



Request for Proposal (RFP)

Date: 17 March 2008

Dear Sir/Madam,

Subject: Maintenance and Technical Support of the Web based Coordination and Decision Support System (CDSS)

Department of Economic Affairs (DEA), Ministry of Finance (MoF), Government of India (GoI) has developed and installed a web based database system for externally-assisted projects (EAPs) with the support of UNDP. This database, the Coordination and Decision Support System (CDSS), is designed to allow to track and monitor the progress of individual project and to provide synoptic information on development assistance by sector, State and District level. (www.cdssindia.gov.in) Project data can be organized into lists, reports, charts, and maps. The user is able to present the project data in the form of list, chart and map reports, save the reports, print them, and export them into PDF, MS Word and MS Excel format files.

The current database is built on a platform based on Development Assistance Database (DAD). The DAD is in operation in a number of countries worldwide. The DAD application has undergone a thorough reengineering process and redesigned as per the requirement of DEA, MoF following a detailed needs assessment. The project data is updated by the individual stake holders like Project Implementation Agencies, State PMU, Central line Ministries, Development Partner Agencies etc. The financial data is uploaded from the CAA&A database on regular basis.

A web portal depicting the details and information about external assistance of Ministry of Finance is also hosted along with the CDSS. The web site is static and has linked to CDSS, so that the reporting section of CDSS is available on the portal. (www.externalaid.gov.in)

The CDSS and web portal is currently hosted on servers at the National Informatics Centre (NIC).

2. To enable you to submit a proposal, attached are:

- i. Instructions to Offerors (Annex I)
- ii. General Conditions of Contract.....(Annex II)
- iii. Terms of Reference (TOR).....(Annex III)
- iv. Proposal Submission Form(Annex IV)

3. Your offer comprising technical proposal and financial proposal, in separate sealed envelopes, should reach this office within 15 days from date of advertisement. Late bids shall be rejected.

ATTN: Procurement Officer
United Nations Development Programme
55, Lodi Estate, New Delhi-110003
Telephone Number-011-46532250
Fax Number 011-24627612
E-Mail: bids.india@undp.org

4. If you request additional information, we would endeavor to provide as soon as possible, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.
5. This letter is not to be construed in any way as an offer to contract with your firm.

Instructions to Offerors**A. Introduction****1. General**

Purpose of RFP: Maintenance and Technical Support of the Web based Coordination and Decision Support System (CDSS)

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal. The UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

B. Solicitation Documents**3. Contents of solicitation documents**

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring UNDP entity in writing at the organisation's mailing address or fax number indicated in the RFP. The procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than one week prior to the deadline for the submission of Proposals. Written copies of the organisation's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Offerors that has received the Solicitation Documents.

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, the procuring UNDP entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.

All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring UNDP entity may, at its discretion, extend the deadline for the submission of Proposals.

C. Preparation of Proposals

6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring UNDP entity shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

7. Documents comprising the proposal

The Proposal shall comprise the following components:

- (a) Proposal submission form;
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- (c) Price schedule, completed in accordance with clauses 8 and 9;

8. Proposal form

The Offeror shall structure the operational and technical part of its Proposal as follows:

(a) Management plan

This section should provide corporate orientation to include the year and state/country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organisational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the procuring UNDP entity.

(b) Resource plan

This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology

This section should demonstrate the Offeror's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

9. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

10. Proposal currencies

All prices shall be quoted in Indian Rupees or any convertible currency.

11. Period of validity of proposals

Proposals shall remain valid for sixty (60) days after the date of Proposal submission prescribed by the procuring UNDP entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UNDP entity on the grounds that it is non-responsive.

12. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each “Original Proposal” and “Copy of Proposal” as appropriate. In the event of any discrepancy between them, the original shall govern. The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorized to bind the Offeror to the contract. The latter authorizations shall be indicated by written power-of-attorney accompanying the Proposal.

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

13. Payment

UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the contractor, upon achievement of the corresponding milestones.

