Tender Document for

Revamp of Web Portals, Mobile App, Contact Centre Infrastructure and engaging Developers for a period of 3 years.

Tender Specification
Tr-374, dated 13-June-2024
RFx No – 8100037235

Due Date of Opening – 16-July-2024

Tender Document Fee - Rs. 5900
(Rs. 5000 + GST @ 18%)

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Energy InfoTech Centre
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CSPDCL	
CIN	U40108CT2003SGC015822
PAN	AADCC6047K
GSTN	22AADCC6047K1ZR

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CHHATTISGARH STATE POWER DISTRIBUTION COMPANY LTD.
(Government of Chhattisgarh Undertaking) (A successor company of CSEB)
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No. 07-01/EITC/CCC/Tender/Tr-374/**504** Raipur, dated: **13-June-2024**

NOTICE INVITING TENDER

Online bids/Sealed offers are invited from eligible Organizations / Firms / Contractors for, Revamp of web portal, mobile app, Contact Centre Infrastructure & Engaging Developers for 3 years as per the terms and conditions stipulated in the tender document of Tr-374 and as per schedule given hereunder: -

Tender Specification No.	Particulars of Work	Tender Document Cost Rs.	EMD Rs.	Due Date and time for bid submission / Opening
Tr-374 & Rfx No. 8100037235	Revamp of Web Portal, Mobile App, Contact Centre Infrastructure and engaging Developers for a period of 3 years.	Rs. 5,900/= incl GST @18%	Rs. 5 Lakhs	16-July-2024 up to 03:00 PM (Submission) / 03:30 PM (Opening)

2. **Tender Document:**
   2.1 Tender document can be downloaded from CSPDCL official website www.cspdcl.co.in →Tender Notices→ Central Offices up to Scheduled Due Date and Time.
   2.2 Tender document can also be downloaded from e-bidding portal https://ebidding.cspcl.co.in:50724 /irj /portal up to Scheduled Due Date and Time.
   2.3 Hardcopy of Tender documents shall not be provided by CSPDCL.

3. **Tender Document Fee and EMD:**
   3.1 Cost towards the Tender Document and EMD has to be submitted online through Payment Gateway via e-Bidding Portal on or before Due Date and Time of Bid submission.
   3.2 It is mandatory to submit the cost of the tender document & EMD; otherwise, offers will not be accepted.
   3.3 The Tender Document cost is non-refundable.

4. The Tenders duly filled shall be accepted latest up to 03:00 PM on the Scheduled Due Date, and the Techno-Commercial bid shall be opened on the same day at 03:30 PM in the presence of the Bidder's Representatives who choose to attend. If the due date of Tender submission is declared a holiday, the same will be opened on next working day, at the same time.

5. Notice for Extension of Due Date of Tender submission and opening and corrigendum or amendments to the Tender document will not be published in newspapers. It will be displayed only on CSPDCL's official website **www.cspdcl.co.in** at URL **www.cspdcl.co.in →Tenders→Tender Notices→Central Offices**. All details uploaded on the website from the date of publishing NIT to Scheduled Due Date for Bid Submission shall be deemed to have been provided to all the bidders. Therefore, bidders are requested to visit CSPDCL official website www.cspdcl.co.in regularly to remains updated.

6. Online bidding for this tender will be processed through SAP-SRM via CSPDCL e-Bidding portal https://ebidding.cspcl.co.in:50724/irj/portal. Bidders are requested to visit this e-bidding portal to view detailed instructions regarding submission of offers through SAP-SRM.

7. `**E-bidding User Manual'** as well as **'Instructions for the Bidders'** is available on the above e-bidding portal as well as at website. **Bidders Training Video** is also available at the website www.cspdcl.co.in to help bidders for participation through e bidding.

8. The bidder must have a valid Digital Signature and CSPDCL SAP SRM User ID for participation through e-bidding process.

9. CSPDCL e-Bidding Help Line No. 0771-2576672, 2576673.

10. Interested bidders can contact at 0771-2574130, 0771-25746770 during office working hours between 10:00 AM to 5:30 PM for any query about this tender. It may please be noted that five days working is followed in CSPDCL. Any query regarding this tender can be emailed at eitc.web@cspc.co.in.

11. The CSPDCL reserves the right to accept or reject any or all the offers, in part or full without assigning any reason whatsoever.

EXECUTIVE DIRECTOR (EITC)
CSPDCL: RAIPUR

Fact Sheet – Tender @ Glance

SN	Particulars	Tender Details	Tender Clause No.
1.	Tender No.	Tr-374	NIT
2.	RFX No. (e-bidding)	8100037325	NIT
3.	Tender Particulars	Revamp of web portals, mobile apps, Contact Centre Infrastructure and engaging Developers for a period of 3 years.	NIT
4.	Tender issuing authority	Executive Director (EITC) CSPDCL	NIT
5.	Issue of NIT	13-06-2024	-
6.	Issue / download of tender document	13-06-2024	-
7.	Due date for submitting Pre-bid queries	24-06-2024; 17:30 Hrs	6(a)
8.	Online Pre-bid Meeting	26-06 -2024; 16:00 Hrs	6(b)
9.	Due date of Bid Submission	16-07-2024; 15:00 Hrs	NIT
10.	Due date of Opening (Techno-Commercial Bid)	16-07-2024; 15:30 Hrs	NIT
11.	Price bid Opening Date	To be intimated later	-
12.	Address for: - Bid Submission, Bid Opening, and Correspondence	The Executive Director (EITC) Block No. – 8, CSPDCL, Dangania, Raipur (CG), Pin Code-492 013 Tel: (0771) – 257 4123	56
13.	Bid submission / Process	Bid submission shall be online through e-bidding as well as offline	Annexure-1
14.	Availability of tender document (can be downloaded from :-)	i) cspdcl.co.in/tender/ tendernotices/centraloffices ii) http://ebidding.cspdcl.co.in: 50700/irj/portal	Annexure-1
15.	E-bidding minimum requirement	i) Digital Signature, ii) SAP-SRM User ID and Password	Annexure-1
16.	Method of Selection	Lowest Cost (L-1) Basis	
17.	Eligibility Criteria		4
18.	Objective & Scope of work		3, Annex-4-9
19.	Tender Document Fee	Rs. 5900 (Rs. 5000 + GST @ 18%) (non-refundable)	5 (a)
20.	Earnest Money Deposit	EMD of Rs 5 Lakhs shall paid online	5 (b)
21.	Validity of bid	180 days from date of opening of bid	29
22.	Security Deposit	10% of the Total Order Value	31
23.	Payment Schedule	Revamp of Portal / Mobile App - Milestone Basis Hardware – 100% on delivery & installation Engaging Developers – Quarterly on Arrears Basis	34
24.	Support Period	36 Months after Go-Live	38

1) Introduction

a. Chhattisgarh State Power Distribution Company Limited (hereinafter referred to as "CSPDCL") is taking care of various IT activities (existing as well as new IT initiatives) for all the three Power Companies. Thus, CSPDCL mentioned in this RFP applies for all the three Chhattisgarh State Power Companies, as well. Energy Info Tech Centre (EITC), a department of CSPDCL, has been entrusted to smoothly carry out IT activities across all the three Power Companies.

b. The Executive Director (EITC), on behalf of CSPDCL invites sealed offer / bid from the experienced bidders for Revamp of web portals, mobile apps, Contact Centre Infrastructure and engaging Developers for 3 years at Raipur (CG).

2) Definitions of terms

The following terms/words shall mean unless otherwise excluded by and repugnant context or the meaning thereof: -

a. 'Tender' or 'RFP' means Request for Proposal which is been used interchangeably for the purpose for this document.

b. 'Bid' means that Technical and Financial proposal/offer as per this RFP / Tender.

c. 'Bidder' means individual entity or any Firm, Company or agency submitting the proposal in response of RFP.

d. 'Prospective Bidder' means the potential Bidder who intends to participate in Tender process; but, may or may not submit bid.

e. 'L-1 Bidder' means Bidder who has quoted/offered lowest rates.

f. 'Selected Bidder' means the successful Bidder who is found to be the lowest Bidder after conclusion of the bidding process, subject to compliance to all the Terms & Conditions of Tender and on whom Order is placed by CSPDCL. It shall include their authorized representatives, successors and permitted assignees.

g. 'DC' means Data Centre at Raipur

h. 'DR' means Disaster Recovery Centre at Bilaspur

i. 'CSPDCL' means Chhattisgarh State Power Distribution Company Ltd &/or their successors and permitted assigns. For the purpose of this document, CSPDCL also refers to any or all three Power Companies.

3) Project Objectives & Scope of Work:

3.1 **Objective**: - The objective of this project is to revamp the Web Portals, Mobile Apps, Contact Centre Infrastructure and FMS (Developers)Support for a period of 3 years in order to: -

i. Enhance user experience: Improve navigation, accessibility, and overall usability of the portals and app.

ii. Ensure security: Implement robust security measures to protect user data and prevent unauthorized access.

iii. Maintain Brand Identity: Reflect CSPDCL's branding and values throughout the redesign process.

3.2 **Scope of Work**: - Detailed Scope of work to Redesign/Revamp & Development Web Portals and Mobile App, Supply & Install Contact Centre Infrastructure Hardware and to Engage Developers for a period of 3 years is **annexed from Annexure 4 to Annexure 9.** However, brief overview of Web Portals & Mobile App to be revamped is as follows: -

Revamping of Web Portals and Mobile App: -

Chhattisgarh State Power Distribution Company Limited (CSPDCL) has initiated a project to redesign its internet & intranet Portals to enhance user experience, improve functionality, and ensure robust security measures. This document outlines an expanded scope of work to cover additional aspects.

a. CSPDCL Portal

The portal to be revamped to provide a secure web-based user interface and will be redesigned to publish information about CSPDCL, Consumer and various Web Self Service facilities to be provided like bill payment, New Service Connection etc. to consumers

b. Solar Portal

The Unified Solar Rooftop portal to be revamped to provide a secure web-based user interface for Consumer's registration and System Integrator's registration for solar applications and further process these applications by CSPDCL Officers, as well as to redesign publish official information about New Solar Connections

c. Urjainet Portal

The Urjainet portal i.e. intranet website to be revamped to enhance internal communication, streamline processes and improve employee productivity.

d. GST e-Invoice Portal

The GST e-Invoice portal to be revamped to include the functionalities like B2B, B2C, Create GST e-Invoice, and link redirect to other govt. portals (redirect to GSTIN portal and NIC GST e-Portal), authorization facility for office employee, and required UI/UX for GST Portal.

e. Prakash Mobile App

The Prakash Mobile app should be developed in native iOS platform with three Role different role as listed below.

1. CSPC Officers/Employees
2. Substation Operator
3. Line Staff (for Complaint Closure).

The Mobile App should be developed in native iOS platform and inherit all the features of Android version of Prakash Mobile App together with it focus will be on improving the user interface (UI), user experience (UX), and addressing performance issues

4) Eligibility Criteria for Bidders (Pre-Qualification Requirements)

A. Technically qualified Bidders shall continue to maintain compliance with the Eligibility and Qualification Requirements specified herein. Failure to comply with the aforesaid requirements shall make the Bid from such Bidders liable for rejection at any stage of the bidding process.

B. Bidder must possess and qualify **all** the PQR / Eligibility Criteria as given below. Consortium bidding is not allowed. CSPDCL reserves right to verify information, references relevant data/date, experience, etc as submitted by the Bidder without any further reference to the bidder.

SN	Eligibility Requirements (PQR)	Required Documents
1.	The bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008.	Self-attested copies of ❖ Certificate of incorporation / Partnership deed ❖ GST Registration
2.	Bidder should be CMMI (Capability Maturity Model Integration) level 3 complied or higher as on the date of opening of the bid.	Certificate issued by the competent
3.	Bidder, during last five years from the date of opening of the bid, should have successfully developed Web Portal(s) in India, having following features: - a) Chat Bot Integration / Implementation b) Payment-Gateway Integration / Implementation c) API / Web Services Integration with SAP d) Bilingual Web Portal (English & Hindi/Regional) e) Disabled Friendly Web Portal f) CMS Implementation g) Database Integration	Self-Attested Order Copy or Contract Agreement or Completion Certificate. Bidders should also provide URL of website, as well as screenshots of the required functionality
4.	Bidder, during last five years from the date of opening of the bid, should have successfully developed Mobile Application(s) in India, having following features: - a) Chat Bot Integration / Implementation b) Payment Gateway Integration/ Implementation c) API / Web Services Integration d) Bilingual Mobile App (English & Hindi/Regional) e) Disabled Friendly Mobile App f) Mobile App published in Play Store (Android App) as well as in App Store (iOS App) g) Compatibility with different screen sizes & major OS versions.	Self-Attested Order Copy or Contract Agreement or Completion Certificate. Bidders should also provide mobile app details (production Environment), as well as screenshots of the functionality

5.	Minimum Average Annual Turnover (MAAT) of the Bidder should be not less than Rs. 7.50 Crores during last 3 financial years, i.e. 2020-21, 2021-22 & 2022-23.	Annual Audited Financial Statements for the FY 2020-21, 2021-22 & 2022-23 duly certified by the practicing CA. (Self-Attested*)
6.	Bidder must have Positive Net Worth in each of the last three financial years (i.e. FY 2020-21, 2021-22 & 2022-23).	Annual Audited Financial Statements for the FY 2020-21, 2021-22 & 2022-23 duly certified by the practicing CA. A certificate issued by practicing CA mentioning the UDIN Number of that CA Certificate.
7.	Any Sum of Money due to CSPDCL on the date of opening of tender should have been paid / settled in full prior to the date of opening of tender. Price bids of bidders not complying with this requirement shall not be opened.	Self-Declaration to be submitted by the Bidder as per the **Schedule 8** (Self-Attested*)
8.	Bidder should not be debarred / blacklisted by the State Gov. / Central Govt. / State PSU / Central PSU / SEB / Power Utility as on the date of opening of tender	Self-Declaration to be submitted by the Bidder as per the **Schedule-7** (Self-Attested*)
9	All the documents / statements / attachments / information submitted by the bidder as a proof of the qualifying requirements must be authentic / genuine/ correct and in case, any of the said documents/ statements / attachments / information is found to be false / fake / misleading, the bidder will be disqualified and action will be taken against the bidder as per relevant provisions of the tender.	Self-Declaration to be submitted by the Bidder as per the **Schedule-10** (Self-Attested*)
10	Pre-Contract Integrity Pact enclosed as per tender document for signature of bidder and execution.	Proforma enclosed as **Schedule-9** shall be duly filled and signed by Bidder. (Self-Attested*)

Please Note: - For the SN. 3 & 4 of Eligibility Criteria / PQR

a. The features developed might be developed in a single or multiple project(s).
b. To qualify the experience criteria - either the implementation of the Project should be completed; or, if it is in maintenance / support phase, it should be on going / completed.
c. More than one order (i.e. multiple orders) against one tender shall be treated as one order.
d. Order copy pertaining to Bidder's own or its subsidiary (in-house implementation) shall not be considered for evaluation.

Note: Each Bidder shall be able to quote one single bid only else all his bids would be rejected. Please note that merely sale / purchase or download of document by any Bidder does not qualify him to be eligible Bidder. Price bid of the Bidder shall not be opened even after submission of tender documents along with the EMD, if the Bidder does not meet all the aforesaid eligibility criteria.

5) Tender Terms and Condition

a. *Tender Document Fee*

1. Bidder has to submit Rs. Five Thousand, Nine Hundred (Rs. 5000 + GST @ 18%) towards Tender Document Fee online through payment gateway via e-bidding portal and money receipt paid online through e-bidding portal for tender document should be kept in envelope super-scribing "Part-1: Tender Document Fee & EMD".
2. Tender Document Fee is non-refundable and tender document can also be downloaded from official website of CSPDCL (www.cspc.co.in/cspdcl/tender/tendernotices/central office).
3. It is obligatory to submit Fee/Cost towards Tender Document; even though, it is downloaded from CSPDCL website or e-bidding portal, as mentioned in Factsheet or Annexure-1. Hardcopy of Tender document shall NOT be provided by CSPDCL.
4. No Bid shall be accepted without Tender Document Fee and shall be rejected, unless otherwise exempted by the CSPDCL.

b. *Earnest Money Deposit (EMD)*

1. Bidder should submit an Earnest Money Deposit (EMD) of Rs. 5,00,000/= (Five lakhs) by online mode through payment gateway via e-bidding portal and print out of money receipt paid through online for EMD should be kept in envelope super-scribing "Part-1: Tender Document Fee & EMD".
2. The bidder not accompanied with online money receipt of earnest money or accompanied with inadequate earnest money will summarily be rejected and returned un-opened, unless otherwise exempted by the CSPDCL.
3. No Bid shall be accepted without EMD and shall be rejected, unless otherwise exempted by the CSPDCL.
4. EMD will not carry any interest.
5. EMD will be forfeited by CSPDCL if,
   a) It is being discovered that any of the documents submitted by the Bidder are falsified, forged or intended to deceive.
   b) Bidder withdraws its bid during the period of bid validity.
   c) Bidder withdraws his tender after processing but before acceptance of purchase order to be issued by CSPDCL.
   d) Selected Bidder being awarded the work and failing to execute the work awarded or failing to submit the Security Deposit cum Performance Guarantee
6. EMD will be refunded as under -
   a) Earnest Money of selected Bidder on whom order is placed shall be released on acceptance of unconditional Security Deposit (SD) cum Performance Guarantee for 10% of the order value in form of Demand Draft or an irrevocable Performance Bank Guarantee (valid till the end of contract period) and execution of agreement.
   b) Earnest Money for the technically & commercially qualified Bidders shall be retained till final acceptance of tender / purchase order by the Bidder and in respect of others, it shall be refunded immediately.
7. The following are exempted from payment of EMD,
   a. SSI Units of Chhattisgarh Permanently registered with DIC / Ancillary units of CSPDCL - Registration should be specifically for the items quoted in the tender (for both supply & services components) and valid on the date of opening of tender.
   b. Small Scale Units registered with NSIC: -In case of Small Scale Units permanently registered with NSIC, their registration certificates should be valid for the item mentioned on tender (for both supply & services components) on due date of opening of Techno-Commercial bid entitled for exemption from EMD. (The renewal / amendment of certificate should not be more than 3 years old from the due date of opening of tender).

c. In case of Medium / Large Scale Manufacturing Units located in Chhattisgarh (other than SSI / Ancillary Units to CSPDCL and Govt. undertaking), the EMD shall be accepted @ 50% (half) of the rates prescribed above. Here also, Permanent Registration is a must in respect of specified item in this RFP.
d. Fully owned State Govt. Units, if 100% shares are held by the State Govt. concerned for which documentary evidence must be furnished with the offer /Central Govt. Manufacturing Units.
e. The photocopy of the NSIC / SSI Registration Certificate for the tendered items duly attested by G.M. / Manager, DIC of the Area, shall be furnished with the offer. In case of unattested copy, the original certificate should be produced at the time of tender opening for verification.
f. All the SSI / NSIC Units should quote / offer only to the extent they are registered for respective items with the SSI / NSIC organization. The certificate should be valid and duly renewed as the case may be.
g. The Bidder, who comes under above categories, should furnish documentary evidence with the offer failing which his offer, shall be rejected.
h. Bidders in their own interest are encouraged to submit scanned copy of NSIC certificate prior to due date of opening of bid, so as to ensure that NSIC Certificate can be considered or not.

