> • Edit reports (create/change/display) • Export reports to a different systems • Download data to spreadsheets (e.g. Excel) • Generate reports one at a time, multiple reports at a time, ad hoc and regular reports together • Generate reports online • Generate reports in background • Generate reports via batch • Allow creation of user-defined reports without need for technical skills • Perform calculations (e.g. totaling, percentage) • Schedule for specific dates, the generation of these evaluations on a regular basis • Restrict report selection based on security of database, organisation structure 	
83.	<p>Able to produce the following payable reports, but should not be restricted to:</p> <ul style="list-style-type: none"> • Invoices selected for payment by period, bank, payment method • List of approved invoices • List of cheques printed by cheque number and date • List of vendors with vendor master details • AP Liabilities Listing (Goods and non-goods) • Invoices under retention • List of inactive vendors • Outstanding Cheques which are overdue • List of cancelled and void cheques • Details of unpaid invoices (payment proposal exception listing) • List of realised and unrealised gains/ losses • Number of invoices and vendors processed within a payment run • Vendor ageing report 	
84.	Able to provide VAT and TDS reports under Indian regulation	
85.	<p>Able to produce vendor payment history including:</p> <ul style="list-style-type: none"> • Payment by vendor • Payment by period for the current and prior year • Total paid by year • Total cumulative payments; • Date, amount and cheque number last paid. 	
86.	Able to electronically route the reports to allow users to review reports.	
87.	Able to provide facility to present report in graphs within the system.	
88.	Able to preview report before printing	
	Others	
89.	<p>Ability to have provision for entering payment terms in the system pertaining to a trade conducted with the supplier. Payment terms will include:</p>	

	<ul style="list-style-type: none"> • Quantity • Unit Price • Trading Margin % • Penal Interest Charges • List of all charges that would be borne by supplier - CHA/ Surveyor/ Warehouse/ Insurance/ Quality inspection etc. charges • Credit Period • Milestone wise payments 	
90.	Ability to have provision for drop down list of trade codes while entering payment terms/ PO, bill, payments/ receipts vouchers, debit/credit memo or transfer memo	
91.	Ability to have provision for extracting all information regarding the different trades that a vendor has conducted/ conducting with STC	
92.	Ability to have provision to categorize a vendor as "blacklisted" based on it's past performance and mention reason for the same	
93.	Ability to have 2-way matching of bill with payment terms/ Purchase Order entered into the system	
94.	Ability to have provision for multiple bills from single Purchase Order	
95.	Ability to have provision for entering payment due date & maintain Bill schedule in the system	
96.	Ability to have provision to enter a bill without PO as well but with proper access rights	
97.	Ability to record Bill details in multiple currencies	
98.	Ability to have provision to enter exchange rate on per bill basis and date on which exchange rate is frozen	
99.	Ability to have provision for multiple payment voucher for single bill	
100.	Ability to maintain financial data in both INR and the currency in which trade is being conducted	
101.	Ability to have option of adjusting advance paid to that supplier against the current bill	
102.	Ability to have provision for tax accounting on posting bill	
103.	Ability to calculate rebates, discounts, penalty, interest, trading margin, cost of goods etc. from payment terms based on quantity delivered/ shipped	
104.	Ability to generate Payment voucher from system	
105.	Ability to have provision for payment voucher <ul style="list-style-type: none"> • against a bill • against a trade code without bill no. • against a supplier code without bill no. (for service division) • for advance - without bill against a trade code or supplier code • for advance - given to an employee/ division 	

	<ul style="list-style-type: none"> for EMD - could be against a trade code or could be without any trade/ supplier code 	
106.	EMD paid with bids to be put in common EMD account. Trade code, if available, should be captured.	
107.	Ability to capture details of financial instrument in payment voucher	
108.	Mapping bills with a "list of bills received" available with trading division and generating report on un-mapped entries	
109.	Ability to store details of all bills, vouchers and credit/ debit notes and associate them with a trade code	
110.	Ability to integrate with General Ledger	
111.	Ability to search facility for vendor master based on certain parameters	
112.	Ability to keep certain payments to vendors to be kept as guarantee and not adjusted against any bill	
113.	Ability to calculate automatically penal interest charges on delay of receipts	
114.	Ability to edit/ revise bill	
115.	Ability to enter and save bill in system without posting it	
116.	Ability to have provision for preparation of vendor's aging reports	
117.	Ability to generate alerts 5 days prior to payment due date	
118.	Ability to calculate automatically due date from payment terms	
119.	Ability to have provision for preparation of RTGS letter to bank	
120.	Ability to have provision to take print-out of payment voucher and bill	
121.	Ability to maintain overall exposure limit of associate and trade exposure limit	
122.	Ability to automatic update exposure limits as and when the bills are received and paid and on advance payment	
123.	Ability to have provision to keep track record of vendor payments	
124.	Ability to have provision to maintain delayed payments, non-payments, bounced cheques, and other such payment related problems with vendor	
125.	Ability to record asset related information for capital purchases	
126.	Ability to capture divisions while posting expenses	
127.	Ability to check whether the budget is available for that particular division or not while posting expense and updating the same accordingly	
128.	Ability to generate alerts if the expenditure of a division exhaust 90% or more of budget	
129.	Ability to capture pro-forma invoice details	
130.	Ability to handle payments for water/ electricity/ telephone bill/ property tax	
131.	Ability to handle payment for service contracts	
132.	Ability to have provision for money transfer to trusts	

133.	Ability to capture security/ guarantee details	
134.	Ability to maintain stock information in case it's STC's stock	
135.	There is a possibility that supplier in one trade is customer in another. Requirement to have a 1:1 mapping of these 2 records.	
136.	Ability to have provision to have a statement containing all financial data for a particular party (including all trades when he is buyer or seller)	
137.	Ability to maintain centralized vendor master across all accounting units within STC	
138.	Ability to have provision to generate payment advice to be sent to the vendor once the payment has been done	
139.	Full integration with Trade Master	
140.	Ability to have provision for requesting department to generate a Request Note on system itself	
141.	Ability to link request note to actual bill and payment voucher	
142.	Ability to capture exposure vendor wise and trade wise	
143.	Ability to have provision to capture losses due to delay in filing claims (whether to insurance agency, trade party, service providers etc.)	
144.	Ability to have provision to capture claims received from trade party by STC	
145.	Ability to print Cheque through system	
146.	Ability to generate payment advice to back for payments through ECS.	
147.	Ability to have provision for providing the bill payment status to all vendors registered with STC. The bill status must be made available to vendors and associates of STC.	

14.2.4 Fixed Asset

S. No.	Functionality	Compliance Code
1.	<p>Able to define fixed assets at different levels such as:</p> <ul style="list-style-type: none"> Group asset (main and components) Asset class/subclass (Group asset belongs to an asset class) Asset type (e.g. tangible and intangible) Balance sheet (asset class is assigned to GL account code. This forms the balance sheet item) 	
2.	<p>Able to assign an asset to a specific reporting unit or business area (e.g. zone, division, store, CC), store for internal reporting purposes e.g. when an asset is assigned to a specific reporting unit, the system should automatically post the transactions such as depreciation and gain or loss on disposal, to the account related to this asset to this reporting unit..</p>	
	Fixed Asset Master Data Maintenance	
3.	<p>Able to maintain the following information in the fixed asset master, but should not be limited to:</p>	

	<ul style="list-style-type: none"> • Asset number • Group asset number • General information (e.g. description, make/model, quantity, acquisition date, owner unit, using unit) • Posting information (e.g. capitalisation date and amount, asset expiry date) • General ledger account assignment <ul style="list-style-type: none"> - Accumulated depreciation - Depreciation - Gain/ loss on disposal • Revaluation • Time-dependent assignments (e.g. cost center reporting) • Information on the origin of the asset (vendor information e.g. serial number) • Purchasing information (e.g. vendor number, purchase order number, receiving number) • Physical inventory data • Budgeting data (e.g. budget number) • Insurance data/ warranty • Depreciation data – asset useful lives, useful date, residual value, depreciation method • Asset location • Asset class/subclass • Asset type • Project/ job number • Remarks 	
4.	<p>Examples of information required to be maintained within the Fixed Asset system are as follows:</p> <ul style="list-style-type: none"> • Responsible unit (e.g. store, division, substation) • Physical location of asset • Usage (e.g. building – staff quarters, power station) • Quantity • Unit of measurement • Description/ additional information (e.g. capital project number) • Source of funding (e.g. REC, capital contribution, own funds) • Acquisition method (e.g. purchasing, donation) • Master record creation <ul style="list-style-type: none"> ○ Manually ○ Automatic posting from Material Management System, Asset Database and other relevant system such as Vehicle Database • Master record changes <ul style="list-style-type: none"> ○ Deactivate master record (this should be automatic upon retirement of asset) ○ Delete master record, provided that no posting was made to it ○ Block asset (to block further cost posting into the 	

	<p>asset)</p> <ul style="list-style-type: none"> o Change to location/ reporting unit o Change in assignment of asset to asset class o Change in asset useful lives 	
5.	<p>Able to carry out mass changes automatically to a large extent for user-definable asset record selection criteria:</p> <ul style="list-style-type: none"> • Mass change to depreciation methods • Mass change in depreciation rates • Mass change in useful lives • Mass change in asset classification • Mass change in locations/ reporting units 	
6.	<p>Provide audit trail for creation, amendments, transfer and deletion for all asset group and sub groups.</p>	
	Addition of Fixed Assets	
7.	<p>Able to automatically or manually allocating a unique asset number upon creation of the asset master record.</p>	
8.	<p>Allow for asset additions and capital improvements including:</p> <ul style="list-style-type: none"> • Acquisition and capital improvement costs and dates; • Maintenance costs and dates; • Original and extended useful life; • Mass additions. 	
9.	<p>Able to collect the costs in a project or under construction and later assign the cost to an asset.</p>	
10.	<p>Able to capitalise asset via:</p> <ul style="list-style-type: none"> • Integration with AP • Post the asset acquisition and the corresponding vendor liability in one transaction • Integration with Purchasing/ Inventory • Upon receipt of asset (with value), before invoice receipt • Upon receipt of invoice, asset is received (unvaluated) earlier • By moving the item from inventory 	
11.	<p>Able to capitalise an addition or enhancement to an existing fixed asset in the current fiscal year</p>	
12.	<p>Able to process a credit memo, which reduces the acquisition and production costs of an asset</p>	
13.	<p>Able to make subsequent corrections to the acquisition and production costs of a fixed asset. (e.g. when expenditure and costs linked with the acquisition or assembly of an asset to its purchase consideration is not taken up in a fiscal year.</p>	
14.	<p>Able to update the acquisition transactions automatically to the respective account codes in the General Ledger</p>	
	Transfer/ Splitting of Fixed Assets	
15.	<p>Able to:</p> <ul style="list-style-type: none"> • Move an asset, resulting in the need to change asset master data that cannot be otherwise changed (e.g. the asset class, main asset) • Split up an asset or move part of an asset (transfer 	

	<p>between asset groups, sub asset group)</p> <ul style="list-style-type: none"> • Transfer between departments, regions, stations, business responsibility units • Transfer material from the inventory (current assets) to a fixed asset (for example, for a replacement part). 	
16.	<p>Able to capture information such as:</p> <ul style="list-style-type: none"> • Date of transfer • Previous department, zone, division substation, main or sub asset group • Cost, accumulated depreciation and net book values transferred 	
	Fixed Asset Disposal/ Retirement	
17.	<p>Able to produce proposed asset listing based on user-defined criteria (e.g. asset class, location). The listing should contain the following information, but should not be limited to:</p> <ul style="list-style-type: none"> • General master data – location, description, make/ model, acquisition date • Asset history • Asset values (book value) 	
18.	<p>Able to electronically route proposed disposal listing to specific users for approval within the system.</p>	
19.	<p>Able to capture disposal information such as:</p> <ul style="list-style-type: none"> • Date of retirement • Cost, accumulated depreciation and net book values written off • Sales proceeds • Gain/ loss on disposal • Reasons for retirement 	
20.	<p>Ability to perform the following within the Fixed Asset system:</p> <ul style="list-style-type: none"> • Perform complete/ partial retirement • Provide simple method of retiring low value assets • Perform mass retirement • Capture cost of retirement (e.g. removal cost) 	
21.	<p>Able to automatically calculate the gain or loss on disposal (from the last calculation date to disposal date)</p>	
22.	<p>Able to post automatically or manually to the respective account codes in the General Ledger:</p> <ul style="list-style-type: none"> • Gain or loss on disposal; • Sales proceeds; • Capitalization cost • Accumulated depreciation • Depreciation 	
23.	<p>Able to automatically determine the corresponding depreciation charge for the partial disposal, based on one of the following entries:</p> <ul style="list-style-type: none"> • Amount of the acquisition costs being retired • Percentage rate • Quantity 	
24.	<p>Able to manually amend the partial disposal amount calculated</p>	

	by the system and then recalculate the corresponding depreciation for posting to the General Ledger	
25.	Able to post automatically or manually to issue invoice in the Account Receivable	
	Depreciation of Fixed Assets	
26.	Able to provide for various methods of depreciating an asset, such as: <ul style="list-style-type: none"> • Straight-line • Declining balance • User-defined rate tables • Sum of digit • Unit of use • Useful life 	
27.	Able to define the commencement of depreciation calculation for the automatic posting of depreciation to the General Ledger. For example, pro rate at period start using date e.g. depreciation is charged starting from the beginning using date of acquisition	
28.	Able to calculate depreciation that takes into account of the remaining useful life e.g. after a revaluation	
29.	Able to permit no depreciation charge to be calculated on user-specified asset	
30.	Able to maintain depreciation schedules for purposes of accounting, taxation and budgeting and automatically perform depreciation calculation for accounting and tax purposes periodically	
31.	Allow the user to switch depreciation methods for a specific fixed asset or group of fixed assets during the life of the asset(s)	
32.	Able to facilitate adjustment of depreciation of fixed assets prior and after updates to general ledger	
33.	Able to automatically post to the corresponding accumulated depreciation and depreciation expense accounts in the General Ledger	
34.	Able to provide at least daily and monthly basis of calculating depreciation	
35.	Able to comply calculating depreciation with accounting standard and tax regulation	
	Revaluation of Fixed Assets	
36.	Able to capture the following information: <ul style="list-style-type: none"> • Revaluation amount • Revaluation date • Revaluation method • Valuers' reference • Computation of revaluation surplus/ deficit and diminution 	
37.	Able to keep the original asset cost details separated from the revaluated amounts and a history of revaluation for each asset over time	

38.	Able to provide for recalculations of depreciation expense. For example, Depreciation = $\frac{\text{revaluation amount}}{\text{Remaining/ new estimated life}}$	
39.	Able to automatically post revaluation transaction to update relevant accounts in the General Ledger (allowance for revaluation (surplus/deficit), allowance for diminution)	
	Physical inventory of Fixed Asset	
40.	Able to print asset listing for physical count based on user-definable criteria. The following information should be generate for each asset: <ul style="list-style-type: none"> • By Company • By Business Unit • By owner unit • By using unit • By location • By asset class / asset category • By Date • By Retirement date • With asset ID • With asset Class • With asset description • With location • With quantity • With value 	
41.	Able to capture physical count manually or automatically via data upload (e.g. using bar code scanning device, spreadsheet)	
42.	Able to process the results of the inventory manually or automatically by: <ul style="list-style-type: none"> • Making comparison with information in the database • Retiring the asset if asset is confirmed missing • Change location if asset has changed location • Enter the inventory date in the assets counted and assets identified as missing 	
43.	Able to capture the following information for all types of adjustments such as: <ul style="list-style-type: none"> • Date of adjustment • Cost, accumulated depreciation and net book values adjusted • Adjustment reference document (if any) and authorisation 	
44.	Able to manually or automatically adjust the acquisition cost and corresponding depreciation for the missing assets to the General Ledger upon update of Fixed Asset system.	
	Integration	
45.	Able to provide for automatic integration with General Ledger, Accounts Payable, Accounts Receivable, Project Management and Budget, including the following capability: <ul style="list-style-type: none"> • Automatic posting to G/L account; 	

	<ul style="list-style-type: none"> • Drill-back capability to Account Payable (e.g. Invoice, Purchase Order etc) 	
	Reporting and Enquiry	
46.	Able to display asset description at individual asset level, summarised levels (e.g. asset class, asset group, by balance sheet) and by particular asset (e.g. asset number).	
47.	Able to provide drill-down from asset descriptive details to: <ul style="list-style-type: none"> • Balances • Depreciation • GL account code 	
48.	Able to provide asset information via screen and print report, but should not be limited to: <ul style="list-style-type: none"> • By date, year (e.g. by year of capitalisation, year of disposal) • By type of transaction (e.g. acquisitions, transferred, retirement, written-off, etc.) • By asset location – for small assets which are portable • By <u>owner unit or using unit</u> (e.g. department, zone, division, substation) • By asset class (main asset group, sub group, asset number) • By user-specified rules (e.g. list asset greater than RS.1,00,000.) 	
49.	Able to produce reports for various reporting, flexible report writing tools and on-line enquiry facilities for (but should not be limited) to the following: <ul style="list-style-type: none"> • Financial reporting (e.g. audit and taxation) • Management reporting 	
50.	Examples of standard reports are listed, but should not be limited to, as follows: <ul style="list-style-type: none"> • Assets at gross separately from accumulated depreciation – for period and year-to-date • Asset master at summary and detail level • Asset additions • Asset retirements • Asset valuation – gross asset values, accumulated depreciation and NBV • Assets by source of funds (e.g. capital contribution, own funds) • Assets by acquisition method (e.g. purchasing, donation) • Depreciation expense using flexible user selection criteria • Depreciation forecast • GL posting summary • Assets not found at location • Asset found at location other than that assigned in the asset record 	
51.	Able to provide ad hoc listings via screen and/or print listings based on user defined specifications such as (but not limited to):	

	<ul style="list-style-type: none"> • Select and sort by asset category • Select and sort by asset class • Select or exclude fully depreciated assets • Select or exclude retired assets • Select by GL account codes • Select by business units • Select by asset status • Select by asset location • Select by asset life within asset book 	
52.	<p>Able to provide reports that can analyse asset information:</p> <ul style="list-style-type: none"> • By owner unit or using unit (e.g. zone, substation) • By time period (e.g. year) • By company, asset type, department and location. • By movement (such as addition, transfer or disposal) by account, current month or year-to-date activity. 	
53.	<p>Provide for complete asset history, for example:</p> <ul style="list-style-type: none"> • Depreciation, depletion and amortisation current period, year-to-date, accumulated • Net book value and residual value for finance and tax • Remaining life • History transactions with line-item • Repair and maintenance tracking • Warranty claims and settlements tracking • Insurance claims and settlements tracking • Acquisition and retirement date. 	
54.	<p>Able to provide the following details or reports for taxation purposes:</p> <p>Additions</p> <ul style="list-style-type: none"> • Qualifying cost • Non-qualify cost • Year of assessment of acquisition <p>Disposal/ write off</p> <ul style="list-style-type: none"> • Qualifying cost • Non-qualify cost • Sales proceeds • Year of assessment of expiry <p>Adjustments/ transfers</p> <ul style="list-style-type: none"> • Qualifying cost • Year of assessment of adjustment/ transfer 	
55.	<p>Reconciliation of fixed asset movements</p> <ul style="list-style-type: none"> • Opening balance • Additions • Disposals • Transfer in/ out • Adjustments • Qualifying costs • Non-qualifying costs • Closing balance 	

14.2.5 Stores

S. No	Functionality	Compliance Code
1.	Ability to capture and process administration payments	
2.	Ability to capture and process legal payments : <ul style="list-style-type: none"> • Case wise • Party wise • Advocate wise 	
3.	Should be able to handle expenses and tracking of stationary items	

14.2.6 Cash Management

S. No.	Functionality	Compliance Code
	Fund Management	
1.	Able to allow for short term and long term planning from sources affecting the cash position. This includes: <ul style="list-style-type: none"> • Bank balances • Maturing deposits and loans • Notified incoming payments posted to the bank account • Incoming payments (e.g. cheques) with a value date • Outgoing cheques posted to the bank clearing account • Outgoing cheques posted to the bank clearing account 	
2.	Able to: <ul style="list-style-type: none"> • Allow update of bank balance by bank accounts • Group bank accounts in a logical hierarchy by type of account (e.g. collection and payment bank account) to allow for cash planning • Display bank accounts by group or in more details by bank accounts via drill down 	
3.	Ability to prepare business case and DPR using ROI methods like internal rate of interest and present discounted value etc	
	Fund Management for Collection Accounts	
4.	Ability to transfer funds from collection bank account to Head Office bank account. Flexibility to: <ul style="list-style-type: none"> • Select proposed bank transfer amount based on individual account, multiple accounts or group of accounts • Automatically generate a proposal of amounts, by bank accounts, that can be transferred based on user defined rules (e.g. transfer any excess above the minimum level to be maintained in the account) • Edit proposed bank transfer amount by bank accounts • Delete bank transfer proposal • Provide information such as planned opening balance, transfer amount and closing balance by bank account • Create, change and delete payment advice to sending (i.e. collection) and receiving (i.e. main) bank account • Create bank correspondence 	

	<ul style="list-style-type: none"> • Post payment advice to the sending and receiving bank account • Post automatically to the General Ledger 	
5.	Able to provide function to allow update of bank balance by bank accounts	
6.	Able to compare actual bank balance against forecast cash outflow	
7.	Able to compute forecast excess or deficit in bank account	
8.	Able to send electronic notification to the responsible party for follow-up action in event of excess or deficit	
9.	<p>If forecast available balance is positive (e.g. excess cash) Flexibility to:</p> <ul style="list-style-type: none"> • Provide information such as planned opening balance, amount to be invested and closing balance by bank accounts • Create, change and delete payment advice to main bank account for investment (e.g. deposit) • Create bank correspondence and/ or print cheque • Post payment advice to the main bank account • Post automatically to the General Ledger (e.g. Bank and Deposit account) <p>If forecast available balance is negative (e.g. deficit cash position) Flexibility to:</p> <ul style="list-style-type: none"> • Provide information such as planned opening balance, amount to be received and closing balance by bank accounts • Create, change and delete payment advice to main bank account for borrowing or maturity of deposit • Create bank correspondence • Post payment advice to the main bank account • Post automatically to the General Ledger (e.g. Bank and Deposit or Borrowing account). Interest upon maturity of deposit should also be posted 	
	Fund Management for Payment Accounts	
10.	<p>Able to forecast cash outflow based on:</p> <ul style="list-style-type: none"> • Liabilities from Accounts Payable and borrowings, payroll due within a user-specified period • User-defined level. For example, at Head Office 	
11.	Able to create, change and delete payment advice from sending bank (e.g. main) account to receiving (e.g. payment) bank accounts	
12.	Able to provide function to create bank correspondence and/ or print cheque	
13.	Able to post payment advice to the respective bank account	
14.	Able to post automatically to the respective bank accounts in General Ledger	
15.	Ability to generate request for extension of moratorium where the same is expiring in two months but project is delayed	

16.	Ability to draw repayment schedule over the repayment term of 5,10, 15 years on <ul style="list-style-type: none"> • EMI basis • Reducing balance basis 	
Cash Flow Forecast and Information Systems		
17.	Flexibility to provide for: <ul style="list-style-type: none"> • Electronic bank reconciliation • Drilldown reporting tool • Journal/ posting overview (e.g. bank transfers, deposit) • Comparison between actual cash flows with forecasted /projected cash flows 	
18.	Able to produce forecast cash flow statement for user defined period with the following minimum details: <ul style="list-style-type: none"> • Opening balance • Cash outflows for: <ul style="list-style-type: none"> - Loans (Principal and Interest) - Capital projects (underway and proposed) - Revenue expenditure - Interest payment (user defined weighted average interest rate for defined period) - Tax - Dividends • Cash inflow from: <ul style="list-style-type: none"> - Customers for Bulk Supply / Loans/Subsidies etc - Interest received - Loan draw down • Net excess/ surplus • Closing balance 	
19.	Able to provide drill down capabilities to view details of outflows and inflows. For example, payment from capital projects can be further analysed by projects/ jobs.	
20.	Able to allow for medium and long term planning from sources affecting the liquidity position. This includes: <ul style="list-style-type: none"> • Receivables as expected incoming payments (e.g. collection from customers) • Payables as expected outgoing payments (e.g. materials, project and capital expenditure) • Planned payments of wages and salaries • Investments and borrowings • Planned tax payment 	
21.	Able to provide the information relating to transactions affecting the liquidity position automatically from various sub systems such as: <ul style="list-style-type: none"> • General Ledger • Accounts Receivable • Accounts Payable • Materials Management • Project Management 	
22.	Able to forecast these cash outflow and inflows based on:	