D. Submission of Proposals

14. Sealing and marking of proposals

The Offeror shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be:

- addressed to –

ATTN: Procurement Officer
United Nations Development Programme
55, Lodi Estate, New Delhi-110003
Telephone Number-011-46532250
Fax Number 011-24627612
E-Mail: bids.india@undp.org

- marked with – **RFP Maintenance and Technical Support of the Web based Coordination and Decision Support System (CDSS)**

(b) Both inner envelopes shall indicate the name and address of the Offeror. The first inner envelope shall contain the information specified in Clause 8 (*Proposal form*) above, with the copies duly marked “Original” and “Copy”. The second inner envelope shall include the price schedule duly identified as such.

Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal’s misplacement or premature opening.

15. Deadline for submission of proposals

Proposals must be received by the procuring UNDP entity at the address specified under clause Sealing and marking of Proposals within 15 days from the date of advertisement.

The procuring UNDP entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause Amendments of Solicitation Documents, in which case all rights and obligations of the procuring UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

16. Late Proposals

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to clause Deadline for the submission of proposals, will be rejected.

17. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNDP entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by e-mail or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

E. Opening and Evaluation of Proposals

18. Opening of proposals

The procuring entity will open the Proposals in the presence of a Committee formed by the Head of the procuring UNDP entity.

19. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

20. Preliminary examination

The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

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

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

21. Award criteria, award of contract

The procuring UNDP entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action

Prior to expiration of the period of proposal validity, the procuring UNDP entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned.

22. Purchaser's right to vary requirements at time of award

The Purchaser reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

23. Signing of the contract

Within 30 days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

General Conditions of Contract**1. LEGAL STATUS**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNDP. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2. SOURCE OF INSTRUCTIONS

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action which may adversely affect UNDP or the United Nations and shall fulfil its commitments with the fullest regard to the interests of UNDP.

3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5. SUB-CONTRACTING

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8. INSURANCE AND LIABILITIES TO THIRD PARTIES

- 8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:
- (i) Name UNDP as additional insured;
 - (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNDP;
 - (iii) Provide that UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5 The Contractor shall, upon request, provide UNDP with satisfactory evidence of the insurance required under this Article.

9. ENCUMBRANCES/LIENS

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

UNDP shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, or documents and other materials which bear a direct relation to or are produced or prepared or collected in consequence of or in the course of the execution of this Contract. At the UNDP's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to UNDP in compliance with the requirements of the applicable law.

12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or the United Nations, or any abbreviation of the name of UNDP or the United Nations in connection with its business or otherwise.

13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

- 13.1 All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNDP, shall be treated as confidential and shall be delivered only to UNDP authorized officials on completion of work under this Contract.

- 13.2 The Contractor may not communicate at any time to any other person, Government or authority external to UNDP, any information known to it by reason of its association with UNDP which has not been made public except with the authorization of UNDP; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- 14.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.
- 14.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNDP of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNDP shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

15. TERMINATION

- 15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract.
- 15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures.

15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNDP may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNDP of the occurrence of any of the above events.

16. SETTLEMENT OF DISPUTES

16.1. Amicable Settlement

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2. Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20 MINES

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

OBSERVANCE OF THE LAW

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

AUTHORITY TO MODIFY

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the authorized official of UNDP.

**Terms of Reference
(TOR)****1. Introduction**

Department of Economic Affairs (DEA), Ministry of Finance (MoF), Government of India (GoI) has developed and installed a web based database system for externally-assisted projects (EAPs) with the support of UNDP. This database, the Coordination and Decision Support System (CDSS), is designed to allow to track and monitor the progress of individual project and to provide synoptic information on development assistance by sector, State and district level. (www.cdssindia.gov.in) Project data can be organized into lists, reports, charts, and maps. The user is able to present the project data in the form of list, chart and map reports, save the reports, print them, and export them into PDF, MS Word and MS Excel format files.

The current database is built on a platform based on DAD (Development Assistance Database). The DAD is in operation in a number of countries worldwide. The DAD application has undergone a thorough reengineering process and redesigned as per the requirement of DEA, MoF following a detailed needs assessment. The project data is updated by the individual stake holders like Project Implementation Agencies, State PMU, Central line Ministries, Development partner agencies etc.. The financial data is uploaded from the CAA&A database on regular basis.