6) Pre-Bid & Corrigendum/Amendment

a. Pre-Bid Queries
1. Bidders should carefully examine and understand the scope of work, terms & conditions, and may seek clarifications, if required.
2. Pre-Bid Schedule is provided in the Fact-Sheet and Bidders should strictly adhere to the same. It can be done through online or offline (physical) mode.
3. No separate intimation would be conveyed in this regard, except if the Pre-Bid is either preponed, postponed or cancelled.
4. CSPDCL shall not be responsible to ensure the Bidder's queries have been received timely by them.
5. CSPDCL reserves right not to respond to any Pre-Bid Queries received after the scheduled date & time.
6. Bidders should submit their pre-bid queries **through e-mail (eitc.web@cspc.co.in)** in excel & pdf file in the following format:

SN	Tender Document Ref Page No. & Clause No.	Content of Tender requiring clarifications	Bidder's Query
1.			
2.			
…..n			

7. No verbal or individual communication shall be entertained.

b. Pre-Bid Meeting:
1. Clarifications, if any; can also be sought in the Pre-Bid meeting.
2. Bidders, who are eligible as per the Eligibility Criteria (PQR), shall only be allowed to participate in the **Online Pre-Bid Meeting**.
3. Meeting link (in case of online mode) shall be shared to the respective e-mail id of eligible bidders who are desirous to attend the pre-bid meeting.
4. CSPDCL reserves right not to respond to any impromptu queries in the pre-bid meeting.

c. Pre-Bid Clarifications and Issue of Corrigendum/Amendment:
   1. CSPDCL shall provide timely response to pre-bid queries.
   2. CSPDCL neither undertakes the completeness of the response(s), nor to answer all the pre-bid queries, which have been raised.
   3. CSPDCL shall consolidate all the written queries and pre-bid clarifications shall be issued, accordingly.
   4. Further, at any time prior to the last date for receipt of bids, CSPDCL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify tender document by issuing corrigendum or amendment.
   5. Pre-bid Clarifications and corrigendum / amendment (if any) shall be made available on CSPDCL website & e-bidding portal.
   6. No individual correspondence shall be made in this regard.
   7. Pre-bid clarification and any other clarification(s) / amendment(s) /corrigendum(s) furnished thereof shall be deemed to be incorporated and thus become part and parcel of the Tender; thereby it will be binding on the Bidders.
   8. In order to provide prospective Bidders reasonable time for taking the pre-bid clarification, corrigendum / amendment into account; CSPDCL may, at its discretion, extend last date of bid submission.

7) Preparation of Bids

a. Tender can be downloaded from CSPDCL web site or e-bidding portal.
b. Bids & supporting documentation should be prepared in English.
c. All the relevant pages of the bids (except literatures, datasheets and brochures) have to be signed by the authorized signatory.
d. Bidder should also put his signature, along with name, status and company's seal on envelopes submitted containing bid documents.
e. Authorized Signatory for submission of Bids: Bids submitted on behalf of companies registered with the Indian Companies Act, for the time being in force, shall be signed by persons duly authorized to submit the tender on behalf of the Company and shall be accompanied by Certified true copies of the resolutions, extracts of Articles of Association, special or general Power of Attorney etc. to show clearly the title, authority and designation of persons signing the Bid on behalf of the Company.
f. Techno-Commercial Bid should contain the technical solution to meet the requirement of the CSPDCL and should be submitted strictly in conformity with the desired solution / scope of work, as envisaged by CSPDCL in this tender document.
g. Infrastructure requirements including power requirements etc. necessary for successful installation and smooth operation should be specified in the technical literatures.
h. Bidder shall bear all costs associated with the preparation and submission of tender, including cost of any presentation that may be made for the purposes of clarification of the bid. CSPDCL would in no case be responsible for refund or be liable for such costs.
i. Bidder should carefully examine tender terms & conditions, including all annexures, schedules specified in this tender document.
j. Failure to furnish complete information as required in the tender document may result in disqualification of the bid.
k. Two separate amounts towards Tender Document Fee & EMD are required to be submitted.
l. Bids should be prepared in three (3) parts: -

Part-1	Tender Document Fee & EMD	i. Money Receipt towards Tender Document Fee; ii. Money Receipt towards EMD; iii. Letter intimating Authorized Signatory

Part-2	Techno-Commercial Bid	i. All Schedules (except the Price Bid); ii. All documentary evidences as required in support of the Schedules and PQR/EC; iii. All Certificates and Credentials; iv. Any other relevant details, if so required.
Part-3	Price Bid	i. Unit Prices should preferably be rounded-off to zero (to avoid calculation intricacies); ii. Price Bid to be submitted ONLINE Only; iii. Scanned copy of Price Bid Should NOT be uploaded.

m. Envelope containing Offline/Hard Copy should be super-scribed with -
- ✓ Tender No. - <As per Fact Sheet>
- ✓ RFx No. - <As per Fact Sheet>
- ✓ Name of the Bidder - _____
- ✓ Due date of opening - <As per Fact Sheet / As Extended>

n. Bid Envelope should be addressed as per the details provided in the "Fact Sheet".

8) Submission of Bids

***a.* Tendering Process:**

This Tender shall be processed in 'Hybrid' mode – i.e. in Online as well as Offline mode. Bidders should carefully go through Annexure-1, "Specific Instructions for e-bidding".

***b.* ONLINE Submission:**

Following documents should be submitted ONLINE on SAP SRM e-bidding portal -

1. Tender Fee and EMD (Earnest Money Deposit) shall be paid online through payment gateway via e-bidding portal. EMD exemption document has to be uploaded, if any;
2. Upload duly filled, signed, stamped & scanned copy of Schedules' 1 to 10; but, EXCEPT Schedule 11 (PRICE BID Schedule);
3. Online filling of the Questionnaire (Checklist);

4. Price bid – To be entered directly in the e-bidding System

- ✓ It is to be carefully noted that Price Bid should be submitted through online procedure only; i.e. - rates are to be filled directly in item tab in e-biding SAP-SRM e-bidding portal
- ✘ Hard copy of price bid should **NOT be submitted OFFLINE**.
- ✘ Also, scanned copy of price bid **should NOT be uploaded / attached in e-bidding portal.**

c. OFFLINE Submission:

Following documents should be submitted having sealed, signed & stamped in hardcopy (i.e. legacy / conventional method) in a sealed envelope to be addressed as per the details provided in "Fact Sheet"-

1. Money Receipt towards Tender Doc;
2. Money Receipt towards EMD or copy of EMD Exemption;
3. Letter intimating Authorized Signatory;
4. Schedules 1 to 10, in original;
5. All documentary evidences as required in support of the Schedules & Eligibility Criteria (PQR);
6. All Certificates & Credentials;
7. Any other relevant details, if so required.

Note: Bidders are requested to go through Annexure-2 for "Submission of Bid documents".

9) Opening of Bids

a. Bids (both Online & Offline) shall be opened as per due date of Bid opening schedule and address provided in the "Fact Sheet"; on the due date and time as notified later, in the presence of the Bidders or their authorized Representatives, if they wish to witness.
b. If the due date of submission / opening of tender document are declared a holiday by the Central / State Government or Local Administration, it will automatically get shifted to the next working day, for which no prior intimation shall be given.
c. Tender opening shall be continued on subsequent days, in case, the opening of all tenders is not completed on the day of opening.
d. In case the opening of all the bids could not be opened on the scheduled date/time as notified, because of some technical constraints of the system on the day of opening of bid; CSPDCL reserves right alter, extend the due date / time of opening, if so desires without assigning any reason thereof.
e. Intimation of extension of due date of bid submission/opening shall be provided at CSPDCL website & e-bidding portal. Bidders are therefore requested to keep track of the same.
f. CSPDCL reserves right to disclose the content(s) of the Techno-Commercial bid in full or part.
g. Date of opening of the Price bid shall be intimated separately, only to the eligible Bidders, through e-mail / SAP e-bidding portal.

10) Sequence of Opening of Bids

On the due date and time as notified;

a. First the Techno-commercial part in e-bidding portal (ONLINE) shall be opened & scanned copy of Tender Document Fee, EMD, Questionnaire (Checklist), etc shall be verified.
b. Subsequently, envelopes of Techno-Commercial Bid (i.e. OFFLINE - hard copy) shall be opened on the same date; only in respect of qualifying Bidders, those who have submitted (uploaded) the required documents, through e-bidding portal.
c. Price Bid shall be opened on any subsequent date, to be notified later; only for the short-listed Bidders who are eligible and are qualified in the Techno-Commercial Bid.

11) Evaluation of Bids

a. Initial Scrutiny & Bid Rejection

1. Initial Bid scrutiny will be held and incomplete bids, conditional bids are liable for rejection.
2. Multiple bids from a single Bidder would be rejected.
3. Bids not conforming to Tender Terms & Conditions as given below shall be treated as non-responsive; if bid is -
   i. submitted without Tender Document Fee or EMD;
   ii. submitted is not as specified in the tender;
   iii. received without the Letter of Authorization;
   iv. found suppression of details;
   v. incomplete, subjective, conditional or partial offers submitted;
   vi. not properly / duly signed, stamped;
   vii. received through e-mail or Fax;
   viii. is received (hard copy/envelope) after expiry of due date/time;
   ix. found incomplete including non-submission of documents;
   x. evasive or contains incorrect information;

b. Techno-Commercial Bid Evaluation

1. Techno-Commercial Bid will be evaluated for fulfilment of Eligibility Criteria / PQR Conditions.

2. Only the Bids fulfilling the Eligibility Criteria / PQR, shall be evaluated further to conform suitability of Techno-Commercial Terms & Conditions (including Payment terms, Penalty, Security Deposit, Delivery Schedule, and Validity Period of Bid, etc, along with desired the Technical solution).
3. Bids in accordance with the Tender requirement shall only be eligible for opening of their Price Bid.

c. Price Bid Evaluation

Price Bids shall be evaluated to ascertain the lowest bid in the interest of CSPDCL with the following consideration: -

1. Loading shall be done for the items where prices are not quoted by the Bidders shall be done.
2. In such cases, the loading shall be done at highest prices quoted among the participated Bidders but while ordering, lowest price among the Bidders will be offered.
3. Price Bid Comparison shall be done on Grand Total Amount.

d. General Conditions

1. CSPDCL does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time, prior to the issuance of purchase order without assigning any reasons, whatsoever.
2. CSPDCL shall not incur any liability to the affected Bidder(s) on account of bid rejection.
3. CSPDCL shall not be obliged to inform the affected Bidder(s) regarding the ground for rejection.
4. CSPDCL also reserves the right to re-tender.
5. CSPDCL decision shall be final & should be acceptable to Bidder.

12) **EXTREMLY *IMPORTANT - Bidders to note to avoid bid rejection***

It will be the sole responsibility of the sole bidder to make sure that all documents required as per tender are submitted along with bid on or before due date of tender. The bid submission date is cut-off date for submission of all the documents required as per tender and every bidder must adhere to this deadline.

However, if any shortcoming is observed during scrutiny of Techno-Commercial bid, CSPDCL reserves the right to seek require clarifications / documents from bidder by giving them ONLY one chance to submit required clarifications / documents / confirmations within specified time limit.

If a bidder has quoted "NIL" deviation in Schedule–5 (Techno-Commercial Deviation) this will have an overriding effect on any other conditions noted as deviation elsewhere in the bid.

13) Super-scribing Bid Envelope

Bid will be disqualified if it gets opened by mistake, before the due date / time, as a result of improper or no indication been given on the cover / envelope, so as to indicate that it contains Bid.

14) Mistakes in Bid

In case Bidder submits contradictory statement in the Technical & Commercial Bid, CSPDCL reserves right to interpret / take that statement into consideration, in the interest of CSPDCL.

15) Overwriting

Overwriting should be avoided. Overwriting, erasures and other changes should bear the dated initials of the person signing the tender.

16) Fixed / Firm Prices & Bid Currency

Bidders are required to quote a Fixed / Firm Price bid in their Price Bid. Prices should be quoted in Indian Rupees (INR).

17) Suppression of facts and misleading / false information

a. Bids submitted having any of the documents that are falsified, forged, misleading or intended to deceive will be rejected. The Bidder may also be debarred from participation in future tendering process.
b. During the Bid evaluation, if any suppression or misrepresentation of information is brought to the notice of CSPDCL; then, CSPDCL shall have the right to reject the Bid and if after selection, CSPDCL would terminate the order as the case may be, without any compensation to the Bidder and the EMD / Security Deposit as the case may be, shall be forfeited.
c. Bidders should note that any figures in the proof documents submitted by the Bidders for proving their eligibility is found suppressed or erased, CSPDCL shall have the right to seek the correct facts and figures or reject such bids.
d. It is up to the Bidder to submit the full copies of the proof documents to meet out the criteria. Otherwise, CSPDCL may not consider such documents.
e. Copies of documents should be submitted with bid in order to prove the Bidder's experience & capacity to undertake the project

18) Ambiguities in Bid conditions

In case of ambiguous or self-contradictory terms / conditions mentioned in the bid, interpretations as may be advantageous to the CSPDCL may be taken without any reference to the Bidder.

19) Alternate Bid

Bid should be submitted as per intent of tender documents, as alternative offers are liable to be rejected.

20) Delayed / Late Bid

CSPDCL shall not be responsible for postal delays either for the late receipt of documents by Bidder or late receipt of bids. No extension in time shall be granted on such grounds.

21) Return of Bids

Bids once submitted shall be the property of CSPDCL and shall not be returned to the Bidder in future.

22) Canvassing of Bids

Bids shall be deemed to be under consideration, after opening of bid, till placement of order. During this period, the Bidders or their authorized representatives or other interested parties are advised strongly, in their own interest, to refrain from contacting by any means any of the CSPDCL's personnel or representative, on matters relating under study. Canvassing of any, kind will not only invite disqualification but also will debar the Bidder from future participation in tender process.

23) Pre-Contract Integrity Pact

As per directives of Government of Chhattisgarh vide Circular No. 243/vi/ni/4/2013 dated 06-Jul-2013, prescribed format for Pre-Contract Integrity Pact is enclosed as Schedule-09 with tender document for signature of Bidder and execution.

24) Alterations / Corrections in Bid *(Post Bid Opening)*

No alternations in the tender document after opening of the bids will be permitted. Bidder will not be permitted to change the substance of the tender on post interpretation / improper understanding grounds.

25) Amendment in Specifications / Requirement *(Pre Order)*

CSPDCL reserves right to revise, modify or amend any terms & conditions, specification, drawing, prior to the date notified for opening of tender, such revision / amendment, if any, will be communicated to all the Bidders as Amendment / Addendum / Corrigendum / Pre-bid Clarifications, etc; whereas, after opening of the Techno-Commercial bids, CSPDCL reserves right to obtain revised price bids from the Bidders with regard to such changes, if any.

26) Variations / Additions / Omissions *(Post Order)*

CSPDCL reserves the right to alter, amend, omit, or otherwise vary the quantum of work, by notice in writing to Bidder. Bidder would carry out such variation in accordance with the rates specified in the contract, so far as these may apply; and, where such rates are not available, the CSPDCL and the bidder would mutually agree to the same.

27) Tender Compliance

a. Bidders are encouraged to study all the instructions, Annexures, Schedules, Terms & conditions, requirements and other information in the tender document carefully.
b. Online submission of the bid / proposal shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
c. Failure to comply with the requirements of this clause may render the bid non-compliant and may be rejected.
d. Bidders must comply with all requirements as set out within the tender, including all the supporting documentations specified in this tender.
e. Bid which is incomplete or obscure is liable for rejection.

28) Deviations from vital Terms & Conditions

Offers with deviations in the terms of payment, liquidated damages, security deposit and performance guarantee are liable to be rejected.

29) Validity of Bids

Entire Bid (Prices, Techno-Commercial Terms & Conditions as offered by the Bidder) should be valid for a minimum period of **180 days** from the date of opening of the bid; else, Bid is liable to be rejected.

30) Acceptance of Part / Whole Bid – Rights thereof

CSPDCL makes no commitments, express or implied, that this tender process shall result in any business transaction with any Bidder. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed. CSPDCL reserves right to

a. terminate Tender process at any time without assigning any reason whatsoever;
b. accept / reject wholly or partly bids without assigning any reason whatsoever;
c. negotiate only with the technically suitable Bidder;
d. Make no correspondence with Bidder regarding above.

31) Security Deposit cum Performance Guarantee

a. On acceptance of Order, the selected Bidder will have to deposit an amount of 10% of the respective total order value towards Security Deposit, either in form of MICR Demand Draft or Bank Guarantee within 30 days from date of issue of order failing which the order is likely to be cancelled.
b. MICR Demand draft is to be drawn in favour of Manager (CAU), CSPDCL, Raipur, payable at Raipur from any Nationalized / Scheduled Bank.
c. Bank Guarantee In lieu of Demand draft can be submitted from any Nationalized / Scheduled Bank strictly as per CSPDCL's proforma (to be supplied along with the order) valid sufficiently to cover the contract period and additional six months for claim lodge period.
d. CSPDCL shall forfeit the security deposit in event of non-execution or part execution of the order, besides invoking the Penalty Clause.
e. Security Deposit cum Performance Guarantee shall be returned to the Bidder/Contractor only after due and faithful performance of the order as per terms and conditions of the order and on expiry of contract period, provided there are no claims outstanding to be recovered against the Bidder, including downtime penalties.
f. No interest will be paid by the CSPDCL on Security Deposit cum Performance Guarantee furnished by the Bidder/Contractor.