	<ul style="list-style-type: none"> Sales trends based on estimated sales and collection due dates (Accounts Receivable) Expenditure trends based on payment due dates (Accounts Payable) Fixed deposit and borrowing terms Consolidated forecast of capital projects expenditure from Project Management 	
23.	<p>Able to:</p> <ul style="list-style-type: none"> Enter forecast cash flow amount manually (e.g. dividend) Calculate averages Apportion forecast amounts based on historical data (e.g. collection and expenditure patterns) in preparation of cash flow statement. 	
24.	Able to perform 'What if' analysis on cash flow based on user-defined assumptions.	
	Loans and Deposit Management	
25.	<p>Able to maintain the following information in the loans and deposit master, but should not be limited to:</p> <ul style="list-style-type: none"> Loan No. <ul style="list-style-type: none"> Date when received in book Security hypothecated Moratorium period Loan Amount Committed Loan Amount Received Expiry date (If any) Instalment amount Repayment periodicity (Mly, Qly, Hly etc) Interest rate Effective date of interest Interest reset date, if any (e.g. interest review after 3 months) <ul style="list-style-type: none"> Interest reset value Loan type (Borrower's note loans, Policy loan, General loan etc.) <ul style="list-style-type: none"> Date and voucher of last repayment instalment Other conditions 	
26.	Able to provide for mapping the complete loan process for loan given and loan taken	
27.	Able to view the details of source of loan report (local and foreign loan)	
28.	<p>Ability to execute loan foreclosure , among others, the following</p> <ul style="list-style-type: none"> Release hypothecated security Inform ROC 	
29.	Ability to generate letter for release of hypothecated security on payment of last instalment	
	Reports	
30.	Monitor Loans Committed but not received	
31.	Monitor allocated funds and actually utilized –scheme / project	

	wise	
32.	Ability to generate a list of loans where moratorium expires in next two months but project is delayed	
33.	Ability to generate comparative statement of scheduled payments and actual payments	
34.	History of payments for loan repayment and interest dues	
35.	Ability to query loan outstanding and interest due on any day	
36.	Ability to query interest accrued but not due	
37.	Ability to monitor history of every fund source allocation and its utilization on committed schemes / projects	
38.	Ability to generate Project code wise report of outstanding loan	
39.	Ability to list loans of values (like > 100 crores) inviting commitment charges	
40.	Ability to list loans with user defined expiry period and interest rate (e.g less than three years and interest rate >12%)	
	Cash Management for Collection Accounts	
41.	<p>Ability to transfer funds from collection bank account to STC Head Office bank account. Flexibility to:</p> <ul style="list-style-type: none"> • Select proposed bank transfer amount based on individual account, multiple accounts or group of accounts • Automatically generate a proposal of amounts, by bank accounts, that can be transferred based on user defined rules (e.g. transfer any excess above the minimum level to be maintained in the account) • Edit proposed bank transfer amount by bank accounts • Delete bank transfer proposal • Provide information such as planned opening balance, transfer amount and closing balance by bank account • Create, change and delete payment advice to sending (i.e. collection) and receiving (i.e. main) bank account • Create bank correspondence • Post payment advice to the sending and receiving bank account 	
42.	Ability to post automatically to the General Ledger	
43.	Ability to provide function to allow update of bank balance by bank accounts	
44.	Ability to compare actual bank balance against forecast cash outflow	
45.	Ability to compute forecast excess or deficit in bank account	
46.	Ability to provide function to send electronic notification to the responsible party for follow-up action in event of excess or deficit	
47.	<p>Ability to provide information If forecast balance is positive or negative</p> <ul style="list-style-type: none"> • Planned opening balance • Amount to be invested and closing balance by bank 	

	<p>accounts</p> <ul style="list-style-type: none"> • Post payment advice to the main bank account • Create bank correspondence and / or print cheque • Create, change and delete payment advice to main bank account for investment (e.g. deposit) 	
	Cash Management for Payment Accounts	
48.	<p>Ability to forecast cash outflow based on:</p> <ul style="list-style-type: none"> • Liabilities from Accounts Payable , payroll due within a user-specified period • User-defined level. For example, at Head Office (e.g. centralised) for branches / sub branches 	
49.	Ability to provide function to create, change and delete payment advice from sending bank (e.g. main) account to receiving (e.g. payment) bank accounts	
50.	Ability to provide function to create bank correspondence and print Cheque	
51.	Ability to post payment advice to the respective bank account	
52.	Ability to post automatically to the respective bank accounts in General Ledger	
	LC Management	
53.	Ability to maintain LC details such as country, currency, bank name, customer name, amount, date, validity, type, receipt date, reference to sales and purchase order	
54.	Ability to track LC with respect to Import, Export as well as Domestic trades	
55.	Ability to handle amendments to LC	
56.	Ability to control landing/delivery of material only after receipt of LC, where applicable	
57.	Ability to control value of proforma invoice is within value of LC	
58.	Ability to generate alerts/reports/emails/pop- ups to highlight cases where LC is required as per terms and conditions of contract but not received/dispatched till date	
59.	Ability to generate pricing reports of a trade	
60.	Ability to generate automated emails / alerts to customer/trade parties on various transactions	
61.	Ability to manage accounting for negotiation of LC – discounting of bills of exchange, bank charges etc.	
62.	Ability to manage accounting of realisation of bills sent on collection basis	
63.	Ability to track receipt of collection, ensuring negotiating bank	

	credits STC as per LC terms, recovery of interest for delayed collections etc.	
64.	Ability to manage accounting of realized and unrealized exchange gain/ loss	
65.	Ability to support calculation and accounting of demurrage/ port handling charges	
66.	Ability to track freight at load port/destination port and calculation of freight up charge. To record grant of EPC limits or packing credit and their monitoring vis a vis LC	
67.	Ability to track export related cost to optimize FOB realization by optimized allotment of load and destination port.	
68.	Ability to monitor NCDEX / MCX prices/ exchange rates for pricing and other purposes.	
69.	Ability to interface with port to monitor shipping status ,capture data generated at port and B/L checking	
70.	Ability to track all export and import costs in domestic and export currency.	
	Insurance	
71.	Ability to handle insurance of goods, commodities etc. lying on port, warehouses and during shipment.	

14.2.7 Banking

S. No.	Functionality	Compliance Code
	General Function	
1.	Able to monitor payment flows and safeguard liquidity <ul style="list-style-type: none"> Manually By electronic means to match bank transaction information with receipts and payments in the system to produce an electronic bank reconciliation 	
2.	Bank statement transactions that can be recorded include, for example: <ul style="list-style-type: none"> Bank and other charges Interest received or payment Electronic fund transfers(incoming) Periodic payments Dishonoured cheques (Incoming / Outgoing) Pension debits 	
3.	Able to automatically generate postings into the General Ledger for Outgoing Cheques/ Transfers as follows: <ul style="list-style-type: none"> Cleared cheque/ bank transfer data delivered by the bank to generate the clearing entries (i.e. debit Bank Clearing account, credit Actual Bank account). 	
4.	Able to automatically generate postings into the General Ledger	

	for Incoming Cheques / Transfers as follows: <ul style="list-style-type: none"> Bank transfers and cheques received/ banked-in to generate the clearing entries (i.e. debit Actual Bank account, credit Bank Clearing account). 	
5.	Able to print cheque deposit and bank transfer listing	
6.	Able to provide function to overview cheque deposit processing status on line	
7.	Able to: <ul style="list-style-type: none"> Record stop payment of cheques Enable the matching of multiple receipts in the system with a single receipt transaction on the bank statement 	
	Bank Master	
8.	Ability to record details like Bank name, Bank address, Branch Code, City Code , SWIFT code ,Bank Account Number, Bank Account Holder, IFSC code , MICR code, ISBN Code, Payment Document Definition with serial number, Cheque numbers etc.	
9.	Ability to define the maximum and minimum cheque amount authorized to be issued by bank account	
10.	Ability to maintain bank facilities limits and warn users if the facilities are nearing maximum limit	
11.	Ability to allow STC users to have full security control on the bank account functions and responsibilities.	
12.	Ability to have a signing authority for bank account	
13.	Ability to transfer amounts between bank accounts.	
14.	Ability to perform automatically interest calculation of the bank accounts.	
15.	Ability to allow the users to draft payment instructions to the local banks based on a user-defined format	
	Issuing Drawing Limits	
16.	Able to produce on line payable requests by the branches for seeking Drawing Limits from the Banking Section of the HO	
17.	Ability to trigger on line a warning if requested drawing limit for a head of account exceeds the capital / revenue budget provisions	
18.	Ability to record on line objections if requested drawing limit for a payment is disallowed on grounds that required supporting documents are not attached. The objections will remain for reference till cleared by compliance	
19.	Ability to generate emergency budgetary allocations, if payable meets user defined emergency rules	
20.	Ability to sanction (workflow) emergency budgetary allocations, by competent authority	
21.	Ability to advise on line drawing limits to branches for all payables within budgets and within paying powers of sanctioning authority	
22.	Ability to generate and print requests to bank to make funds for sanctioned drawing limits	
	Bank Reconciliation	

23.	<p>Ability to enter bank statement details:</p> <ul style="list-style-type: none"> by electronic means to match bank transaction information with receipts and payments in the system to produce an electronic bank reconciliation Bank statement transactions that can be recorded include, for example: bank and other charges, interest received or payment, electronic fund transfers, periodic payments, dishonoured cheques (Incoming/Outgoing) 	
24.	Ability to automatically generate postings into the General Ledger for Outgoing Cheques/ Transfers Cleared cheque/ bank transfer data delivered by the bank to generate the clearing entries (i.e. debit Bank, Clearing account, credit Actual Bank account)	
25.	Ability to print cheque deposit and bank transfer listing	
26.	Ability to post incoming cheques individually or in batch	
27.	Ability to provide function to overview cheque deposit processing status on line	
28.	Ability to record stop payment of cheques	
29.	Ability to enable the matching of multiple receipts in the system with a single receipt transaction on the bank statement	
30.	Ability to allow update of bank balance by bank accounts	
31.	Ability to display bank accounts by group or in more details by bank accounts via drill down	
32.	Ability to interface with Accounts Payable, Accounts Receivable, General Ledger (Inter bank Transactions), Payroll, Any transactions that take place in any other system that affects the bank a/c	
33.	Ability to reconcile bank reconciliation of the financial transactions in it with the bank statement hard copy and upload bank statement softcopy into the system.	
34.	Ability to matching electronic reconciliation such as Receipt No, Cheque No, Bank transaction codes, Date, Amount, Date of remittance by the employer with actual date of credit by the bank.	
35.	Ability to enter reconciling items by bank charges ,bank interests, Other miscellaneous transactions	
36.	Ability to view and reconcile the cash receipts deposited in summary and details	
37.	Ability to search available transactions by using search criteria as Transaction type, Reference no. Amount, Transaction date, Transaction description	
	Reconciling Drawing Accounts	
38.	Ability to access bank statements from Bank website and recast them into the required format	
39.	Ability to reconcile limits drawn and cheques issued by branches as per bank statement with entries in its Trial Balance	
40.	<p>Ability to generate statements of</p> <ul style="list-style-type: none"> Branch wise Encashed Cheques 	

	<ul style="list-style-type: none"> • Branch wise Outstanding Cheques • Branch wise Stale Cheques over one year • Excess debit entries in bank statement not related to STC 	
	Reconciling Branch Collection Accounts	
41.	Ability to reconcile remittance into bank as per bank statement with entries in Trial Balance of Branch	
42.	Ability to access from Bank site statements of returned cheques and bank charges etc, any undue credit not related to STC	
43.	Ability to access collection bank statements from Bank website for Branch collection accounts and recast entries into the required format	
44.	Bank Reconciliation Statement	
	Reconciling other Collection Accounts	
45.	Ability to access collection bank statements from Bank website for other collections deposited into collection accounts by funding agencies and customer distribution companies UH and DH etc and recast entries into the required format	
46.	Ability to access from Bank site statements of returned cheques and bank charges and inter bank transfers or cheques issued from the collection accounts etc	
47.	Ability to create a General Abstract of <ul style="list-style-type: none"> • Quarter wise ageing outstanding cheques • Opening Balance, cheques issued, cheques cancelled, net cheques issued, cheques encashed, closed balance 	
48.	Bank Reconciliation Statement	

14.2.8 Budgeting

S. No.	Functionality	Compliance Code
	General Functions	
1.	Able to create the following budget, but should not be limited to: <ul style="list-style-type: none"> • Revenue budget • Operating Expenditure budget • Capital Expenditure budget • Forecast Balance Sheet for 3 years • Forecast Profit and Loss for 3 years • Forecast Cash Flow for 1 year • Forecast Financial Ratio • Forecast Retained Income 	
2.	Able to prepare budget with Top-Down and Bottom-up method	
3.	Able to provide function to compute retained Income (RI) and cash for investment forecast based on user-defined criteria	
4.	Able to import or export budget details from / to external systems electronically (e.g. Spreadsheet -Excel)	
5.	Able to refer to historical budget figure of last five years	
6.	Able to provide Windows-based spreadsheets for budget preparation	
7.	Able to check and balance the detailed-level budget and the	

	summary –level budget.	
8.	Able to navigate within the budget hierarchy (e.g. expand/ collapse structure, drill down for details).	
9.	Able to provide a graphical representation of the budget hierarchy.	
10.	Able to calculate and compare budget vs. actual in: <ul style="list-style-type: none"> • Amount variance • Percentage variance 	
11.	Able to provide text facility to document any changes made and reasons of amendments within each version of budget.	
12.	Able to retain user-specified versions of the budgets upon subsequent reviews.	
13.	Flexibility to: <ul style="list-style-type: none"> • Maintain the original budget version and the revised budget version • Update the original budget by <ul style="list-style-type: none"> - Increasing the budget amounts - Reducing the budget amounts - Transferring budget amounts. For example, transfer budget from station to station within same region. 	
14.	Able to allow changes to be made to the 5 year forecast revenue and expenditure items either by manual entry or electronic upload.	
15.	Able to control the following activities by account, date of change and user Ids: <ul style="list-style-type: none"> • Unlock such budgets to reflect budget changes • Lock subsidiary budgets and master budget so as no changes can be made once approved 	
16.	Ability to have Budget formula, Budget details related to statistical information/account, budget rules etc.	
17.	Ability to maintain budgets by account, location etc.	
18.	Ability to maintain multiple budgets	
19.	Ability to input budgets for 3 years under different budget Ids	
20.	Ability to verify that funds distributed do not exceed the amount of funds available for allocation or sub-allocation at each distribution level. The system should not allow activating a budget as current unless the total distribution matches the ceiling set for each unit	
21.	Ability to enter annual budget spread over different periods month wise at detailed account level	
22.	Ability to copy details from existing budget into new budget	
23.	Ability to allocate automatically the annual budget amounts to the accounting periods with different allocation basis, and override the allocations manually	
24.	Ability to transfer budget between accounts within various heads	
25.	Ability to amend budget at any time during the year with adequate security	
26.	Ability to generate budget allocation reports by various sources and distribute them electronically to various sources indicating the version, date and time	
27.	Ability to view own actual budget by each department/function	

	spending to date and also project the expected expenditures for the rest of the period.	
	Revenue/ Operating Expenditure Budget	
28.	Able to define revenue / operating expenditure budget hierarchy for responsibility areas within the organisation to facilitate control and monitoring. .	
29.	Able to classify revenue and expenditure items by means of a hierarchy. For example, personnel costs may consist of salary, wages, overtime, bonus etc.	
30.	Able to provide edit functions to create, insert, copy, delete a responsible area or revenue/ expenditure item within the hierarchy.	
31.	Able to identify revenue and expenditure as controllable and uncontrollable for budget control purposes.	
32.	Able to: <ul style="list-style-type: none"> • Disallow posting into a GL account prior to budget approval • Allow posting into a GL account only after approval of budget 	
33.	Able to control authorisation to create, change, delete, budget, transfer and post <ul style="list-style-type: none"> • Budget version • Responsible area/ unit • Type of revenue/ expense, For example	
34.	Able to provide level of access to create and maintain relevant assigned budgets: <ul style="list-style-type: none"> • Divisions can only amend/ input their own budget; • Planning & Budgeting Department can amend/ input all budgets for division/ Head Office departments; and • Budget can only be approved by authorised person as defined in the system 	
35.	Able to copy budget values into a new budget version: <ul style="list-style-type: none"> • From a reference budget version (e.g. previous year budget or forecast budget) • By selecting specific revenue/ expenditure accounts 	
36.	Able to revalue budget by percentage and by fixed amount	
37.	Able to provide formula (user-defined) planning/ budgeting at the lowest level	
38.	Able to update budgets on-line, either individually or in mass.	
39.	Able to extract either automatically or manually financial and statistical information for budgeting of revenue and expenditure items from: <ul style="list-style-type: none"> • Within the system • Other external systems Information required includes: <ul style="list-style-type: none"> • Wheeling revenue • Expected increase in bulk supply wheeling based on trend or forecast • New customers (supported by agreements) 	

	<ul style="list-style-type: none"> • Loan information • Salaries and wages • Historical and projected payroll cost and number of staff for user-defined period • Repairs and maintenance • Preventative maintenance schedule • Depreciation • Existing assets 	
40.	Able to provide a text editor function up to the lowest budget level (i.e. revenue/ expenditure accounts) to capture supporting workings that derive the budget amount.	
41.	Able to record budgets at all levels of the chart of accounts (all views of account number up to lowest level of the accounts and all levels of organisation).	
42.	Able to allow input budget data at detail level with automatic roll-up to summary level by using aggregation of account (i.e. revenue and expenditure items) at multiple levels of consolidation. For example, user can view budgeted profit/ loss account at unit level.	
43.	Able to allow input budget data at higher level within the budget hierarchy and perform the following: <ul style="list-style-type: none"> • Manually allocate amounts to detail level based on user-specified methods • Allocate via automatic pro-rate apportionment to user-specified detail accounts. 	
44.	Allow for manual override of apportioned amounts automatically pro-rated by the system.	
45.	Allocate budgeted overheads at the same level that actual expenses was allocated or based on information from other accounts. For example, budgeted general expenses may be apportioned based on previous year actual breakdowns.	
46.	Able to incorporate algebraic, mathematical and logical formulas into cost allocation formulas at the lowest budget level.	
47.	Able to maintain statistical information in the budget such as budgeted units of staff increase / salary increase	
48.	Able to provide the option to reflect changes to amounts in a new budget version or without indicating budget as a new version (i.e. overwrite original budget).	
49.	Able to check and highlight missing, incomplete budget items prior to consolidation (for example, a department missing from a set of departments defined for consolidation).	
	Capital Expenditure Budget	
50.	Able to support both project/ non-project Capital expenditure budget	
51.	Able to define a budget hierarchy for Project/ Sub-project to facilitate control and monitoring.	
52.	Able to use multiple currency for capital expenditure budget	
53.	Able to:	

	<ul style="list-style-type: none"> Disallow posting into a GL account prior to approval of budget Allow posting into a GL account only after approval of budget 	
54.	Able to provide text editor function for budget exceed	
55.	Able to determine the budgeting start year and the number of years in the future for which budgeting is allowed.	
56.	Ability to: <ul style="list-style-type: none"> Provide for flexible user-defined budgeting period, e.g. 1 year, 3 years or 5 years Provide for sub-period budgets, e.g. monthly, quarterly, semi-annually, or annually Provide ability to create and maintain at 12 months rolling budget 	
57.	Able to carry forward budget outstanding from projects to the following fiscal year	
58.	Able to carry forward commitment amount from projects to the following fiscal year	
59.	Able to support multiple budgets by revenue accounts and expense accounts. For example, to provide for at least two sets of budgets such as Annual (Original) and Revised Budgets for each accounting entity.	
60.	Able to update budgets on-line	
61.	Able to provide the option to reflect changes to amounts in a new budget version or without indicating budget as a new version (i.e. overwrite original budget).	
	Budget Control	
62.	Able to commit budget, after posting purchase requisition in purchasing system	
63.	Able to transfer budget between cost center/ projects, according to the authorization level defined by users	
64.	Able to provide annual approval budget report	
65.	Able to integrate with the following modules at on-line basis, but should not be limited to; <ul style="list-style-type: none"> Payroll Accounting: usage budget when post salary, bonus and wages etc. transactions Account Payable: usage budget when post expenses transactions via AP General Ledger: usage budget when post expenses transactions via GL Inventory Management: usage budget when issue to cost center/ project 	
66.	Able to generate document number separately when create/ change budget	
67.	Able to perform automatic budget availability checks during transaction posting.	
68.	Able to define tolerance limits either as a percentage or absolute value, depending on the amount exceeded, automatically perform	

	<p>the following:</p> <ul style="list-style-type: none"> • Trigger warning to user • Trigger warning to user and mail to budget owner • Disallow posting 	
69.	<p>Able to classify budget control type, such as</p> <ul style="list-style-type: none"> • Cost/ Expenditure budget -Ability to define trigger warning to user when budget exceed • Capital Expenditure budget (Project)-Ability to define trigger warning to user when commitment transaction exceed budget, but disallow posting when actual transactions exceed budget • Capital Expenditure budget (Non-project)-Ability to define disallow posting when commitment and actual transaction exceed budget 	
	Reporting	
70.	Able to download budget information to spreadsheet (e.g. Excel) for user analysis	
71.	Able to provide facility to present budget data in graphs or charts within the system	
72.	<p>Able to provide the following information in the form of reports/ for on-line viewing at multiple levels within the budget hierarchy (should not be restricted to):</p> <ul style="list-style-type: none"> • Comparison of actual against budget figures (in terms of quantity and value) • Statistical information such as electricity units generated (by different sources of energy), electricity units sold, electricity units used by station • Budgeted Balance Sheet for 3 years • Budgeted Profit/ Loss account for 3 years • Budgeted Cash flow for 3 years • Budgeted Financial ratio for 3 years • Forecast Retained Income • Other forecast information 	
73.	<p>Able to spread budget over the financial periods based on:</p> <ul style="list-style-type: none"> • Even spread • Seasonal spread • Fixed spread • Variable spread • Manual allocation (i.e. to enter budget figure to specific month) 	
74.	<p>Able to provide the flexibility to inquire budget information on responsibility area by user- defined parameters (e.g., time period, level of detail, activity, etc.).</p> <p>For example, variance calculations on month-to-month, year-to-year, year-to-date actual of specified balance sheet or profit/ loss items (for a particular year) against relevant budgeted values.</p>	
75.	Able to print variance analysis (Actual/ Budget) reports.	
76.	Able to electronically route the reports to allow users to review reports.	

77.	Able to provide exception reports for responsible areas (e.g. unit, station) that exceeded budget with details such as: <ul style="list-style-type: none"> Revenue/ expenditure (according to chart of accounts) Actual to date Budget Variance (i.e. amount in excess of budget) 	
78.	Able to automatically check and highlight abnormal data i.e. actual exceed budget more than 10% or less than 10%	
79.	Able to provide over/under budget reports	
80.	Able to check fund available on real-time basis	
81.	Able to view source of fund for each project in capital expenditure budget report	
	Integration	
82.	Payroll	

14.2.9 Audit

S. No.	Functionality	Compliance Code
1.	Able to maintain Audit Query Paras Database with reference to, Branch individual voucher no, nature of audit objection etc.	
2.	Able to handle recording of various types of audit like statutory, internal, external by Auditor General Audits etc	
3.	Able to configure workflow for communication/resolution of audit query between different stakeholders / responsibility centres.	
4.	Able to check status and compliance (recovery included) of audit queries.	
5.	Able to maintain Objection Book which records responsibility / liability of STC personnel with audit findings/orders giving following details but will not be limited to: <ul style="list-style-type: none"> Year of query Accounting unit-Branch Name of official responsible Designation of official 	
6.	Able to generate audit/compliance reports for various agencies like Auditor General etc.	
7.	Issue of No Due Certificates (NDC) certificates/reports.	
8.	Able to monitor and query the recovery progress from concerned employee – salary deduction, cash deposit, recovery from pension dues	
9.	Track objection query compliance	
	Query /Report	
10.	Ability to generate reports of audit paras outstanding <ul style="list-style-type: none"> Value wise Time wise 	
11.	Ability to generate reports of audit paras outstanding <ul style="list-style-type: none"> With Individual responsibility Joint responsibility (collusive) Joint responsibility (systemic failure) 	

12.	Ability to generate Internal Audit Report showing the following but not limited to Year of Report, total no. of Paras, pending paras, current status	
13.	List of significant paras of internal audit showing the following but not limited to Year of Report, total no. of paras, pending paras, current status	
14.	Ability to generate External Audit Report showing the following but not limited to Year of Report, total no. of paras, pending paras, current status	
15.	Ability to maintain external AG advance paras, draft paras, tentative draft paras etc.	
	Integration	
16.	With HR Module <ul style="list-style-type: none"> • Ability to prepare list of employees retiring in the next two years • Ability to match retiring employees list with the outstanding Audit Query / Para database to identify individuals having outstanding query and print alert letters for employees 	
17.	With Pension Module <ul style="list-style-type: none"> • To alert for recovery from pension • To receive recovery progress –deductions from pension dues (commuted value or monthly pension dues) 	
18.	With Payroll <ul style="list-style-type: none"> • To alert for recovery from salary • To receive recovery progress –deductions from salary 	

14.3 Payroll

14.3.1 Payroll Accounting

S. No.	Functionality	Compliance Code
	General	
1.	Ability to record specific employee identifiers PAN and track employee by Employee Code	
2.	Ability to record employee specific information (Income Tax information, address, previous employment, EPS No., Bank Account No., Pension ID and Pension Policy No.)	
3.	Ability to administer and calculate financial data related to employees wage, salary, allowances and deductions	
4.	Ability to compute gross pay, deductions and net pay for each employee for each pay period	
5.	Ability to prorate salary and allowance payment based on employee hire or resignation date, Death or VRS	
6.	Ability to set criteria to compute annual employees wage, salary and easier to change that criteria	
7.	Ability to set criteria to compute annual bonus/PRP for each employee e.g. employees' working history, employees' rights, rule	
8.	Ability to withhold salary for employee under suspension	

9.	Ability to withhold salary for employee and calculate back from the day it was withhold	
10.	Ability to withhold salary for unauthorized absence of an employee	
11.	Ability to print pay slips according to grouping e.g. department, location, station etc.	
12.	Ability to send salary slips via email	
13.	Ability to maintain a single central payroll depository and be able to run and access payroll from any location in a centralized manner	
14.	Ability to provide strict security control features, edit and validation rules for all input, update and delete transactions	
15.	Audit trails for all critical changes of payroll transactions	
16.	History of all Payroll transactions shall be available on-line for a predetermined number of years.	
17.	Ability to allow for the electronic reconciliation of all control accounts found in Payroll and General Ledger system	
18.	Ability to prepare payroll and bank transfer statements /ECS/ Direct Credit to be accompanied by a checklist	
19.	Ability to track statutory tax requirements and produce employee tax statements on demand in the required format	
20.	Account wise summary of credits and debits for the salary Cash Paid Book	
21.	Ability to generate Inter branch transaction record where salary is paid by one branch but debited to another branch	
22.	Prepare an annual abstract of salary details for each employee	
23.	Archive salary details of each employee for a period of ten years	
	Allowance	
24.	<p>Ability to handle multiple allowances, like but should not be limited to the following fixed and variable earnings:</p> <ul style="list-style-type: none"> • Basic Pay /Dearness Pay / Leave Salary/ Joining Time pay (Transit pay) • Special Pay / Allowance / Personal Pay • Dearness Allowance (DA) • Meal Allowance • House Rent Allowance (HRA) subject to production of receipt in the beginning of the year and on change during the year • Washing Allowance • Overtime Allowance • Adjustment Benefit Allowance • Children's Education Allowance (CEA) • Conveyance Allowance • Transport Allowance • Others (User Defined) • Specific assignment • Electrical expenses (user-defined criteria) • Business Dress Allowance 	