A web portal depicting the details and information about external assistance of Ministry of Finance is also hosted along with the CDSS. The web site is static and has linked to CDSS, so that the reporting section of CDSS is available on the portal. (www.externalaid.gov.in)

The CDSS and web portal is currently hosted on servers at the National Informatics Centre (NIC).

2. Brief technical description of CDSS

The database is built up on SQL 2005 database. The front end of application is developed on Java platform using JSF Technology. The entire application runs on Microsoft platform and runs on a database server and a web application server.

The database engine of CDSS is known as Intelligent Data Manager (IDM). It is a COTS software tool that provides the accelerating development of CDSS. IDM Knowledge Builder is a powerful tool which allows the user to easily define and design the project knowledge. It provides a wide range of functions, including online data entry, security management, online reporting, document management, XML export/import, collaboration and many other features. IDM comprise a variety of components, that combine to provide a comprehensive solution for project management functional requirements. The application is additionally secured using IIS and Tomcat.

The system updates using the online data entry module and is verified by a series of security checks. The application is populated via two methods – through online data entry and updating the data base exported from CAA&A data base – which is a different entity. The database export module works in the CAA&A server and on scheduled intervals export the database to CDSS server in HTML format. The received data updates the CDSS database using DTS package of SQL. The service is developed under Microsoft .NET Framework 2.0 and has a scheduling feature. This feature allows the administrator to set the most convenient time for these services to carry out the process of exporting data from the CAA&A server onto the CDSS. In this case, the export process does not interfere with the work of system users.

Apart from the normal application the entire management and support of the application and database including security level checks are being done through the CDSS AC module. This module takes care of all the back end operations of the CDSS.

2.1 Software description

The CDSS application is running on SQL 2005 server and the applications are developed using Java with JSF technology, .NET, MS InfoPath and XML web services. The database used in the CDSS portal is My SQL.

2.2 Hardware description

CDSS application is running on Dell PowerEdge 2950 rack mount server (Dual Core Xeon Pro 5110, 1.6 GHz, 4 GB RAM, 80 GB HD) installed at IDC-NIC. The database (MS-SQL) is running on a second server of the same configuration and connected to the application server using private IP address.

The architecture of CDSS portal server is also the same with the portal installed on the server which is connected to the database server (My SQL) using private IP address.

3. Background

DEA intends to appoint a technical support agency for performing the maintenance and national level technical support of CDSS. This service covers the overall technical support and maintenance of the database and application modules of CDSS application and web portal.

Any issue regarding hardware/ server maintenance may be coordinated with the hardware support/service agency. (The CDSS servers are under warranty)

4. Concise statement of objectives

The objective of this assignment is to support DEA, MoF, GoI by:

1. Ensuring adequate maintenance and administration of CDSS database, CDSS portal and hosting servers.
2. Performing Help-Desk function for national level CDSS users which includes PIAs, State PMU's, Central line Ministries, Credit divisions of DEA, Development partner agencies,

Public Sector Units etc.. for any technical issues and provide troubleshooting of CDSS ensuring 0% downtime.

3. Performing regular and routine Database maintenance.
4. Troubleshooting any error/bugs in CDSS database application and CDSS portal for operational errors.
5. Making the required changes in the data entry template for the addition of any data entry fields. Required changes in the database may also be made to accommodate any additions without changing the logic.
6. Writing additional SQL statements for any correction/change in the database and data migration in due course of running the application.
7. Writing Java scripts for incorporating any additional changes made in the application.
8. Modifying CDSS offline module which is based on Microsoft InfoPath as per the changes of CDSS application.
9. Providing additional mapping facility by digitizing additional maps as and when required.
10. Recommending on the process/procedure for regular updations of database.