32) Prices

a. Price shall include all charges, applicable taxes, etc. except GST, which will be payable extra as per actuals.
b. Prices should be quoted in Indian Rupees only.
c. Prices should be FIRM and not subject to any price escalation.
d. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the complete execution of the contract. Any benefit of downward movement of prices in future for similar product/services should be passed on to CSPDCL.
e. Prices should be quoted as per the Price Bid Format.
f. Prices should be submitted Online directly in SAP e-bidding Portal.

33) Taxes & Duties

a. ***GST:*** Bidders should clearly specify the rate of Goods & Service Tax (GST) applicable / leviable / payable under the prevailing Rules & Regulations at the time of submission of the Bid.
b. ***Any other applicable Tax:*** Bidders should also specify any other Tax, if applicable, and its prevailing rate, at the time of submission of the Bid; else, it shall be presumed that no other taxes are applicable at the time of submission of bid.
c. ***Change in rate of Tax:*** Should there be any increase or decrease in rate of GST or any other applicable Tax during the contract period, the same shall be payable as per the then prevailing rate (i.e. - as per actuals) at the time of processing invoices/payment.
d. ***New Tax/Levy Introduce:*** Should there be any new tax/levy introduced by Govt. tax rules & regulations, the same shall be payable as per the then applicable tax at the then prevailing rate (i.e. - as per actuals) at the time of processing invoices/payment.
e. ***TDS:*** Necessary Tax shall be deducted at source as per the then prevailing Govt. Tax rules & regulations or issued time-to-time.
f. ***GST Payable:*** GST shall be paid by CSPDCL as applicable at the time of submission of invoice(s). The firm is required to furnish the GST certificate as per the following: -
    i. Certified that the transaction on which the GST has been claimed has been/will be included in the return submitted/to be submitted to the taxation authority for the assessment of GST and amount claimed from CSPDCL has been/shall be paid to Tax Authorities.

ii. Certified that services/goods on which GST has been charged have not been exempted under State/Central GST act or the rules made their under and charges on a/c of GST on these service are correct under provision of relevant act or rules made thereunder.

iii. Certified that we shall indemnify the "CSPDCL" in case it is found at a later stage that wrong or incorrect payment had been made on a/c of GST to be paid by us.

iv. Certified that we are registered dealer under Central/State GST Act and our GSTIN No is _____

v. This certificate has been rendered against order no. __, dated __.

g. ***Vital Numbers of CSPDCL:*** CIN, PAN & GST Registration Number of CSPDCL are provided in the Fact Sheet same is mentioned as follows: -

CIN	U40108CT2003SGC015822
PAN	AADCC6047K
GSTN	22AADCC6047K1ZR

Pl. Note: *Bidders indicating nil or concessional rate of GST (if any) in their tenders will have to absorb GST up to the full rate as applicable at the time of tendering & invoicing.*

34) Payment Schedule

Payments shall be released subject to completion of all the contractual formalities including acceptance of security deposit.

i. Part-A: For Revamp of Web Portal & Mobile App (One Time Nature)

Payment towards Fee towards Revamp of Web Portal, Mobile App shall be made on **milestone basis** and shall be regulated in the following manner:

Milestone – Particulars	%age of Revamp Cost along with GST on prorata amount
Milestone-1: Design Documents, HLD, LLD, Blueprint, UI/UX	10%
Milestone-2: CSPDCL Web Site Go-Live	40%
Milestone-3: Urjainet (Intranet) Portal	20%
Milestone-4: GST Portal	10%
Milestone-5: Solar Roof Top Portal	10%
Milestone-6: Mobile App (iOS-Prakash)	10%
Total Cost of Revamp of Web Portals & Mobile App	**100%**

ii. Part-B: For Contact Centre Infrastructure (One Time Nature)

After Supply & successful Installation – 100% amount towards Contact Centre Infrastructure along with GST.

iii. Part-c: For Developers (FMS Services) (Recurring Nature)

a. Payment shall be made on ***Quarterly Arrears Basis*****.**

b. For a better understanding, it can be explained as follows: -

SN	Quarter#	Quarter	Billing Month
1.	First	Apr-May-Jun (AMJ)	Jul
2.	Second	Jul-Aug-Sep (JAS)	Oct
3.	Third	Oct-Nov-Dec (OND)	Jan
4.	Fourth	Jan-Feb-Mar (JFM)	Apr

For FMS - Bidder/Contractor shall be permitted to raise one bill for **each quarter on arrears basis** for the services provided during contract period.

35) Payment Terms

i. Bills should be submitted in four copies (including one original) to- The Executive Director (EITC), Block No-8, CSPDCL, Dangania, Raipur. Original bills should be marked "ORIGINAL".
ii. After verification, original + 2 copies of bills shall be forwarded to - The Manager (CAU), CSPDCL; for the payment.
iii. The payment shall be made normally within 30 days from the date of receipt of complete Bill, after deducting the statutory levies and other deductions such as Penalty, Compensation against non-performance etc, if any.
iv. Payment shall be made after deduction of penalty (if any) and total statutory deductions (TDS, TDS-GST, etc); after duly verification by the office of E.D. (EITC), i.e. after signing of Completion Certificate / Installation Note.
v. Prices shall remain Firm and shall not be subjected to any upward revision of prices.
vi. Payment shall be electronically credited to the designated account number provided to CSPDCL after deducting applicable TDS, if any.
vii. For any delay in payment to the bidder/contractor by CSPDCL - on account of non-submission of mandatory documents with the bills by the Bidder/Contractor, the Bidder shall be solely responsible.
viii. Similarly, for any delay in payment to the Bidder/Contractor by CSPDCL - on account of submission of incorrect mandatory documents with the bills by them, then the bidder shall be solely responsible.
ix. No interest shall be payable in case of delay in payment.
x. No advance payment shall be made.
xi. The bidder shall have no claim or reason to stop the Services, if their payments are delayed.

36) Implementation Period

The entire work envisaged under the scope of this tenders needs to be completed within **seven months from the date of order**.

37) Contract Agreement

Contract Agreement shall be signed between CSPDCL & the Bidder within **30 days** from date of placing the order wherein detailed scope of work with timelines and terms & conditions shall be stipulated.

38) Support Period

Contract period shall be of **36 months** from the final Go-Live.

39) Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the Bidder or CSPDCL as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as -

a. Natural phenomena, including but not limited to floods, droughts, earthquakes and epidemics.
b. Act of any Government Authority, including but not limited to war, declared or undeclared, quarantines, embargoes, licensing control or production or distribution restrictions.
c. Accident and disruptions such as - fires, explosions, break-down of essential machinery or equipment etc.
d. Strikes, Lockouts continuing for more than three weeks.
e. Failure or delay in the Bidder's source of supply due to Force Majeure causes enumerated above; provided he produces documentary evidence to show that there were no other alternative sources of supply available to him.

40) Extension of Time

a. If the completion of supply and / or works is delayed due to reasons beyond the control of the Firm, he shall without delay, request CSPDCL in writing, for an extension of time.
b. The CSPDCL on receipt of such request may agree to extend the contract delivery date, as may be reasonable, but without prejudice to other terms and conditions of the contract.

41) Extension Order / Quantity

a. If required so, extension order can be placed by CSPDCL for the additional quantity (i.e. hardware) to maximum 50%, on the same rates, terms and conditions during the support period.
b. If required so, extension order can be placed by CSPDCL for the additional period of 2 years, for developers (FMS) on the same rates, terms and conditions after the completion of support period, in case satisfactory services are provided.

42) Penalty

a. Time is the essence of contract. In case of delay in execution or non-execution of the order, CSPDCL reserves right to impose Penalty.
b. In case there is a delay in work execution as per the Project Timelines; 'Penalty' shall be deducted from the bills - at the rate of half percent (½%) of the unperformed / pending services for each calendar week of delay or part thereof subject to a maximum of 10% of the unperformed / pending services for the particular milestone.
c. Penalty shall not be applicable for reasons attributable to CSPDCL.

43) Publicity

The Contractor/bidder shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the CSPDCL first gives the Contractor/Bidder its written consent.

44) Relationship between CSPDCL & Bidder

a. Nothing in the contract shall constitute any fiduciary relationship between the CSPDCL and Bidder / Bidder's Team or any relationship of employer-employee, principal and agent, or partnership, between the CSPDCL and Bidder.
b. No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of the contract.
c. CSPDCL has no obligations to the Bidder's team except as agreed under the terms of the contract.

45) Conflict of interest

The Bidder shall disclose to CSPDCL in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.

46) Punitive Action

In case of any of the following default(s) by Selected Bidder, such as: -

i. unsatisfactory services;
ii. poor workmanship;
iii. instances of fraud or cheating;
iv. submission of fake documents & information;
v. violation/breach of terms and conditions of the contract; etc,

CSPDCL shall take any one or combination of the Punitive actions given below depending on the extent and seriousness of the default committed, such as: -

a. debar / blacklist the firm for future business with the CSPDCL for a specified period and circulate it among all SEBs/Power Companies;
b. cancel the contract partially or fully as outlined in penalty clause;
c. Impose a suitable penalty as deemed fit, on account of above irregularities / default or financial loss caused to CSPDCL by the Bidder.

47) Applicable Law & Jurisdiction of Court

Contract with the Bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Raipur (with the exclusion of all other Courts).

Here, "Applicable Laws" means any statute, law, regulation, ordinance, rule, judgment, order, decree, bye-law, approval of any authority, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision of or determination by, or any interpretation having the force of law of any of the foregoing by any authority having jurisdiction over the matter in question, whether in effect as of the date of this RFP or at any time hereafter.

48) Notices

Notice or other communications given or required to be given under the contract shall be in writing. They can be hand-delivered with acknowledgement thereof, or transmitted by a pre-paid registered post, or by a recognized courier, or by a facsimile. If such notice is sent by facsimile, a confirmation copy shall be sent by pre-paid registered post or by recognized courier within 7 days of the transmission by facsimile.

49) Limitations of Liability

Bidder's aggregate liability under the contract shall be limited to a maximum of the total order value. This limit shall not apply to third party claims for 1) IP infringement indemnity; 2) bodily injury (including death) and damage to real property and tangible personal property caused by bidder's gross negligence. Bidder shall not in any event be liable for any indirect, consequential damage, or loss of profit, business, revenue, goodwill, anticipated saving or data, or third party claim except with respect to bodily injury (including death) and damage to real and tangible personal property for which bidder is legally liable. For the purpose of this section, contract value at any given point of time means the aggregate value of the purchase orders placed by CSPDCL on the bidder that gave rise to claim, under this tender.

50) Arbitration

a. All dispute or differences whatsoever arising between the Bidder and CSPDCL out of or in relation to the construction, meaning and operation or effect of the Contract, with the Bidder, or breach thereof shall be settled amicably.
b. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration.
c. Either party may give to the other, notice in writing, the existence of such question, dispute or difference, and the same shall be referred to the adjudication of two arbitrators, one to be nominated by the CSPDCL and the other to be nominated by the Bidder.
d. Venue of the arbitration shall be at Raipur, Chhattisgarh.

51) Cancellation of Order

a. CSPDCL may upon written notice of default, terminate contract in the circumstances detailed hereunder
b. If in the opinion of the CSPDCL, the Firm fails to deliver the services within the time specified or during the period for which extension has been granted.
c. If in the opinion of the CSPDCL, the Firm fails to comply with any of the other provisions of this contract or services are found not in accordance with tender order.
d. The Firm commits a breach of any of the terms and conditions of the bid.
e. The Firm goes into liquidation voluntarily or otherwise.
f. The progress regarding execution of the order accepted, by the Firm is found to be unsatisfactory.
g. If deductions on account of Liquidated Damages exceeds more than 10% of the total contract price.

52) Exit Management (Transition-Out Services)

a.) Continuity and performance of the Services at all times including the duration of the agreement and post expiry of the Agreement is a critical requirement of CSPDCL. It is the prime responsibility of successful bidder during exit management period and in no way any facility / service shall be affected / degraded. Further, successful bidder is also responsible for all activities required to train and transfer the knowledge to CSPDCL (or representative agency of CSPDCL).

b.) The exit management period starts at least 3 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the successful bidder. The exit management period ends on the date agreed upon by CSPDCL or Three months after the beginning of the exit management period, whichever is earlier.

c.) At the end of the contract period or upon termination of contract, successful bidder is required to provide necessary handholding and transition support to ensure the continuity and performance of the services to the complete satisfaction of CSPDCL.

d.) **Exit Management Plan**: Successful bidder shall provide CSPDCL with a recommended "Exit Management Plan", which shall include, but limited to the following:

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

(ii) Plans for the communication with such of the successful bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer.

(iii) Plans for provision of contingent support to the implementation for a reasonable period (minimum one month or as per mutually agreement with utility) after transfer.

(iv) Method of Transition including roles and responsibilities of both the parties to handover and takeover the charge of project regular activities and support system.

(v) Proposal for necessary setup or institution structure required at CSPDCL level to effectively maintain the project after contract ending.

(vi) Training and handholding of CSPDCL Staff or designated officers for maintenance of project after contract ending.

(vii) CSPDCL will approve this plan after necessary consultation and start preparation for transition.

(viii) Exit management plan shall be presented by successful bidder to and approved by CSPDCL.

(ix) Payment during exit management period shall be made in accordance with payment schedule mentioned in this tender document.

e.) **Exit Management Services**

(i) Successful bidder shall ensure that all the documentation required by CSPDCL for smooth transition (in addition to the documentation provided by the successful bidder) are kept up-to-date and all such documentation is handed over to CSPDCL during regular intervals as well as during the exit management process. Also ensure that all the documentation required for smooth transition including configuration documents are kept up to date.

(ii) Post exits all the data content should be removed (from the possession / access of the outgoing bidder), to ensure that the data cannot be recovered.

(iii) At any time during the exit management period, the successful bidder will be obliged to provide an access of information to CSPDCL and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software), documentations, manuals, catalogues, archive data, Live data, policy documents or any other material related to implementation.

53) Confidentiality

Bidder shall not disclose any proprietary or confidential information relating to operations, services, or business of CSPDCL without the prior written consent of CSPDCL. The information, drawings, specifications and other related documents forming part of the "Contract" are property of CSPDCL and shall not be used for any other purpose, except for execution of the 'Contract'.

54) Non-Disclosure Agreement

The bidder shall execute Non-Disclosure Agreement (NDA). The bidder shall execute NDA without which payment will not be released in absence of above signed agreements.

Bidder shall have to sign and abide by the terms of the Non-Disclosure Agreement (NDA). In case of any dispute regarding breach of confidentiality, the terms of NDA will supersede the confidentiality clauses of the RFP. However, till the execution of NDA, the confidentiality clause of RFP shall be applicable.

55) Information Security

a. Bidder and its personnel shall not carry any written material, layout, diagrams, pen drives, hard disk, storage tapes or any other media out of CSPDCL premise without written permission from CSPDCL.
b. Bidder personnel shall follow CSPDCL's information security policy and instructions in this behalf.
c. Bidder acknowledges that CSPDCL's business data and other proprietary information or materials, whether developed by CSPDCL or being used by CSPDCL pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to CSPDCL.
d. Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Bidder to protect its own proprietary information. Bidder recognizes that the goodwill of CSPDCL depends, among other things, upon Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Bidder could damage CSPDCL.

e. By reason of Bidder's duties and obligations hereunder, Bidder may come into possession of such proprietary information, even though Bidder does not take any direct part in or furnish the Services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by this Contract. Bidder shall use such information only for the purpose of performing the Services.
f. Bidder shall, upon termination of this Contract for any reason, or upon demand by CSPDCL, whichever is earliest, return any and all information provided to Bidder by CSPDCL, including any copies or reproductions, both hardcopy and electronic.

56) Compliance of Regulations & Acts

Bidder shall warranty that all Goods / Services rendered are in strict compliance with all applicable Rules, Regulations, IT Act and any amendment hereunder, and technical codes and requirements, as applicable from time to time.

57) Correspondence

All the correspondences on the subject should be made with -

The Executive Director (EITC)
Block No. – 8, CSPDCL, Dangania,
Raipur (CG) Pin Code - 492 013
Tel : (0771) – 257 4123

ANNEXURES

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Annexure-1

Specific Instructions for e-bidding

1. **Tender Process**
   Please note that this tender shall be processed in "Hybrid mode", i.e. – in online mode through SAP SRM E-Bidding as well as in offline mode through conventional/hard copy/legacy system. Hence, Bidders are requested to keep proper record at their end.

2. **E-Bidding User Manual & Instructions**
   - Tender Document Fee and EMD (Earnest Money Deposit) will be paid online through payment gateway via e-bidding portal.
   - Tender Document fee is non-refundable, once the tender fee will be paid only after that bidder will be able to create the response on e-bidding portal.
   - Bank Transaction charges on Tender fee and EMD will be displayed on e-bidding portal at the time of payment, which will be borne by the bidder.
   - Bidder has to pay EMD before submission thru only payment gateway. No other mode will be considered.
   - Payment Gateway Process of Online Tender Fees & EMD is available in the http://cspc.co.in/cspdcl/tender/etender/etenderindex.htm
   - Before participating through e-bidding, Bidders are requested to go through user manual & instructions carefully are available in
   - http://cspc.co.in/cspdcl/tender/etender/etenderindex.htm
   - Or click on Bidder Information link in following URL: -
   - http://ebidding.cspdcl.co.in:50724/irj/portal

3. **Tender Document**
   - Tender document can be downloaded from CSPDCL website as well as it is available at SAP SRM e-bidding portal at Technical RFx section
   - www.cspdcl.co.in/tender/tendernotices/centraloffices
   - http://ebidding.cspdcl.co.in:50724/irj/portal

4. **E-Bidding Mandatory Requirement**
   - Bidder must have following in order to participate through ebidding-
   - Valid Digital Signature;
   - Valid SAP-SRM e-bidding User ID & Password;
   - Valid e-mail ID.

5. **Digital Signature**
   - Bidder must have a valid Digital Signature.
   - Digital Signing Certificate and Digital Encryption Certificate can be obtained from any recognized digital signature issuing authority for participation in this tender.
   - Bidder shall intimate in advance regarding details of digital signature issuing authority for ensuring the reliability of the same.

6. **SAP-SRM e-bidding User ID and Password**
   - Bidder must have a valid SAP-SRM User ID and Password.
   - For obtaining the same, Bidder has to submit online registration form through e-bidding portal.
   - SAP-SRM User ID and Password will be sent on their registered e-mail ID mentioned in the form.