	<ul style="list-style-type: none"> • Business Dress Maintenance • House Keeping allowance • Uniform Allowance • Uniform maintenance allowance • Vehicle Maintenance Allowance • Newspaper allowance • Entertainment Allowance • House Furnishing Allowance • Personal Allowance • Misc. • Lunch/Tea/Snacks • Etc. 	
25.	Ability to provide for user defined coded tables to maintain an unlimited number of allowances with facilities to add, edit and delete of the allowance table	
26.	Ability to have control to ensure allowances are only paid to the eligible employees	
27.	Ability to have the facility to define the maximum amount to be paid to employee based on employee category	
28.	Ability to identify allowances / perquisites that are subject to tax	
29.	Ability to provide a facility for automatic retrospective adjustments for any allowance rate variation	
30.	Ability to provide on-line inquiry and report facilities to list all allowances for an employee	
	Deduction	
31.	<p>Ability to handle the following deduction, but should not be limited to:</p> <ul style="list-style-type: none"> • Income Tax • Loans • Audit ordered recoveries • CPF • Pension contribution, where applicable • LIC insurance premiums • Natural Calamity Advance • License Fee • Water Charges • Union/Association Subscription • Misc. • Other Deductions (User Defined) 	
32.	<p>Ability to handle the following deductions (but not limited to) towards 3rd party payments [Outside Recoveries] from the Net Pay, as opted for by the employee and carried out by STC</p> <ul style="list-style-type: none"> • Outstanding at Co-op Societies • Loans from Financial Institutions • Court Order Deductions • Others: Ad-hoc and Regular Deductions and payments (User Defined) • Deductions at user-defined Fixed Value amounts or as a percentage of Pay Element 	

33.	Ability to: <ul style="list-style-type: none"> • Capture loan information • Deduct monthly instalment from payroll • Monitor loan balances and query it on-line • Accrued Interest recovery • Generate report on loan deduction, balance 	
34.	Incorporate and apply various user-defined rules and rates for calculation of allowances, depending upon (but not limited to) the following: <ul style="list-style-type: none"> • Place of duty • Time of joining • Duration of Leave 	
35.	Able to provide for user defined coded tables to maintain an unlimited number of deductions with facilities to add, edit and delete off the deduction table	
36.	Able to have a facility to override deductions on a priority basis and shall comply with legal requirements for allowable deductions to be made for a month	
37.	Able to provide on-line query and report facilities to list all deductions for an employee and the outstanding balances	
38.	De-centralize the input and approval workflow for variable pay elements (esp. Office & Outside Recoveries) to departments	
39.	Ability to issue a certificate of loan interest deduction on loans, as applicable	
40.	Ability to set user-criteria for calculating provident fund/Pension deductions	
41.	Flexible to change criteria to compute provident fund/Pension for each employee	
	Tax	
42.	Ability to allow for deductions to be made in accordance with the Standard Tax Deductions and shall be flexible to accommodate any tax structure changes as directed by government	
43.	Ability to set user-criteria for calculating tax	
44.	Ability to store all tax records for employees and these shall be available on-line for query, display or report purposes	
45.	Ability to generate all necessary tax forms at monthly, yearly and on ad-hoc basis	
46.	Ability to have on-line facilities to inquire about monthly tax deductions for an employee	
47.	Maintain complete taxation rules defined as part of the pay structures configuration	
48.	Maintain information pertaining to investments made by the employee, to avail of tax rebate based on statutory legislation	
49.	Calculate tax based on perquisites given to the employee	
50.	Record employees' perquisites and other information relevant in computing their tax liability as tax components	
51.	Define tax rules to determine employees tax liability as per changes by the Central Govt./ local statutory legislation for actual	

	tax liability of employee	
52.	Complete calculation and deduction of tax automatically	
53.	Override the automated tax calculation for exception cases	
54.	Project the tax liability of an employee for the period within a tax calendar and providing tax planners to the employee	
55.	Manually adjust taxable earnings (in case of income from other sources, investments)	
56.	Change tax filing status and number of exemptions of a particular employee	
57.	Ability to generate necessary entries and print cash books for payments by Cash / Cheque / ECS / Direct Credit to Bank etc.	
58.	Should be able to generate form 16 Part B and Form 12 BA(details of perquisites)	
	Report Generation	
59.	Standard and user-defined reports shall be generated for management reporting	
60.	On-line report generation capabilities based on a variety of user-defined criteria shall be available for authorized users on a periodic or ad-hoc basis	
61.	Exceptional reports shall also be available to check for discrepancies or inconsistencies	
62.	Statement of Income Tax deductions for deposit with IT authorities	
63.	Statement of Service tax deductions, where applicable	
64.	Allow creation of user-defined reports without the need for technical skills	
65.	Ability to generate a report with –ve salary exception	
	Employee Claims and Reimbursements	
66.	Ability to capture the Medical bill claims.	
67.	Ability to capture the various types of allowance.	
68.	Ability to capture the advance and settlement of advances.	
69.	Ability to pass the bill on to the finance for the allowance being paid.	
70.	Ability for built in work flow definition for directing the allowance to the respective authority.	
71.	Ability to maintain the history of all the allowances paid.	
72.	Provision to capture the user defined Reimbursement.	
73.	Ability to capture the contingency payments.	
74.	Ability to generate the salary advance.	
75.	Ability to identify the advance settlement defaulters list.	
76.	Ability to generate the medical bills of the employee.	
77.	Ability to generate report for the various types of payments like LTA, TA, Telephone, Contingency, etc.	
78.	Ability to generate report by various measures like <ul style="list-style-type: none"> • Time period • Employee • Claim Type 	

	<ul style="list-style-type: none"> • Claim Number • Status of the claim like draft, submitted, approved 	
79.	Ability to transfer the advance to be deducted from salary after a certain period as set by the user.	
80.	Ability to capture travel requisitions from employees.	
81.	Ability to forward the requisition to the personnel concerned through workflow.	
82.	Ability to update accounts for the payment when a ticket is booked for travelling.	
83.	Ability to provide information about the eligibility of the employee when a requisition is received from the person.	
84.	Ability to provide information about travel advances provided to the employee pending to be settled prior to authorization of the fresh requisition.	
85.	Ability to provide information about travel advance requested by the employee to be approved by the personnel concerned.	
86.	Ability to alert the personnel concerned about travel advance pending with the employee when processing a fresh advance.	
87.	Ability to post an accounting entry for the travel advance when the request is approved.	
88.	Ability to allow the employees to attach the bills with respect to the medical treatments.	
89.	Ability to have the provision to recover the advance from the defaulters either as monthly instalments from their salary or as cash receipts	
90.	System should maintain a complete database of medical service providers	
91.	System should be able to handle overtime and out of pocket payments based on the approvals and attendance of the employee.	
	Integration	
92.	Taking into account the leave and attendance record for computing salary	
93.	Update CPF account for contributions and deduction against loan advances	
	Employee Separation	
94.	Ability to define various type of Retirements such as Superannuation Retirement, Voluntary Retirement, Compulsory Retirement	
95.	Ability to define the age limit, years of service for each retirement type, class and nature of job (Manual)	
96.	Ability to get no due certificate from the employee who are in the process of separation	
97.	Ability to define various type of benefits such as Death cum Retirement Gratuity (DCRG), Commutation (Optional), Contributory Provident Fund , Leave Encashment, TA on retirement.	
98.	Ability to calculate date of superannuation for the employee based	

	on date of birth.	
99.	Ability to have commutation benefits	
100.	Ability to pay TA as a benefit to the retiring employee	
101.	Ability to define rule to avail commutation benefits at time of retirement	
102.	Ability to send alert to the retired person to produce medical certificate of existence	
103.	Ability to generate final settlement on user defined rules	

14.3.2 CPF Administration

- Maintain CPF accounts of employees
- Accounting of CPF deductions received from salary against refundable CPF Loan
- Preparation of statements for refundable and non-refundable advances
- Preparation of final settlement on exit by retirement / resignation / death etc
- The payroll shall be integrated with the CPF Trust to take care of all operational and statutory requirements of the Trust.
- Pre audit of vouchers– checking and passing for payment.
- Issue annual CPF certificates to individual employees

S. No.	Functionality	Compliance Code
1.	Establish Rules Engine for: <ul style="list-style-type: none"> • Admission to CPF. • Statutory contributions. • Refundable Advances. • Non-Returnable Advances. • Calculations and deductions according to the respective Statutory Acts. • Validation/checks (to ensure contribution to be in the range of minimum and maximum level computed on a user-defined percentage of the basic pay.) • Setting of global parameters like interest rate, amount/percentage of withdrawals allowed, amount/percentage of individual heads in the total withdrawal, number of times of withdrawal in a year and in overall service etc. • CPF Loan Recovery rules • Provision to incorporate changes in rules 	
	Admission	
2.	Ability to restrict entry to CPF for employees	
3.	Ability to validate against the rules for admission for every new subscriber	
4.	New employees in HR module will create New Employee record in CPF/PF module	
5.	Ability to generate automatically CPF Number for all new	

	joiners (employee code) <ul style="list-style-type: none"> • Name of employee • CPF Account No. • Name of Father / Husband • Date of Birth • Basic Pay • Designation • Date of Joining Service • Nomination details: <ul style="list-style-type: none"> • Name & address of nominee • Relationship with employee • Age of Nominee • Share payable to each nominee • Other user-defined fields 	
	Maintenance of CPF Records	
6.	<ul style="list-style-type: none"> • Ability to directly import monthly contribution from Payroll module of ERP to provident fund • Also facility to import using Excel sheet or other structured text file 	
7.	Ability to maintain individual CPF accounts showing <ul style="list-style-type: none"> • All subscription details (regular amount, additional amount etc.) • Opening balance • All credits / contributions made to date • All arrears of subscription • All withdrawals / advances taken • All recovery / refund of advances / withdrawals • Amount outstanding in user-defined period • All interest accumulated on cumulative amount within user-defined period • Closing balance for current financial year / user-defined period • Other user-defined fields 	
8.	Ability to check CPF contribution for not less than user-defined percentage of basic pay and not more than user defined contribution limits.	
9.	Ability to manually override in exceptional case under the authorization of the competent authority	
10.	Ability to provide for deductions from arrears for example in cases like pay revision, restoration of pay on removal of suspension etc	
11.	The system shall allow the user to: <ul style="list-style-type: none"> • Process CPF Balance • Calculate Interest • Process CPF Refundable Advance • Process CPF Non Refundable Advance • Modify CPF Subscription 	
12.	Alter interest rates as applicable	
13.	Ability to pass adjustment entries	

14.	Arrive at closing balance and work out interest once in a financial year	
15.	Ability to produce loans eligibility details upon request for employee	
16.	Process and account for final payment in cases where an employee ceases to be in service	
17.	Facility for direct transfer of data for CPF deduction, contribution as well as CPF loan recovery from Payroll and Loans modules	
18.	Ability to allow specified authority only to make additions, deletions modifications by passing correction entries like <ul style="list-style-type: none"> • Transfer from wrongly credited account to correct employee record • Interest allocation where credit due • Transfer from wrong head of account to CFP account 	
	Advances / Withdrawals	
19.	Ability to allow employee to submit application / request for CPF Advance to his / her competent authority <ul style="list-style-type: none"> • Manually • On Line 	
20.	Ability to capture the following additional information while accepting applications for advance / withdrawal: <ul style="list-style-type: none"> • Date of application • Date of Superannuation (in case of retirement and final withdrawal) • Balance at Credit of Employee • Amount of advance / withdrawal required • Validate against rules under which Advance / Withdrawal is covered • Purpose for which advance is required <ul style="list-style-type: none"> ○ If for house building, all details regarding plot measurements, construction plan, cost etc. ○ If for education of children, details of ward, institution, class etc. ○ If for treatment purposes, details of patient, relationship, hospital, doctor etc. ○ Whether any Advance / Withdrawal was taken for same purpose earlier ○ If yes, Amount and Year ○ Name of Sanctioning Authority 	
21.	Ability to display past history of loans availed as input to rules for determining eligibility for loan and compatibility with applicants	
22.	Ability to track application status and allow employee to access status through employee portal	
23.	Ability to authorize / approve CPF loan on workflow	
24.	Capture the following information while presenting department-wise consolidated applications for advance / withdrawal <ul style="list-style-type: none"> • Name of Department / Office 	

	<ul style="list-style-type: none"> • Name of Branch • Name of Employee • CPF Account No. • Pay • Application No. & Date • Amount Payable • Necessary certificates • Reasons for objection, if any 	
25.	Ability to generate electronic record for every loan sanctioned which shall be cleared in the payment module when payment is effected thus giving a list of loans sanctioned but not availed / paid	
	Disbursements	
26.	While disbursing advances / withdrawals, system should validate against rules for withdrawal towards: <ul style="list-style-type: none"> • Eligibility for the advance. • Employee Number (A/c no.) for Validity • Balance Available • Basic Pay • Reason for Withdrawal / Advance • Years of Service • Outstanding Loan 	
	Settlement on Retirement / Resignation	
27.	Ability to prepare a list of employees retiring in the next three months (or any other specified period)	
28.	Ability to generate letter for issuing notices to retiring employees	
29.	Ability to verify if employee is eligible for CPF	
30.	Workflow for vigilance clearance	
31.	Workflow for No Due Certificate (NDC) issuance by relevant authorities	
32.	Calculate amount payable subject to outstanding recoveries, if any	
33.	Work out the financial implication on account of payment of interest for CPF	
34.	In case of final withdrawal by an employee, system to capture the following additional information: <ul style="list-style-type: none"> • Retirement • Resignation • Permanent Transfer • Name of Department / Office • Date of submission of document to validate whether submission before cessation or after more than one month from the date of cessation 	
35.	Tax deductions from interest on CPF for the period beyond the cessation of services	
	Settlement at Death	
36.	In case of death of an employee, system to capture the	

	<p>following additional information:</p> <ul style="list-style-type: none"> • Name • Date of death • Proof of Death (Death Certificate) • Details of nominees: • Relationship with Subscriber • Share of Nominee • Age of nominee on Date of Death • Address • Other user-defined fields 	
	Integration with other Systems	
37.	<p>Payroll</p> <ul style="list-style-type: none"> • The CPF system should be able to populate from the interface table of Payroll the applicable pay scale at the time of admission as a subscriber to the CPF. • The CPF system should be able to propagate details of advances for necessary deductions to be incorporated into the Payroll system. • The CPF system should also be able to adjust for increased contribution and make necessary adjustment in pay computation into the Payroll system. • Any changes in the pay scale in the Payroll system should also have an automated updating into the CPF module for computation of contribution 	
38.	HR- Employee Self Service module through Employee Portal	
39.	Ability to import from the interface table of HR the details of the employee that are relevant for CPF administration.	
	Report Generation	
40.	<p>Ability to generate statement of final accounts for fiscal year / user-defined period showing for each employee the following but should not be limited to</p> <ul style="list-style-type: none"> • All subscription details (regular amount, additional amount etc) • Opening balance • All credits / contributions made • All arrears of subscription • All withdrawals / advances taken • All recovery / refund of advances / withdrawals • Amount outstanding in user-defined period • All interest accumulated on cumulative amount within user-defined period • Closing balance for current financial year / user-defined period • Other user-defined fields 	
41.	<p>Ability to generate individual CPF account slip for every financial year showing the following but should not be limited to</p> <ul style="list-style-type: none"> • Opening balance • All credits / contributions made by the employee 	

	<ul style="list-style-type: none"> All arrears of subscription All credits / contributions made by the employer Outstanding loan advances / All non refundable withdrawals All interest accumulated on cumulative amount within financial / user-defined period Closing balance for current financial year / user-defined period 	
42.	Ability to generate individual CPF account master record with adjustment for every financial year for submission to Income tax Department	
43.	Branch wise extracts Monthly / Quarterly / Half yearly and yearly statements	
44.	Reconcile monthly deductions made and reflected in the Trial balance of each paying unit with the total CPF amount actually received	
45.	Ability to generate CPF account (unique for employee) with the details of name, designation and closing balance at the end of the year with flexibility to add columns or fields of information	
46.	Option for downloading various forms like nomination, loan, etc.	

14.3.3 Gratuity

S. No.	Functionality	Compliance Code
1.	Settlement of Gratuity	
2.	Ability to prepare a list of employees retiring in the next three months (or any other specified period)	
3.	Ability to generate letter for issuing notices to retiring employees	
4.	Verify if employee eligible for Gratuity	
5.	Workflow for vigilance clearance	
6.	Workflow for No Due Certificate (NDC) issuance by relevant authorities	
7.	Calculate Gratuity subject to outstanding recoveries, if any, and generate voucher for payment	
8.	Pre audit and approval of competent authority	
9.	Ask for balance from CPF authority	
10.	Gratuity valuation report and report to actuary	

14.4 Human Resource and Employee Self Service

S. No.	Functionality	Compliance Code
	General Features	
1.	Able to capture and maintain comprehensive personnel data for each employee based on the employment contract <ul style="list-style-type: none"> Permanent employee 	

	<ul style="list-style-type: none"> • Temporary employee • Temporary / contracted employee 	
2.	Able to keep job roles by position in database	
3.	Able to collect all personnel data in centralized databases to reduce redundant work and information	
4.	Able to provide facility for confirmation by authorized user to update the information that is relevant consistent with government's documentation before update in centralized database	
5.	Able to provide authorization to owner unit to call up and review their personnel data on line directly	
6.	Able to keep personnel data in text and graphics and images (like photo etc.)	
7.	Able to prevent non-authorized person from accessing personnel information	
8.	Flexibility to alter /modify /cancel the rights to access personnel information	
9.	Able to provide backup either in system or on tape	
10.	Able to provide all custom formats of various forms and reports for HR Functions	
	Main Functions	
11.	<p>Able to record and capture the following personnel details, but should not be limited to:</p> <ul style="list-style-type: none"> • Personal ID <ul style="list-style-type: none"> ○ Employee No. ○ Name of Employee ○ Father's Name • Personal Data • Address current address/ permanent address/ census address/ office telephone/ home telephone/ mobile/ e-mail address • Family data • Qualification Data • Education data • Additional Qualification, if any • Departmental Examination • Employment Data • Employee Benefits • Organization Data • Training Data • Performance Data • Payroll Data • Employee Photo • Award received • Disciplinary Action • Co-curriculum • Legal Disputes/Action • Ethnic Origin • Gender 	

	<ul style="list-style-type: none"> • Employment History • Promotion History • Loans • Membership Details • Nomination Details • Dependents Family Members 	
12.	Annual physical check up result (either by record or scan)	
13.	Ability to update personal data based on communications received from concerned employees with respect to their family details, nomination, property, educational qualifications, home town etc.	
14.	<p>Submissions of noting down transactions relating to personal Assets.</p> <ul style="list-style-type: none"> • Authenticity- Template for submission-source of finance and ownership like bank loan, copy of bank account, copy of sale purchase order • Acceptability criteria- Workflow through proper channel – for recommendation for acceptance / rejection for acquisition and disposal of property • Ability to generate communication if documents are not correct or complete • Ability to generate approval letter to employee and copies to concerned offices 	
15.	Able to provide no restriction for the addition of new fields	
16.	Able to retain historical data from the day employee is hired and all records should be date stamped	
17.	For purposes of search, the system should be able to identify employee by name, part of name, employee number, personal ID number, job position, organization, CPF No., Salary roll number etc.	
18.	Able to generate letter via a word processing application when any employee event occurs e.g. confirmation, promotion, transfer, retirement and where possible intimate additionally by e-mail to process owners and concerned employees	
19.	Able to upload announcement letter or departmental instruction to system and automatically update employee status in HR database	
20.	Able to have a user-friendly reporting/query tools that can extract data and produce reports in various formats	
	Employee Master: Maintain and Update	
21.	Personal Id - Employee No.,	
22.	Names and details of self, Date of Birth	
23.	Postal Addresses - home, mailing, permanent, office, e-mail addresses & phone numbers for self, spouse, dependants, emergency contacts including contracts of family members	
24.	Date of Joining Date of joining, probation period, date of confirmation in each grade/post	
25.	Present place of posting including name of the department, cost	

	centre, present designation, grade etc.	
26.	Basic Pay	
27.	Family details: marital status, religion, caste etc spouse, children, parents, dependants, nominees under different schemes, etc.	
28.	Home town, home state, domicile town and domicile state	
29.	Gender, date of birth, blood group, citizenship	
30.	Recruitment category like General/ physically handicapped / SC / ST / OBC/compassionate grounds/Others	
31.	Recent photograph	
32.	Employee Class (Permanent/Temporary Employee)	
33.	Unique Employee Id	
34.	Qualifications – should capture the details of name of the examination passed with specialisation/Trade, university/Institute, month & year of passing, percentage of marks obtained, grade/class obtained	
35.	Previous employment details like name of the organization, position held (designation), start/end dates, reason for leaving, last salary drawn etc.	
36.	Languages known, with details of speak, read and write separately. Clear indication for the mother tongue	
37.	Current Location in Employment (CO/branch location)	
38.	Details of the dependents including relationship, their month & year of birth, studying in school/college, monthly income/pension amount	
39.	Disciplinary Records	
40.	Date of Increments received	
41.	Loan & advances Details	
42.	PF Details (PF a/c no. etc) PF withdrawals approved / rejected with date and reason	
43.	PAN no.	
44.	Pension Number	
45.	Resources allocated to employee	
46.	Employee attendance and Time records	
47.	Leave records	
48.	Appraisal Score Records	
49.	Medical Reimbursement Details	
50.	Employee financial investment details	
51.	Salary account details	
52.	Compensation (including Components)	
53.	History of trainings attended (prior to joining & after joining) like name of the course, name of the Institution, month & year of training, duration of the course in days/weeks, type of training etc.	
54.	Awards received by the employee including the name of the award, year of award, in which discipline/field and date of receipt of award and special status/ privilege, if any, to be given to him	

	for the award.	
55.	Details of promotion from one grade / scale / discipline to another including any reappointment through internal selections	
56.	Full transfer history of the employee including the current & new location, nature of transfer (self-initiated / company initiated), date of joining and date of relieving at different locations, number of times cancelled but kept in abeyance etc	
57.	History of disciplinary actions against the employee including date of charge, nature of charge, amount of financial loss to organization, date of punishment and nature of punishment. This must include Vigilance/ CBI/ Criminal proceedings.	
58.	Whether disciplinary action initiated even if punishment order not issued	
59.	Ability to generate the following report: <ul style="list-style-type: none"> • PF Withdrawal report • Employee wise • Date wise • Cadre wise • With respect to criteria od purpose such as marriage, education, purchase of property 	
60.	Ability to generate report to show the number of employees who have reached 58 years for Pension fund and 60 years (retirement being due) for PF withdrawal	
61.	Benevolent criteria report for number of employees becoming eligible	
62.	Gratuity to be paid reports with employee name, subject to criteria for gratuity.	
63.	Reports to generate list of employees eligible for gratuity payment and the corresponding payment status	
64.	Ability to provide dynamic user defined query/ report facilities based on the defined user login/security levels for Personnel department as well as for other Users.	
65.	Ability to track each employee's start dates and end dates for each position held during service for user-defined period.	
66.	Ability to create organizational chart of all positions and reporting relationships.	
67.	Ability to drill down facilities to access information of the employees at various levels - to go from organization level to sub levels, department level and employee level	
68.	Ability to provide restricted access to different classes of employee master data	
69.	Ability to give view access to employees to their data through ESS	
70.	Ability to allow employee to update online through ESS the non critical personal data like email, Phone No., Address etc.	
71.	The system should be able to handle unlimited number of organization reporting levels	
72.	Ability to track the job roles by position in database	

73.	Ability to configure various types of actions along with reasons including additional action/reason. Actions like transfer, termination etc	
74.	Capability to capture the dates of any modification in employee database	
75.	Ability to list of employees based on one or more parameters of <ul style="list-style-type: none"> - Demographic location - Designation - Cadre wise(manager/staff) - Quota wise (General/SC/ST/Handicap etc) - Qualification - Salary slab wise - Status wise (Confirmed/on probation/Temporary) - Years of employment in STC - Total experience - Date of birth (on occurrence) - HOD 	
76.	Ability to keep data in text and graphics	
77.	Facility to report across location	
78.	Ability to maintain all employee information with history	
79.	Able to collect all personnel data in centralized database to reduce redundant work and information	
80.	Able to give right to the top management to view the data of employees in their respective divisions	
81.	Able to distribute entry data to branches	
82.	Able to prevent non authorized to access personnel information	
83.	Flexible to change in the rights to access personnel information	
84.	Ability to search for an employee by keywords, e.g. employee name, employee id, division etc.	
85.	Ability to retain historical data from the day employee is hired and all records should be date sensitive	
86.	Ability to extract HR information either in system or tape	
87.	Ability to handle an unlimited number of organization reporting	
88.	System should have ability to maintain the organization structure and its entities	
89.	System should have ability to produce organization chart as per divisions, head office, branch offices, sub branch offices	
90.	Ability to capture the divisions wise designation at which a employee has worked	
91.	Able to support flexible reorganization when organization charts are changed	
92.	System should have ability to produce reports as per divisions, head office, branch offices, sub branch offices	
93.	Able to stimulate changing organization structure by "what if scenario"	
94.	System should be able to generate reports as per reporting structures	
95.	The system should be able to plan and stimulate various	

	scenarios like mergers, acquisition and changes in organization structure	
96.	Ability to capture the results of the proficiency test, and send online notifications for increments	
97.	When changing the organization structure is approved, the system should be able to automatically transfer units to changing division	
98.	Facility to modify/add resources allotted to employee by Service Division (GAD/IT)	
99.	Facility to capture the resources allotted to employee	
100.	Ability to Capture the bills received by vendors	
101.	Ability to generate a system generated acknowledgement letter within the system or via a word processing application link	
102.	Ability to send notification to division as per workflows prescribed	
103.	Ability to generate employee seniority list / MIS report showing the following in a single report: <ul style="list-style-type: none"> • Name of Employee • Division of work • DOB • Qualification • Date of Appointment to the present post • Maximum last five promotions with dates • Effective date of seniority 	
104.	Ability to maintain electronic Service Book	
105.	Ability to generate Post Retirement Benefit Forms, Pre-Retirement Forms and Induction Forms	
	Employee Portal based self service	
106.	Able to allow employees to update their own personal data, address, telephone number, e-mail address and fax number etc.	
107.	Able to allow employees to apply for leave and check leave balance	
108.	Able to allow employees to apply for No Objection Certificate	
109.	Able to allow employees to apply for No Dues Certificate	
110.	Able to allow employees to apply for Housing accommodation, civil loans etc.	
111.	Able to allow employees to view their own master data (service book) via intranet/internet. Possible services are: <p>View following records</p> <ul style="list-style-type: none"> • Service Book details • Earned leave available • Access to following information by employees • Rules about Medical Reimbursement • Rules about CPF Advances, Withdrawal • Workflow for CPF Advances and Withdrawal etc . • Check CPF available and outstanding CPF loan, if any • Loans available and outstanding, if any • Check audit objection entries outstanding against them • TA rules, Transfer allowances etc 	