5. An outline of the task to be carried out

With the direction and approval of DEA, the scope of work for the technical support agency includes:

1. To ensure that all the CDSS servers and hardware systems are running without fail and any issues regarding connectivity and network problem due to hardware problems may be attended and corrected by coordinating the hardware supplier/service agency within 24 hrs of problem reporting.
2. To ensure that the Export-Import service of CDSS and CAAA are running without fail on scheduled days and the data received from CAAA is updated on the CDSS database.
3. To ensure that the firewall/Tomcat/J2K/Windows/SQL database/My SQL database software's are updated on regular basis and make necessary modifications in the applications to update the changes.
4. To take immediate action to restore service if the Apache Tomcat Web server or any CDSS module goes down.
5. If any instability or service outage occurs due to software malfunctioning, ensure that the system is immediately restored and put back on line within 12 hours by taking required application and database troubleshooting.
6. To screen CDSS and Apache Tomcat logs on weekly basis and keep a record and track of the same.
7. To make the required changes/updations on CDSS template/database and CDSS portal as per the directions from DEA.
8. To develop additional report templates/data entry templates within the CDSS application.
9. To enhance the GIS compatibility of the CDSS if required for further map facilities upto the levels below the existing district level.
10. To enhance the chart facility of the system if required.

11. To make changes to CDSS portal according to DEA needs and based on the suggestions and proposal by DEA.
12. To ensure that the Administration center module enables secure user names and passwords to be allocated to partners, controlling scope of each partner (as a group or individual) to view or update fields (as a group or individually). Any updations/changes in the Administration Center module as suggested by DEA may be carried out and ensure that such changes are in effect ensuring the security of the system
13. As per the direction from DEA, using the administrative privileges to edit drop down lists of KPIs, milestones, donors, partners, etc.
14. To take the necessary administration & management of CDSS database and ensure the integrity and redundancy of the database besides taking necessary steps for required cleanup.
15. To answer the technical queries coming to the system and ensure the help desk service for any such queries from National level PIA's, State PMU's, Central Ministries, Development partners, Public Sector Units etc..
16. To ensure that the data is receiving the system through the offline module wherever poor connectivity is reported using the application developed using MS InfoPath. The offline module/version should be updated/modified in synchronization with the CDSS application.
17. Maintenance and updations of the My SQL database in the CDSS portal.
18. As per NIC guidelines the system should undergo a security audit before hosting to the public domain after any major modifications/version change. The security audit will be done by an authorized auditing organization as per the Open Web Application Security Project(OWASP) standards. Hence the CDSS technical support & maintenance agency should be well versed in security auditing and capable of implementing any security updations, SQL injection techniques and security standard recommendations which are in line with NIC norms.

6. **Data and Periodical reports to be furnished by the technical support agency**

1. **Inception Report:** This report shall provide full information in respect of the support and maintenance of the project. The support team size, working methodology, quality policy, team management, review process etc..
2. **Maintenance manuals:** The selected technical support agency should prepare a detailed maintenance manual describing the scope of activities considered as part of support.
3. **Service log report:** The technical support agency should keep a log report of any activities undertaken by them and update it on the fly. Any updations/changes in the database or script should require the approval from DEA on this log report.
4. **Interim progress report:** A detailed monthly report with the activities carried out during the month, preventive support tasks, down time details, support call details, etc.. should be submitted in each month. Also a quarterly report summarizing the details has to be prepared and submitted.

7. Review procedure to monitor the technical support agency work

1. The monitoring and supervision of the technical support will be monitored by CDSS IT Manager under the supervision of National Project Manager (or any officer assigned by him/her). The technical support agency will be stationed in DEA, MoF and report to the IT Manager designated to this task by DEA on a daily basis.
2. The technical support agency should provide the list of technical persons assigned by them for this task along with a brief note on the experience, qualifications and designation.
3. DEA reserves the right to cancel the consultancy at any point of time if the performance is found unsatisfactory.

8. Non disclosure agreement

The technical support agency should execute a non-disclosure agreement regarding the disclosure of CDSS application and source code along with the contract.

9. Duration of the Contract

The duration of Maintenance & Support contract will be for a period of one year. The start date of the period will be finalized while executing the contract.



PROPOSAL SUBMISSION FORM

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Consulting services (profession/activity for Project/programme/office) for the sum as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 60 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

Dated this day /month of year

Signature

(In the capacity of)

Duly authorised to sign Proposal for and on behalf of