7. **E-bidding Helpline**
   - In case, Bidder requires to seek any support from CSPDCL regarding e-bidding, they may contact at- (0771)-2576672, 2576673 (EITC, CSPDCL)

8. **E-Mail ID**
   - Please note that e-mail is system generated, hence bidders are requested to provide valid e-mail id and should regularly check their inbox / junk / spam of their e-mail id.

9. **Compliant System**
   - CSPDCL shall not be responsible for non-supporting system; such as- issues in internet connection, mal-functioning of associated hardware or software, etc while submitting their offer.
   - Bidders are encouraged to check for compliant system required for e-bidding, in their own interest.
   - It is strongly recommended Bidders should not to wait till last minute for submission of bid, as any untoward internet / technical incident may disrupt the bid submission.
   - No extension in time shall be granted on any of such grounds.

10. **Submission of Price Bid**
   - Price Bids are accepted only through online procedure.
   - Rates in Price Bid should be quoted online in item tab in e-biding SAP-SRM System only (e-bidding portal).
   - Hard copy of price bid should NOT be submitted offline.
   - Also, scanned copy of price bid should NOT be uploaded / attached in e-bidding portal.
   - Bidders should carefully go through clause-9 – "Submission of Bids" of the Tender Document.

11. **Revision of Prices**
   - Once the rates are filled in the specified fields and are locked, no change on any ground whatsoever will be accepted.
   - After deadline, no revision of prices shall be allowed by the system.
   - However, in case of extension of due date of opening of the tender, the Bidders shall be allowed to submit revised bid in the system.

12. **Technical Constraints**

    If the documents are shown attached in e-bidding portal (i.e. - Techno-Commercial bid), but due to any technical reason it could not be opened, CSPDCL may request Bidders to submit another copy of the same.

Annexure-2

Submission of Bid Documents

SN	Particulars	Documents to be submitted	
		Offline / Legacy System	**Online/ebidding System**
1.	Tender Document Fee	Money Receipt towards the amount paid online through payment gateway.	Paid online through payment gateway via e-bidding portal.
2.	Earnest Money Deposit (EMD)	Money Receipt towards the amount paid online through payment gateway.	Paid online through payment gateway via e-bidding portal.
3.	Letter intimating Authorized signatory	Original Letter with seal & signature	Nil
4.	Schedule-1 (Bid Covering Letter)	Original copy with seal & signature	Scan copy of Schedule
5.	Schedule-2 (General Information)	Original copy with seal & signature	Scan copy of Schedule
6.	Schedule-3 (Techno-Commercial Information)	Original copy with seal & signature	Scan copy of Schedule
7.	Schedule-4 (Techno-Commercial Deviation)	Original copy with seal & signature	Scan copy of Schedule
8.	Schedule-5 (PQR/Eligibility Criteria)	Original copy with seal & signature along with all the supporting documents	Scan copy of Schedule (along with supporting documents)
9.	Schedule-6 (Financial Capability)	Original copy of schedule with seal & signature along with all the required documents (Duly certified by CA)	Scan copy of Schedule along with required documents
10.	Schedule-7 (Debarred/Blacklisted)	Original copy of schedule with seal & signature	Scan copy of Schedule
11.	Schedule-8 (Pending Litigation / Outstanding Liabilities)	Original copy of schedule with seal & signature	Scan copy of Schedule
12.	Schedule-9 (Pre-Contract Integrity Pact)	Original copy of schedule with seal & signature	Nil
13.	Schedule-10 (Authenticity of Documents Submitted)	Original copy of schedule with seal & signature	Nil
14.	Schedule-11 (Price Bid)	**Nil**	**To be submitted online on SAP e-bidding portal.**

Annexure-3

Existing Feature / Functionality and Technical Details of Portal / App

Existing Functionalities are detailed under for making general understanding of the existing web portal to the prospective bidders, but bidders are advised to go through Website / Web portals and examine the site to satisfy themselves before submission of tenders. A bidder shall be deemed to have full knowledge of website/portal whether they inspect it or not and no extra charges consequent to on any misunderstanding or otherwise shall be allowed.

1(a) CSPDCL Website – Existing Feature / Functionality:

SN	Stakeholder	Functionality	Detail
1.	**Consumer**	Consumer Registration Facility	Facility to get registered with BP Number to avail Web Self Services.
		Bill Payment Facility	Facility to Pay bill online with Bill Desk /Axis Payment Gateway for LT Consumers and SBI Net banking for HT Consumers.
		Multiple Bill Pay	Facility to make Combined Payment for more than one BP Numbers based on selection.
		New Service Connection registration and application status tracking	Facility of Online Application Registration for New Service Connection for LT/HT and Temporary/Permanent Connections and its Status Tracking.
		New Service Connection through registration EODB PORTAL and application status tracking	Facility to Register New Service Connection at EoDB portal which is internally handled at CSPDCL Portal and its Status Tracking.
		New Service Connection registration and application status tracking	Facility to Register New Service Connection at e-District portal which is internally handled at CSPDCL Portal and its Status Tracking
		Online Complaint Registration and its Status Tracking	Facility of Online Complaint Registration for Supply and Billing related Complaint and its Status Tracking.
		Electricity Service related Online applications and its Status Tracking	Facility to online apply for Load Change, Name Change, Tariff Change, Meter Shifting, Voltage level Change related Applications and track it's status
		TDS Submission	Facility for Online TDS Submission.
		Facility to view Bill and Billing details	1. Consumer can view last 12 month's Bill details at website. 2. Consumer can View and Download last 12 months' bill. 3. Consumer can view component wise Billing Information.
		Calculators	1. Facility of Bill Calculator. 2. Consumption Calculator

		Information to consumer	Facility to view Billing Information Facility to view Electricity Tariff Facility to view Modes of Payment Available Facility to view nearest payment Venues Facility to get list of documents required in online Forms
		Other facilities related to payment	Facility to view online Payment Receipt Facility to view Payment Summary Facility to check last payment Status
		Online agreement	Download Agreement (HT Connection) Upload Agreement (HT Connection)
		Feedback	Facility to give feedback
2.	**Officer / Employee**	Online application	Employees of DC/SD/Division can take action against applications received online related to New Connection, Name Change, Meter Shifting Approval, Tariff Change Approval, Load change from consumers and can take appropriate actions like approve, reject or transfer
		Online complaints	Employees of DC/SD/Division can take action against online Complaints related to Technical and Commercial Complaints
		View Consumer information	View Consumer details View Payment Details of Consumer View Payment Bill Summary of Consumer Download Bill of Consumer Bhuiyan Name Transfer Report
		MIS	1. MIS related to Report 2. Service Request MIS of Registered Consumer 3. MIS of payment Status report 4. Consumer search option 5. Registered Consumer MIS 6. Registered Consumer MIS Details 7. Complaint Count details 8. Complaint count report
		Online Agreements	Download Agreement Upload Agreement
3.	**Admin/ Sub-Admin/ Role based users**	MIS	Billing Reports, Fee Payment Status Report, View HT Payment Report, Multiple Bill Payment Report, Tender Search and report based on date range, Report Service Request, Registered Consumer MIS.
		Uploading/Updating	Add New Releases View / Reply website 2 Feedback Update Statistics Add/edit Recruitment Information View Recruitment
		Consumer Related Action	1. Consumer Search. 2. Delete Consumer 3.Missed Call NSC Registration and MIS related to Missed Call NSC

1(b) CSPDCL Website – Technical Details

SN	Parameter	Description .
1	Web Application Name & URL	CSPDCL Website: https://CSPDCL.co.in
2	Application will be host on (State Data Centre, NIC, Private Server, Amazon Server)	Private Server / Own Data Centre
3	Application Server with Version (i.e. IIS 5. + B7:B210. Apache, Tomcat, etc.	IIS 10.0
4	Front-end Tool [Server side Scripts] (i.e. ASP, Asp.NET, JSP, PHP, etc.	Asp.NET
5	Back-end Database (MS-SQL Server, PostgreSQL, Oracle, etc.)	MS-SQL Server
6	Operating System Details (E.g. Windows, Linux, AIX, Solaris, etc.)	Windows
7	Authorization No. of roles & types of privileges for the different roles	Consumer, Employees, Admin with read and write privileges
8	Total No. (Approximate) of Input Forms	60 approx.
9	Total No. of input fields	700 approx.
10	No. of login modules	2
11	Is there any payment gateway?	2
12	Number of Web Services, if any	13
13	Number of methods in all web services	135 Method approx.
14	Number of Input Fields in methods of web services	400 approx.

2(a) <u>Solar Portal – Existing Feature / Functionality:</u>

SN	Stakeholder	Functionality	Detail
1.	**Consumer**	Consumer registration:	Facility to get registered with BP Number
		Consumer Login	Facility to login with BP number and password.
		Consumer User Manual and information	Facility to View User manual section (pdf format). user manual help Consumer registration in portal and other information like rooftop requests, manage existing setups, grievance redressals, information about solar energy, solar calculator, national portal for solar etc.
2.	SI/Vendor	SI/Vendor Registration	Facility to System integrator registration with email and mobile number
		SI/Vendor Login	Login with registered email address and password. Other options also like forgot password.
		SI/Vendor User manual	Facility to View User manual section (pdf format) user manual help SI/vendor registration in portal and other services / information etc.
3.	Officer/Admin LOGIN	Domain id login Admin id login	Facility to Domain login with domain id and password. Facility to Admin login with registered Email id and password.
SN	Other Section		
4.	Resources	Solar Calculator	Redirect link to national portal for solar rooftop calculation with required fill option by consumer like (state, category, average monthly bill, total available rooftop area etc.)
5.		Home page, Links and other important documents	Link to redirect to CSERC web portal, CREDA web portal and view contact details link ED (RA & PM) CSPDCL. Other Important documents also.

2(b) <u>Solar Portal – Technical Details</u>:

SN	Parameter	Description .
1	Web Application Name & URL	Solar portal : https://CSPDCL.co.in/sp
2	Application will be host on (State Data Centre, NIC, Private Server, Amazon Server)	Private Server / Own Data Centre
3	Application Server with Version (i.e. IIS 5. + B7:B210. Apache, Tomcat, etc.	IIS version
4	Front-end Tool [Server side Scripts] (i.e. ASP, Asp.NET, JSP, PHP, etc.	Asp.NET
5	Back-end Database (MS-SQL Server, PostgreSQL, Oracle, etc.)	MS-SQL Server
6	Operating System Details (E.g. Windows, Linux, AIX, Solaris, etc.)	Windows
7	Authorization No. of roles & types of privileges for the different roles	Consumer, vendor/SI, Admin with read and write privileges

3(a) <u>Urjainet – Existing Feature / Functionality:</u>

SN	Stakeholder	Functionality	Details
1	Admin/Office/ employee users	Required link to redirect	Facility to redirect to other links in intranet, CSPDCL software and it portal, ISMS, IDAM ,service desk etc.
2		CS power companies' portal.	Redirect to power companies portals for internal use of software's, tools and other SAP and non-SAP integrated services.
		Management dashboard	Facility to view management dashboard report related to material and customer care complaint status.
3		New order & order and circulars	View an d download order &circular years wise and subject wise
		Cashless Medical Scheme	Redirect to CSPC cashless medical scheme. With login facility
		Delegation of Power of companies	View and get the all letter, amendments of Power Companies related to DOP.
. 4		GST e-Invoice	Facility to redirect GST e-Invoice software and login facility with domain id and password & view the user manual, guidelines and helps section.
5		Telephone Directory	Facility to get the telephone directory of company module wise employee.
6		Tender upload software of company	Facility to upload , approve , view publish tender , user manual , help desk etc. with login domain id and password.
7		Sap HR user manual	Redirect to HR User Manual Section.
8		Employee Pay Slip	With login facility to employee of company to view their pay slip and download etc.
9		Urja- Mitra	View the report outage/shutdown circle wise.
10		IPDS	Users can get the document related to IPDS.
11		NPS	View and download Employee wise &company wise list and data like NPS forms and process related to National Pension Scheme.
12		Account user Manual	user manuals for account related information like B&I, capital expenditure etc.
13		Useful links	Redirect to links useful forms and donate blood.
14		Company website	Redirect to links company websites
15		Footer Section	Gradation list, birthday list , medical orders circulars , pro circulars, e-library, help desk

3(b) <u>Urjainet Portal – Technical Details</u>:

SN	Parameter	Description .
1	Web Application Name & URL	Urjainet portal : intranet portal
2	Application will be host on (State Data Centre, NIC, Private Server, Amazon Server)	Private Server / Own Data Centre
3	Application Server with Version (i.e. IIS 5. + B7:B210. Apache, Tomcat, etc.	IIS version
4	Front-end Tool [Server side Scripts] (i.e. ASP, Asp.NET, JSP, PHP, etc.	Asp.NET
5	Back-end Database (MS-SQL Server, PostgreSQL, Oracle, etc.)	MS-SQL Server
6	Operating System Details (E.g. Windows, Linux, AIX, Solaris, etc.)	Windows
7	Authorization No. of roles & types of privileges for the different roles	Office employee /admin users.

4(a) <u>GST Portal – Existing Feature / Functionality:</u>

SN	Stockholder	Functionality	Details
1	Office users/ employee	First login	Login in GST e-Invoice through Domain id and password and enter home page.
2		B2B documents	A platform to create invoice (option for invoice created through ODN or Other Option and submit). Create GST e-Invoice (create excel for Json, create json, upload Json at IRN, GST Portal Status, valid for 48 hours only). NIC GST portal UI-PW under this (User Id and Password for login at NIC GST e-Invoice Portal for uploading JSON file of invoice.) GST circular, User manual, GST portal links (redirect to GSTIN portal and NIC GST e-Portal), resolution for common errors at GST portal , complaint box , help desk , logout section
		B2C (Business to Consumer)	Under this section invoice issued to B2C through enter/fill the following: activity details, Buyer application Details, goods and service details. And other option for create invoice (through credit note and debit note.) edit invoice, print invoice and MR, complaint box, help desk, logout.
		View B2B/B2C	View option through document no.
		Share UI TO Own office	Facility to provide authorization for office/employee users for creating invoice and allotment of GST e-Invoice portal user id and password.
		Share UI TO Other office	Facility to provide authorization for HOD of below level offices, for creating invoice and allotment of GST e-Invoice portal user id and password.
		Complaint box	Allow users to enter Complaint Details, upload screen shot and submit.
		GST e-Invoice reports	View and Get Report Through report criteria (invoices, credit debit criteria and other MIS) and select report title for invoice like (invoice created on CSPC e-invoice software (B2B&B2C), Invoice cancelled, action req. for updating invoice status in CSPC portal (B2B) and other report existing portal.
		Helpdesk	In helpdesk section following issues below. unable to login office user's employee, any type of error occurred, upload json file in NIC GST e-Invoice portal etc. and logout option

4(b) GST Portal – Technical Details

SN	Parameter	Description .
1	Web Application Name & URL	GST e-Invoice portal : intranet portal
2	Application will be host on (State Data Centre, NIC, Private Server, Amazon Server)	Private Server / Own Data Centre
3	Application Server with Version (i.e. IIS 5. + B7:B210. Apache, Tomcat, etc.	IIS version
4	Front-end Tool [Server side Scripts] (i.e. ASP, Asp.NET, JSP, PHP, etc.	Asp.NET
5	Back-end Database (MS-SQL Server, PostgreSQL, Oracle, etc.)	MS-SQL Server
6	Operating System Details (E.g. Windows, Linux, AIX, Solaris, etc.)	Windows
7	Authorization No. of roles & types of privileges for the different roles	Office employee /admin users.

5(a) <u>Existing Feature / Functionality in Prakash</u>

(To be replicated in iOS version of Prakash App)

1. **Management Dashboard:**
    a. **Stock Status**: Real time status of stock of Power Transformer, Distribution Transformer, Current Transformer, Potential Transformer, Transformer Oil, Vacuum Circuit Breaker, Meter, Cubical Metering Equipment, Metering Equipment and metering Equipment.
    b. **Consumer Technical Complaint:** Report of Technical Complaint resolved, Percentage of complaint resolved in CSERC Time Limit, Percentage of complaint resolved beyond CSERC Time Limit, and Pending Complaint and Detailed Report.
    c. **Planned/Breakdown Outage Report:** Total Outage, Total Planned Maintenance Outage, Total Breakdown Maintenance Outage.
    d. **11 KV Feeder Alerts (Modem Communication):** Off/ On/ History on the basis of feeder type, Region, Circle, Division, DC/Zone and Off since in days
2. **CSPDCL Location Services:** Gets the location and Offices and contact details of ATP, FOC, ZONE/DC Office
3. **CSPDCL Location Service Report**
4. **PVTG Connection release.**
5. **Incident Reporting:**
    a. **Transformer Savingram Report:** DC/Zone wise report in specific date range.
    b. **Damage-Breakage Report Details:** DC/Zone wise damage-breakdown report in specific date range.
    c. **Accident Report Details:** DC/Zone wise accident report in specific date range.
    d. **Theft Report Details:** DC/Zone wise Theft report in specific date range.
6. **Prakash and CRM Complaints:** Pending Complaint report DC/Zone Wise with complaint closure facility, Complaint Creation, Gang Management and FOC Vehicle Management.
7. **Consumer Information:** Enter the BP No of a consumer to get the following info:
    a. **Electricity Bill**
    b. **Bill Calculation**
    c. **Bill History**
    d. **Payment History**
    e. **Consumption History**
    f. **NSC Charge Calculator**
    g. **Tariff**
    h. **Rebate on Bijlee Bill Half Yojna**
8. **Feeder Interruption Entry**
9. **Feeder Interruption Report**
10. **NSC Connection Details:** Get DC/Zone wise of list of Pending, Completed, Rejected NSC Application on the basis of Mode of application that is Missed Call Service, Website, Mor Bijlee App.
11. **E-Tutorials:** Video tutorial of various modules are present for the employees
12. **Help Desk:** Help Desk for Prakash App.
13. **Company Calendar**
14. **Complaint Photo**
15. **Complaint Management Home**
16. **Complaint Registration**
17. **consumption pattern**
18. RYMC Progress Entry
19. RYMC Progress Report
20. **Vehicle Management**
21. **Gang Management**
22. **Prakash BI Report**
23. **Kusum Yojana Details.**

24. **Complaint details**
25. **Complaints Information**
26. **Manage S/s Operators**
27. **Mor Bijlee App Download QR Code**
28. **Multirole Check**
29. **NSC Status**
30. **NSC Status Detail**
31. **Old Tariff**
32. **New Tariff**
33. **Outage Entry**
34. **Outage Delete**
35. **Performance appraisal**

5(b) <u>Prakash Mobile App – Technical Details</u>

SN	Parameter	Description .
1	Mobile Application Name	CSPDCL Prakash 2
2	Development platform Details (E.g. Android, Blackberry, iPhone, Windows etc.) Android 3	Android
3	Total No. (Approximate) of Input Screens	60
4	Total No. of input fields	102
5	Number of Web Services, if any 3 Web Services	3 Web Services
6	Number of methods in all web services.	10+2+3 = 17

<u>General NOTE for all Portals & Mobile App:</u>

Any other functionality which are not mentioned above as well as subtle components to suffice the functionalities shall be the part of the development. No additional payment shall be paid for above component over and above the quoted rate.