	<ul style="list-style-type: none"> View training history on training courses available 	
112.	Flexible to change master data record by authorized person e.g. change education data, change department/ division / circle / zone etc	
113.	Able to maintain personnel data in many records (Mass Change and Fast Entry)	
114.	The system security should be able to prevent users from viewing or changing other employees records or certain information contained in their own records	
115.	Integrate the personnel data to internal unit such as accounting	
116.	Able to warn and monitor special date e.g. probation, promotion, resignation	
117.	All the forms of HR should be made available online and accessible to employees.	
118.	System should provide forms for following but not limited to: <ul style="list-style-type: none"> Medical claims Holiday homes Employee Tax planning Online property returns TA Etc. 	
119.	Should provide a provision to capture medical claims of retired employees via portal	
	Recruitment	
120.	Ability for online job application	
121.	Able to create electronic docket for the recruitment process –time stamped.	
122.	Able to record and capture the following documents and details, but should not be limited to: <ul style="list-style-type: none"> Capture approved discipline wise and cadre wise number of vacancies Enter bifurcation including elements of reservation discipline wise Include in Draft advertisement No. of post / scale / stipend Position vacancy details: Location wise details of vacancies indicating reservations - discipline wise and cadre wise Age, qualifications, experience as per recruitment and promotion policy of the post (define workflow for approval (business rules), Last date of submission of applications along with prescribed fee and address for submitting applications Workflow to review draft of advertisement for completeness and correctness Workflow – approved draft sent for publishing advertisement Guidelines to Agency for evaluation of written exam, 	

	<p>where required, if any</p> <ul style="list-style-type: none"> • Receipt of result from agency. Review / approval of result by a committee to ensure guidelines are followed, if any • Workflow based approval by the competent authority • Prepare document folders for interview committee and marking formats • Receive interview marks for Group discussions / interview 	
123.	Able to support recruitment by internet and post responses	
124.	Applicant should be able to submit application on line in pre defined format with editing for eligibility	
125.	<p>Person specifications: Able to record and capture the following applicant details, but should not be limited to:</p> <ul style="list-style-type: none"> • Applicant Data • Address either current address/ census address/ permanent address/ office telephone/ home telephone/ mobile/ / e-mail address • Previous Employment Data • Training Data • Qualification Data • Applicant Photo • Resume • Key Qualification; education background, experiences • Examination score and interview score • Category viz General/SC/ST/OBC/ESM/PH etc • Domicile 	
126.	Able to create a new record for the applicant and all relevant items shall be automatically updated	
127.	Ability for application data to be electronically captured and stored for easy retrieval and reporting	
128.	There should be on-line applicant tracking on the status of the applicant and the application processing, with the ability to set-off reminders for closing dates, the next course of action to be taken and by which user	
129.	All documents relating to the selection and recruitment and process to be linked to the document management system for cataloguing, archiving and storing for easy retrieval and report generation as and when required	
130.	Able to store and view scanned documents in the system e.g. hand written job applications, certification, census record, license	
131.	Able to generate a list of internal candidates suitable for a new or existing position based upon qualifications and job requirements	
132.	Able to generate a letter of reference	
133.	Able to generate Interview Letter, letter of offer from within the system or via a word processing application link	
134.	Able to notify relevant department heads or managers of the new record via workflow or email/ intranet	
135.	Post on website list of selected candidates with details like	

	joining date, location and documents that need to be submitted. Information will be accessible based on applicant ID	
136.	Able to generate a letter of offer from within the system or via a word processing application link	
137.	Able to notify relevant department heads or managers of the new record via workflow or email/ intranet	
138.	Able to transfer applicant data to personnel data without re-entering personnel data when he/she is hired	
139.	Able to record in personnel data medical check up result when he/she is hired	
140.	Able to generate and print out on line employee ID card request and employee ID card when he/she is hired	
141.	Facility for recruitment under compassionate grounds	
142.	Facility to intimate vacancies to internal employees through mails/notices	
143.	Ability to generate a candidate code	
144.	Facility to upload the application with resumes and attach other documents in soft copy as a part of the application	
145.	Able to record and capture the following applicant details, but should not limited to: applicant data, contact details, previous employment details, training data, qualification data, photograph, resume, education background, examination score, interview score	
146.	Provision to capture detailed information of applicant/candidate	
147.	Ability to shortlist applicants on the basis of advertised criteria	
148.	Ability to view shortlisting of applicants on the basis of advertised criteria	
149.	Facility to search for applicants through keywords	
150.	Generation of system driven call letter (interview/test) , regret letter and offer/appointment letter	
151.	Facility to record the interview / test evaluation results online in the system	
152.	Facility to maintain checklist of authentication and acknowledgement of various aspects of joining; attested forms, medical report, caste certificate, DOB proof, qualification certificates etc.	
153.	Facility to add more documents in the checklist of documents submitted at the time of joining	
154.	Provision to capture the manually decided basic pay at the time of creation of employee record	
155.	Facility to generate a username password for the employee after employee record is created	
156.	Ability to generate an new employee code (in continuation of existing employee codes)	
157.	Facility of system generated Username & password	
158.	Ability to generate the list of internal candidates suitable for a new or existing position based upon qualification and job requirements	

159.	Able to generate a letter of offer within the system or via a word processing application link	
160.	Able to notify the relevant department heads or managers for the new employee recruited via workflow or email/intranet	
161.	Ability to transfer the applicant data to personnel data when he/she is recruited without re-entry of data	
162.	Ability to handle TA/DA of candidate coming to Attend interview	
163.	Ability to generate reports of recruitment data like no. of candidates joined, caste wise data, institute wise date etc.	
	Promotion	
164.	Position Profile <ul style="list-style-type: none"> • Ability to provide vacancy position, details with organization chart • Ability to provide eligibility and experience requirements for a post • ACR details • Details of disciplinary proceedings, if any 	
165.	Estimate vacancies based on existing, anticipated and resultant vacancies	
166.	Able to prepare a seniority list of the employees that would constitute the zone of selection based on nx (x being the vacancies and n being number of times) nx for SC/ST vacancies	
167.	Workflow based clearance for defined category of employees	
168.	Ability to provide list for administrative clearance for the employees considered for promotion based on defined criteria	
169.	Able to provide all relevant data of employees within zone selection for promotion process, but should not be limited to: <ul style="list-style-type: none"> • Employee data • Seniority position • Performance appraisal data • Personal development plan • ACR assessment • Evaluation, current and previous work experience • Examination score and interview score, if relevant • Training and academic achievements • Scale of post • Disciplinary Action • Vigilance case • Indication for having foregone promotion • Award 	
170.	Able to set/ update promotion criteria or condition in the system on-line	
171.	Able to automatically warn and monitor the vacant post with the qualification needs for that post	
172.	Able to match with manpower plan and automatically generate list of key employees who have the potential for promotion by department/ division/ unit	

173.	Able to match the job requirements of the post with eligibility, experience, ACR details and details of disciplinary proceedings, if any, required for a post	
174.	Able to trigger automatically all administrative details (e.g. preparation of memorandum for approval, reports, letters of promotion etc.) <ul style="list-style-type: none"> • Promotion order issuance with or without posting order • Issuance of posting order 	
175.	Able to track and report current position and promotion position by department/ division/ unit	
176.	Post on intranet and employee portal the list of promotion	
177.	Update information in personal files on joining the new post on promotion	
178.	Prepare list of officers who have not joined new posts on promotion	
179.	Training prerequisites (if any) required for the position highlighted for an automatic link to the Training and development module	
180.	Ability to generate / view list of employees confirmed or promoted in the specific time period (last month / last year)	
181.	Ability to generate alerts for time based promotions as per designation of employees	
182.	Ability to set/update promotion criteria or condition in the system	
183.	Ability to track and report current position and promotion position by department / division wise	
184.	Ability to generate list of eligible candidates as per requirements during the vacancy based promotions with relevant data like employee name, designation, list promotion date, performance appraisal for last 3 years, disciplinary action, etc	
185.	Provision to capture the manually decided basic pay after each confirmation / promotion	
186.	Ability to generate reports of employee salary change <ul style="list-style-type: none"> - by gender - by employee name - by division - by years of experience - summary in a given time 	
187.	Ability to automatically warn and monitor the vacant position with qualification needed for that position along with duration of vacant positions	
188.	Ability to generate a system based promotion order within the system via a word processing link	
189.	Ability for eligibility and promotion criteria (both interview based and time bound) to be set and reports be generated showing eligible employees based on criteria, year wise, date of promotion due wise and other relevant criteria for both interview based on time bound promotions.	

	Confirmation	
190.	On recruitment or appointment employees are placed on probation	
191.	Ability to provide for calling for special report from the reporting officer of the employee on probation	
192.	Ability to initiate the calling of Probation Reports n-months from the start of probation) for newly appointed employees or promoted employees from the concerned department, or office.	
193.	Ability to link with the jobs allocated during probation	
194.	Ability to send to Vigilance Department for vigilance clearance	
195.	Ability to update employee record and generate completion of probationary period letters for employees whose probation reports are satisfactory and in order	
196.	Ability to generate reporting relationship and various level of probation clearance.	
197.	Ability to generate letters for extension of probation for employees whose probation reports are not satisfactory and update personal record for the same	
198.	Able to record and generate a confirmation letter for student trainee program	
199.	Ability to generate alerts for confirmation prior to the completion of probation period	
200.	Ability to get online approvals as per workflow through the approval engine	
201.	Ability to generate a system based confirmation order within the system via a word processing link	
202.	Ability to capture the remarks in case of rejecting/approving the confirmation request	
203.	Ability to edit the status of the employees from on probation to confirmed	
204.	Probation reports as per the format should be generated vide word processing link by pulling data from employee database and showing which employees promoted in the given year are due for probation, clearance and confirmation	
205.	All probation clearances in respect of employees should be set for online approval for Reporting / Reviewing and Accepting Authority for all employees in different divisions / Locations/ cadres and Level in hierarchy.	
	Transfer	
206.	Able to record and capture all transfers whether it is by management action or employee requested or others	
207.	Able to : <ul style="list-style-type: none"> • Identify job vacancies or need for transfer purposes • Capture, record and monitor employee transfers by Department, zone, circle or division etc • Apply business rules pertaining to transfer policy guidelines – age profile, stay in current place / post, operational requirement of present and requested place / 	

	post, and vacancy position of the requested place	
208.	Able to track and report current position and transferable position by department/ division/ unit and availability of substitute for the present place and position	
209.	Workflow based approval / rejection by competent authority	
210.	Able to produce necessary letters e.g. transfer letter, benefits letter etc	
211.	Able to notify relevant department heads or managers of the new record via workflow or email/ intranet	
212.	Update employee's record	
213.	Ability to record and capture all transfers whether it is on management initiative or employee request	
214.	Ability to receive request for transfer from employee through self service system	
215.	Ability to check the transfer eligibility on system	
216.	Provision to maintain lateral transfer details and transfers on promotion	
217.	Maintenance of exemptions given in transfers, with a facility to record the reason for the same	
218.	Provision to record the transfer orders cancelled/ deferred/ modified and follow up with a system generated notification to the personnel division of branch / location of transfer	
219.	Ability to capture, record and monitor employee transfers by division and locations	
220.	Ability to generate a system based transfer order within the system via a word processing link	
221.	Facility to transfer the access rights to personnel division of transfer location for use of the candidate after transfer	
	Disciplinary Action	
222.	Ability to maintain a centralized complaint tracking system	
223.	Ability to log the disciplinary complaints in complaint tracking system	
224.	Ability to edit the status of the complaints logged	
225.	Ability to generate a consolidated report of all the disciplinary cases - ongoing -closed	
226.	Ability to map the complaint record in complaint tracking system with the concerned employee data	
	Resignation	
227.	Able to capture all resignations and perform the appropriate calculations of benefits to be given to the employee based on the resignation policies	
228.	Able to automatically generate necessary letters e.g. resignation acceptance letter, etc. after all the necessary conditions are met	
229.	Able to notify relevant department heads or managers of the new record via workflow or email/ intranet	
230.	Able to capture and monitor the position vacated	

231.	Able to maintain all employee historical data for rehiring or other purposes	
	Retirement / Termination	
232.	Able to: <ul style="list-style-type: none"> • Provide for workflow for approval of appointing authority for retention In service beyond the age of retirement • Generate listing of employee who are going to retire • Generate necessary letters or retirement memo • Generate necessary forms required • Capture all retirement events 	
233.	Able to record and maintain lists of personal data who apply for early retirement program (separate by program)	
234.	Able to store on line the options selected by employees retired / terminated to receive pension / benefits and other welfare items	
235.	Able to apply selection options for receiving their own salary/ benefits and other welfares on-line	
236.	Able to restrict authorisation in applying retirement/ termination receiving form	
237.	Able to generate termination letters on demand	
238.	Able to notify all relevant persons via workflow or email/ intranet	
239.	Able to prompt the HR personnel to conduct an exit interview and forward to the manager responsible for action (via workflow)	
240.	Able to check retiring employee's employment history to determine number of years worked in the organisation to generate retirement benefit entitlements.	
	Increments / Pay Fixation	
241.	Ability to generate the alert for starting the increment process on a user defined prior period	
242.	Ability to start the increment process at time of Promotion or Revision	
243.	Ability to generate a list of eligible candidates with timeline of past promotions and increments	
244.	Ability to edit the salary of the employee manually and notify the finance for the processing of salary as per increment	
245.	Ability to generate a system based increment order within the system via a word processing link	
246.	Ability to capture the increment details into the employee record	
247.	Criteria based on basic pay for increment has to be set and linked to employees details	
248.	When employees are promoted, there should be corresponding reminder for their increment due	
249.	Ability to handle increments of support staff of CMD	
250.	Ability to handle grants of special increments, additional increments (Welfare, Education etc.)	
	Performance Appraisal	
251.	Able to capture performance appraisal data, which shall provide the input for employee evaluation and training, and development needs	

252.	Able to provide for multi appraisal forms during a year based on transfer or multi reporting authorities for a minimum stipulated reporting period.	
253.	Able to generate reminders for those appraisal forms that have not been returned by the employees self appraisal, reporting officer, reviewing authority etc.	
254.	Able to generate a listing of outstanding appraisals of employees	
255.	The ability to track and report performance appraisal process milestones	
256.	Ability to generate notifications for upcoming appraisal at user defined intervals	
257.	Ability to capture performance appraisal score, comments and training needs	
258.	Ability to generate the status report of appraisals as per department / branch/ designation	
259.	Online secure access to complete historical performance appraisals	
260.	Support letter/office memo to be issued to the employee incase of unsatisfactory performance appraisal	
261.	Ability to capture appraisal details given as period for which appraisal is carried out	
262.	Ability to support Unlimited, user configurable appraisal templates	
263.	Support to generate reminder letter/emails as per workflow for completion of appraisal cycle	
264.	Facility to capture the different data model as per government assigned forms as per cadre/ designation	
265.	Facility to record comments given by evaluators during the performance appraisal	
266.	All appraisals in respect of employees should be set for workflow for online approval for Reporting / Reviewing and Accepting Authority for all employees in different divisions / Locations / cadres and levels in the hierarchy.	
267.	Ability to restrict users at each level after entry is made and is confirmed through option mechanism (eg. To be confirmed or not confirmed) to not be able to make changes or view it. If at all changes have to be incorporated, the rights should be with the person authorized to carry out such changes. The final appraisal report has to be available to restricted users.	
268.	Ability to implement Bell Curve by using standard deviations method	
	Manpower Planning and Reservation Rosters	
269.	Periodic system generated alerts for request for manpower from various locations	
270.	Ability to generate report depicting the location wise, division-wise, cadre wise, grade wise resources available and required and do a gap analysis within specific time frame	
271.	To generate a consolidated manpower plan for approval through	

	work-flow, to integrate with the recruitment/promotion module for filling up of vacancies.	
272.	Ability to set user criteria for generating manpower planning reports	
273.	Facility to generate list of expected retirements in the specific time period (coming month/year/2 years etc) division wise, designation wise and branch wise	
274.	Alert stipulated time before any position falling vacant	
275.	Ability to upload the approved manpower plan into DMS	
276.	Ability for vacancy creation based on sanctioned strength and working strength and should be reflected in the report. The criteria should be shown in the report for the vacancy created namely creation of posts cadre wise, on promotion, resignation, death, removal and report showing vacancy, filled as per details entered by user based on methods as in B3. The cycle should be Based with cutoff for 31 st December and 30 th June of current year. The data should be available to restricted users authorized to view the same. The same should be linked with Promotion.	
277.	Able to generate necessary reports / letters, e-mail etc e.g. performance listing, evaluation report indicating short comings that need to be communicated to employees	
278.	Ability for maintenance of online Reservation Rosters for identification of vacancies and their linkage with Recruitment	
	Personnel Planning	
	Organizational Management	
279.	Able to produce organization charts (e.g. by Head Office Departments, branch office, units, locations, stations etc.)	
280.	Able to produce management organization charts	
281.	Able to support flexible reorganization when organization chart is changed	
282.	Able to simulate changing organization structure by "What-if" scenarios	
283.	When changing organization structure is approved, the system should be able to automatically transfer unit to changing department.	
284.	Able to set user-criteria for manpower planning	
285.	Able to set target for manpower planning	
	Career Development	
286.	Able to maintain staff career path and identify potential candidates for certain key positions	
287.	Able to maintain a list of staff identified for succession planning	
288.	Able to identify key positions and the availability of the position	
289.	Able to perform a needs analysis and manpower forecast for the corporation	
290.	Performance appraisal data will form and develop into an employee's personnel development plan: <ul style="list-style-type: none"> • To identify personal and career development needs • To remove performance deficiencies 	

	Time Management	
291.	Able to capture employee attendance and absence directly or through interface with bio-metric system	
292.	Able to have a calendar facility which keeps track of all public holidays and is integrated with work schedule at CO and Branches	
293.	Able to capture and control shift employee attendance and absence in their periods	
294.	Able to capture employee attendance information in a period with following events, but should not be limited to: <ul style="list-style-type: none"> • Training outside STC • Seminar/ Meeting/ Workshop within the country or abroad • Investigate / inspect works at field office areas (official) 	
295.	Able to: <ul style="list-style-type: none"> • Have the facility to analyze employee attendance and absence • Produce attendance reports on a daily / monthly basis 	
296.	Able to produce attendance reports for every employee	
297.	Able to integrate attendance details with Payroll	
	Leave Administration	
298.	Able to provide a facility for manual and electronic application and approval of leave	
299.	For electronic leave application, able to route the application to the right person for approval via workflow	
300.	For electronic leave application, able to route the cancel leave application to the right person for approval via workflow	
301.	Able to provide a facility to add in new types of leave, amend and delete existing leave types	
302.	Unlimited number of leave types can be defined	
303.	Process and update leave record, check for duplicate leave applications and verify against leave balance or entitlement for an employee for that type of leave	
304.	Able to automatically warn and display message for employee's leave balance or entitlement when their leave balance almost reaches nil	
305.	Able to allow for leave balance to be carried over automatically if the entitlements for the year is not exhausted. The maximum balance to be carried forward.	
306.	In case of education leave, after graduated and rework at STC, the system will be able to match his/her new qualification with the vacant position	
307.	Ability to receive request for leaves from employees through self service system	
308.	Ability to view the pending leaves of each employee	
309.	Ability generate a consolidated reports of employee leave records as per - HOD	

	- Division - Branch - Employee leave record on monthly basis	
310.	Option to input the attendance record manually	
311.	Ability to choose from type of leave request and upload the attendance record for the date of leave with the type of leave and linkage with time management	
	Attendance Management	
312.	Ability to integrate the biometric system	
313.	Provision to modify the attendance record at a later date if leave is approved later	
314.	Ability to capture the attendance employee wise/ division wise/branch wise on daily basis	
	Leave Encashment:	
315.	Facility to apply for earned leave encashment on line	
316.	Apply business rules for <ul style="list-style-type: none"> • Encashment on retirement 	
317.	Approve / reject leave encashment on line – workflow	
318.	If approved, compute leave encashment amount and issue payment order to accounts department	
	Benefits and Claims	
319.	Able to provide the facility to capture, compute, maintain and monitor employee's benefits e.g. loans etc	
320.	There should be on-line and batch update facilities for checking, editing and updating of these benefits	
321.	Able to check refund and balance of conveyance loan on-line and real time	
322.	For loan benefits, the system shall be able to; <ul style="list-style-type: none"> • Record/ add/ change loan type, loan data etc. • Check historical data/ qualifications and rights of requesting employees • Record/ compute the details of each type of loan • Record property assessment, where loan is advanced • Check securities • Check fire and other insurance • Check loan status of each requested employee • Transfer loan information in text file/ Excel/ Word processing • Check, review employee loan on line • Generate various reporting format 	
323.	For death benefits, the system shall be able to: <ul style="list-style-type: none"> • Record employee personal data in order to review basic qualification for benefits • Record employees beneficiary and address, at least 5 beneficiaries • Compute to pay fund to deformed members or pass away member • Generate on line report in various formats 	

	<ul style="list-style-type: none"> Transfer benefit information in text file/ Excel/ Word processing 	
324.	<p>For medical benefits, the system shall be able to:</p> <ul style="list-style-type: none"> Check employee's option Check employees' rights Manage internal medical benefits that cover employees and their family/ dependants 	
325.	Able to track staff loans granted by the corporation	
326.	Able to maintain a history of all medical costs incurred for purposes of statistics and analysis. Data on medical costs, visits, sick leave taken shall be available on-line	
327.	Able to track medical benefits in details by employees' group	
	Training	
328.	Able to identify the required training (internal/external) for selected staff and maintain individual staff training information and training courses available	
329.	Able to store historical training record from the day employee is hired and should be date sensitive	
330.	Able to match up the position requirement and employee qualification. When the gap exists / occurs, system should automatically list the training course	
331.	<p>Able to provide function to check condition in training course, such as</p> <ul style="list-style-type: none"> Prohibit employee who apply the course that have already been trained Prohibit employee who apply for two or more courses at the same time 	
332.	Able to generate Training Need Analysis and succession plan report	
333.	Able to send nominations online via ESS	
334.	Able to link data from performance appraisal, promotion and transfer to trigger the suitable training course	
335.	Able to link training obtained with the PMS	
336.	Able to allow the line manager to view the historical training record, existing training course and able to book the training course	
337.	Able to inquire on training courses attended by staff	
338.	Able to provide feedback on training courses attended by staff	
339.	Able to inquire on training courses available for staff via an online training directory	
340.	<p>Able to capture comprehensive data on training courses attended by staff, but should not be limited to:</p> <ul style="list-style-type: none"> Date Place Instructor Training score etc 	
341.	Able to maintain course and instructor feedback from the participants	

342.	Able to capture and generate report on training cost by department, section, course etc	
343.	Able to print the following on line and be flexible to change, but not limited to: Name Label	
344.	Able to scan training documentation, instructor profile, instructor feedback and employees' certificate in HR system	
345.	Able to register for training course room on line	
346.	Able to check available course on line	
347.	Able to reserve facility for course training e.g. Projector	
348.	Able to print confirmation for registration from system	
349.	Able to compute facility rate per hour/ day/ month	
350.	Able to warn attendance in training course via workflow, e-mail, short message (mobile phone) before training date	
351.	Allow creation of user-defined reports without the need for technical skills	
352.	Facility to capture the training needs assessed by the employee during appraisal	
353.	Facility to view the trainings attended by an employee	
354.	Facility to generate list of employee who attended a particular training, designation wise, branch wise, location wise etc.	
355.	Facility to capture the training objective and response to the training in a training record in the employee database.	
356.	Facility to capture the feedback received from participants of the training	
357.	Ability to compile the feedback and record the overall rating of the training agency on a scale of 0-5	
358.	Ability to maintain the history of feedbacks of every training agency hired across locations	
359.	Ability to view the unspent budget for trainings and the details of expenses	
360.	Ability to generate training calendar with date and month of training, trainers, name / location of the training, level of employees included etc.	
361.	Ability to gather feedback from reporting Authority and Division head	
362.	Ability to send notifications related to training	
	Policy Management	
363.	Ability to access policy document on intranet	
364.	Ability to upload a new/modified policy on the centralized portal on intranet	
	Employee Welfare	
365.	Ability to receive medical reimbursement request on an online form for OPD/ Hospitalization/doctor consultation through self service system	
366.	Ability to view the amount due and amount exhausted by the employees in consolidated format	
367.	Visibility to employee of his own request status	