Annexure-4

Project Implementation Approach

1. Design and development of Web Portal/App

The Bidder has to study, analyse and evaluate the existing web portals / app (along with all existing functionalities and features) with respect to developing new web portals/app (integrating all existing separate components), understand the process, platform and applications to prevent any glitch in migration. The Bidder has to carry out development for the following Web Portals / App: -

1.1 CSPDCL Web Portal (Internet facing)
1.2 Unified Solar Rooftop Web Portal (Internet facing)
1.3 UrjaiNet (internal portal for CSPDCL employees)
1.4 GST e-Invoice Software (used to generate e-invoice in specified format to upload into 3rd party system)
1.5 Mobile App (should be develop in iOS Prakash app)

2. System Study & Design

a.) Existing infrastructure: The details of available infrastructure at CSPDCL Data Centre are as follows:

- CSPDCL has its own Windows Servers situated at DC and DR of CSPDCL Premises. The SI needs to host the Developed Application over DC and DR Servers.
- Database: CSPDCL is currently using SQL server for Data Base Management and has SQL Server Licenses so it is mandatory for the SI to use the above Platform for Data Base Management.

b.) Requirement Gathering: The Bidder shall visit the CSPDCL Office at Raipur and collect its requirement from the officer(s) concerned and understand comprehensive requirements of the department. This stage shall involve engagement of individuals/ teams from bidder side to get detailed and accurate requirement from the department. Based on these discussions, the bidder is expected to prepare AS IS document and the User Requirement Specification as deliverable for this phase. Selected bidder shall study the functionality of Customer portal, UrjaiNet & GST (Portal for internal use) and other peripheral applications build in CSPDCL. During this phase bidder team will discuss with CSPDCL team on the priority to launch the functionality in phased manner. Bidder will provide to be document
In this phase the bidder team will also assess the existing integration framework and its reusability in order to ensure the newly developed systems should support micro service based secured architecture.

The activities of this phase as mentioned here as under:

i. As part of the requirement gathering activity, the Selected Bidder should study the existing Web Portal mainly from the business, process and stakeholder point of view. This involves Understanding of integration with various modules of ERP, understanding of External interfaces with System (Payment gateway, SMS gateway, Email gateway, FTP system, integration with state and central Govt. Portals, integrations with other utilities etc.)
ii. The Bidder needs to work closely with CSPDCL officials to get all the business knowledge of existing web portal & mobile app its services along with business and technical flow of information and its processing. Study of functionalities, process flow etc. of web applications is also involved.
iii. The Bidder has to assess the possibility to merge various portals/applications into one common portals/solution)
iv. The Bidder has to explore relevant detail of database(s) for the portal and application and access the reusability factor

v. The Bidder should prepare a detailed document on the implementation of new Web Portal with respect to configuration, customization, extension, migration and integration as per the requirement of CSPDCL. The Bidder shall also prepare a change/reference document based on changes or deviations from the base version of the Web Portals with appropriate references to all the facts/ documents provided by CSPDCL.

vi. As part of the system study, the Bidder shall be responsible for Preparation of a comprehensive System Study document by studying the legislation, business processes and organization design of the CSPDCL and its Stakeholders.

vii. The Selected bidder shall perform the detailed assessment of the functional requirements and MIS requirements and prepare a Refined FRS covering the functional requirements, data integration requirements, data management requirements etc. as part of the System Study document incorporating list of additional features that shall result in further improvement in the overall application performance for consideration of the CSPDCL.

viii. Development of FRS with respect to the newly developed Services to be Rolled out for the various departmental services or schemes and their approval along with the UAT of the developed service will be an Ongoing process throughout the tenure of the project as per the defined scope and timelines in this RFP.

ix. In case an existing application is being customized/ configured to meet the needs of the CSPDCL, the bidder will provide a comparative report as part of System Study document, on the extent of functionality currently available in the application and the final FRS.

x. The proposed application to be developed should be cloud ready from day one. In case CSPDCL requires the application to be hosted on the cloud and integration with any other upcoming cloud application within FMS period, it would be the responsibility of Selected Bidder to do the necessary migration process.

xi. Any detailed specific requirement requested by the department should be included in this phase. The Bidder has to submit following documents as part of system study:

- Refined FRS covering the functional requirements,
- Data integration requirements,
- Data management requirements etc.
- Data Flow Diagram (DFD)
- UAT Test Cases

3. Requirements Traceability Matrix

The Bidder shall ensure that developed Web Portals is fully compliant with the requirements and specifications provided in the RFP such as functional, non-functional and technical requirements. For ensuring this, the SI shall prepare a Requirements Traceability Matrix on the basis of FRS and Technical requirements provided by CSPDCL (updated, expanded and fine-tuned by the Selected SI).

4. Project Documentation

The Bidder shall create and maintain all project documents that shall be passed on to the CSPDCL as deliverables as per the agreed project timelines.
The System Integrator or Selected Bidder shall prepare all necessary documentation for the project, and provide them to EITC or its designated Consultant for review, approval, record, reference etc. as mentioned in this RFP.
Project documents include but are not limited to the following:

4.1 Detailed Project Plan

a. Detailed System Study Report
b. List of Services, Service Definitions, Service Levels
c. Updated/vetted FRS
d. SRS document
e. Subsequent SRS documents only for the new services
f. To be developed HLD documents.

4.2 Application component design including component deployment views, control flows, LLD documents etc.

4.3 Application flows and logic.
4.4 GUI design (screen design, navigation, etc.)., all Test Plans
4.5 Requirements Traceability Matrix
4.6 Change Management and Capacity Building Plans.
4.7 SLA and Performance Monitoring Plan.
4.8 Training and Knowledge Transfer Plans.
4.9 Issue Logs.
4.10 Any other document as part of SDLC or as per requirement
4.11 Load Testing Report
4.12 Security Testing and Certificate

5. Preparation of Software Requirements Specifications (SRS)

5.1 As part of the preparation of SRS the selected Bidder shall be responsible for preparing and submitting detailed requirement specification documents containing the business scope and the detailed description of business and system functions as per IEEE or equivalent standards which meets all the Business, Functional and Technical (including localization) requirements of the departments concerned.
5.2 The Selected Bidder should provide detailed wireframes and prototypes demonstrating the User Interface and User Experience of the proposed portals.
5.3 The Selected Bidder shall prepare the SRS documents and have it reviewed and approved by the EITC.
5.4 The Selected Bidder is required to update the FRS/SRS as and when any application enhancements/ modifications are made to the Portal till the duration of the Contract or till extensions, if required

6. Design Documents

6.1 Bidder shall develop portal design document based on the approved requirement specification and the assessment done in the "Requirement Gathering" phase.
6.2 Design document to be prepared to detailing down the various portals/systems in use and their integration design following micro service based architecture.
6.3 Design the deployment architecture based on the infrastructure required to host and perform the site up to the mark.
6.4 Collect and create metadata for developing and deploying the website or portal.
6.5 Based on design documents, Bidder shall develop the portal using (node.js and react.js) MS SQL server will be used as Database. Bidder shall incorporate Security features as per OWASP standards.

7. Solution Architecture

The Selected Bidder will develop a detailed design document that meets the users' requirements. Selected Bidder shall be required to perform at least the below mentioned activities:
7.1 Preparation of proposed solution's Architecture specifying the Functional, Infrastructure, Data, Deployment, Network and Security Architecture for the proposed application.
7.2 Development of Security Plan
7.3 Dashboard and Analytical Report design
7.4 Exceptions and Business Alerts definitions

8. Development of Portal/app:

After the design document is approved, the selected bidder can start the development. Development can be done from offshore with continuous communication with CSPDCL designated team. The development should be done following agile methodology and frequent demonstration (not more than 4 weeks) of the progress to be shown to CSPDCL team. As mentioned earlier the portal and the mobile app is to be developed **node.js, react.js and iOS respectively**. The back-end integration layer should be developed following micro service-based architecture with full security features implemented
8.1 The Bidder shall deploy the Solution/ Product in accordance with the approved requirement specifications, design specifications, and according to the project plan and carry out the

unit testing of the Customized version of the Solution/Product in accordance with the approved test plans. The web portal shall be implemented in following environments i.e.

i. Development environment.
ii. Testing environment/UAT environment/ Pre-Production/Staging environment.
iii. Sandbox (for API deployment)
iv. Production environment

8.2 The Selected Bidder needs to provide software solution/product configuration, customization and installation reports to CSPDCL. In case of any COTS products, the Bidder should follow disciplined approach (as per the best practice defined by the OEM) for configuration and customization which should not restrict CSPDCL for any future upgrades to its solution.

8.3 Other related requirements are mentioned below:

i. The Portals and mobile app developed by the selected bidder must be user friendly so that users can access it without having extensive training.
ii. The lifecycle for each phase should be independent, i.e. different teams should work in parallel to complete the track activities as per the given timelines.

Note: All licenses supplied by the Bidder (in case, if any) for the purpose of this project shall be perpetual in nature and shall be in the name of CSPDCL.

9. Testing:

9.1 The Selected bidder shall run the test cases and test data and get them validated by CSPDCL. Once the SRS is approved and design has started, the SI would refine all necessary Test Plans (including test cases) required different types of testing to the following.

a) Integration testing.
b) Unit testing results.
c) Performance testing with performance test reports include load & stress testing.
d) Security Certifications.
e) UAT (User Acceptance testing)

9.2 **UAT:**

a) User Acceptance Testing needs to be performed for all the systems developed, enhanced and integrated
b) CSPDCL will nominate representatives from different user groups based on inputs from the bidder and would facilitate UAT. The Bidder would make the necessary changes to the solution to ensure that it successfully passes through UAT.
c) It is mandatory for Bidder to incorporate / consider test cases as part of UAT test cases for those customized and/or extensions and/or configured functionalities identified from traceability matrix.
d) CSPDCL would issue certification of acceptance for which it shall verify availability of all the defined services as per the contract. The System Integrator shall be required to demonstrate all the services / features / functionalities as mentioned in the agreement.
e) Prerequisite for carrying out UAT activity shall be:
   i. All documentation related to solution and relevant acceptance test document should be completed & submitted before the final acceptance test to CSPDCL
   ii. The training requirements as mentioned should be completed before the final acceptance test.
   iii. Licenses/ Manuals/ Brochures/ Data Sheets/ Hard disc/SSD Media for all the supplied components should be provided to CSPDCL. Deliverable (s):
      - Test Data
      - Testing Reports
f) Necessary modification in software for passing the UAT

g) **Mobile App**:

i. Bidder is expected to perform comprehensive mobile application testing as a part of the project scope.
ii. Usability Testing: Conduct usability testing sessions with real users to gather feedback on the redesigned UI/UX and identify areas for improvement in user interactions and navigation.
iii. The test plans, test cases and results for each of the phases will be shared by bidder with CSPDCL.
iv. Bidder has to facilitate User acceptance testing environment as per RFP for CSPDCL.
v. The first launch should be within 15 days of issue of work order. Additional launch should be every 15th day thereafter.
vi. Bidder has to share the Design Documents based on the CSPDCL Requirement document for CSPDCL Review & Sign-off.

10. Deployment and configuration management:

The Selected bidder shall deploy the tested and 'Safe to Host' certified Code form staging server to production Server at CSPDCL Data Centre and integrate the solution with the infrastructure to host the application at the production server. CSPDCL will provide necessary account details for hosting Portals and the mobiles apps. Selected bidder shall coordinate with CSPDCL team to host, install and configure the application at CSPDCL Data Centre at Raipur. Select bidder shall comply with the policies of CSPDCL. All the required hardware to host the portal will be provided by the CSPDCL.

10.1 Bidder will setup staging environment and deploy/host the portals/website/Mobile APPs on staging before deploying on production.
10.2 Bidder shall deploy the portal and take the User Acceptance from the competent authority at CSPDCL.
10.3 Bidder shall deploy the tested portal code to the production server and make the portal stable for its usage.
10.4 Bidder shall additionally provide training to departmental users for operating the portal including updating contents on the portal.
10.5 Changes in the production would be controlled and must be rigorously tested before being deployed on production.
10.6 Bidder shall resolve the bugs reported during the Go-Live of the portal.

11. Security Audit

a. Pre Go-Live Phase:

i. Bidder has to carry out security audit of Web Portal & Mobile App from CERT-In empanelled agency (only for the first time, i.e. after implementation, but before Go-Live).
ii. Any charges or fees required has to be borne by the bidder.

b. Post Go-Live (Support) Phase:

i. CSPDCL will also carry out annual security audit of the Web Portal & Mobile App by CERT-In empanelled agency (after Go-Live, during Support Phase).
ii. Any charges or fees required to be paid to CERT-In empanelled agency shall be borne by CSPDCL.
iii. Bidder to address/comply with the audit observations.
iv. Any gap identified during audit, risk assessment, VA/PT, SAST (Static Application Security Testing), DAST (Dynamic Application Security Testing) etc., Bidder has to mitigate the same without any additional cost to the CSPDCL.

12. Go-Live:

When the components of portals/app are enabled for all services defined in Scope of Work, is accepted by CSPDCL and in conformance with the requirements of the contract.

13. Deliverable(s):

13.1 Defect Reports

13.2 At the end of Go-Live:

i. Updated system design documents, specifications,
ii. Latest source code, application deployment files, configuration files for entire solution
iii. Updated user manuals, administration manuals, training manuals etc.
iv. Software change logs,
v. Bidder has to handover the Source Code, Patches & Releases (If any) etc.

13.3 **Solution Documentation**

i. The Bidder shall document all the installation and commissioning procedures and provide the same to the CSPDCL within 2 week of completion of the go-live
ii. The Bidder shall be responsible for preparing process documentation relating to operation and maintenance of the solution. The process documents shall be formally signed off by CSPDCL.
iii. All documentation will be supplied both in Hardcopy and Softcopy format.
iv. Each process document shall clearly define the roles and responsibilities, detailed steps for execution the defined task, detailed configuration steps etc.
v. CSPDCL expects the Bidder to document the operations and management processes as per standards defined in the RFP

14. Migration:

14.1 Migrate existing pages not limited to content, database and others after redesign and reformat as per requirement. All internal webpages must be well connected using proper navigation controls and an appropriate site-map should be available with information/routing to all pages, which should be duly updated by bidder every now and then as per the site expands.

14.2 The site-map to be submitted within 10 days of go live; also to be reviewed and submitted on quarterly basis to the CSPDCL. Non-submission of site-map will lead to penalty as applicable.

14.3 All existing dynamic modules should be migrated along with their admin module and reporting features.

14.4 Microsoft SQL is the existing database for all the present running system. Bidder shall use the same data base for the newly developed solution.

14.5 Bidder has to take care of data migration required from existing database to newly designed database (if any)

15. Operation and Maintenance

15.1 The bidder must ensure the website and app continues to perform well for CSPDCL and visiting users. Ongoing maintenance, testing, and iterative improvements will be required.

15.2 The web portals and app will require regular maintenance and updates with regular events, new features that will call for updating more information and visual pieces. Along with this, it's imperative to ensure the web portal is operating at full capacity to avoid downtime and keep it safe and secure all the time.

15.3 The Selected Bidder will help to manage & maintain the Web Portal and app with the following scope of activities:

i. Monthly support to ensure the website/portals faces minimum or no downtime / outages
ii. The bidder has to provide the maintenance support for the developed mobile application as well as FMS resources as per given in RFP.

iii. The bidder will be responsible for end to end maintenance of the developed portals & mobile Apps starting from installation to successful running of the application with optimum performance
iv. Constantly monitor the web portals and app links and functionalities with regular testing to maintain consistent website experiences and security
v. Make basic content and image updates within the structured layout
vi. Bug fixes.

Annexure -5

Desired Solution for Development Portal/app.

1. UI/UX of Portals & Mobile App

(a) Web Portal:

1) The user interfaces of the system should comply with latest Standard ISO. Latest ISO shall be the standard for guidance on ICT accessibility.
2) Develop a comprehensive style guide to maintain consistency across all pages and elements.
3) Design custom icons, illustrations, and graphics to enhance visual appeal and reinforce branding.
4) Design interactive dashboards, forms, and reports to present data in a visually appealing and easy-to-understand manner
5) User Interface (UI) for portals shall be based on responsive design. The application can be accessed over devices of various form factors like desktops, laptops, tablets and mobile.
6) Enhance User Experience Navigation should be designed to help users understand where they are, where they have been and where they can go next. General guidance on achieving self-descriptiveness is given in latest Standard ISO.
7) Each presentation segment (page or window) should provide the user with a clear and sufficient indication of where he or she is in the navigation structure and of the current segment position with respect to the overall structure with minimum navigation efforts.
8) The system should use HTTPS as the communication protocol.
9) The system should run on all the leading browsers (Internet Explorer, Chrome, Firefox, Safari, Opera, Microsoft Edge)
10) The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.

(b) Mobile App:

1) Mobile application design should be: - UI/UX Design Enhancement: Collaborate with designers to revamp the app's UI, including layout, navigation, typography, color schemes, and iconography, to create a more visually appealing and intuitive interface.
2) Performance Optimization: Identify and address performance bottlenecks, such as slow loading times and unresponsive UI elements, to improve the overall speed and responsiveness of the app.
3) The application should be easy to navigate and intuitive. The bidder should use the standard conventions, clean graphic design, easy user interface with adequate screen sizes, seamlessness, pleasing aesthetics, flow, etc.
4) The application should have an Archive section to store old documents, images, audio & video files.
5) The application should send a push notification, to the willing stakeholders regarding Announcement or Notification related to the updation in Mobile Apps OR its Contents.
6) The documents will get downloaded automatically at first time. Subsequently they should be available offline.
7) Development should be highly structured so that any addition/deletion/modification of any new functionality /flow/UI would be easy and that would also be done by the bidder.
8) The bidder has to do the content updation in the mobile application from time to time on the request of the CSPDCL as a part of during project period /maintenance support.