368.	Visibility to employee of the balance amounts for medical	
369.	OPD Limit and other relevant criteria to be set up and show up for regular and retired employees as per policy for medical re-imbursments incorporating changes to the policy whenever they are applicable	
370.	Employee forms for request to be designed as per STC forms.	
371.	Ability to generate reports on employee wise medical re-imbursments sanctioned and total medical cost on annual basis per employee.	
372.	Ability to capture list of all hospitals empanelled in the employee database and de-empanelled in the current year and for the last three years showing hospitals in various locations / region wise and be able to send approval.	
373.	Ability to generate to various forms through link to appropriate word processor.	
374.	Ability to check whether request for indoor treatment	
375.	Ability to print the request note capturing its status and request id	
376.	Ability to assign access rights to finance for updating the employee database after reimbursing	
377.	Ability to receive request for booking holiday home through self service system	
378.	Ability to generate consolidated report of bookings for each holiday home in a specified period	
379.	Ability to have a overview of the booking across branches or all the holiday home	
380.	Ability to deduct amount from salary according to no. of days of stay in holiday home	
381.	Ability to print the allotment letter	
382.	Ability to generate a report to details of request against holiday home wise	
383.	Ability to generate list of employees with different experience groups	
384.	Ability to set automatic alerts to initiate an employee welfare scheme process	
385.	Ability to capture all the information about awards or facilitations given to the employee	
386.	Ability to view the leave status for the assigned dates	
387.	Ability to generate an email alert after each stage of online approval or process hierarchies completed	
388.	Ability to receive grievances through intranet through a standard form, with a option to choose from sent it to vigilance / HR in a drop down list	
389.	Ability to automatically forward the HR related grievances to HR Division	
390.	Ability to classify grievances on set categories	
391.	Ability to capture anonymous grievances	
392.	Ability to add remarks for grievances	

393.	Ability to design a workflow for handling grievances	
394.	Ability to capture the status of the grievances	
	Exit Management	
395.	Facility to freeze the accounts of employee and access rights at the time of employee exit from the effective date of retirement / termination / resignation / VRS	
396.	Ability to capture all resignation and perform the appropriate calculations of benefits to be given to the employee based on STC resignation policy	
397.	Ability to notify the relevant divisional head or managers of the resignation	
398.	Ability to withhold payment of salary and other benefits depending on the conditions of resignation. Eg no due certificate, vigilance clearance	
399.	Ability to capture and monitor the position vacant for manpower planning	
400.	Ability to prorate payment of salary and other allowance given based on the resignation date	
401.	Ability to generate list of employees who are going to retire	
402.	Ability to generate alerts on periodic basis for starting the process of retirement	
403.	Ability to generate necessary letter or retirement memo	
404.	Ability to capture all retirement events	
405.	Ability to record and maintain list of personal data who apply for early retirement program	
406.	Maintenance of the employee record in case of Retirement/VRS, for recording the reimbursements paid to retired employees	
407.	Ability to capture the gratuity payment to the employee	
408.	Ability to generate a acceptance of resignation letter on the system via a word processing link	
409.	Ability to notify the relevant divisional head or managers of the retirement and effective date for the same	
	Self Service System	
410.	Ability to receive request from employees through self service for : - Training - Transfer - Holiday homes - Grievances - Medical - OPD, Doctor - Medical Hospitalization - PF withdrawal - Welfare advances - Leave	
411.	Ability to get online approvals as per workflows through approval engine for request received from employees	
412.	Ability to view the outstanding amount of claims at the self service system at the time of request for reimbursements	

413.	Ability to notify Finance of the requests received from the employee	
414.	Ability to generate a request number for the employee at the time of filling a request	
415.	Ability to view the status of the at the self service system	
416.	Ability to give HR division an access for requesting on behalf of the employee at the HR helpdesk	
417.	Ability to print the request forms	
418.	Ability to view & print pay slips through self service system	
419.	Ability to view self Leave records at self service system	
420.	Ability to modify personal/professional details by the employee, and an automatic notification to the HR division which can approve/reject the modification	
421.	Ability to view a centralized portal for policy documents	
422.	Ability to view the attendance record of oneself of previous day	
423.	Facility to employee for closing the grievance if the identity is disclosed while appealing	
424.	Ability to view the resources allocated to oneself	
425.	Able to allow employees to update their own personal data, address, telephone number, e-mail address and fax number etc.	
426.	ESS should be bilingual to support both English and Hindi	
	Effect Changes	
427.	Able to allow employees to update their own personal data, address, telephone number, e-mail address and fax number etc	
428.	The system security should be able to prevent users from viewing or changing other employees records or certain information contained in their own records	
429.	Ability to modify personal/professional details by the employee, and an automatic notification to the HR division which can approve/reject the modification	
	Apply for Services	
430.	Ability to print the request forms /Applications	
431.	Ability to generate a request number for the employee at the time of applying/ filling a request	
432.	Ability to notify Finance / HR of the requests received from the employee	
433.	Ability to get online approvals as per workflows through approval engine for request received from employees	
434.	Ability to give HR division an access for requesting on behalf of the employee at the HR helpdesk	
435.	Able to allow employees to apply for NOC	
436.	Able to allow employees to apply for NDC	
437.	Able to allow employees to apply for leave and check leave balance	
438.	Able to allow employees to apply for <ul style="list-style-type: none"> • LTC, • Loans 	

	<ul style="list-style-type: none"> • Festival / Welfare Advance • Housing accommodation, 	
439.	Ability to track status of application	
440.	Register for Training programmes	
441.	Workflow for GPF Advances and Withdrawal etc .	
442.	Able to allow employees to view their own master data (service book) via intranet/internet. Possible services are:	
443.	Medical Requests submissions for <ul style="list-style-type: none"> • OPD • Hospitalisation • Medical Bills for reimbursements 	
	View by Employees	
444.	<ul style="list-style-type: none"> • Service Book details • Leave Available and Leave Record • Attendance Record of previous three days • Access to following information by employees • Loans available and outstanding, if any • Rules about GPF Advances, Withdrawal • Check GPF Loan available and outstanding GPF loan, if any • Check audit objection entries outstanding against them • TA rules, LTC Rules, Transfer allowances etc • View training history 	
445.	View training history and inquire on training courses available	
446.	Flexible to change master data record by authorized person e.g. change education data, change department/ division	
447.	Integrate the personnel data to internal unit such as accounting	
448.	Able to send personnel data file to external unit such as government on deputation, fund manager and receive data from external unit to update the personnel data	
	Medical Requests submissions	
449.	<ul style="list-style-type: none"> • Medical - OPD, Doctor • Medical Hospitalization • Medical Bill submissions 	
	Submit Expenses Bills for Reimbursements	
450.	Ability to view the outstanding amount of reimbursement claims	
451.	Ability to view the amounts to be refunded by the employees against advances taken for travel and other expenses	
452.	Ability to view & print pay slips through self service system	
453.	Ability to view a centralized portal for policy documents	
	Employee Grievance	
454.	Facility to submit Grievance for redressal	
455.	Ability to view the track the grievance status	

14.5 Intranet Portal

S. No.	Functionality	Compliance Code
	Platforms supported by Portal	

1.	The proposed solution should be compatible on all the operating systems offered by the bidder in the proposed solution including client machines which are most likely window based system.	
	Multiple Authentication Mechanism Support:	
2.	Built – in Integral Support for multiple User Authentication mechanisms wherein User authentication is handled over an encrypted Secure Sockets Layer (SSL) channel between the client Web browser and the Portal Server’s authentication subsystem.	
3.	The Authentication Subsystem should provide support to proxy user authentication requests to existing authentication mechanisms, eliminating the need to populate and synchronize multiple authentication repositories.	
4.	The following authentication methods must be supported OUT OF THE BOX: <ul style="list-style-type: none"> • LDAP v3 • Login and password • NIS • RADIUS • X509 Digital Certificates 	
	Ability to Support Secure Remote Access On Demand:	
5.	Must be able to extend capability to support secure (encrypted) access to the portal over the Internet/Intranet through a secure remote access on-demand access to applications (Web and TCP/IP) without the need to add any client software on the desktops.	
6.	Should support a “Zero Client Footprint” wherein any application can be accessed by any device (via a Web Browser) without the installation of proprietary client side software.	
	Integrated Encryption Support:	
7.	Should support encryption that uses either the 40-bit or the 128-bit RC5 algorithm (symmetric algorithm).	
8.	The encryption mechanism should support sequence numbers, HMAC message authentication codes, and key exchange and rotation in order to strengthen the security.	
	Integrated Support for Portal Server Administration and Management Capabilities:	
9.	Should provide a Central Web Based Management Console to administer the portal, Identity Management Services and the Directory Services.	
10.	The Web Based Management console must be able to administer the following: <ul style="list-style-type: none"> • Adding/deleting users • Adding/deleting authentication mechanisms • Policies • Administering logs • Adding new services/applications • Multi-domain definition. • Delegated Administration 	

	<ul style="list-style-type: none"> LDAP schema mapping 	
11.	Should provide support to administer Portal, Identity & Directory services across multiple portals, which can result in saving of time, management and administrative costs.	
12.	Should provide the capability to associate access rules with restricted objects and users, groups, roles, and domains.	
13.	Should provide the capability to delegate Portal Administration to other users, Department Heads or users outside of the organization for hosted portals.	
14.	Should provide capabilities to enable community creation and management while enforcing policy and access control through a single management console.	
15.	Should provide policy and administration services across the portal with support to /for LDAP v3	
16.	Should enable cross-domain Web Based Single Sign On for Web Based Aggregated applications on the Portal.	
17.	Should provide Role Based Access Control.	
18.	Should be able to create, manage and delegate identities, policies and services and define & assign roles.	
19.	Should provide a single repository for storing and managing identity, policy and service information supporting LDAP v3	
20.	Should provide policy based content and access control	
21.	Should have integrated identity management that enables central user management, while enforcing policy, access control and providing single sign-on.	
22.	Must have both vertical administration and horizontal administration	
23.	Must have Administration Portlets for creating, updating, and managing the index.	
24.	Support for Virtual Portlets	
25.	Should support Portlet caching	
	Development and Deployment Features:	
26.	<p>Should have integral point and click wizards to aggregate the following types of content:</p> <ul style="list-style-type: none"> XML HTML RSS (Rich Site Summary) WSDL Java Server Pages (JSP) Java Servlet Serviced Components 	
27.	Should provide Java APIs or .Net to extend and access various portal services such as logging, authentication and presentation.	
28.	Should provide a standard deployment utility that enables developers to deploy a customized channel or portlet in a standard way to any portal server.	
29.	Should support dynamic deployment of Portlets, wherein new Portlets are instantly available to the end users without the need to reboot the server.	

30.	Must support the Java 2, Enterprise Edition (J2EE) platform	
31.	Must support JSR 168 Portlets framework specifications	
32.	Portlet must have several modes of display, which can be invoked by icons on the portlet title bar: view, help, edit and configure.	
	Integration Capabilities:	
33.	Should provide a complete set of integration services, including integration with Web Services, HTML & XML sources, and syndicated content – without modifying the underlying applications.	
34.	Should support the integration of existing applications through standard APIs with the Portal Server	
35.	Should have the ability to deliver integrated content, applications, and services through customizable channels or Portlets.	
36.	Must integrate out of the box with the proposed Server for the Messaging Solution.	
37.	Must have the capability to integrate with the proposed Messaging Server via a customized channel or portlet.	
38.	Should provide ability to extend capability to support delivery of content into mobile devices	
39.	Should support URL rewriting for protection of URLs when the internal applications are accessed from the internet web.	
40.	Should provide support for content from other sources to be published as a part of portal	
41.	Should provide WSRP (Web Services Remote Portlet)	
42.	Should support Inter-portlet communication	
	Personalization Features:	
43.	Must enable rule based portal personalization and customization	
44.	The portal solution should have easy to use interfaces for personalization, setting up templates and adding/maintaining users.	
45.	Should provide administrators the ability to "lockdown" channels/portlets for users so they cannot be deselected	
46.	Should provide administrators the ability to pre-configure default views based on the user's role, group, or domain.	
47.	Should provide Campaign management function	
48.	Should provide filtering, rules and recommendation engines that match user to the right content	
49.	Ability to pre-personalize portal according to the user's role and also allow personalization of features and colour/theme preferences links to web sites through menu options etc.	
50.	<p>Rules-based entitlements will control content by dynamically applying access policies based on the user's role or other attributes, the user can also: -</p> <ul style="list-style-type: none"> • Go to a single place for all content. • Preferences for a user will determine how the Portal looks and feels • Arrange the content and applications to make better sense of the information 	

	Search Capabilities:	
51.	Should provide a secure search engine that enables users to search for content and receive only those results that they are authorized to access (depending on their profile in the Directory).	
52.	The Portal search engine should be Web services enabled.	
53.	The built-in search engine should be able to search the portal's document repository, Portal Content Organizer as well as Website/Intranet content.	
54.	A User should be able to find relevant information from multiple sources with a single search, do parallel searches across data sources, and combine search results into consolidated lists of matching documents	
55.	Portal's indexer must support multi-word indexing for disambiguation and high precision.	
56.	Portal search service must search local documents as well as Internet content	
	Office Note Creation and Workflow	
57.	The system should build using robust Enterprise Document Management and Business Process Management as a platform and should comply with the Manual of Office Procedure (MOP), published by the Department of Administrative Reforms and Public Grievances (DARPG).	
58.	The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, color etc.	
59.	The system shall have a draft folder to save Office Notes that are created through in-built text editor.	
60.	Office Note in draft folder shall be available to the user for editing.	
61.	Using workflow feature of a system, user shall be able to route the Office Note for approval	
62.	Solution should have the Green Note sheet.	
63.	The system shall provide a facility to Add / Edit comment to a Note in a workflow.	
64.	All the comments shall be appended to the main content of the Note.	
65.	The system shall capture the signature of user working on a Note	
66.	The system shall capture complete Revision History of a Note at the top of the Note itself	
67.	The system shall have the facility to print the Note with Revision history at any point of time.	
68.	The system shall have a facility to 'approve' a Note through some actionable control.	
69.	The system shall provide an interface to search a and check the status of a Note in workflow	
70.	The system shall have a facility to securely archive the Note on approval / completion.	
71.	System should differentiate between Administrative general files (Subject Files) and Administrative specific files (Special Files)	
72.	System should support handling of both types of files	

73.	The system shall have a facility to create/open a new electronic subject file.	
74.	Subject File creation shall take at least File Number and File Subject as inputs.	
75.	The system shall have a facility to create both main as well as part file.	
76.	The system shall have a facility to save the file in the desired folder in the system.	
77.	The system shall also generate a Barcode number on successful creation of a file. This barcode can be pasted on a physical file for tracking, in case physical file is also used.	
78.	The system shall have facility to print barcode number of file at any point of time.	
79.	The system shall have facility to add documents in the File.	
80.	The system should have a facility to search a file on File number, file subject etc.	
81.	The system should have a index table of all created files	
82.	The system should have a provision to define searching attributes for each type of special file	
83.	The system should have a separate searching interface for each type of special file	
84.	The system shall replicate the Present file handling in the same manner as followed i.e. Electronic files shall give the same look and feel of Physical file	
85.	The system shall support the Whitehall view of the file.	
86.	The system shall have a facility to create/open a new electronic file.	
87.	The system shall have a facility to create both main as well as part file.	
88.	File creation shall take at least File Number and File Subject as an inputs.	
89.	The system shall have a facility to save the file in the desired location folder.	
90.	The system shall have facility to add documents in the File.	
91.	The system shall provide facility to view all letters/documents at the right hand side (RHS) of the folder with green note-sheet on left hand side	
92.	The system shall support browsing through the noting on the LHS to facilitate easy identification of any filed document.	
93.	The system shall provide facility to users to append their notes, which shall be automatically stamped with user name, date and time	
94.	The system shall provide facility to secure notes in File View	
95.	The system shall provide facility to users to link the notes to any document, file and previous notes, so that corresponding objects can be directly opened from the note view	
96.	The system shall provide facility to users to append notes in the same paragraph	

97.	The system shall provide security on notes so that Noting/comments once written, signed and forwarded shall not be amendable by any user including originator, however if a new note has not been written, the user shall be able to modify the latest note, which he is writing.	
98.	The system shall provide facility to take print out of the noting for filing in paper folder as record	
99.	The system shall provide a facility to add new documents in the file by calling native application like Word, Excel etc. from the same interface.	
100.	The system shall have a facility to create a paper profile of a document in the file, in case document is not available in electronic form.	
101.	Using workflow feature of a system, user shall be able to route the file.	
102.	The system shall provide a feature to recall a File from other user	
103.	The system shall provide an interface to search the status of a file in a workflow.	
104.	The system shall provide a facility to track a department where a File is pending.	
105.	The system shall support the case file management	
106.	File view shall provide facility to view all documents inside file, Noting / commenting, Edit file properties	
107.	The system shall provide a facility to track the files based on the workflow steps.	
108.	The system shall have provision to create e-forms and the movement of e-forms in the workflow.	
	Others	
109.	The portal shall provide password based access to all employees of STC. The portal is envisaged for the internal users of STC only.	
110.	The portal shall be used for disseminating information across STC	
111.	The portal shall have the ability for issuing circulars and notices to the entire organization/ select user groups.	
112.	The portal shall also have the capability to be accessed from outside the STC network through a secure means.	
113.	Ability to automate Internal admin process such as travel and conveyance requests.	
114.	Ability to provide access to / link to HR database on selective basis as per access levels.	
115.	Ability for an employee to view information related to personal information / send update requests through the web portal.	
116.	Ability for an employee to send request for updating of tax related information.	
117.	Ability to manage RTI related, audit related and vigilance related information sourcing through a process monitoring of requests	
118.	Ability to provide forms for annual submission of Property returns and other such internal mandatory submissions.	
119.	Ability to carry out internal surveys etc.	

120.	Ability to provide content towards e-learning / dissemination of information	
121.	Ability to publish business procedures and policies and subsequent amendments them on the web-portal which are accessible to all the Employees	
122.	Designation based access to information to be provided	
123.	Ability for employees to submits complaints grievances, feedback and vigilance clearance requests through the web portal	
124.	Ability to manage the complaint handling process	
125.	Ability to manage the grievance handling process	
126.	Ability to manage the vigilance clearance process	
127.	Ability to submit requests for issue of IT assets / submit technical complaints	
128.	Integration with backend systems to facilitate requests / access to information	
129.	Ability for employees to request for leave, claim expenses	
130.	Ability of employees to view information related to leave, expense claims, medical re-imburement etc and attendance and payroll related information.	
131.	Ability to request and display quarters and holiday home allotments.	
132.	Should be able to search and display contact details and other public information of STC employees.	
133.	Provide a tracking feature to monitor and record information about the location and movement of Physical Files.	
134.	Record information about movements including: <ul style="list-style-type: none"> • unique identifier of the file; • current location as well as a user-defined number of previous locations (locations should be user-defined); • date item sent/moved from location; • date item received at location (for transfers); and • user responsible for the move (where appropriate). 	
135.	Allow both physical and electronic documents to be managed in an integrated manner by integration with Document Management System and workflow.	
136.	Allow a file that is associated as a hybrid with an electronic file to use the same title and numerical reference code, but with an added indication that it is a hybrid physical file.	
137.	Allow a different metadata element set to be configured for physical and electronic files; Physical File metadata must include information on the physical location of the file.	
138.	Support tracking of physical files by the provision of request, manual in and out facilities that reflect the current location of the item concerned.	
139.	Should have support for integrating with other tracking systems to automate the data entry for tracking the movement of such non-electronic records.	
140.	Ability to generate various tracking reports	

14.6 Document Management System and Workflow

Document management solution is required to store and access electronic documents and/or images of paper documents; provide storage, versioning, metadata, security, as well as indexing and retrieval capabilities.

Document management systems comprising tools, technologies and applications will be used to capture, store, manage, preserve and deliver content to user segments. The electronic documents created and generated will be used for various purposes. The broad system functionalities and essential features required to meet STC needs are given below:

- i. Capture: scanning/upload of content, e-Forms submission
- ii. Storage: adequate storage space so that users can add documents as per their requirement.
- iii. Easy Additions: Adding a new Document should be easy and trouble free so that user can upload the document file at ease.
- iv. Managed Filing: Document filing system can be maintained hierarchy like normal disk based file systems and also associate documents
- v. Fast Retrieval: User should be able to search for any document that has been uploaded by name with Full Text Search of inside any kind of document. Automated Retrieval should also available by popular XML formats like RSS for every Tag.
- vi. Security: Each document must be protected by a granular security system,-all Documents must be protected against theft, loss and tampering.
- vii. Distribution: The documents must be available in internal and external portal, depending upon corporate policy, to any user who has access right to it. It should also be possible easily click-to-distribute documents to select users, user group.
- viii. Version Management: Automatic Revision control system must be in place that maintains versions automatically, every time a document is updated. All prior revisions should also be always available
- ix. Retention: The facility of purging prior revisions and permanently deleting stored documents should also be available to user to protect security of sensitive documents.
- x. File Collaboration: It should be possible to collaborate on any kind of document that is stored within using ad-hoc Workflows of Collaboration.
- xi. Workflow and Electronic File Movement: movement of content in defined business process

Workflow Management System should also work independently and should be able to integrate with other systems like document management systems, databases, e-mail, etc.

WMS should have a Visual business process editor to help define, manage, control and coordinate different activities associated with various business processes. The execution of activities in the process flow are pre-defined in WMS system and this enables transparency in planning and control of every aspect of an enterprise, especially where users work together and share information.

S. No.	Functionality	Compliance Code
	System Architecture	

1.	Should have the functionality of the distributed repository (object stores) to manage objects - documents, directories and special facilities.	
2.	Should support integration with systems for data storage and content including WORM etc.	
3.	Should have a central repository for storing all kinds of content and functionality must have access to the repository via a web user interface.	
4.	Should have the functionality of the distributed storage of content in memory to accelerate access.	
5.	Should be flexible and object-oriented data model.	
6.	Should have the functionality of version management for objects that are organized and stored in the content management repository.	
7.	Should have the functionality of managing relationships between related objects that are stored in the repository.	
8.	Should have a graphical user interface to manage and configure events that can trigger business processes.	
9.	Should have the functionality of the automatic classification of XML content.	
10.	Must have the functionality of the rendering of various types and formats of content in PDF, HTML and other formats.	
11.	Should have the functionality of a document lifecycle management.	
12.	Should have the functionality to create customized searches through a graphical user interface. Also should support the full-text search by content.	
13.	Should have the functionality to define authorization for access to facilities to the level of object attribute values.	
14.	Should have the functionality of logging of events for the content and processes.	
15.	Should have the functionality of XML-based import and export.	
16.	Should have the functionality for managing business processes that is based on the server architecture.	
17.	Should have the functionality of individual and group work management tasks.	
18.	Should have the functionality of BPEL/BPEL4S - consistent with the orchestration process.	
19.	Should have the functionality of inheritance for definition of business processes.	
20.	Should have the functionality of the detection limits for processing tasks, and depending on the deadline, must be able to make exceptions to the process - send notification to the user, run an extra process if required	
21.	Should have the functionality to define the limits and timers for individual tasks, group tasks, and the whole process.	
22.	Should have the functionality of integration with other information systems by using web services.	

23.	Should have interfaces for integration with the system for managing business rules.	
24.	Should have the functionality of import and export configuration.	
25.	Must have a functional organization of business processes in a subfolder.	
26.	Must be able to monitor business processes in real time and the option of reporting the key Milestones.	
27.	Should have a capability for process simulation.	
28.	Should have the functionality of managing e-forms with PKI	
29.	Should support distribution to multiple servers.	
30.	Must support high availability configuration and disaster recovery configurations.	
31.	Should provide authentication services using directory services by industry standards.	
32.	Must support the localization of the user interface.	
33.	Should support the DITA (Darwin Information Typing The Architecture) XML-based architecture for creating and rendering content.	
	Administration	
34.	Should have a graphical user interface for the administration user interface.	
35.	Should have a graphical user interface for administration of business processes.	
36.	Should have a graphical user interface for administration modules for content management.	
37.	Should support the generation of reports using 3 rd party tools to generate reports that are compatible with the database.	
38.	Must have the functionality to update security policies, while the system is used (real time).	
39.	Should have the functionality of monitoring systems in real time.	
	Security	
40.	Must support authentication using industry standards.	
41.	Should support the SSO (Single Sign On).	
42.	Must have the functionality to deny access to documents and folders based on user names or belonging to a group of users.	
43.	Should have the functionality to define the security rights at the document using access control lists for each object.	
44.	Should have the functionality to define the security rights at the directory by using access control lists for each object.	
45.	Should provide an explicit exclusion of users and / or groups with access to the list of required documents and / or directory.	
46.	Must allow access to documents only through the application interface.	
47.	Should have the functionality of the control of security policy document with regard to the version of the document.	
48.	Must have the ability to administer users directly in LDAP and not rely on periodic batch import in the system.	
49.	Should have the functionality for user authentication using SSL	

	(Secure Sockets Layer) encryption.	
	Data Storage	
50.	Must have the functionality that the content stored in their original file format.	
51.	Should enable access to content without having to be the physical location of content on the site from which you access the content.	
52.	Should enable the storage of content in various formats including text files, spread sheet files, videos, audios, binary and others.	
53.	Must support a variety of systems to store content, including file systems, databases and archive systems.	
	Version Management	
54.	Must support version control - major and minor versions must be supported.	
55.	Must automatically generate the next available version.	
56.	Must provide access to all versions of the document.	
57.	Should support check in / checkout of the version controlled document.	
58.	Should not allow more than one user at the same time to check out the same document.	
59.	Should have functionality that allows "read only" access to the document which is in the check-out.	
	Manage Metadata	
60.	Should have the functionality of storing metadata on documents and directories.	
61.	Should have the functionality to create user metadata.	
62.	Should support multiple types of metadata.	
63.	Should support a class hierarchy that supports inheritance.	
64.	Should support metadata that can have multiple values.	
65.	Should support the object metadata, for example, document metadata can be a document or folder.	
66.	Should support the functionality to create your own classes that allow defining the object as an "object".	
67.	Should support the functionality to define a default attribute value	
68.	Should automatically assign a unique global identification number of the document.	
69.	Should have the functionality to monitor content that is not physically stored in the system.	
70.	Should be supported by documents with more content. A document with more content has an identification number but has more than one electronic document.	
	Search	
71.	Should have the functionality of search content including full-text search by content.	
72.	Should support the search of objects according to attribute values	
73.	Should have the functionality to index the multiple versions of a document for the "full text" search.	
74.	Should have the functionality to automatically index the document	

	after check in for purposes of "full text" searches.	
75.	Should have the functionality to crawl the content attribute for the "full text" indexing.	
76.	Should take the form of a search with a predefined criteria, should also have the functionality to search results displayed as a list.	
77.	Should have the functionality to search by system attributes.	
78.	Applications should have templates for search that allows the user to pre define search criteria.	
79.	Should support Boolean operators AND, OR and NOT to define the search criteria.	
80.	Should limit the search results according to security rights that users have.	
81.	Should support the following search operators: Equal, Not Equal, Greater Than, Less Than, Greater or Equal, Less or Equal, Like, Not Like, Is Null, Null and Is Not.	
82.	Should allow the user to choose which attributes to display the document in the list that displays search results.	
83.	Should have the functionality of a combined "full text" and search by attributes.	
84.	Should support the search for multiple words and phrases.	
85.	Should support the search, which excludes the contents of documents that have the specified word / phrase.	
86.	Should support the search for words that are next to each other.	
87.	Should support the search for words that are in the same sentence / paragraph.	
88.	Should support one or more search words in HTML or XML files.	
89.	Should have ability to sort on Search results	
90.	Should have ability to page search results	
91.	Should have ability to customize look and feel of search results without code	
92.	Should have ability to save search results	
93.	Should have ability to directly check out a document from search results	
	Directory Management	
94.	Should have the functionality to organize the multi-level directory under the directory.	
95.	Should have the functionality to ban from the directory belonging to user groups.	
96.	Should have the functionality of the document can be saved in more than one directory.	
97.	Should support the storage of documents in the directory and store directories of the directory.	
	Integration	
98.	Should have an XML Web Services API.	
99.	Web Services API should have the functionality to multiple objects (and their contents) can be downloaded in one operation, and also that multiple updates can be done in one pass.	