2. Compliance with Guidelines

Development must comply with the following international and national guidelines:

1. W3C HTML5
2. WCAG, i.e. Web Content Accessibility Guidelines 2.0
3. UAAG, i.e. User Agent Accessibility Guidelines 2.0
4. GIGW, i.e. Guidelines for Indian Government Website (3.0)
5. CERT-IN empanelled guidelines.

Note:

a) The successful bidder shall also ensure adherence / compliance with CSPDCL Data Centre infrastructure & policies including mandatory security audit / 'Safe-to host' certification.
b) Thus the successful bidder shall also ensure themed graphics, icons, and color schemes to create a cohesive and engaging user experience and UI can be different for multiple portals as per requirement of the utility.
c) Bidder has to design & develop the **Native Mobile applications for iOS** as per the requirement of utility.
d) The website/portal (intranet and internet portal) needs to be redesigned with loosely coupled components making it extensible to provision addition of new webpages, online service platforms etc. retaining the existing architecture.

3. Web Portals Language

a) The web portals (solar portal and website) must support multilingual versions in English, Hindi and Chhattisgarhi. In addition, the web portals should feature audio enabled content in all the versions (English, Hindi & Chhattisgarhi) to aid physically impaired users. The Hindi & Chhattisgarhi language implementation needs to be based on Unicode standards.
b) Facility for Uploading of English and translated Hindi contents, after formatting, according to the uploading / downloading web format (Like HTML, PDF etc.), as & when required is to be ensured.
c) Records of updation in web contents of the all languages is to be maintained to determine the performance of the site with respect to page load speed and these statistics will be stored and examined and analysed on a periodical basis.
d) The Hindi, Chhattisgarhi, English and audio content required for the website/portals will be the service provider's responsibility.
e) Upload of documents support only JPEG, PDF XLS types of files only, system must check that uploaded files must not be executables headers like exe, bat, ps etc

4. Content Management

The Web Portals is the official information & service delivery interface for CSPDCL to all the stakeholders and the extreme care shall be taken while designing the web- portals layout, colouring scheme, taxonomy etc. One of the key requirements for the Portals is the content management, which would be the service provider's responsibility to ensure that the content, form and services delivered through web portals are adhering to the uniform standards.
Following Points must be considered while implementing CMS: -

a) Updation of Static Content shall be the responsibility of the Service Provider/Bidder (SP) and the Transaction Content shall get dynamically updated via the envisaged System.
b) Content management system should be used to add, delete, or modify any pages, pictures, videos, articles etc. on the web portals.
c) Content management system should have simple and easy administration.
d) Content management system must have Search Engine friendly attributes.
e) Content management system must have security features.
f) Content management system must have robust content templates.
g) Content management system must support detailed analytics for each section of the web portals.
h) Comprehensive SEARCH functionality on homepage as well as each section of the web portals.

i) Auto archival mechanism to maintain the archived documents with proper classification and auto archival system.
j) Content Migration from exiting web portals. Content optimization including images before migration.
k) Role/Level based access to users for content updates.
l) Audit trails of the documents hosted on the web portal should be maintained and should be accessible to the administrator as and when required.
m) Content of each section should be sharable by the user on multiple platforms such as Facebook, Twitter, WhatsApp, Email etc.

5. Integration

a) The Primary Integration will be done with various Modules of SAP-ERP.
b) Integration with and other CSPDCL Portals through API.
c) Payment Gateway Integration for various payment Facilities.
d) Integration with Email Server, IDAM and SMS Gateway.
e) Integration and Support with other Portals as per Gov. Guidelines.
f) Mobile App Integration: Integrate web portal functionality with mobile apps for seamless user experience across devices.
g) Integrate a Chat Bot feature to provide automated assistance and support to users, addressing common inquiries, troubleshooting issues, and facilitating transactions. Chatbot is required to be integrated with all existing webpages and all future webpages to be developed; along with integration with existing / in future interfaces during the contract period.
h) API integration services and modify them into micro service based latest architecture.
i) The services should also have a potential of having multi-channel access/ integration & with Restful API and web Services.
j) The services should also have a potential of having multi-channel access/ integration, as the data returned by the components, would be in XML/XINS / SOAP/JSON/WSDL format.
k) The solution must be future ready for API based integration (at no extra cost) with existing and upcoming (During Project Period) software applications of CSPDCL, APIs for which will be provided to the Selected Bidder by CSPDCL.

6. Deliverables

The following deliverables are expected as part of the project:
a) Updated UI/UX design mock-ups and prototypes reflecting the proposed enhancements.
b) Optimized codebase with improved performance and reliability.
c) Usability testing reports summarizing user feedback and recommendations for further improvements.
d) Documentation outlining the design rationale, technical specifications, and implementation guidelines.
e) User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing, Application Code, Web API's, Deployment document are to be provided by the Bidder
f) For the effective uses of the supplied software/application licenses & their functionalities, the bidder must compulsorily provide classroom training for

7. Trainings

For the effective uses of the supplied software/application licenses & their functionalities, the bidder must compulsorily provide classroom training for CSPDCL s officials at CSPDCL location Raipur (Dangania). Following training needs are to be provided by bidder as part of the scope:

a) Content Management Training
b) Deployment & Hosting Training
c) Application Submission Training
d) Support Handover - The environment for software updation.

8. Security Measures & Enhancement

a) Sufficient security measures should be applied against vulnerabilities e.g. hacking / SQL-injection-attack, OWASP etc.
b) Secure Design and coding practices should be adopted to ensure the modified UI has been developed and implemented securely. (as per industry standards)
c) The portal shall be implemented with proper validations and checks to ensure the following known vulnerability are handled properly in the application system. Non-validated input (i.e. input fields shall conform to the desired formats and values)
   i. Broken access control
   ii. Broken authentication and session management (i.e. use of account credentials and session cookie)
   iii. Cross-site scripting("XSS")
   iv. Buffer overflows
   v. Injection vulnerability flaws (e.g. SQL injection, command injection etc.)
   vi. Improper error/exception handling
   vii. Insecure storage
   viii. Denial of service
   ix. Insecure configuration management.
   x. no directory traversal / path traversal.
d) The Portal shall not disclose to users more information than necessary when a failure or error occurs. (like web server, OS version and Internal IP related details)
e) Password shall not be hard-coded into any software or programs
f) The portal system shall have the facility for deactivation of the access rights of the user who have resigned/ retired from services in a timely basis to prevent unauthorized access.
g) The Security Audit support has to be provided by the bidder and should close any non-compliances as reported by the Third Party auditor.
h) CERT-In Empanelled Security Audit of all websites web application and mobile application simultaneously.
i) The portal system shall have the facility for log capturing feature (like client details, failed request).
j) A secure solution should be provided at software level and access level: -
   i. Authentication, Authorization & Access Control two factor (User ID & Password,) security mechanisms should be implemented to enable secure login and authorized access to portal information and services.
   ii. Confidentiality of sensitive information and data of users and portal information should be ensured.
   iii. Appropriate mechanisms, protocols, and algorithms necessary to protect sensitive and confirmation data and information both during communication and storage should be implemented
k) To achieve the same, the bidder shall have adequate monitoring capabilities using advanced security tools like security incident & event monitoring (SIEM) which has integration with all servers and other storage and network devices carrying CSPDCL related data.
l) Bidder shall comply with secure coding practice such as OWASP (Open Web Application Security Project Guidelines) Top 10 like SQL Injection, Cross Site Scripting (CSS) etc. on an ongoing basis and share with a CSPDCL a quarterly compliance report from trusted third party testing website/portals and necessary security features to be built for securing the site from hacking.
m) Encrypt sensitive information transmitted between users and the Web Portals to ensure confidentiality and integrity and regularly update software and security patches to mitigate vulnerabilities and comply with data protection regulations
n) **Mobile app Security Measures**: it's important to protect against unauthorized access, password guessing attacks, malware, and data leaks following below some points bidder ensure the application security.
   i. Secure design
   ii. Secure API
   iii. Multi- factor authentication and encryption protocols to enhance data security and prevent unauthorized access.

iv. Mobile Apps Security Audit Report based upon Black box assessment with the Vulnerabilities and Flaws highlighted along with recommendations. Hosting Clearance certificate will be issued after verifying that necessary vulnerabilities have been closed as brought out in the audit reports.
v. OWASP-MAS (Open Web Application Security Project for Mobile Apps Security) standards shall be applicable for carrying out Security Audit of the Mobile Apps. Security Audit shall be conducted in accordance with the latest & relevant / applicable Web Application Security Vulnerabilities for Mobile Apps.
vi. Identify the security vulnerabilities like insecure data storage, weak server side controls, improper session handling, virus detection, integrity check, Log Review, incident response and forensic auditing, Identification and prioritization of various risks to the Mobile Apps, identify remedial solutions and recommendations for making Mobile Apps secure & safe etc.

9. Addition of new facilities/ enhancement of web portals:

The following enhancements should be taken up by Bidder as part of the development.
a.) Functional Enhancements
b.) Technical Enhancements
c.) Non-Functional Requirement

a.) Functional Enhancement

The Bidder Shall Co-ordinate with CSPDCL for enhancements pertaining to business process re-engineering, addition of new services and other potential B2C services which can be offered in portal are given in detail below:

SN	Particulars	Functional Requirement
a.1	General	Usable for especially abled persons as per guidelines from Govt.: Web Portal (website and solar portal) users can access all content, regardless of their abilities It need to be ensured that Web Portal and all public documents published are meeting the relevant International Organization for Standardization (ISO) criteria, that are found in ISO / IEC 40500: 2012, Information Technology – W3C Web Content Accessibility Guidelines (WCAG) 2.0. Public documents refer to all documents published at Web Portal and includes all publications such as laws, regulations, reports, forms and informational brochures etc. For detailed guideline Web Portal: https://disabilityaffairs.gov.in/ of GoI may be refereed and practices mentioned in Web Portal have to be incorporated while developing the Web Portal.
a.2	Archival	For time sensitive content which expires after a certain date (old Recruitment Documents, RTI information etc.), there must be provision of automatic archival of the same for future reference. 'Expired' content must not be presented or flashed on the Web Portal. These archived Documents must be accessible whenever required
a.3	Chabot/ Self-help	Integration with chat bot, and other social media platforms is required
a.4	Business/ Government Process Reengineering	The services have to be assessed, checked for the feasibility of re-engineering from the business process perspective. The re-engineered process needs to be taken forward for implementation in Portal.

a.5	Re-engineering of Forms	Some of the services have huge number of fields that are captured as part of inputs while servicing the request. The SI shall re-assess the forms and check the feasibility of reducing the number of fields/attributes, supporting documents required. Wherever possible, the basic personal details shall be auto fetching of data. The Bidder shall co-ordinate with departments for the possible optimizations in the above and incorporate the changes in Portal.
a.6	User management	1. Administrators should be able create users and give them specific access. 2. Each user should be assigned a role and corresponding privileges.
a.7	Enhance SEO	Implement strategies to improve search engine visibility and increase organic traffic to the website
a.8	Payment Reminders	Implement automated reminders for upcoming bill payments via email or SMS.
a.9	Management Dashboard	**Develop approx. 10+ dashboards for Management (i.e. Billing, New Service Connection, Consumer Complaints, Finance, HR, MM, etc).**

b.) <u>Technical Enhancement:</u>

Compliance to be submitted by bidder in the below format for required Technical enhancement.

SN	Particulars	Technical Requirement
b.1	Uniform UI and multi-channel Access	Ease of usability of the site by the visitors to achieve the objective of user satisfaction/delight. a) Successful Bidder will have to provide CSPDCL with different layout options distinct from existing website layouts in the market for homepage and internal pages (minimum 3 options to be provided). b) If CSPDCL doesn't like the design/layout/template and other UI/UX features provided by vendor, then CSPDCL, at its sole discretion, will provide the design/layout/template to the vendor and vendor will have to incorporate these and implement it in the website without any objection. e) Responsive & Retina Ready: Site should be fully responsive and ready for retina displays. Customers should get best user experience of website looks on tablets and mobile devices adapting to the screen size layout. f) Navigation to be simple, easy and intuitive. Customer journey should be defined for every targeted segment. g) Dynamic Site map and Voice search facility, site map should be prepared and made available by the bidder. h) Images should be used intelligently on home page and in all main sections. Images used should be of high resolution and there should be no copyright issue currently or in future. Icons used should be attractive and self-explanatory. k) Animated effects can be added wherever necessary without hampering the website speed. l) Overlay effect can be added if necessary. m) Parallax Effect & Video Background should be done aesthetically to give a smooth transition, easy on eyes and can include videos, put text, images, buttons or other graphical elements for a great looking section. n) RTL Support: RTL (Right-to-left) should be fully supported by this theme. o) Modern, trendy with easy to navigate with advanced features to support text, image, audio, video, and combination (multi media) posting.
b.2	Proof of Concept	showcasing the solution with all the required technical functionalities as mentioned in this RFP(scope of work) will have to be provided by the bidders at their own cost along with technical bid submission to CSPDCL,

b.3	Privacy	Personal data of the individual captured and stored in Database is to be secured and not compromised during the complete span of development and maintenance. Personal data protection act to be followed while storing personal data.
b.4	Configuration	The application should be deployable in various environments (say development, staging/testing, pre-prod, prod) with changes only in configurations. The various department users who are authorized to approve/reject (if any) should be configurable.
b.5	Storage	Study of existing system and cater the issues of increasing Database size.
b.6	API Updation	Access the existing backend integration services , APIs and modify them into micro service based latest architecture, and rewrite them to improve response time and with latest security standards.
b.7	Existing modules	Existing internet and intranet facing small web applications need to be brought on updated architecture.
b.8	Development Technology	**The Proposed Product/ Solution must be built on Open-Source, java scripts like (node js, react js, express.js) & for app develop in iOS.**

c.) <u>Non-Functional Requirement:</u>

The non-functional requirements relating to performance, availability, deployment, implementation, operations and others are listed in the subsequent subsection. Based on the assessment of the requirements listed below, Bidder shall prepare System Requirement Specifications (SRS) and obtain a formal sign-off before proceeding with the design and implementation of the solution.

SN	Particulars	Non-Functional Requirement
C.1	Performance	All the services should comply with existing SLAs
C.2	Performance & Scalability	System should be able to handle the increase load as the user base is expected to increase by each year. The design of the portal should be scalable to handle increasing number of users. • Solution should provide measurable and acceptable performance requirements for users, for different connectivity bandwidths. • The solution should provide optimal and high performance Portal Solution satisfying response time for slow Internet connections and different browsers.
C.3	Availability	The system shall provide 24 X 7 availability as per SLA defined
C.4	Reliability	1. This Portals must be a reliable system with consistent behavior in terms of quality, availability, scalability, and performance. 2. The system should be robust and tolerant to certain level of faulty use. For example: The entire system should not collapse/crash if any user accidently inputs wrong value, or uploads incorrect data. 3. System should be able to handle the unavailability of any service. If the service is "core" to the use case an outage message can be displayed. If the service is "non-core" then the transaction should be able to be completed. 4. Exception handling needs to be built into all components so that all exceptions and errors are trapped and handled properly. Error information should include enough details to accurately describe and debug the problem. 5. All data that is accepted from the end-user or sent in via HTTP request will be validated on the server before it is used in processing to ensure that the data type and ranges are appropriate

C.5	Manageability	Project is required to cater to stakeholders over the web accessing it from multiple points and through multiple channels. Hence the manageability of this system is essential to ensure effective monitoring and timely resolution of any issues surrounding performance, availability and security
C.6	Usability	1. The application must be user friendly and any new user must be able to easily use functionalities offered by the system. 2. Error messages or pop ups must be helpful to an extent that user can take next action and does not experience too much of discomfort.
C.7	Technical Solution Architecture Requirements	Project needs to be architected using robust and proven software and hardware technologies like Micro services based architecture and open industry standards. The solution architecture should be built on sound architectural principles enabling fault-tolerance, high performance, and scalability both on the software and hardware levels.
C.8	Software Architecture Requirements	All the components should be based on micro services architecture and should be API enabled
C.9	Development, Testing, Staging, and Production Requirement	1. Development and test environment should include configuration management capabilities and tools for system configuration, versioning scheme, documentation, change control processes and procedures to manage deployment of solution deployment. 2. The development, test, and staging environments should be independent logically and physically from the production environment and of each other. 3. The development environment should be used for development and should be configured to allow access for developers" workstations. 4. The staging environment should be used for functional and user acceptance testing, stress testing, and performance benchmarking. 5. The test environment should be used as a testing environment of portal and its software components and products. The test environment should be a scaled-down configuration of the production environment.
C.10	Monitoring and management requirement	The Solution should provide monitoring and management of the entire Solution including all software components and application. ❖ The monitoring and management should monitor health of software and hardware infrastructure running the portal covering database, software components, applications and other related software components. ❖ It should provide proactive monitoring, alerting and reporting.
C.11	Implementation Requirements	The Selected Bidder will be expected to carry the complete implementation and deployment of the Portal within the timelines specified in the RFP. The Selected Bidder is expected to develop, test, stage, and deploy all functional modules of the Portal

C.12	Operation Requirement	The selected bidder is expected to provide the following in support: ❖ Selected bidder shall provide procedure documentation for all operations procedures, and SLA"s (based on ITIL best practices) for all the applications provided including backup procedures, system update procedures, security procedures, failure recovery procedures, upgrade procedures, remote access procedures, user manual, SOP"s, etc. ❖ Selected bidder will be required to provide CSPDCL with weekly statistics reports on the various services provided to users a mechanism as well as track and log all related statistical reports on the various delivery channels and access patterns. ❖ Selected bidder will be required to provide CSPDCL with weekly portal performance reports showing health of system operations.
C.13	Quality Assurance & Acceptance Requirement	❖ Selected bidder is required to develop and implement quality assurance processes and procedures to ensure that the portal development and operations are performed to meet the quality standards that are relevant to each area in all project phases. ❖ Selected bidder is required to use various tools and techniques that can make tests run easily and the results can be automatically measured. ❖ In order to ensure that such a QA mechanism is effective and for acceptance of Portal, the following tests are required for acceptance: i. Unit Testing: Basic validation of developed components by developers. ii. Functional / Internal Integration Testing: Validation of developed components against functional requirements and design specifications. iii. System Testing: Validation of both functional and technical requirements for the integrated Solution. This could include external integration if required or it can be separated into testing phases. iv. UAT: User Acceptance Testing (UAT) validation of the Portal Solution and assurance that it meets both functional and technical requirements v. Stress and Performance Testing: Load testing enabling understanding of performance and behaviour of Portal Solution under large number of users and high-load conditions. ❖ Selected bidder is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Portal Solution. Selected bidder is expected to follow minimum CMMi level 3 processes

Annexure-6

Part-B Contact Centre Infrastructure

1. **Supply, installation and commissioning of Hardware items:**
   a. The Bidder must quote unit rates for all the hardware goods as mentioned in the BOM/ BOS / BOQ / Price Schedule.
   b. The Bidder should indicate the name of company (OEM), if any, for manufacture of equipment and after sales support, and the nature of agreement, with documentary evidences.
   c. The Bidder should provide suitable driver software for Hardware and authorization certificate to sell and support the software offered.
   d. All software for hardware must be licensed copy of tested highest versions.
   e. All hardware is to be installed and commissioned by the bidder only.
   f. The Bidder has to supply one set of manuals on installation, operation, maintenance, troubleshooting, and operating systems for each machine (viz. PC, etc.) and each copy of Software.
   g. If case of any dispute, decision of CSPDCL will be final.