100	Web Services API should have the functionality that each request is independent of each other so that they can distribute load among multiple servers.	
101	Web Services API should have the functionality of replication on multiple servers so that client requests can be directed to different instances of web services.	
102	Should have industry standard APIs.	
103	Should have a (Web Distributed Authoring and Versioning) WebDAV service.	
104	Should have the functionality to integrate with other corporate systems	
	Business Process management	
105	Should have the functionality of the design, implementation, simulation, optimization and re-deployment of business processes.	
106	Should have the functionality of public mailboxes allocation and management of group work tasks.	
107	Should have the functionality of the private boxes for the award and manage individual work tasks.	
108	Should be supported to carry out simple (review, approve) the business processes.	
109	The graphical user interface should have the option to interface for analyst's business process (easy) and designers of business processes (with the functionality to implement).	
110	Should have the functionality to escalation and prioritization of tasks.	
111	Should have the functionality to automate tasks.	
112	Should have the functionality of tracking the status of active tasks and files.	
113	Should have the functionality to store all user actions undertaken in processing tasks (audit trail).	
114	Should have the functionality to view statistical reports on work assignments.	
115	Should be able to react to system events such as timers or entering a new document in the system.	
116	Should have the possibility of conditional branching in business processes.	
117	Should have a graphical interface for modelling business processes.	
118	Should have support for modelling and simulation of business processes by using thin clients.	
119	Should have functionality to reuse the defined process clause or sub-process.	
120	Should have the functionality to allow end users to design processes without the need for programming.	
121	Should have the functionality to view the mailbox with working tasks to carry out specific user (Inbox) or groups of users (Queue).	
122	Should ensure that tasks can be seen only by those users /	

	groups who do have security rights.	
123	Should have the functionality so users can view all active processes that he started.	
124	Should allow users to view documents and / or directories that are attached to the process.	
125	Should allow users to make check in / out documents that were attached to the process.	
126	Should provide an overview and update fields that are defined for the task.	
127	Should have the functionality for end-user displays instructions on how to perform a specific task.	
128	Should have the functionality that the user can see which are the key point to be reached in a particular process.	
129	Should have the functionality that users can work on assignments from the public to switch to a private compartment tray.	
130	Should have the functionality for adding and changing participants of the process until the process is active.	
131	Simulator should support the use of real data stored in the database for the analysis process, should also support the simulated data or data that defines the user.	
132	WEB 2.0 user interfaces should have the functionality of the automatic linking of independent components of the user interface.	
	Document Workflows	
133	Should have a parallel routing functionality in business processes.	
134	Should support for simple single step workflows for review and approval.	
135	Should have ability to associate workflows with different Document Types	
136	Should have ability to obtain collective review feedback on a document from multiple reviewers.	
137	Should have ability to trigger a document workflow manually or automatically (for example upon upload or edit).	
138	Should provide support for recording and displaying Workflow History	
139	Should provide support for assigning, viewing tasks and alerting users on tasks	
140	Should provide support for common workflow actions such as sending e-mail notifications, copying, moving documents, conditional branching and looping of actions, and others as per CCI requirement	
141	Should have functionality to automatically trigger workflows from office clients without any configurations	
142	Should have support for Work Queues and task prioritisations	
143	Should have the functionality to hold the events in the process for synchronizing with the activities of the external systems.	
144	Should support the design and organization processes with sub-processes.	

145	Should support multiple document attachments in the process.	
146	Should support multiple attachments folder in the process.	
147	Should have procedural points that have the functionality for content management.	
148	Should have poured process that can access and update data in the database.	
149	Should have support for manual and automated processing point.	
150	Should have the functionality to route tasks to multiple users and systems simultaneously.	
151	Should have the functionality for processing tasks to the next step in the business process.	
152	Should have a tool to monitor who and what is done in a particular item of business processes and when the task completed.	
153	Should have the functionality that allows messages from external systems can run the business process.	
154	Should have the functionality that enables business process to change at any time without affecting the operation of end users.	
155	Should have the functionality for systematic version control of processes.	
156	Should support the ballot (voting) more users to make decisions that affect the routing process.	
157	Should have the functionality to send e-mail alert users to predefined events: reminders of deadlines, exceptions in the process, reaching a critical point (milestone)	
158	Should have the built-in support for digital signature at Approval Step.	
	Content Management	
159	Should have a thin client for end users to access functionality for managing content and business processes.	
160	Should be able to view multiple portlets with different functionalities that can be customized to meet customer needs.	
161	Should allow users to select multiple documents and work on them simultaneously.	
162	Should allow users to perform check in / out.	
163	Should allow users to declare the record automatically when you add content that you create a check-in.	
164	Should allow users to cancel the check-out.	
165	Should have the functionality to display a list of documents that are in check out the status of a specific user.	
166	Should have the functionality to create links to other objects.	
167	Should allow users to declare the contents as a record.	
168	Should allow users to designate specific versions of content as a record.	
169	Should have the functionality to: delete the content, delete versions, degrading version, download content, store content in a directory, to promote version, published in PDF or HTML format.	
170	Should have the functionality to record changes in the content	

	without promotion to a higher version - check-in.	
171	Should have functionality that end users can send documents to system via e-mail.	
172	Should have functionality that allows users to move documents from one folder to another.	
173	Should provide a simple graphical user interface that allows users to change the security attributes of the documents or folders.	
174	Should allow end users to check out documents that are copied to the workstation or network drive.	
175	Should have functionality that will allow users to send e-mail in which the attachment links (link) to the document.	
176	Should have the functionality to run a business process for the selected document or folder.	
177	Should have functionality that allows end users to define the screens and options that you see when you add or do check in the document.	
178	Should allow users to view each version of the document.	
179	Should allow to display list of documents in a thin client with status indicator that shows if the document is checked-out or not	
180	Should allow end users to see information about who made the check out the document.	
181	Should allow end users to update the attributes of any version of the document.	
182	Should have the functionality to display the reference list with links to facilities (favourites) that users are held for their own purposes.	
183	Should have a Web Application Toolkit, which has functionality that allows you to customize, reuse existing modules and develop new Web applications.	
184	Should have integration Application Toolkit with APIs that enable integration with other client applications.	
185	Should have functionality that administrators can allow users to allow or restrict access to functionality and views with regard to their role.	
186	Should have a functionality that will list only those documents / folders that the user has adequate security rights.	
187	Should have the functionality to list all the directories in which there is a specific document.	
188	Should have the functionality to enable users to check in / out all the documents in a folder in one operation.	
189	Should have the functionality to enable users to cancel check out all the documents in a folder in one operation.	
190	Should allow sorting of content by clicking on the column headings.	
	Viewer	
191	Should have a picture viewer.	
192	Image Viewer should support annotations, including: highlighting, text, lines, arrows and seal.	
193	Image Viewer should allow viewing of documents with or without	

	annotation.	
194	The browser should support the rotating of pictures (Clockwise / Anti-Clockwise).	
195	Browser should support display thumbnails (thumbnail view).	
196	Your browser should have the functionality that the annotation implements security policies so that only authorized individuals can view, modify or delete.	
197	Should also have the functionality of Zoom-in or Zoom-out	
198	Should have the functionality to drag and drop for listing the contents of the directory and move between directories.	
	e-forms/Electronic Forms/Webforms	
199	Tools for designing e-forms should not require programming for the replication of paper forms into online HTML forms.	
200	Application forms will be templates and data stored separately.	
201	E-forms should have the functionality so that users can use a graphical interface for processing tasks.	
202	E-forms should have functionality that allows users to create and search external databases.	
203	Should support data validation	
204	e-Form should be HTML based without having to install additional third party applications or plug-ins.	
205	E-forms should be stored in XML format.	
	Coverage Paper Scanning	
206	Scanning system should have the functionality of scanning thousands of pages of documents in a day.	
207	Scanning System must support scanning, indexing and storage of scanned documents in a group (batch) or individually.	
208	Scanning system should have the functionality of saving scanned images in the repository.	
209	Scanning System should have functionality that supports scanning, indexing and storing at the same time on multiple workstations.	
210	Scanning System should have functionality to improve image: black border removal, Deskew, deshade, despeckle, destreak, line removal, character reconstruction, edge enhancement and image filters for character smoothing, thickening, and thinning.	
211	Scanning System should have functionality that allows verification of image quality control of scanned documents.	
212	Scanning system should have the functionality to identify and remove blank pages.	
213	Scanning System should have functionality for creating procedural steps that must be completed before the document is saved in repository.	
214	Scanning system should have the functionality of barcode recognition for automated indexing of documents.	
215	Scanning system should have the functionality of reading data from scanned images using technologies like OCR (Optical Character Recognition) / ICR (Intelligent Character Reader).	

216	Scanning System should have functionality that allows indexing to be done on multiple workstations.	
217	Scanning system should support the patch code recognition for the separation documents.	

14.7 Management Information System: Reports Requirements

The following reports, but not limited to, shall be generated in the system for different divisions and offices:

S. No.	Division	Report
1.	Administration & Establishment	Medical Claim report employee wise - for OPD expenses (for retired/working employees)
2.	Administration & Establishment	Medical Claim report employee wise - for hospitalization expenses(for retired/working employees)
3.	Administration & Establishment	Employee wise tax calculation report
4.	Administration & Establishment	Arrear calculation report
5.	Administration & Establishment	Gratuity report - gratuity liability of the year
6.	Administration & Establishment	Comparative statement of investments
7.	Administration & Establishment	List of all investment agencies
8.	Administration & Establishment	Investment Status Report (detailed) - containing details of all investments like amount invested, start and end date, interest already received etc.
9.	Administration & Establishment	List of advances to employees
10.	Administration & Establishment	Employee Wise PF Statement
11.	Administration & Establishment	PF report (monthly) - mentioning the amount to be transferred to PF trust (detailed and in summary)
12.	Administration & Establishment	PF report sent to RPF Commissioner
13.	Administration & Establishment	Summary of branch CPF transactions
14.	Administration & Establishment	Payroll Register - Employee wise salary details (for the year)
15.	Administration & Establishment	Paybill Report
16.	Administration & Establishment	Percentage of transactions in which payment vouchers for salary are passed after 1st of each month
17.	Administration & Establishment	Reimbursements to a particular employee
18.	Administration & Establishment	Statement of loans & advances to employees (including original amount, interest accrued, payment received and

		amount due)
19.	Administration & Establishment	Salary Tax Sheet
20.	Administration & Establishment	Loan Register
21.	Administration & Establishment	Salary Register
22.	Administration & Establishment	Medical Reimbursements
23.	Administration & Establishment	Interest Accrued
24.	Administration & Establishment	CPF Schedule
25.	Administration & Establishment	Pension Schedule
26.	Administration & Establishment	Income Tax Schedule
27.	Administration & Establishment	Service Tax Schedule
28.	Administration & Establishment	RCF Schedule
29.	Associate Finance	All accounting entries pertaining to a particular asset
30.	Associate Finance	Fixed Assets Register (complying with Indian Tax Depreciation Act)
31.	Associate Finance	List of all assets (category and location wise) with assets balances
32.	Associate Finance	Inventory related entries for a specific trade
33.	Associate Finance	Stock Report - List of all STC's stock trade code wise (in value)
34.	Associate Finance	LC register (containing all LCs opened/ received by STC)
35.	Associate Finance	Received LC status report - List of LCs received with negotiation date in next 15 days
36.	Associate Finance	Report on LC matured and not negotiated
37.	Associate Finance	List of advances given to vendors with status
38.	Associate Finance	Overdue vendor's payment report - (list of all pending bills received and amount due on them vendor wise)
39.	Associate Finance	List of all vendors
40.	Associate Finance	On time payment report - containing the no. of payment transactions which are executed on or before due date vs. total payment transactions (including those overdue)
41.	Associate Finance	Report containing percentage of trade with payments on or before the due date
42.	Associate	Vendor Payment (all payments to a specific vendor and

	Finance	associated detail) in foreign currency and in INR
43.	Associate Finance	Vendors' Aging Report
44.	Associate Finance	Customer Receipts (all receipts from a specific customer and associated detail) - in foreign currency and in INR
45.	Associate Finance	Debtors' Aging Report branch/ location wise - Overdue debtors (calculated from due date)
46.	Associate Finance	Debtors' Aging Report item wise - Overdue debtors (calculated from due date)
47.	Associate Finance	Debtors' Aging Report party wise - Overdue debtors (calculated from due date)
48.	Associate Finance	Debtors' Report branch/ location wise - All debtors (calculated from invoice date)
49.	Associate Finance	Debtors' Report item wise - All debtors (calculated from invoice date)
50.	Associate Finance	Debtors' Report party wise - All debtors (calculated from invoice date)
51.	Associate Finance	Invoice Register (customer wise)
52.	Associate Finance	Statement of advances from customers trade wise
53.	Associate Finance	List of all customers
54.	Associate Finance	Sales figure and sales growth item wise
55.	Associate Finance	Sales report party wise
56.	Associate Finance	Bad debt report
57.	Associate Finance	Service tax return report - ST-3
58.	Associate Finance	Service tax register
59.	Associate Finance	Input service details
60.	Associate Finance	Accounting entries pertaining to a particular trade code
61.	Associate Finance	Statement of utilization of funds trade wise
62.	Associate Finance	Statement of advances recoverable (trade wise)
63.	Associate Finance	List of all parties associated with a particular trade
64.	Associate Finance	Party account reconciliation statement (in foreign currency)
65.	Associate Finance	Party account reconciliation statement (in INR)
66.	Associate Finance	Party wise performance report

67.	Associate Finance	Profitability report(Item wise/Division wise/Trade/wise)
68.	Associate Finance	Report on loss in trade (trade wise)
69.	Associate Finance	Report on penal interest charges paid by STC trade wise
70.	Associate Finance	Report on unsecured trade (containing cash already used by STC in a trade, receivables standing and amount of security (pledged stock) with STC)
71.	Associate Finance	Trade Summary (all invoices, bills, notes etc. opened and their status)
72.	Associate Finance	Trade wise sanctioned exposure and actual disbursement
73.	Associate Finance	Stock Report - List of all pledged stock trade code wise (in value)
74.	Associate Finance	Performance Report
75.	Associate Finance	Statement of claims recoverable
76.	Associate Finance	Statement showing particulars of claims rejected
77.	Banking & Investment	Bank reconciliation statement
78.	Banking & Investment	Cash book
79.	Banking & Investment	Cash Flow Analysis Report
80.	Banking & Investment	List of un-reconciled entries (on bank reconciliation)
81.	Banking & Investment	Statement of funds transferred branch wise (from branches bank a/c to SBI CAG a/c on daily basis)
82.	Banking & Investment	List of banks and the total credit (LC) limits, limits used and limits available with various bank along with the list of LCs which are utilizing the limits
83.	Banking & Investment	Open LC status report - List of LCs due for payment within next 15 days
84.	Banking & Investment	Report on LC overdue and not yet paid
85.	Banking & Investment	EFT report (to be sent to bank for transferring money in respective accounts)
86.	Banking & Investment	Bill Payment Schedule
87.	Banking & Investment	Invoice Receipt Schedule
88.	Banking & Investment	Cheque Issue and Delivery report
89.	Central Accounts	Accounts of individual branch/CO(Monthly/Quarterly/Annually)
90.	Central Accounts	Balance Sheet (Individual branch/CO/Consolidated)

91.	Central Accounts	Cash Flow Statement
92.	Central Accounts	Journal Entry detail report
93.	Central Accounts	Ledger detail report (for each ledger account)
94.	Central Accounts	Profit & Loss statement(Individual branch/CO/Consolidated)
95.	Central Accounts	Trial Balance(Individual branch/CO/Consolidated)
96.	Central Accounts	Consolidated Accounts(Individual branch/CO/Consolidated)
97.	Central Accounts	Notes forming parts of accounts
98.	Central Accounts	Statement of loans recoverable
99.	Central Accounts	Statement of overheads
100.	Central Accounts	Financial Analysis report - containing the parameters: 1) Bad debts as percentage of profit 2) Overdue debts as percentage of revenue 3) Gross Margin 4) Gross Sales 5) Gross Margin/ turnover 6) Added Value/ turnover 7) Overheads/ turnover
101.	Central Accounts	Report on - 1) Cost of funds 2) Utilization of Funds
102.	Central Accounts	Expense Report (Branch wise)
103.	Central Accounts	Expense Report - category wise - Division wise - employee wise
104.	Central Accounts	TDS report
105.	Central Accounts	TDS return report
106.	Central Accounts	Sales Tax report
107.	Central Accounts	VAT return report
108.	Central Accounts	HOR reconciliation statement
109.	Central Accounts	List of un-reconciled entries destination branch wise(on HOR reconciliation)
110.	Central Accounts	List of pending Transfer memos with a particular destination branch
111.	Central Accounts	List of transfer memos
112.	Central Accounts, Associate Finance	Actual vs Budget(Individual branch/CO/Consolidated)
113.	GAD Finance	Report of quotations received from suppliers for a procurement
114.	GAD Finance	Report of bills received from suppliers in the last month
115.	GAD Finance	List of tenders published in the last year
116.	GAD Finance	List of items stored in the storehouse/ godown
117.	GAD Finance	List of purchase request received in last month
118.	GAD Finance	List of service orders received in the last month
119.	GAD Finance	Physical verification Variance report to identify any difference between the master-listing and the counted assets
120.	GAD Finance	Asset disposal report - physical verification

121.	GAD Finance	Capital assets report
122.	GAD Finance	Report on loss incurred due to theft/loss of assets
123.	GAD Finance	List of water/electricity/rent bills pending from tenants
124.	GAD Finance	List of previous payments made by tenants
125.	GAD Finance	Report of rent agreements of STC with tenants - with details like date of expiry of agreement
126.	GAD Finance	Report on date of issue of invoice & date of receipt of rent/bill from a tenant
127.	GAD Finance	Report of all complaints (IT, civil, electrical, etc) received during the month along with their status
128.	GAD Finance	Reports of complaints (IT, civil, electrical, etc) received during the past year and time taken to resolve them
129.	GAD Finance	Report on stationery expenses on each division
130.	GAD Finance	Report of expense incurred on post/courier - division wise
131.	GAD Finance	Report on usage of staff cars by division/ employee per month
132.	GAD Finance	Report on amount spent on fuel for each car per month
133.	GAD Finance	Report on Taxi usage by division per year
134.	GAD Finance	Monthly Petro Card Statement
135.	GAD Finance	Maintenance cost incurred on each car per year
136.	GAD Finance	Report on expense incurred on foreign trips taken by employees every year - division wise
137.	HR Division	List of employees all employees (division wise/location wise/HOD wise/Designation wise)
138.	HR Division	Eligibility list for confirmation
139.	HR Division	Eligibility list for promotion (vacancy based)
140.	HR Division	List of employees due for promotion (time based)
141.	HR Division	Eligibility list for increments
142.	HR Division	List of employees promoted
143.	HR Division	List of employees confirmed
144.	HR Division	List of trainings held in specific time period
145.	HR Division	No. Of days each holiday home was occupied in a specified time period
146.	HR Division	Attendance report of specific time period (division wise/location wise/HOD wise/Designation wise)
147.	HR Division	Reimbursement of Medical of employees wise, designation wise, division wise and organization
148.	HR Division	List of eligibility report for long service/service reports
149.	HR Division	List of disciplinary action with status
150.	HR Division	List of employee retiring in a specific time period
151.	HR Division	Quota rooster report (cadre wise and designation wise report)
152.	HR Division	Monthly list of disciplinary actions
153.	HR Division	Location wise employee list
154.	HR Division	Division wise employee list
155.	HR Division	List of employees designation wise
156.	HR Division	List of employees who got increment in a specified time period

157.	HR Division	List of employee who attended any training program - in specific time period - in a particular training
158.	HR Division	List of ratings of past three years ACR's
159.	HR Division	List of Salary paid to employees of a specific time period, location wise, division wise
160.	HR Division	List of employees and amount received as EMI against loans
161.	HR Division	List of Loans approved in specific time period
162.	HR Division	List of advances and receivables from employees
163.	HR Division	List of transfers in a specific time period
164.	HR Division	Report on leave entitlements employee wise
165.	HR Division	List of employees whose basic pay got revised in a specified time period
166.	HR Division	List of pending requests for medical, holiday home, Leave, hospitalization and loans
167.	HR Division	List of approved requests for medical, holiday home, Leave, hospitalization and loans
168.	HR Division	List of rejected requests for medical, holiday home, Leave hospitalization and loans
169.	HR Division	List of employee who opted for VRS
170.	HR Division	List of employees who retired in specific time period
171.	HR Division	List of employees who were recruited in specific time period
172.	HR Division	List of long service awards given in specified time period
173.	HR Division	List of service awards given in specified time period
174.	HR Division	List of outstanding EMI's against loans
175.	HR Division	List of employees who claimed welfare loans in a specified time period
176.	HR Division	List of training agencies hired in a specified time period
177.	HR Division	Status report of ACR completion
178.	HR Division	List of employees who cleared proficiency tests in a specified time period
179.	HR Division	List of allotments approved of a specified holiday home in a specified time period
180.	HR Division	Employee wise leave arrears report
181.	HR Division	List of campuses from where recruitment was held
182.	HR Division	Employee Anniversaries and Birthday Detail - by Organization Hierarchy
183.	HR Division	Employee Anniversaries and Birthday Detail - by occurrence
184.	HR Division	Employee Salary Change Detail - by Gender
185.	HR Division	Employee Salary Change Detail - by division
186.	HR Division	Employee Salary Change Detail - by employee name
187.	HR Division	Employee Salary Change Detail - by Years of Service
188.	HR Division	Employee Salary Change Detail - Summary
189.	HR Division	Consolidated report of feedback of training
190.	HR Division	Ratings of various training agencies
191.	HR Division	Results of proficiency tests
192.	HR Division	Report of expenses of training
193.	HR Division	Report of recruitment expenses

194.	HR Division	Report of all HR expenses
195.	HR Division	List of empanelled hotels
196.	HR Division	List of empanelled hospitals
197.	Vigilance	List of vigilance forms submitted in the past year by employees - division wise/ employee wise/ form type wise
198.	Vigilance	List of vigilance forms rejected along with the reason for rejection
199.	Vigilance	Vigilance - Preliminary Enquiry Report
200.	Vigilance	List of vigilance complaints received against an employee
201.	Vigilance	List of open vigilance complaints - status wise
202.	Vigilance	List of vigilance complaints: - passed on to CBI - passed to concerned administrative authority for appropriate action on the ground that no vigilance angle is involved;
203.	Vigilance	Monthly Reports in r/o RDA cases
204.	Vigilance	Monthly Report regarding implementation of CVC'c 2 nd stage advice
205.	Vigilance	Monthly report of CVO
206.	Vigilance	Monthly Report regarding anti-corruption and vigilance cases
207.	Vigilance	Information regarding narrative summary/ result of quarterly review
208.	Vigilance	Implementation of 20 point programme – quarterly progress report on redressal of public grievances

15. Non-Functional Requirements

The bidder must respond to each specification in the excel sheet (Non-Functional Requirements) available on STC website (<http://stc.gov.in/downloads/rfp-for-implementation-support-of-ict-applications.aspx>) and also enclose a printout of the same as part of the Technical Bid.

The code to be used for providing Bidder responses in the column "Compliance Code" for the non-functional requirements is provided below:

- A : Functionality available
- C : Available with modification/workaround
- NA : Functionality not available;

Please note that the response is to be entered under "Compliance Code" column. Bidders will have to only fill one column ("Compliance Code").

Please also note that the serial no. and format of response should be exactly similar to that given in Section below.

S. No.	System features	Compliance Code
	Security and Audit trails	
1.	Two level User authentication: Validating User Name and Password;	
2.	System should be configurable to create various types of users. This would warrant need for User-Wise Menu and separate screen for Read/Write permission changes.	
3.	Facility for generating & sending electronic requests to the different users informing them about tasks to be performed.	
4.	Facility for maintaining the records of all the changes made to the loan application at different stages of its processing.	
5.	All reports generated by the software system should be generated in the format so that it can be easily printable on the standard printers.	
6.	Comprehensive help system allowing help at the Procedural level, Field level and Screen level to better serve the end user in their day to day activities.	
7.	Ability to allow the company to structure field level access mechanisms based on user roles, loan progress and more.	
8.	Limiting access to specific fields or entire screens	
9.	Assign users to roles and then define what each role can or cannot see, as well as which fields can be edited and which are read-only.	
	Product Capabilities	

10.	The solution offered shall be uni-code compliant	
11.	The solution offered should be Service Oriented Architecture compliant	
12.	The solution shall support N-tier and Internet architecture	
13.	Should support application and database clustering and load balancing	
14.	The Solution shall provide an application architecture which 'can' be integrated with third party / using the built-in middleware technology	
15.	Workflow including approval with thresholds shall be an integral part of the solution and shall interface with email systems supporting SMTP and IMAP	
16.	The Solution should include tools / mechanism for System, Database and performance measurement activities	
17.	Ability to connect ERP database through ODBC, OLEDB, JDBC and through Native Drivers	
18.	Ability to maintain log of transactions	
19.	Ability to generate report output directly in excel, PDF, text, Work sheet, XML ,HTML or such other file types	
20.	Ability to allow users to Select column, Apply filters and sort orders, apply Aggregate functions, Drill down / drill up for creating their own views or reports and charts with ease	
21.	The Integrated It system must have a user friendly GUI, also supported web based access.	
22.	To support GUI and Web based User Interface	
23.	The solution shall be able to import data from various formats (Text, Excel, CSV, XML etc.) OR The solution shall be able to import data from various RDBMS.	
	Application	
24.	The future versions of the solution shall support functionalities provided in the earlier versions	
25.	Ability of the ERP solution to work concurrently with any other software for functioning e.g. Anti Virus, Firewall MS-Office	
26.	Ability to ship bug fixes and modification patches on CD media within 24 hours	
27.	Ability to support interactive voice response / computer telephony interface software	
28.	Ability to support multi - locale operations	
29.	Ability to support multi-time-zone operations	
30.	Ability to support for Java or .NET as programming language for the development tool	
31.	Ability to support remote operation of System administration	
32.	Ability of the solution to provide XML based web-services which can be used by other applications	
33.	System should support delegation of authority in workflow approvals.	
	User Friendly Capabilities	

34.	Ability to provide query/ messaging facilities through SMS	
35.	Ability to set up business rules like threshold limits (delivery schedules, shipment dates, customer payment, Tender opening, BG expiry, etc.) and notify exceptions / alert / reminders to users	
36.	Ability to attach soft and scanned copies of documents to master and transaction records	
37.	Ability to display multiple result sets in the same document	
38.	The system should have an online as well as offline help facility to enable users to easily understand usage of functionalities. The vendor must develop the help facility to contain the help content required for the application specific to the implementation at STC.	
	Web Portals	
39.	Must be able to extend capability to support secure (encrypted) access to the portal over the Internet/Intranet through a secure remote access on-demand access to applications (Web and TCP/IP) without the need to add any client software on the desktops.	
40.	Should provide a complete set of integration services, including integration with Web Services, HTML & XML sources, and syndicated content – without modifying the underlying applications.	
41.	Ability to publish and subscribe facility for web content delivery	
42.	Does the portal allow multiple program to be displayed	
43.	Does the portal support personalization and role based access	
44.	Is single sign on to other components possible through portal	
45.	Does the tool allow automatic indexing and searching portal	
	Integration	
46.	Whether the solution supports integration with standard mail messaging solutions	
47.	Ability to integrate with third party instant messenger	
48.	Ability to integrate with MS-Office suite	
	User Access and Security	
49.	Ability to support role based access control	
50.	Ability to provide multiple roles for one user	
51.	Ability to configure the number of permissible log-in attempts	
52.	Ability to restrict data updation /deletion /creation only through application layer	
53.	Whether the Solution can comply with the Indian Information Technology Act	
54.	The Solution shall be able to cater to BS7799 /ISO 27001 requirements	
55.	Ability to support remote operation of Security Management	
56.	Ability to provide access level security for reports at Transaction level - allow / deny	
57.	Ability to provide automatic time out for entry transaction	

58.	Ability to provide time restriction on transactions	
59.	Ability to provide user login with time restriction	
60.	Ability to provide automatic time out (log out) for user	
	Scalability	
61.	The system should be scalable to allow increase in the number of users to at least 3 times current number of users.	
62.	The system should be scalable to allow an increase in the volume and data load to at least 3 times of the volume and data load in the first year.	
	Localization	
63.	The system should have adequate localization to handle specific requirements of Indian Laws and regulations (Central and state) , taxes and duties, and other regulations applicable.	

16. Technical Specifications

The bidder must respond to each specification in the excel sheet (Technical Specifications) available on STC website (<http://stc.gov.in/downloads/rfp-for-implementation-support-of-ict-applications.aspx>) and also enclose a printout of the same as part of the Technical Bid.

The code to be used for providing Bidder rating responses in the column "Compliance Code" for the functional requirements is provided below:

- A : Functionality available
- NA : Functionality not available;

Please note that the rating as per the above scale is to be entered under "Compliance Code" column. Bidders will have to only fill one columns ("Compliance Code").

Please also note that the serial no. and format of response should be exactly similar to that given in Section below.

16.1 Blade Server

S. No.	Features	Specifications Required	Compliance Code
1	Form Factor	Blade	
2	CPU	2 x Hex Core x86 based CPU E5-2620v2, 2.1 GHz ,15MB L3 Cache	
3	Cache L3	15MB of L3 Cache or better	
4	Chipset	OEM Chipset	
5	Memory	32GB DDR-3 1600 MHz DIMMS Memory Upgradeable to 512GB. Minimum 16 slots and Min 50% should be vacant after configuring the 32GB RAM for future Expansion	
6	Memory protection support	ECC, Memory Sparing, chipkill /advanced ECC	
7	RAID Controllers	Integrated Hardware Raid Controller to supports Hardware Raid RAID 0, 1 with 512 MB flash cache using Optional Upgrade Should Support CacheVault flash cache protection using Optional upgrade to avoid the possibility of data loss or corruption during a power or server failure and transfer data to NAND Flash	
8	Disk Drives	Should be supplied with 2 x 600GB 6Gbps10K SAS Hard Disk Drive Server should also be able to support SSD Disks	
9	Graphics	16MB RAM Minimum	

	Controller		
10	Ethernet Adapter	Server should be configured with 2 Number of 10G Converged ports and should have the vNIC functionality. Should support FCOE and ISCSI functionality.	
11	Fiber Channel HBA Connectivity	Should Support Dual Port 8Gbps Fiber Channel Expansion Adapter. PCIe slot should also support 16Gbps Fiber Channel ports in future for further upgradability	
12	I/O Expansions	2 x PCI Express 3.0 interface with minimum 80Gbps bandwidth support per Slot to support 40Gbps ethernet ports in future	
13	Warranty	3 year onsite warranty with 24x7 The support should be directly from OEM	
14	USB	Minimum one external port	
15	Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory and HDDs, POST.	
16	Server Management Software	Server should be supplied with OEM Server Management software	
17	OS Support	Microsoft Windows Server 2008 R2, Windows Server 2012, Red Hat Enterprise Linux 6, SUSE Linux Enterprise Server 11, VMware ESX Server	

16.2 Blade Chassis

S. No.	Features	Specifications Required	Compliance Code
1	Form Factor	Max 10U Rack mounted Chassis to house at least 14 Compute Nodes of half height or half Wide. Chassis configured should not only support current generation of processors but should support future processor technology up to 5 years or more.	
2	Blade Bays	Per Chassis minimum 14 Half height/Wide or 8 full height/wide Slots to accommodate the 2 socket blades and 4 Socket Blades	
3	IO Modules	Sufficient I/O bays to support switches for Min Four 10G Ethernet ports and 2 Nos. of FC ports in 2 Socket Blade. The bays should Support Converged, FC, Infiniband, Ethernet 1G/10G Switches	

4	Ethernet IO Module (10GB)	<p>The chassis should have 2 Nos. (Redundant) network switches.</p> <p>Each switch should have a minimum of (i) 14 x 1 Gbps Downlink ports and (ii) 4 x 1 Gbps and 2 x 10 Gbps uplink ports for connecting to the data centre switch. The switch should support IPv6, full layer 3 routing and distributed trunking.</p> <p>The enclosure should have 12 ports redundant fiber channel SAN switch with at least 8 Gbps auto negotiating FC uplink and 8 Gbps auto negotiating downlink ports for connectivity to the external fiber channel switch and ultimately to the Storage Device.</p>	
5	Fibre Channel IO Module	<p>The proposed Chassis should support Dual FC switch with support for both 8Gb and 16Gb FC SAN Switches. SFP should be supplied along with the switch. And should be configured with 2*8G FC Switches with Min 6 Uplink ports</p>	
6	Midplane	<p>Chassis should have a highly reliable mid plane for providing connectivity to the compute nodes and other components such as Power supply, I/O switches, FAN etc. in a highly reliable manner. Blade Enclosure Mid plane should be completely passive with no active components to meet all reliability requirements or there should be dual redundant Midplane in case active midplane is proposed.</p> <p>In the backplane if OEM is not able to support the upcoming 16Gbps FC and 40Gbps Ethernet Technology, then Vendor has to give undertaking that they will do FOC upgrade of the backplane on the launch of the same.</p>	
7	Power Modules	<p>Redundant power modules should be able to provide N+N or N+1 redundancy. Power supplies configured should be 80 PLUS Platinum certified. All the Power supplies to be configured. The power supplies should have option to be connected to Single phase or 3 phase AC power supply with respective PDUs. The power supplies should be confirmed for the N+N redundancy for the offered Config</p>	
8	Cooling FANs/Blowers	<p>Chassis should be configured with sufficient Hot Swap & Redundant variable speed rear access blowers/ fan Modules to supports fully configured Chasis Blades with the highest clock speed CPUs for quoted Series</p>	

9	Chassis Management Module	<p>Integrated two redundant chassis Management Modules providing IP based management of the compute nodes and vital elements like FC and Ethernet Switches and should be configured in automatic failover mode</p> <ul style="list-style-type: none"> • Should allow Role based access and Support up to 32 simultaneous sessions • Should Support Multi Chassis Monitoring • Remote administration without External KVM Console • Should use the Dedicated integrated Controller/port on compute Nodes to manage the Nodes and other components • Should provide management for controlling Power, Fan management, Chassis and compute node initialization, Switch management, Resource discovery and inventory management, Resource alerts and monitoring management, Chassis and compute node power management and diagnostics for elements including Chassis, I/O options and compute nodes. • Operating system failure window (blue screen) capture and display through the web interface • Syslog alerting mechanism that provides an alternative to email and SNMP traps • Secured security Policy with complex password policies for user and Mandatory change of password for all user accounts at first login • Should Support SSL, SSH, Https based access only for secured communication • Should able to Backup the current configuration and also can be able to restore previous configuration • There should be status indicator in console as Red or Green or Orange to check the health of the component • Should able to generate reports on the hardware activity changes. • Should show real time power consumption in the compute nodes 	
11	System Panel	LCD/LEDs on the front information panel that can be used to obtain the status of the chassis Identify, Check log and the Fault LCD/LED	
12	Warranty	3 year onsite warranty with 24x7 The support should be directly from OEM	

16.3 UTM

S. No.	Features	Specifications Required	Compliance Code
1.	Support	Firewall & Integrated IPSEC VPN Applications should be EAL4 / FIPS 140-2 / ICSA certified	
		The hardware platform & firewall with integrated IPSEC VPN application has to be from the same OEM.	
		The Firewall should have remote access features like IPSec Client to Site VPN	
		Appliance should support for high availability deployment in Active – Active mode. It should not depend upon any 3rd party product or appliance for the same.	
		It should support the protection of unlimited IP hosts	
		Firewall Architecture should be on multiple tiers	
		The communication between all the components of Firewall System should be encrypted /secured	
		Firewall should support for static and dynamic routing capabilities. The firewall should support open standard protocols like RIP, OSPF and BGP	
		Firewall system should have support to configure QoS for the network traffic	
		The firewall should have at least local hard-disk or equivalent mechanism, in order to keep the event logs in the event of management server connection failure, etc. Provide detailed information	
2.	Interface and Connectivity Requirements	The firewall must be supplied with at least 8 10/100/1000Mbps interfaces on Copper.	
		The platform should support VLAN tagging (IEEE 802.1q).	
		Firewall should support Active/Active with Stateful Failover for IPSec VPN Connections.	
		Firewall should have a dedicated Console port	
		Firewall should have a Management features	
		Should be IPv6 Compliant	
3.	Performance Requirements	The Firewall should support throughputs of minimum 4 Gbps for large packets	
		Provide information on the concurrent sessions supported Should support 500,000 concurrent sessions. Should provide minimum 25,000 New Session per second	

S. No.	Features	Specifications Required	Compliance Code
		IPS Throughput 1 Gbps	
		Provide information on the IPSEC VPN throughput supported Should provide minimum 500 Mbps of 3DES/AES256 encryption	
4.	Firewall Filtering Requirements	The Firewall should also support the standard Layer 3 mode of configuration with Interface IP's. It should be possible to protect the firewall policies from being compromised.	
		The Firewall must provide state engine support for all common protocols of the TCP/IP stack	
		The Firewall must provide NAT functionality, including dynamic and static NAT translations	
		The Firewall must provide filtering capability that includes parameters like source addresses, destination addresses, source and destination port numbers, protocol type and time	
		The Firewall should be able to filter traffic even if the packets are fragmented.	
		All internet based applications should be supported for filtering like Telnet, FTP, SMTP, HTTP, DNS, ICMP, DHCP, ARP, RPC, SNMP, Lotus Notes, MS-Exchange etc	
		It should support the VOIP Applications Security.	
		The Firewall should support authentication protocols and have support for firewall passwords, smart cards, & token-based products, and X.509 digital certificates.	
		The Firewall should support database related filtering and should have support for Oracle, MS-SQL, and Oracle SQL-Net.	
		The Firewall should provide advanced NAT capabilities, supporting all applications and services-including H.323 and SIP based applications	
		Support for Filtering TCP based applications	
		Support basic inspection HTTP, FTP & SMTP traffic	
		Should support CLI & GUI based access to the firewall modules	
		Local access to firewall modules should support role based access	
		Local access to the firewall modules should support authentication protocols – RADIUS /	

S. No.	Features	Specifications Required	Compliance Code
		TACACS+	
		The firewall should be capable of carrying out the QoS functionality like allocation of bandwidth to applications	
5.	Firewall/IPsec VPN Management Server requirements	Firewall Real-Time Monitoring, Management & Log Collection (with storage) and Systems Resource Monitoring should be provided in the Centralized Management.	
		Firewall policies can be enforced from centralized management server at DC.	
		Firewall Management Systems should support High Availability and support the automatic replication & synchronization of the security policies and objects.	
		Any changes or commands issued by an authenticated user should be logged	
		Firewall Management system should also provide the real time health status of all the firewall modules on the dashboard for CPU & memory utilization, state table, total # of concurrent connections and the connections/second counter.	
		Real Time Monitoring, Appliance Health Monitoring, Security Policy Rollout for Firewall Systems on the Firewall appliances and Logs Collection from the Firewall appliances should be from single Management Server/Appliance	
		The Firewall Management system should only support communication to well defined system and all the communication should be encrypted.	
		The UTM functionality should include URL Filtering and Antivirus Scanning with 200 Mbps throughput.	

16.4 Internet Router

S. No.	Functionality	Compliance code
	General specification	
1.	All routers should be IPv4, IPv6 enabled and ready from Day-1. All the hardware & software licenses should be provided with the system.	
	Architecture	
2.	The router should be modular chassis and 19" rack mountable	

S. No.	Functionality	Compliance code
3.	Router shall have advanced Multi-Service Architecture delivering enhanced, integrated data, voice and security services	
4.	The router shall have two dual-personality Gigabit Ethernet ports, 10/100/1000BASE-TX (RJ-45) and should support SFP.	
5.	The router shall have four WAN Interface card slots	
6.	The router shall have 4 x 10/100/1000 Mbps WAN port	
7.	The router shall have Three free Network Module slots (wide slots) for further up gradation of WAN interfaces.	
8.	The router shall support LAN/WAN/Voice interface cards	
9.	The router shall have Hardware-based encryption acceleration	
10.	The router performance shall be minimum 800 Kpps	
11.	The router shall support VPN acceleration of 150 Mbps which can be upgraded to 600 Mbps	
12.	The router shall support Up to 1000 IPsec VPN Tunnels	
13.	The router shall be configured with minimum 256MB Compact Flash and 256MB SDRAM upgradeable to 1GB	
14.	The router shall have Built-in flash and USB slots that hold multiple configuration files and operating systems for recovery purposes	
15.	The router shall have internal redundant power supply	
	Features Supported	
16.	The router shall support IPv4 and IPv6 from day 1.	
17.	The router shall support the following WAN Protocols - HDLC, PPP, MLPPP, Frame Relay, MLFR, PPPoE	
18.	The router shall support the following IP Routing Protocols (IPv4/IPv6) - RIP v1 and v2, OSPF, OSPF v3, BGP 4, BGP 4+, IS-IS, IS-ISv6	
19.	The router shall support the following Interface Modules –, E1/CE1, V.35 Serial, Ethernet, FXS, FXO	
20.	The router shall support MPLS features like LDP, LSPM, MPLS TE, RSVP TE, MPLS FW, L2 MPLS, L3 MPLS form day-1.	
21.	The router firmware shall have security features such as advanced firewall, ACLs, SSL, IPsec and MPLS VPNs	
22.	The router shall supports DES, 3DES, and AES 128/192/256 encryption, and MD5 and SHA-1 authentication	
23.	Firewall throughput of up to 1.5 G1bps	
24.	The router shall support multicast features including IGMP, PIM-SM, PIM-DM, PIM-SSM, MBGP, MSDP	
25.	The router shall support Policy-based routing (unicast/multicast)	

S. No.	Functionality	Compliance code
26.	Reliability features like VRRP	
27.	The router shall support common industry voice protocols including Session Initiation Protocol (SIP) and H.323	
28.	The router shall support IP Telephony module to deliver call processing capabilities	
29.	The router shall support QoS features including WFQ, CBO, WRED, Low latency Queuing(LLQ), PQ, cRTP, MPLS QOS, Flow-based QoS policy	
30.	The router shall support NAT (Network Address Translation) & Port Address translation (PAT), SSH v1.5 and v2, uRPF, GRE	
31.	The router shall support central management through SNMP v1, v2c, v3, RMON	
32.	The router shall provide NetStream packet statistics or equivalent	
33.	The router shall support Web-based management, CLI, Telnet	
	Warranty and Support	
34.	Three Years warranty from OEM	

16.5 MPLS Router

S. No.	Functionality	Compliance code
	General specification	
1.	All routers should be IPv4, IPv6 enabled and ready from Day-1. All the hardware & software licenses should be provided with the system.	
	Architecture	
2.	The router should be modular chassis and 19" rack mountable	
3.	Router shall have advanced Multi-Service Architecture delivering enhanced, integrated data, voice and security services	
4.	The router shall have two dual-personality Gigabit Ethernet ports, 10/100/1000BASE-TX (RJ-45) or SFP	
5.	The router shall have four WAN Interface card slots	
6.	The router shall have 4 x 10/100/1000 Mbps WAN port	
7.	The router shall have 4 x V.35 WAN Serial Interface.	
8.	The router shall have two free Network Module slots (wide slots) for further upgradation of WAN interfaces.	
9.	The router shall support LAN/WAN/Voice interface cards	
10.	The router shall have Hardware-based encryption acceleration	
11.	The router performance shall be minimum 800 Kpps	

S. No.	Functionality	Compliance code
12	The router shall support VPN acceleration of 150 Mbps which can be upgraded to 600 Mbps	
13	The router shall support Up to 1000 IPSec VPN Tunnels	
14	The router shall be configured with minimum 256MB Compact Flash and 256MB SDRAM upgradeable to 1GB	
15	The router shall have Built-in flash and USB slots that hold multiple configuration files and operating systems for recovery purposes	
16	The router shall have internal redundant power supply	
	Features Supported	
17	The router shall support IPv4 and IPv6 from day 1.	
18	The router shall support the following WAN Protocols - HDLC, PPP, MLPPP, Frame Relay, MLFR, PPPoE	
19	The router shall support the following IP Routing Protocols (IPv4/IPv6) - RIP v1 and v2, OSPF, OSPF v3, BGP 4, BGP 4+, IS-IS, IS-ISv6	
20	The router shall support non-IP protocols like IPX, SNA	
21	The router shall support the following Interface Modules –E1/CE1, V.35 Serial, Ethernet, FXS, FXO	
22	The router shall support MPLS features like LDP, LSPM, MPLS TE, RSVP TE, MPLS FW, L2 MPLS, L3 MPLS form day-1.	
23	The router firmware shall have security features such as advanced firewall, ACLs, SSL, IPSec and MPLS VPNs	
24	The router shall supports DES, 3DES, and AES 128/192/256 encryption, and MD5 and SHA-1 authentication	
25	Firewall throughput of up to 1.5 G1bps	
26	The router shall support multicast features including IGMP, PIM-SM, PIM-DM, PIM-SSM, MBGP, MSDP	
27	The router shall support Policy-based routing (unicast/multicast)	
28	Reliability features like VRRP	
29	The router shall support common industry voice protocols including Session Initiation Protocol (SIP) and H.323	
30	The router shall support IP Telephony module to deliver call processing capabilities	
31	The router shall support QoS features including WFQ, CBO, WRED, Low latency Queuing(LLQ), PQ, cRTP, MPLS QOS, Flow-based QoS policy	
32	The router shall support NAT (Network Address Translation) & Port Address translation (PAT), SSH v1.5 and v2, uRPF, GRE	
33	The router shall support central management through SNMP v1, v2c, v3, RMON	

S. No.	Functionality	Compliance code
34	The router shall provide NetStream packet statistics or equivalent	
35	The router shall support Web-based management, CLI, Telnet	
	Warranty and Support	
36	Three Years warranty from OEM	
	Management	
37	Shall have support for Web based management, CLI, Telnet and SNMPv3	
38	Shall support Secure Shell for secure connectivity.	
39	Shall support Out of band management through Console and external modem for remote management	

16.6 Branch Router

S. No.	Functionality	Compliance code
	General specification	
1.	All routers should be IPv4, IPv6 enabled and ready from Day-1. All the hardware & software licenses should be provided with the system.	
	Architecture	
2.	The router should be modular chassis and 19" rack mountable	
3.	Router shall have advanced Multi-Service Architecture delivering enhanced, integrated data, voice and security services	
4.	The router shall have two dual-personality Gigabit Ethernet ports, 10/100/1000BASE-TX (RJ-45) or SFP	
5.	The router shall have four WAN Interface card slots	
6.	The router shall have 3 x 10/100/1000 Mbps WAN port	
7.	The router shall have 4 x V.35 WAN Serial Interface.	
8.	The router shall have two free Network Module slots (wide slots) for further upgradation of WAN interfaces.	
9.	The router shall support LAN/WAN/Voice interface cards	
10.	The router shall have Hardware-based encryption acceleration	
11.	The router performance shall be minimum 400 Kpps	
12.	The router shall support VPN acceleration of 100 Mbps	
13.	The router shall support Up to 250 IPSec VPN Tunnels	
14.	The router shall be configured with minimum 256MB Compact Flash and 256MB SDRAM	

S. No.	Functionality	Compliance code
15.	The router shall have Built-in flash and USB slots that hold multiple configuration files and operating systems for recovery purposes	
16.	The router shall have internal redundant power supply	
Features Supported		
17.	The router shall support IPv4 and IPv6 from day 1.	
18.	The router shall support the following WAN Protocols - HDLC, PPP, MLPPP, Frame Relay, MLFR, PPPoE	
19.	The router shall support the following IP Routing Protocols (IPv4/IPv6) - RIP v1 and v2, OSPF, OSPF v3, BGP 4, BGP 4+, IS-IS, IS-ISv6	
20.	The router shall support the following Interface Modules –E1/CE1, V.35 Serial, Ethernet, FXS, FXO	
21.	The router shall support MPLS features like LDP, LSPM, MPLS TE, RSVP TE, MPLS FW, L2 MPLS, L3 MPLS form day-1.	
22.	The router firmware shall have security features such as advanced firewall, ACLs, SSL, IPSec and MPLS VPNs	
23.	The router shall supports DES, 3DES, and AES 128/192/256 encryption, and MD5 and SHA-1 authentication	
24.	The router shall support multicast features including IGMP, PIM-SM, PIM-DM, PIM-SSM, MBGP, MSDP	
25.	The router shall support Policy-based routing (unicast/multicast)	
26.	Reliability features like VRRP	
27.	The router shall support common industry voice protocols including Session Initiation Protocol (SIP) and H.323	
28.	The router shall support IP Telephony module to deliver call processing capabilities	
29.	The router shall support QoS features including WFQ, CBQ, WRED, Low latency Queuing(LLQ), PQ, cRTP, MPLS QOS, Flow-based QoS policy	
30.	The router shall support NAT (Network Address Translation) & Port Address translation (PAT), SSH v1.5 and v2, uRPF, GRE	
31.	The router shall support central management through SNMP v1, v2c, v3, RMON	
32.	The router shall provide NetStream packet statistics or equivalent	
33.	The router shall support Web-based management, CLI, Telnet	
Warranty and Support		
34.	Three Years warranty from OEM	