2. **Comprehensive Warranty:**
   a. The Bidder will have to provide comprehensive on-site warranty for all the hardware & software goods supplied for 3 years (36 months) after the Go-Live.
   b. The warranty also includes support for installed system software related problems.
   c. The vendor/bidder shall assist the user in taking back up if Hard Disk needs to be formatted and shall include repair/ replacement of faulty components in Systems.
   d. The fault will be booked by the CSPDCL on phone /E-mail or Engineer on site. The Bidder shall have to rectify the fault as per SLA. Bidder will submit the log of faults booked and attended, to CSPDCL on monthly basis.
   e. All installed systems Software/Hardware shall also be covered under warranty.
   f. In case Hard disk/RAM/Motherboard/Keyboard/Mouse/ etc goes faulty in any machine under the warranty the same shall be replaced by good one with the similar make or branded make of the same or higher capacity free of cost as a replacement against faulty ones.
   g. Frequent faults of same nature in the same PCs, & laptop, etc. will be considered inefficiency of the Bidder and if repeated faults of same nature in the same PC or peripherals are noticed frequently, notice of termination for the company will be issued.

Technical Specification

Technical Specification of Products
The bidder should fill the compliances sheet in respect of their quoted model of the product.

Note:
Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 5 years' residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

B.1 Desktop (Category-I, Qty-30 Nos.)

SN	Technical requirement	Compliance (Yes/No)
1	Preload OEM OS: Windows 11 Pro 64 bit all necessary plugins /utilities	
2	Processor: **12th Generation Intel® Core™ i5-12500 processor or above**	
3	DIMM Memory: **8 GB DDR4-2933MHz or above**	
4	Storage: 512 GB SSD nvme	
5	Graphics: Integrated UHD Graphics	
6	Monitor: Monitor: 21.45"(Diagonal Viewable Size) or larger, Full HD (1080p) 1920 x 1080 at 60 Hz, Aspect Ratio 16:9,with connectivity: HDMI	
7	Ports minimum: Front: 1 USB 3.2 Gen 1 port, 1 USB 2.0 ports 1 Global headset jack. Rear: 2 USB 3.2 Gen 1 ports 2 USB 2.0 ports 1 Audio line-out port 1 HDMI 1.4b port HDMI 1.4 (Maximum resolution supported over HDMI is 1920x1200 @60Hz. No 4K/2K output) 1 DisplayPort 1.4 port 1 RJ-45 Ethernet port 1 AC power-supply port.	
8.	Keyboard & Mouse wired.	
9.	Wireless LAN: Wi-Fi 6 & Bluetooth 5.0 or above	
10.	OEM Warranty: 3 years onsite with 24x7x365 telephonic support	

B.2 Desktop (Category-II, Qty-10 Nos.)

SN	Technical requirement	Compliance (Yes/No)
1	Preload OEM OS: Windows 11 Pro 64 bit all necessary plugins /utilities.	
2	Processor: **12th Generation Intel® Core™- i7-12700 or above,**	
3	DIMM Memory: **16 GB DDR4-3200MHz**	
4	Storage: 512 GB SSD nvme	
5	Graphics: Integrated UHD Graphics	
6	Monitor: : Monitor: 21.45"(Diagonal Viewable Size) or larger, Full HD (1080p) 1920 x 1080 at 60 Hz, Aspect Ratio 16:9,with connectivity: HDMI	
7	Ports minimum: Front: 1 USB 3.2 Gen 1 port, 1 USB 2.0 ports 1 Global headset jack. Rear: 2 USB 3.2 Gen 1 ports 2 USB 2.0 ports 1 Audio line-out port 1 HDMI 1.4b port HDMI 1.4 (Maximum resolution supported over HDMI is 1920x1200 @60Hz. No 4K/2K output) 1 DisplayPort 1.4 port 1 RJ-45 Ethernet port 1 AC power-supply port.	
8.	Keyboard & Mouse wired	
9.	Wireless LAN: Intel® Wi-Fi 6 AX201 2x2 AX & Bluetooth® 5.0 or above	
10.	OEM Warranty: 3 years onsite with 24x7x365 telephonic support	

B.3 Desktop (Category-III, Qty-2 Nos.)

SN	Technical requirement	Compliance (Yes/No)
1	Preload OEM OS: MAC OS (MAC Mini)	
2	M2 with 8 Core CPU, 10 core GPU,16 Core Neural Engine	
3	16 GB Unified Memory	
4	512 GB SSD storage	
5	Gigabit Ethernet	
6	Two Thunderbolt 4 ports, HDMI port, two USB-A ports, headphone jack	
7	Including power adaptor, compatible monitor ,keyboard and mouse	
8.	Monitor: S21.45"(Diagonal Viewable Size) or larger, Full HD (1080p) 1920 x 1080 at 60 Hz, Aspect Ratio 16:9,with connectivity: HDMI	
9.	Warranty: OEM 3 years onsite with 24x7x365 telephonic support	

B.4 UPS 1 KVA (Qty-42 Nos.)

SN	Technical requirement	Compliance (Yes/No)
1	UPS with Load Capacity of 1KVA	
2	Output Connection :Minimum Four Indian type Power Socket.	
3	Power Code Length: 1.52 meter or higher	
4.	Warranty: 3 years OEM onsite .	

B.5 Laptop (Category-I, Qty-2 Nos.)

SN	Technical requirement	Compliance (Yes/No)
1.	Processor: 13th Gen intel Core i7, (upto 5.0GHZ with intel turbo boost technology,24 MB l3 cache 14 cores,20 threads) with **Windows 11 Pro** OEM.	
2	Display :39.6(15.6) diagonal FHD display with Graphics Card NVIDIARTX A500	
3.	Memory: 32 GB DDR 5 or Higher	
4.	Hard drive: 1TB, SSD Solid state drive	
5.	Keyboard: Full Size Spill Resistant Backlit Keyboard with numeric keypad	
6.	Ports: 1 smart card reader, 1 Power Connector;1 Headphone/Microphone Combo;1 Thunderbolt 4 With USB4 Type C, 40 Gbps Signalling Rate (USB power delivery, display port 1.4) 2 Super Speed USB Type A 5gbps Signalling ss Rate (Charging), including charger.	
7.	Fingerprint sensor	
8.	Battery: Backup Up To 4.00 Hours Of Use, Power: 150W External AC Power Adapter, 6 Cell Battery 83wh Lion Polymer.	
9.	Wireless communication: intel Wi-Fi 6E A*211(2*2) and Bluetooth v 5.3 Wireless card	
10.	Camera: 5mp HD IR Camera	
11.	Audio: dual stereo speaker, dual array digital microphones, function keys for volume up and down, combo microphone/ headphone jack, HD audio	
12.	Carrying Bag: Standard good quality carrying case from the same OEM, Hand pack as required	
13.	OEM Warranty: 3 years onsite with 24x7x365 telephonic support	

B.6 Laptop (Category-II, Qty-3 Nos.)

SN	Technical requirement	Compliance (Yes/No)
1	Processor: M3 pro chip with 12-core CPU with 8 performance cores and 4 efficiency cores 18-core GPU 16-core Neural with **Mac OS** OEM	
2	Display: 35.97 cm(14.2”)Liquid Retina XDR display	
3	backlit magic keyboard with touch id –us English	
4	Ratio and Brightness: 10,00,000:1 contrast ratio XDR brightness: 1,000 nits sustained full screen, 1,600 nits peak2 (HDR content only) SDR brightness: 500 nits	
5	Memory: 18 GB Unified Memory	
6	Hard drive: 1 TB GB SSD	
7	Port: Three Thunderbolt 4ports, SDXC card slot, HDMI port, 3.5 mm headphone jack, Mag Safe 3 port,	
8	Battery and power: 96w USB C power adaptor including charger.	
9.	Warranty: OEM 3 years onsite with 24x7x365 telephonic support	

B.7 Mobile Device (Category-I, Qty-1 No.)

SN	Technical requirement	Compliance (Yes/No)
1	Dual SIM, Connectivity 3G,4G,5G,Volte,Wifi,NFC,IR browser	
2	Display Size: 6.78 inches, 1264 x 2780 px, 120 Hz Display with Punch Hole	
3	Operating System: Android v14	
4	Snapdragon 8 Gen2, Octa Core, 3.2 GHz Processor	
5	8 GB RAM, 128 GB inbuilt	
6	Camera: 50 MP + 8 MP + 2 MP Triple Rear & 16 MP Front Camera	
7	Battery: 5500 mAh Battery with 100W Fast Charging, including charger	
8.	Guarantee: 3 years' onsite support with all parts covered. Repairing of parts would not be acceptable	

B.8 Mobile Device (Category-II, Qty-1 No.)

SN	Technical requirement	Compliance (Yes/No)
1	Dual Sim, 3G, 4G, 5G, VoLTE, Wi-Fi, NFC	
2	Processor; Bionic A16, Hexa Core,	
3	128 GB inbuilt storage	
4	Built in rechargeable lithium ion battery with fast charging	
5	Display: 6.1 inches, 1179 x 2556 px Display with Dynamic Island	
6	Camera: 48 MP + 12 MP Dual Rear & 12 MP Front Camera	
7.	Memory Card Not Supported	
8.	OS: iOS v17 or above	
9.	Power Adapter: including charger	
10.	Guarantee: 3 years' onsite support with all parts covered. Repairing of parts would not be acceptable	

B.9 Display Device (Category-I, Qty-1 No.)

SN	Technical Requirements	Compliance (Yes/No)
1	Panel Size: 65 Inch	
2	Type/Tech: DLED Backlight	
3	Aspect Ratio: 16:9	
4	Native Resolution: UHD 3840x2160 (Pixels)	
5	Colours: 1.07B colours (10bit)	
6	Brightness: 400 nits (typ.)	
7	Contrast Ratio: 5000:1 (DCR)	
8	Response Time: 8ms	
9	Viewing Angles: H = 178, V = 178 typ.	
10	Surface Treatment: Hardness: 9H, Anti-glare coating	
11	Bezel: Slim	
12	Eye Care Certified Display: Required	
13	Flicker Free: Required	
14	Low Blue Light: Required	
15	Dual Pens: Yes (8mm & 3mm)	
16	Windows Ink Compatibility: Required	
17	4 Way split: Yes via built-in software	
18	Orientation: Landscape	
19	Operating System: Inbuilt Android latest	
20	Processor: ARM Cortex (Multicore)	
21	RAM: 4GB DDR4	
22	Storage : 32GB	
23	Touch Type/ Tech: IR Recognition	
24	Touch Resolution : 32767 x 32767	
25	Touch Point: Windows & Android: Minimum 20 points touch	
26	HDMI Port:3x (3840x2160@60Hz) one should support ARC	
27	RGB / VGA Input: x1 (1920x1080 @60Hz)	
28	Display Port: x1 (3840x2160 @60Hz)	
29	Audio: x1 (PC audio in)	
30	RS232: x1	
31	OPS: x1 PC Slot (80 Pin)	
32	HDMI Output: 4K/60Hz	
33	Audio Output: Earphone out	
34	SPDIF Output: Required 1 (optical)	
35	RJ45 (LAN): Required	
36	USB Type A: USB 2.0 x 1 USB 3.0 x 4	
37	USB Type B: x2, for touch	
38	USB Type C: x1 (USB3.0, DP1.2 Alt Mode, Ethernet, PD 60W)	
39	Speaker with subwoofer	
40	Microphone built IN: built-in 8-array microphone	
41	Top camera plate with camera mounted – 5 MP	
42	HDMI Compatibility: 3840x2160	

43	Smart Ports: All-in-one USB 3.0 port x4 (combine Windows/Android USB port)	
44	Light Sensor: Required	
45	Simple LAN sharing between IFP and slot-in device: 10M/100M or higher speed	
46	Input Voltage: 100-240VAC +/- 10% Wide Range	
47	Wall Mount and Stand: required	
48	Video Recording in Android Record Video: 4K resolution	
49	The required software and the IFP have to be from the single OEM. The Software have been developed and owned by the OEM.	
50	It should have built-in facility to convert instantly speech of the host to text. It should have the facility to convert the whole English text or part of text into Hindi or other language.	
51	Should have Built in Tool to allow participants to submit answers from their Smart Phones/ Tablets/PC using it answering/voting device. It should also allow the answering / voting from anywhere and any location.	
52	It should have various options for answering – True/False, Single Choice, Multiple Choice and it should have the option to submit the answer in writing.	
53	Speech to Text Live Caption (Live subtitling as the teacher speak) Text to Speech Via Immersive reader in male, hermos voice, Grammar parts of speech Live Translation To Multiple Indian Languages.	
54	Split Screen Split the screen into multiple ways to access different documents in each window Popup Quiz Create Online quizzes with time limit Auto Grading of answers Download results as Excel sheets & Embedded Browser Chrome.	

B.10 Display Device (Category-II, Qty-2 Nos.)

SN.	Technical Requirements	Compliance (Yes/No)
1	Display Panel: 55 inch LED Smart display Display Area : (Minimum 55-inch diagonal)	
2	Resolution: Ultra HD 3840 x 2160	
3	Display Type: 4K UHD	
4	Refresh Rate: 60Hz	
5	Active HDR: Required	
6	HDR 10 Pro: Required	
7	Resolution Upscale: 4K Upscale	
8	Inbuilt Web browser and app gallery	
9	Speaker: 2.0 Ch Speaker	
10	Audio Output Minimum: 20W	
11	Auto Volume Levelling: Required	
12	Wi-Fi (Built-in): Required	
13	Bluetooth (Built-in): Required	
14	HDMI Input: Minimum 2	
15	USB Ports: Minimum 2	
16	LAN: 1 Port	
17	Power Supply (Voltage, Hz): AC 100~240V 50 Hz	

B.11 Refurbishment of 20 Seater Contact Centre Infrastructure (Qty-LS)

(a) Bidder has to refurbish the existing furniture available at Contact Centre and upgrade / refurbish the same as per the industry standards.

(b) The existing Customer Care Centre (Contact Centre) is 20 seaters.

(c) Bidder are encouraged to visit the existing Customer Care Centre (Contact Centre) and evaluate the requirement, before quoting in price bids.

Annexure-7

Part-C Developers (FMS)

1. Successful bidder to provide support 24x7x365 and deploy resources for CSPDCL work all days (except weekly-off i.e. Sundays). It is the responsibility of the successful bidder to ensure availability of the resource, in case he/she is on leave, the successful bidder shall arrange for alternate resource. The resource(s) must be well trained to handle all operational activities of all sites and other application (like web portal and mobile app).
2. The bidder shall be responsible for any act of its employees that may result in security breach of CSPDCL website and web portal/app.
3. CSPDCL at its discretion may ask for additional dedicated resources for maintenance of the website, mobile app, and portal if required.
4. The bidder shall provide suitable on-site technical staff to supplement the efforts of the on-site support resources during emergencies / contingencies, which might impact the systems and services covered under this scope.
5. Team deployed by the successful Bidder should be competent and proficient to implement the solution as per scope of work.
6. The deputed personnel should abide by the timings of the CSPDCL. The deputed personnel should be prepared to work for extended hours in case of need.
7. The bidder is entirely responsible for team deployment, SLA monitoring and project.
8. The bidder shall and needs to deploy manpower at least 2 weeks before (planned) go live of project.
9. Resource Requirements for O&M/FMS a duration of 3 years:
   - 9.1 Deployment of Resource:
     a. The Bidder Needs to provide on-premise FMS resources for managing, support, and revamped web portal & mobile app in order to meet the service level agreements mentioned in this RFP.
     b. Deployed Manpower should adhere to all the standards/policies/procedure/process of the CSPDCL. A team of Qualified, trained, and certified professionals (as per the details provided in the RFP) needs to be deputed at CSPDCL office **as per given in 9.6**
   - 9.2 Arrangement of Manpower:
     a. The Bidder shall arrange the required manpower as per the eligibility criteria mentioned in this tender document, clearly informing them about the scope of work, their salary etc. and their working time (6 Days X 8 Hours).
     b. The Bidder shall submit the details of eligible manpower to O/o the Executive Director (EITC) along with self-attested qualification and experience documents of the candidates proposed to be deployed. This activity shall be completed in such a time that the Developers MUST BE MADE available for development work from the date of Go live (as per the above point no. 8.)
     c. **Background Verification:** The Bidder shall be responsible for the Back Ground Verification of the manpower deployed by him at the ED (EITC) CSPDCL, Raipur at his own cost.

9.3 Interview / Screening of Manpower:

a. On behalf of CSPDCL, the Executive Director (EITC) or his authorized officers or Engineer In-charge shall interview the candidates proposed for deployment for the work of tender. During interview, the candidates shall bring the qualification and experience certificates/ documents in original for verification by this office.
b. The Bidder shall engage candidate approved by the ED (EITC) or his authorized officers.
c. If the Bidder's candidates being interviewed is not found fulfilling the eligibility criteria, the Bidder shall not engage him for the work of tender.
d. The Bidder shall not deploy any person for work of tender without taking approval from ED (EITC) or Engineer In-charge.
e. In case any candidate working for this tender leaves the job, then Bidder shall arrange other eligible candidates for the work of the tender, 14days before expiry of the notice period of the candidate leaving the job.
f. If services provided by the manpower(s) / resource(s) is/are not found satisfactory, in accordance with the contract, then the Bidder will be asked to replace the particular manpower(s) / Resource(s) within thirty days, by giving notice to the Bidder.