16.7 Core Switch

S. No.	Functionality	Compliance code
	Architecture	
1.	Modular architecture, minimum six slots for interface modules	
2.	Shall have two dedicated switch fabric slots in addition to the interface modules	
3.	Shall have fully distributed architecture (any additional hardware required for the same shall be proposed)	
4.	Shall provide distributed Layer-2 (switching) and Layer-3 forwarding (Routing) on all line cards (any additional hardware required for the same shall be proposed)	
5.	Shall have minimum 800 Gbps of switching capacity	
6.	Shall have up to 350 Mpps or higher of switching throughput	
7.	Shall support up to 200 Gigabit ports (Copper or SFP)	
8.	Shall support up to 20 10G ports (SFP+/XFP)	
9.	Following are the ports requirement from Day 1: <ol style="list-style-type: none"> i. 24 x 1G SFP ports ii. 48 x 10/100/1000 ports iii. 4 x 10G SFP+ Ports iv. Shall have minimum one free slot for future expansion of ports 	
10.	Shall be 19" Rack Mountable	
	Advanced Service Modules support	
11.	The switch shall support following service modules internally (To port applications directly to the switch chassis) or externally: <ul style="list-style-type: none"> • Firewall and VPN module • Intrusion Prevention System (IPS) module • Wireless LAN services module • Server Load Balancer Module 	
	Resiliency	
12.	Shall have the capability to extend the control plane across multiple active switches making it a virtual switching fabric, enabling interconnected switches to perform as single Layer-2 switch and Layer-3 router or equivalent technologies	
13.	Shall support virtual switching fabric creation across four chassis-based switches using 10G Ethernet Links	
14.	Hot-swappable Modules	
15.	Passive backplane with no active components for increased system reliability	

S. No.	Functionality	Compliance code
16.	IEEE 802.1D Spanning Tree Protocol, IEEE 802.1w Rapid Spanning Tree Protocol and IEEE 802.1s Multiple Spanning Tree Protocol	
17.	IEEE 802.3ad Link Aggregation Control Protocol (LACP)	
18.	Ring protocol support to provide sub-100 ms recovery for ring Ethernet-based topology	
19.	Virtual Router Redundancy Protocol (VRRP) to allow a group of routers to dynamically back each other up to create highly available routed environments	
20.	Graceful restart for OSPF, IS-IS and BGP protocols	
21.	Bidirectional Forwarding Detection (BFD) for OSPF, IS-IS and BGP protocols	
	Layer 2 Features	
22.	Shall support up to 4,000 port or IEEE 802.1Q-based VLANs	
23.	Shall support GARPVLAN Registration Protocol or equivalent feature to allow automatic learning and dynamic assignment of VLANs	
24.	Shall have the capability to monitor link connectivity and shut down ports at both ends if uni-directional traffic is detected, preventing loops	
25.	Shall support IEEE 802.1ad QinQ and Selective QinQ to increase the scalability of an Ethernet network by providing a hierarchical structure	
26.	Shall support Jumbo frames on GbE and 10-GbE ports	
27.	Internet Group Management Protocol (IGMP)	
28.	Multicast Listener Discovery (MLD) snooping	
29.	IEEE 802.1AB Link Layer Discovery Protocol (LLDP)	
30.	Multicast VLAN to allow multiple VLANs to receive the same IPv4 or IPv6 multicast traffic	
	Layer 3 Features (any additional licenses required shall be included)	
31.	Static Routing for IPv4 and IPv6	
32.	RIP for IPv4 (RIPv1/v2) and IPv6 (RIPng)	
33.	OSPF for IPv4 (OSPFv2) and IPv6 (OSPFv3)	
34.	IS-IS for IPv4 and IPv6 (IS-ISv6)	
35.	Border Gateway Protocol 4 with support for IPv6 addressing	
36.	Policy-based routing	

S. No.	Functionality	Compliance code
37.	Unicast Reverse Path Forwarding (uRPF)	
38.	IPv6 tunneling to allow IPv6 packets to traverse IPv4-only networks by encapsulating the IPv6 packet into a standard IPv4 packet	
39.	Dynamic Host Configuration Protocol (DHCP) client, Relay and server	
40.	PIM Dense Mode (PIM-DM), Sparse Mode (PIM-SM), and Source-Specific Mode (PIM-SSM) for IPv4 and IPv6 multicast applications	
QoS and Security Features		
41.	Access Control Lists for both IPv4 and IPv6 for filtering traffic to prevent unauthorized users from accessing the network	
42.	Port-based rate limiting and access control list (ACL) based rate limiting	
43.	Congestion avoidance using Weighted Random Early Detection (WRED)	
44.	Powerful QoS feature supporting strict priority (SP) queuing, weighted round robin (WRR) and weighted fair queuing (WFO)	
45.	IEEE 802.1x to provide port-based user authentication with multiple 802.1x authentication sessions per port	
46.	Media access control (MAC) authentication to provide simple authentication based on a user's MAC address	
47.	Dynamic Host Configuration Protocol (DHCP) snooping to prevent unauthorized DHCP servers	
48.	Port security and port isolation	
Management Features		
49.	Configuration through the CLI, console, Telnet, SSH and Web Management	
50.	SNMPv1, v2, and v3 and Remote monitoring (RMON) support	
51.	sFlow (RFC 3176) or equivalent for traffic analysis	
52.	Management security through multiple privilege levels with password protection	
53.	FTP, TFTP, and SFTP support	
54.	Port mirroring to duplicate port traffic (ingress and egress) to a local or remote monitoring port. Shall support minimum four mirroring groups	
55.	RADIUS/TACACS+ for switch security access administration	
56.	Network Time Protocol (NTP) or equivalent support	
57.	Shall have Ethernet OAM (IEEE 802.3ah) management capability	
Environmental Features		
58.	Shall provide support for RoHS and WEEE regulations	

S. No.	Functionality	Compliance code
59.	Shall be capable of supporting both AC and DC Power inputs	
60.	Operating temperature of 0°C to 45°C	
61.	Safety and Emission standards including UL 60950-1; IEC 60950-1; VCCI Class A; EN 55022 Class A	
	Warranty and Support	
62.	The below Warranty shall be offered directly from the switch OEM Three Years Warranty with advance replacement	

16.8 Access Switch POE

S. No.	Functionality	Compliance code
Architecture		
1.	The switch should have 24 x 10/100/1000BaseT ports with 4 x 1000 Base-SXSFP ports with 1 x 1000 Base-LX to be supplied with LC type connector , PoE support from day 1	
2.	Should support 1000 Base-SX, LX, BX, LH and 100Base-FX Mini-GBICs	
3.	The Switch should be 19" Rack-Mountable	
4.	Min. 88 Gbps switching capacity	
5.	MAC Address table size of 8,000 entries	
6.	All the switch ports should offer non-blocking, wirespeed performance	
7.	Should support stacking of switches	
Resiliency and high availability		
8.	Should have internal/external redundant power supplies	
9.	Should support IEEE 802.3ad Link Aggregation Control Protocol (LACP) with up to 8 links (ports) per trunk	
10.	Should support IEEE 802.1s Multiple Spanning Tree Protocol and provide legacy support for IEEE 802.1d STP and IEEE 802.1w RSTP	
11.	Should support RADIUS VLAN for voice using standard RADIUS attribute and LLDP-MED to automatically configure VLAN for IP phones	
Layer 2 Switching		
12.	Should support IEEE 802.1Q VLANs,	
13.	Should support GARPVLAN Registration Protocol (GVRP) allowing automatic learning and dynamic assignment of VLANs	
Security Features		
14.	Should support protected ports to isolate specified ports from all other ports on the switch	

S. No.	Functionality	Compliance code
15	Should support Port security, MAC Lockdown and MAC lockout	
16	Should support IEEE 802.1X user authentication using an IEEE 802.1X supplicant in junction with a RADIUS server	
17	Should support Web-based authentication to authenticate clients that do not support the IEEE 802.1X supplicant	
18	Should support MAC-based authentication allowing client to be authenticated with the RADIUS server based on client's MAC address	
19	Should support BPDU port protection preventing forged BPDU attacks	
20	Should support management access (CLI, Web, MIB) securely encrypted through SSHv2, SSL, and SNMPv3	
Convergence and QoS		
21	Should support IEEE 802.1AB Link Layer Discovery Protocol (LLDP)	
22	Should support IEEE 802.1p Traffic prioritization delivering data to devices based on the priority and type of traffic	
Management Features		
23	Should support SNMPv1/v2c/v3	
24	Should support RMON providing advanced monitoring and reporting capabilities for statistics, history, alarms, and events	
25	Should support Full-featured command-line interface (CLI) and Web Interface for switch configuration	

16.9 Wireless Access Controller

S. No.	Functionality	Compliance code
1.	The proposed architecture should be based on centralized controller with thin AP deployment. AP's should download OS and configuration from controller. Switch/Controller for improved security.	
2.	The controller should be capable of supporting 64 AP's from day 1 with the offered controller without any addition of Hardware components. Controller should have 25 AP license from day 1.	
3.	All the products (Controllers, thin APs, and remote APs) should run the same software and operating system for easier management and future upgradeability.	
4.	The controller should have minimum of 4 x 1GE port for connecting to LAN.	
5.	Redundancy Features: Active: Standby; Active: Active and 1: Many redundancies. Licenses of each Wireless switch/Controller should be aggregated so that all the licenses are usable.	
6.	The controller should support 802.11ac standard.	

S. No.	Functionality	Compliance code
7.	The controllers will be implemented in HA mode. When the primary controller fails and secondary controller comes up, the clients connected at point in time and all applications running on the clients should not disconnect.	
8.	Solution should provide differentiated access for Guests and staff group on same SSID, guests should have restricted access like not able to telnet & SSH to servers while connecting on same SSID. Same SSID should provide full access to senior diplomats and ministers.	
9.	The system should enable single session for Guest Wireless Access implying to disable multiple authentications using same user account	
10	Ministers/Diplomats and staff should be able to connect to wireless network once and be able to get different SLA or QoS for different applications.	
11	The system should provide different type of bandwidth cap for different groups like 2 MBPS for staff and 4 Mbps to Ministers/Diplomats on same SSID.	
12	As per PCI compliance guidelines and access layer security there should be firewall (Integrated or overlay) segregation between Core switch and WLAN clients connected. Complete traffic has to be inspect deeply before reaching core switch if coming from access point.	
13	Rules for access rights should be based on any combination of time, location, user identity and device identity.	
14	The controller should be capable of dynamic Channel allocation to AP. The controller should have the capability to monitor interference and respond by allocating least or non-interfering channel to the AP's automatically. No manual intervention should be required.	
15	WLAN users normally use ping to check connectivity and this creates huge traffic in case of large no of users. WLAN should prevent users to use configured ping/icmp session windows which will also help to prevent these type of common DoS attacks	
16	As video & voice applications in Staff/Ministers/Diplomats smart devices/systems are vulnerable to delay & jitter, WLAN system should be capable enough to detect them to provide high priority on basis of application, device and user. System should dynamically defer off-channel scanning upon detection of voice and video traffic from device.	
17	WLAN system should allow unauthenticated staff or guests to allow navigate to ministry webpage & all its contents (not just homepage).	
18	The controller should provide latest network authentication (WEP, WPA, WPA2) and encryption types like DES/3DES, TKIP and AES.	

S. No.	Functionality	Compliance code
19	In addition to serving clients, controller should perform spectrum analysis to detect and classify sources of interferences. System should provide fast Fourier transform displays and spectrograms for real-time troubleshooting and visualization. This can be inbuilt in controller or add-on component can be provided to achieve it.	

16.10 Wireless Access Points

S. No.	Functionality	Compliance code
1.	IEEE 802.11n, min 3 x 3 MIMO, 3 spatial streams capable of 450 Mbps per radio. Dual Radio capable of being configured in 2.4 and 5 Ghz . 2x10/100/1000 Ge , GE POE built-in port	
2.	802.11 a/b/g/n functionality certified by the Wi-Fi alliance	
3.	Access Point can have integrated or external Antenna.	
4.	The min transmit power of AP should be 23dbm for both 2.4 and 5 ghz radio however Max transit power of the AP + Antenna should be as per WPC norms for indoor Access Points. OEM to give a undertaking letter stating that the AP will configured as per WPC guidelines for indoor AP and also submit the WPC certificate showing approval.	
5.	Transmit power of AP's should be in incremental of 1 db/as per regulatory domain	
6.	AP mounting kit should be with locking mechanism so that AP cannot be removed without using special tools.	
7.	The access point should be capable of performing security scanning and serving clients on the same radio. It should be also capable of performing spectrum analysis and security scanning using same radio.	
8.	Should support BPSK, QPSK, 16-QAM and 64-QAM modulation types	
9.	Association rate from 1Mbps-54Mbps for b/g/a and MCS0 - MSC15 for 802.11n and should also support 802.11ac	
10	Should be UL2043 certified	
11	All AP's should supplied with POE injectors	
12	Should have support for remote access point	

16.11 Storage Array

S.No.	Features	Specifications Required	Compliance Code
1	Operating System	The storage array should support in clustering mode	

	& Clustering Support	all industry-leading Operating System platforms including, but not limited to, Windows Server 2008, Windows 2012, Linux etc.	
2	Capacity Scalability &	The Storage Array shall be offered with 5TB RAW Capacity using 300GB 6G SAS drives. For effective power saving, Storage subsystem shall be supplied with 2.5" Small form factor SFF drives. However, storage subsystem shall also support LFF drives with the addition of required disk enclosures. Storage shall be scalable to 15 TB	
3	Front-end Ports	Offered Storage system shall be supplied with minimum of Dual 8 Gbps Fiber Channel ports per Controller.	
4	Back-end	Offered Storage subsystem back-end engine shall be running on latest SAS (6Gbps) loop speed or equivalent system	
5	Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array Controllers for high performance and reliability	
6	No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.	
7	Disk Drive Support	Offered Storage Array shall support minimum 300/450/600 GB hot-pluggable enterprise SFF SAS hard drives. For LFF drives, offered Storage Array shall support minimum of 1/2/TB SAS drives.	
8	Cache	Offered Storage Array shall be given with Minimum of 4GB cache per Controller in a single unit. Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology.	
9	Raid Support	Offered Storage Subsystem shall support Raid 0, 1, 1+0, 5, 5+0 and Raid 6 with Dual Parity Protection	
10	Point in time and clone copy	Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for minimum of 32 snapshot licenses. Offered Storage array shall support at-least 128 point in time copies (Snapshots).	

11	Replication	Offered storage subsystem shall support storage based replication to DR location.	
12	Global dedicated Spare and Hot	Offered Storage Array shall support Global hot Spare for offered Disk drives. Atleast 2 Global hot spare drive shall be configured for every 30 drives. Storage subsystem shall also have the flexibility to assign dedicated spare for raid sets.	
13	Logical Volume	Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 10TB volume at controller level.	
14	Load Balancing & Multi-path	Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.	
15	General	The storage should be from the same server OEM or from the storage OEMs presently in Gartner's Leader Quadrant.	

16.12 Tape Library

S. No.	Features	Specifications Required	Compliance Code
1	Architecture	Offered Tape Library shall be Modular design to allow configuration, add capacity and increase performance as per requirement..	
2	Capacity & Scalability	1. The native LTO-5 capacity should be 5TB. 2. Shall be offered with Minimum of Two LTO5 tape drive in tape Library.	
3	Tape Drive Architecture	1. Offered LTO5 drive in the Library shall conform to the Continuous and Data rate matching technique for higher reliability. 2. Offered LTO5 drive should be hot swappable and shall support WORM and AES 256 bit encryption.	
4	Speed	Offered LTO5 drive shall support 140MB/sec in Native mode and 280MB/sec in 2:1 Compressed mode.	
5	Connectivity	Offered Tape drive shall provide FC native connectivity.	
6	Partitioning	1. Tape Library shall support Partitioning for the mixed media usage. 2. Partitioning shall be native feature to tape library and shall be done without using any external device.	

S. No.	Features	Specifications Required	Compliance Code
7	Management	<p>1. Tape Library shall provide web based secure remote based management so that Tape Drives and robots can be assigned to clients on requests / Demand.</p> <p>2. Tape Library shall have a mechanism to hold Persistent history and intelligent analysis of events and logs for easy troubleshooting.</p>	
8	Cartridge Slots	1. Tape Library shall be offered with Minimum of 10 slots	
9	Other Features	<p>1. Tape Library shall have GUI Panel</p> <p>2. Shall be rack mountable.</p> <p>3. Shall provide Redundant Power supply and cooling FANs.</p> <p>4. Tape Library shall be supplied with software which can predict and prevent failures through early warning and shall also suggest the required service action.</p> <p>5. Offered Software shall also have the capability to determine when to retire the tape cartridges and what compression ratio is being achieved.</p>	

16.13 Rack Server

S. No.	Features	Specifications Required	Compliance Code
1.	CPU	Intel Xeon 2 x Hex Core x86 based CPU E5-2620V2, 2.1 GHz ,15MB L3 Cache	
2.	Chipset	Intel OEM	
3.	Motherboard	OEM / Intel Original Motherboard.	
4.	Slots	Minimum 5 PCI Express Slots	
5.	Memory	16 GB 1600 MHz DDR3 RAM upgradable up to 128 GB with advanced ECC	
6.	HDD Slots	Minimum 4 nos & upgradable to 16 Slots. Should Support SAS/SATA/SSD in same Slots	
7.	Hard Disk Drive	2 x 300 GB, 15000 rpm SAS Hot Plug or better	
8.	RAID Controller	Integrated Raid Controller with 512MB Flash cache and support for RAID 0,1,5,10	
9.	Video Controller	To support VGA with Min 16MB RAM or above with min 16M colors	
10.	Ports	2 USB Port, 1 Serial Port, should have dedicated Internal USB ports for Hypervisor	
11.	Cabinet	Rack Mounted, Maximum 2U	
12.	Certifications	Windows, Red Hat or Novell certified, Vmware, hyper-V, KVM Compliance &	

S. No.	Features	Specifications Required	Compliance Code
		Support	
13.	DVD ROM	8x or better DVD ROM Drive	
14.	Power Supply	Redundant Power Supply	
15.	Fan	Redundant Fan	
16.	Networking	Dual LAN (10/100/1000) Network Card with asset tracking Feature and security management, remote wake up and dual 10 GbE copper or fiber options	
17.	Security	Power-on password, administrator's password, Trusted Platform Module	
18.	Management	UEFI, Integrated Management Module with separate port, Predictive Failure Analysis, Light Path Diagnostics/Equivalent, Automatic Server Restart Server should be supplied with OEM Server Management software	
19.	External Storage Connectivity	2 * 8 Gbps FC HBA cards in Redundant configuration per server for connectivity to SAN switches	
20.	Keyboard and Mouse	Connected to KVM	
21.	Connectors and Cables	All necessary network & power cables & connectors of OEM make only are to be provided	
22.	Operating System Support	Window, Linux	
23.	Operating System & Cluster software	Latest full 64 Bit RHEL AS/ Unix/Windows with cluster support. (Active) – (Active) cluster. System should also support partitioning & consolidation features.	
24.	Load balancing & Path Failover	Required software for load-balancing & path failover should be provided	
25.	Warranty Period	3 year onsite warranty with 24x7 The support should be directly from OEM	

16.14 Load Balancer

S. No.	Features	Compliance Code
	Hardware	
1.	Should be appliance based solution with high performance purpose built hardware.	
2.	The appliance should have 4 GB RAM for support for multiple load balancing features and functions	

S. No.	Features	Compliance Code
3.	The appliance should have minimum 4 triple speed 10/100/1000 Mbps gigabit copper ports	
4.	The appliance should have 1.5 Gbps of throughput and scalable to 2.5 Gbps without any additional hardware.	
5.	Should have minimum 1M concurrent connections & scalable to 2M on same device.	
6.	Appliance should provide full ipv6 support and OEM should be IPv6 gold-certified. OEM should be listed vendor for ipv6 phase-2 certification.	
	Load balancing Features	
7.	The appliance should support layer 2 to layer 7 load balancing	
8.	Extensible policies (epolicies) scripts to implement business logic on network without changes in application code.	
9.	Epolicy scripting should support deep packet inspection of protocol including HTTP, SOAP, Weblogic and Diameter	
10.	The appliance should support server load balancing algorithms i.e. round robin, weighted round robin, least connection, Persistent IP, Hash IP, Hash Cookie, consistent hash IP, shortest response, proximity, snmp, SIP session ID, hash header etc.	
11.	Should support one arm, reverse and transparent proxy mode deployment scenarios and should support nested layer7 and I4 policies.	
12.	Should maintain server persistency based on source ip and destination ip, http header, url, cookie and SSL ID.	
13.	The appliance should support multi port, scripted and custom health check with content verification	
14.	Should provide application & server health checks for well known protocols i.e. ARP, ICMP, TCP, DNS, RADIUS, HTTP/HTTPS, RTSP etc..	
15.	The appliance should have and/or relationship to check various dependencies for the application delivery	
16.	should support layer4 and layer 7 load balancing for HTTP/HTTPS, FTP/FTPS, SIP, RTSP , RDP, TCP, TCPS and UDP protocols	
17.	Should support graceful shut down of real services	
	Clustering and failover	
18.	Should provide comprehensive and reliable support for high availability and N+1 clustering based on	
19.	Stateful session failover with Active-active & active standby unit redundancy mode.	
20.	Should support USB based FFO link to synchronize configuration at boot time of HA	

S. No.	Features	Compliance Code
21.	Support for multiple communication links for realtime configuration synchronizations including HA group, gateway health check, decision rules, SSF sessions etc.. and heartbeat information	
22.	Should support floating MAC address to avoid MAC table updates on the upstream routers/switches and to speedup the failover	
23.	Should support for secondary communication link for backup purpose	
24.	Should support floating IP address and group for statefull failover support. Appliance must have support 256 floating ip address for a floating group	
25.	Should support built in failover decision/health check conditions including, CPU overheated, system memory, process health check, unit failover, group failover and reboot	
26.	Should also have option to define customized rules for gateway health check - the administrator should able to define a rule to inspect the status of the link between the unit and a gateway	
27.	Configuration synchronization at boot time and during run time to keep consistence configuration on both units.	
28.	Should support global load balancing algorithms like global round robin (grr), VIP based weighted global round robin, global connection overflow, global least connections, IP overflow, Proximity etc.,	
	SSL acceleration Features	
29.	Should provide Secure online application delivery using hardware-based high performance SSL acceleration with minimum 500Mbps of SSL throughput and 5,000 ssl TPS and scalable to 7500 ssl TPS on same appliance.	
30.	The appliance should support Certificate format as "OpenSSL/Apache, *.PEM", "MS IIS, *.PFX", and "Netscape, *.DB".	
31.	The appliance should have additional hardware card to perform the SSL offloading / acceleration for 1024 and 2048 bit certificates.	
32.	The appliance should support use of password protect Certificate/Private Key backup/restore to/from local disk or remote TFTP server, and through WebUI	
33.	The appliance should support Self generates CSR (Certificate Signing Request), self-signed Certificate and private key for specified host.	
34.	The appliance should support customization for SSL Error pages.	
35.	The appliance should support HTTP to HTTPS location header rewrite for enhanced application delivery support	
36.	The appliance should have end to end ssl support to act as a SSL Server and/or as SSL Client	
37.	Should support client certificate verification, certificate bases access	

S. No.	Features	Compliance Code
	control, CRL's (HTTP, FTP ,LDAP) and OSCP protocol	
	Security and Application Acceleration	
38.	Should support advance ACL's to protect against network based flooding attacks. Administrator should able to define ACL's rules based on connections per second (CPS) and concurrent connections (CC), cookie value.	
39.	Should provide performance optimization using TCP connection multiplexing, TCP buffering and IEEE 802.3ad link aggregation.	
40.	Should support TCP optimization options including windows scaling, timestamp & Selective Acknowledgement for enhanced TCP transmission speed.	
41.	TCP optimization option configuration should be defined on per virtual service basis not globally.	
42.	Appliance should provide real time Dynamic Web Content Compression to reduce server load.	
43.	Should provide selective compression for Text, HTML, XML, DOC, Java Scripts, CSS, PDF, PPT, and XLS Mime types.	
44.	Should provide have provision to define policy to skip compression for selected trouble URL (RegEx, Web Objects) for the specified Virtual.	
45.	Should provide Advanced high performance memory/packet based Web cache; fully integrated with HTTP/HTTPS	
46.	Should provide support for customized cache rules including max object size, TTL objects, refresh time interval etc..	
47.	Should provide detailed cache access statistics based on ip or http hosts	
48.	Should support cache refresh with CLI, XML-RPC input commands and "PURGE" request	
49.	The appliance should support transparent, layer 7 proxy and triangular mode support	
50.	The appliance should support L7 rule based application firewall to protect the internal applications within base license	
51.	Appliance should have security features like reverse proxy firewall, Syn-flood and dos attack protection features from the day of installation.	
	Management	
52.	The appliance should have extensive report and logging with inbuilt tcpdump like tool and log collecting functionality	
53.	The appliance should have SSH CLI, Direct Console, SNMP, Single Console per Cluster with inbuilt reporting.	

S. No.	Features	Compliance Code
54.	Should support XML-RPC for integration with 3rd party management and monitoring	
55.	The appliance should provide detailed logs and graphs for real time and time based statistics	
56.	Appliance must support multiple configuration files with 2 bootable partitions for better availability and easy upgrade / fallback.	
57.	The system should support led warning and system log alert for failure of any of the power and CPU issues	

17. Bandwidth Requirements

The indicative bandwidth requirement is given in the table below. The bidder is required to do bandwidth sizing in line with the offered solution and quote accordingly.

S. No.	From	MPLS Connectivity	Internet Connectivity
1	CO, New Delhi	8 Mbps	40 Mbps Primary + 20 Mbps Secondary
2	Mumbai	2 Mbps	
3	Kolkata	2 Mbps	
4	Chennai	2 Mbps	
5	Ahmedabad	2 Mbps	
6	Bangalore	2 Mbps	
7	Hyderabad	2 Mbps	
8	Jalandhar	2 Mbps	
9	Agra	2 Mbps	
10	Gandhidham	2 Mbps	
11	Cochin	2 Mbps	
12	Bhopal	2 Mbps	
13	Coimbatore	2 Mbps	
14	Outsourced Data Centre, New Delhi	8 Mbps	
15	Outsourced DR Site	2 Mbps	