9.4 Requirement of Developers:

It is the responsibility of the bidder to provide technical resources as under

SN	Developers / FMS Resources	Quantity
C.1	Web developer (node.js and react.js)	2
C.2	API developer	2
C.3	Native Android APP developer	1
C.4	Native iOS APP developer	1
Total Requirement of Developers		**6**

9.5 Working hours / Attendance:

a. General shift: all days of week, except Sunday
b. Time: 10 am to 06:00 pm
c. The above table is indicative only. CSPDCL may mutually discuss with Bidder for shift arrangement for optimal utilization of resources.
d. In any case, of emergency or urgent leave, an equivalent replacement should be present with prior approval from department single point of contact/ CSPDCL.
e. During any critical incident, manpower should be available even beyond the specified working hours.
f. The manpower to be deployed on premise should be under the Payroll of the bidder / sub-contracting.

9.6 Qualifications of Developer (FMS):

Curriculum vitae / resume of developer should be submitted along with the technical proposal as per the below mentioned requirement: -

SN	Developer	Educational Qualification / Experience
C.1 to C.4	Common for all Developers	✓ Graduate in BE/BTech (IT/CS) or BSc (IT/CS) or BCA or MSC (IT/CS) or MCA. ✓ Minimum 3 to 5 years' working experience

SN	Developer	Technical Skills for Web Developer
C.1	Web Developer (node.js and react.js)	1) Min 3 to 5 years' working experience in nodejs and react js 2) Proven experience as a developer to maintain server side application using Node.js and front end in React.js. 3) Experience of Debugged and resolved production issues in Node.js / Express.js application. 4) Experience Design and developed Restful API. 5) Strong proficiency in front-end technologies, including HTML5, CSS3, and JavaScript (ES6+), 6) Knowledge of SQL Server or other relational databases. 7) Ability to develop all kind of APIs. 8) Experience of using APIs to connect applications to back-end services 9) Proven experience as a Full Stack Developer with expertise in UI/UX design. 10) Ability to translate UI/UX designs into high-quality code. 11) Experience with version control systems, especially Git. 12) Familiarity with integration. 13) Familiarity with Node.js-based microservices architecture 14) Node.js Certified developer (NCD) if any.

SN	Developer	Technical Skills for API Developer
C.2	API Developer	1) Min 3 to 5 years' working experience in API Development with integration other online services or web application. 2) Strong proficiency Design and develop RESTful APIs using Node.js, Express, and other web frameworks. 3) Experience with Integrate APIs with databases such as MSSQL, MongoDB, MySQL, and PostgreSQL and SQL. 4) Experience with technical skill required below. 5) Experience with JSON and XMLS. 6) Security and Authentication 7) API Documentation 8) API Testing and Debugging 9) API Performance Optimization 10) API Versioning and Compatibility 11) API Gateway Configuration 12) Microservices Architecture 13) Knowledge have Containerization (Docker, Kubernetes) 14) Knowledge have Cloud Computing (AWS, Azure, Google Cloud) 15) Experience with Develop and maintain API security measures & automation process.

SN	Developer	Technical Skills for Native Android Developer
C.3	Native Android Developer -	1) Min 3 to 5 years' working experience in Android native (Android Studio with Java & kotlin Language) 2) Strong knowledge of Android SDK, different versions of Android, and how to deal with different screen sizes 3) Familiarity with all type of APIs to connect Android applications to back-end services 4) Strong knowledge of Android UI design principles, patterns, and best practices 5) Experience with offline storage, threading, and performance tuning 6) Ability to design applications around natural user interfaces, such as "touch" 7) Knowledge of the open-source Android ecosystem and the libraries available for common tasks 8) Ability to understand business requirements and translate them into technical requirements 9) Knowledge of SQL Server or other relational databases. 10) Familiarity with cloud message APIs and push notifications 11) Knowledge for benchmarking and optimization 12) Understanding of Google's Android design principles and interface guidelines 13) Understanding of Google's Map Integration and its API Integration 14) Proficient understanding of code versioning tools, such as Git 15) Familiarity with integration 16) Knowledge of mobile app deployment processes for Google play store.

SN	Developer	Technical Skills for Native iOS Developer
C.4	Native iOS Developer	1) Min 3 to 5 years' working experience in native iOS (iOS development framework, xcode and interface builder) development using language swift or objective C. 2) Experience with building mobile applications for iOS platforms developed for all type of mobile Screens. 3) Experience with state management solutions, especially Redux. 4) Familiarity with design trends like Neumorphism and Glassmorphism. 5) Solid understanding of Git version control and branching strategies. 6) Experience with setting up CI/CD pipelines for automated testing and deployment. Familiarity with native build tools, like XCode, Gradle, Android Studio. 7) Understanding of RESTful APIs and their integration with mobile applications. 8) Experience with AWS services relevant to mobile app development (e.g., AWS Amplify, AWS AppSync, Amazon S3, AWS Lambda, Amazon API Gateway, DynamoDB, AWS Cognito, AWS CloudFront, and AWS Mobile Hub). 9) Proficiency in integrating React Native applications with MongoDB for data storage. 10) Knowledge of SQL Server or other relational databases. 11) Experience with RDBMS using SQL Server 12) Knowledge of state management libraries (e.g., Redux) and asynchronous programming. Engaging experienced software developers for maintenance & support of Web & Mobile Applications 13) Ability to write clean, well-documented, and efficient code. 14) Knowledge of mobile app deployment processes for iOS App Store. 15) Understanding of Google's Android design principles and interface guidelines 16) Understanding of Google's Map Integration and its API Integration

9.7 Roles and Responsibilities:

SN	Developers	Roles and Responsibilities for All Developers
1.	For All Developers	1) Developers must have knowledge in implementation, integration and development of web portal and mobile application: 2) These Developers should be well aware of the technology stack used by the selected bidder to develop the portals and mobile apps. 3) These Developers shall be performing ongoing day-to-day changes and enhancement in the portal / mobile app. along with that Develop and maintain documentation. 4) The Developers deployed will be Single Point of Contact (SPOC) who will understand the requirement of CSPDCL and make the necessary changes/ customization on the website/portal/app 5) Overall proactive monitoring through online dashboard and management, maintenance of all websites/portals 6) Day-to-day content authoring, updating, and publishing of content of all existing pages and designing/ configuring/customizing new/existing pages as per the requirement 7) Monitor API and application performance and optimize as needed. 8) Troubleshoot and debug the application issues. 9) Develop and maintain security measures & unit test. 10) Collaborate with other developers and Work with stakeholders to gather inputs for any issues in application faced by the users and communicating the same to bidders. 11) Research and evaluate new technologies to improve portals / app / API performance.

Annexure-8

Bill of Quantity / Services (BOM/BOQ/BOS)

SN	Description	UOM	Qty
Part-A : Revamp of Web Portals and Mobile App			
A	A.1 CSPDCL Portal (Website) A.2 Solar Portal A.3 UrjaiNet Portal A.4 GST e-Invoice Portal A.5 Prakash Mobile App	Job	1
Part-B : Contact Centre Infrastructure			
B.1	Desktop Category (I)	Nos.	30
B.2	Desktop Category (II)	Nos.	10
B.3	Desktop Category (III)	Nos.	2
B.4	UPS 1KVA	Nos.	42
B.5	Laptop (Category-I)	Nos.	2
B.6	Laptop (Category-II)	Nos.	3
B.7	Mobile Device (Category-I)	Nos.	1
B.8	Mobile Device (Category-II)	Nos.	1
B.9	Display Device (Category-I)	Nos.	1
B.10	Display Device (Category-II)	Nos.	2
B.11	Refurbishment of 20 Seater Contact Centre Infrastructure	LS	1
Part-C : Developers (FMS)			
C.1	Web Developer (Node.js and React.js)	Nos.	2
C.2	API Developer	Nos.	2
C.3	Native Android App Developer	Nos.	1
C.4	Native iOS App Developer	Nos.	1

Annexure-9

[A] SLA for Web portals and Application

1. The Bidder shall perform its obligations under the agreement entered into with the CSPDCL, in a professional manner.
2. The successful bidder shall also sign a Service Level Agreement (SLA) with the CSPDCL to ensure the up-time of 99.95% on which shall be calculated as accessibility to the Web portals and application that are availed by the CSPDCL.
3. If the bidder fails to maintain guaranteed up-time of 99.95% on quarterly basis, CSPDCL shall impose penalty. If the up-time is below 97%, the CSPDCL shall have full right to terminate the contract under this RFP. The penalty shall be deducted on quarterly basis from the FMS / Developer's bills.
4. The successful bidder will also have to enter into a Service level agreement for Service Support as per the terms and conditions of the RFP and covering the scope of work and technical requirements. The SLA requirements are as under in the event of failure of maintaining the SLA, the details of imposition of penalty shall be as follows:

	Ranges between	Penalty Charges
Website Portals and Mobile App uptime (To be calculated separately for each)	99.95% and above	No Penalty
	99.00% and above but below 99.95%	1% of total cost of quarterly bill amount
	98.00% and above but below 99.00%	2% of total cost of quarterly bill amount
	97% and above but below 98.00%	5% of total cost of quarterly bill amount
	below 97%	10% of total cost of quarterly bill amount

5. Note: **The percentage of uptime will be Calculated on quarterly basis as follows**

   ((User Minutes – Downtime) * 100) / (User Minutes)

6. The downtime calculated shall not include the following:
   1.) Scheduled Maintenance / Planned downtime.
   2.) Down time due to any IT Infra (Provided by CSPDCL) failure.
   3.) Failure or malfunction of any equipment or services not provided by the bidder. However, it is the responsibility/ on us of the selected bidder to prove that the outage is attributable to CSPDCL.
7. CSPDCL may recover such amount of penalty from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise.
8. The CSPDCL shall implement all penalty clauses after giving due notice to the bidder.
9. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the CSPDCL reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non- performance.

[B] SLA for Contact Centre Infrastructure

Service	Parameter	Service level	Penalty
(1) Contact Centre Infra Systems	Operational 24*7*365	100% Penalty per day per Equipment (Beyond 48 hours after report)	PC / Laptop / UPS / Display - Rs 1,000 per day

[C] SLA for Developers(FMS)

Service	Parameter	Service level	Penalty
(1) Absence of (existing) Developers (FMS)	Developer attendance (When exiting Developers is absent / proceeds on long-leave)	95% Annual attendance / availability (*i.e. 18 days absence annually permissible, including Public holidays; but shall be excluding weekly-off*)	Developers absent beyond permissible limits - Double cost of the resource proposed by the bidder per day on pro rata basis.
(2) Unavailability / Not deputing the Developer	Developer attendance (When Developers is not deputed or there is gap between outgoing & incoming Resources)	There should not be any gap in timely deputing developers	For the no. of days when no developer has been deployed - Double cost of the developer proposed by the bidder per day on pro rata basis
(3) Knowledge Transfer (KT) by the outgoing to the incoming Developers	Minimum 1 months' notice period needs to be mandated any Developers (FMS) before exiting. There should be a minimum overlap of 15 days between the outgoing and the incoming resource. For a smooth transition, a document duly signed by both the Developers needs to be submitted CSPDCL as proof of providing KT	14 days of overlap period for KT (Ex. – If resource resigned on 1st Jan' then new Developer should be available by 15th of Jan')	A penalty of Rs. 10,000 for each such incidence.

Please Note:

a. Although SLA penalties shall be calculated as per above table (SLA Matrix), however total penalty to be deducted is to be capped at 10 % of the billable amount / charges.

b. Applicable for Clause 1 & 2 - BIDDER shall be allowed to provide an alternate Developer with equivalent or higher skills and experience / with approval from CSPDCL – under such circumstances, **No Penalty shall be levied**. However, deputing an Alternate Developer cannot be managed by existing resource and needs to be replaced by pre-identified skilled resource)

Annexure-10

Bank Guarantee Proforma towards Security Deposit cum Performance Guarantee

To be executed on

NON JUDICIAL STAMP paper of Rs. 300/=

& Revenue Stamp of Rs. 1 affixed thereon

Bank Guarantee No._____ Dtd._____

In consideration of the **Chhattisgarh State Power Distribution Company Limited** (hereinafter referred to as **CSPDCL**), Raipur; having agreed to accept this Bank Guarantee in lieu of cash deposit by way of Security for due and faithful performance required from **M/s <*Company Name*>** (hereinafter referred to as (company name), the Bank of ---------- hereby agrees unequivocally and unconditionally to pay within 48 hours on demand in writing from the Chhattisgarh State Power Distribution Company Ltd., or any officer authorized by it in this behalf, of any amount upto and not exceeding Rs.---------- (in words Rs.----------) to the said CSPDCL, on behalf of the aforesaid (Company Name) who have contracted for Revamp of web portal, mobile app, Contact Centre Infrastructure & Engaging Developers for 3 years to the said CSPDCL, against order No._____ Dated for the order value or Rs.-------.

This agreement shall be valid and binding in this bank upto and including _____**-20**___ or for such further period as may hereunder to be mutually fixed from time to time in writing by the CSPDCL and the ***<Company Name>*** and shall not be terminable by notice or any change in the constitution of the aforesaid Bank or the ***<Company Name>*** or by any other reason whatsoever and the Banker's liability hereunder shall not be impaired or discharged by any extension of time or variation or alteration made given conceded or agreed to with or without the Bank's knowledge or consent by or between the CSPDCL and the ***<Company Name>*** in the existing and or further tender and/or contracts.

It is agreed to by the Bank with the CSPDCL that if for any reasons dispute arises concerning the Bank's liability to pay the requisite amount to the CSPDCL under the terms of this guarantee the competent court at Raipur alone shall have the jurisdiction to determine the said dispute and that this shall be without prejudice to the liability of the Bank under the terms of this guarantee being unequivocal and unconditional as mentioned above.

The liability under this guarantee is restricted to Rs. ---------- (in words) ---------- only. This guarantee shall remain in force until _____**-20**___ unless a demand to enforce a claim is made under this Bank Guarantee by the CSPDCL to the Bank within six months from that date i.e. upto _____**-20**___ the rights of the CSPDCL, under this guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under.

WITNESS Signature _____

Seal _____

1.

Signature ----------

Full Name----------

Address ----------

2.

Signature ----------

Full Name ---------

Address ----------

SCHEDULES

SN	Schedules	Page No.
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Schedule–1

Bid Covering Letter

(Part of "TECHNO-COMMERCIAL BID")

Date _____
From
(Registered name and address of the Bidder)

To,
The Executive Director (EITC),
Energy InfoTech Centre,
Block No. 8, CSPDCL,
Dangania, Raipur. 492013

Sir,
Having examined the bidding documents, we the undersigned, submit the offer for revamped of web portal, mobile apps, Contact Centre Infrastructure and engaging Developers for 3 years for CSPDCL Raipur (CG) against Tr-374, dtd 13-06-2024 (RFx 8100037235).

We undertake to maintain validity of the Bid for a period of 180 days from the date of Bid opening as specified in the bidding document, which shall remain binding upon us and may be accepted at any time before the expiration of that period.

Also, we confirm that any upward or downward variation in taxes, if any, made applicable by state / central government during the contract period, shall also be applicable, as per actuals, as the case may arise.

I, _____ _____ on behalf of M/S _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ am giving undertaking that details given are correct to the best of my knowledge and I agree to abide by all your tender / order terms and conditions. In case it is observed to be false incorrect / incomplete subsequently, I will be solely responsible.

Dated this _____ day of _____.
Signature
……

(in the capacity of)
Duly authorized to sign bid for and on behalf of

(Signatures with name, designation, address)

Schedule-2

GENERAL INFORMATION

(Part of "TECHNO-COMMERCIAL BID")

1	Bidder (Company) Name	
2	Address of the Bidder	
3	Date of Incorporation	
4	Project-in-charge or Contact Person	Mr. (Ms)
5	Status / Designation	
6	Telephone No	
7	Mobile No	
8	Fax No	
9	e-mail id	
10	Registered office Address	
11	Any other information that bidder may like to be given in order to highlight his bid If Yes, give details	

Place

Date

Signature of Bidder
Name
Designation / Status
Company Seal

Schedule–3

TECHNO-COMMERCIAL INFORMATION

(Part of "TECHNO-COMMERCIAL BID")

1.	Tender Document Fee	Rs. 5,900 (Rs 5000+18% GST)
1a	Transaction Number	
2.	Earnest Money Deposit	Rs. 5,00,000/-
2a	Transaction Number	
3.	Whether Price quoted is **FIRM**	Yes/No
4.	**Rate of GST quoted in the bid**	*<Mention Percentage>*
5.	Whether Bidder has accepted CSPDCL **Payment Terms** as per **Clause 35**	Yes/No
6.	Whether Bidder has accepted CSPDCL **Security Deposit clause 31**	Yes/No
7.	Whether Bidder has accepted CSPDCL for **Implementation Period** as per **Clause 36**	Yes/No
8.	Whether Bidder has agreed to all terms & conditions as mentioned in Annexure-1 (Specific Instructions for filling Price Bid)	Yes/No
9.	Whether Bidder has any deviations / Technical Constraints	Yes/No

Place
Date

Signature of Bidder
Name
Designation / Status
Company Seal

Schedule-4

TECHNO-COMMERCIAL DEVIATION

(Part of "TECHNO-COMMERCIAL BID")

From: Bidder's Name & Address -

To
The Executive Director (EITC),
Energy InfoTech Centre,
Block No. 8, CSPDCL,
Dangania, Raipur. 492013

Sub : Techno-Commercial deviations

Dear Sir,

Techno-Commercial deviations / variations to specifications stipulated in the tender are as under : -

SN	Tender Document Page No.	Tender Document Clause No.	Tender Conditions	Statement of Deviations and Variations
1. 2.				

Except aforesaid deviations, the entire order, if placed, on us shall be executed in accordance with your specifications and any other conditions, variations / deviations etc. if found, elsewhere in our offer should not be given any considerations while finalizing the tender.

Place
Date

Signature of Bidder
Name
Designation / Status
Company Seal

Note: Continuation sheet of like size and format may be used as per bidder's requirements and shall be annexed to this schedule.

Schedule-5

Bidder Credentials for PQR/Eligibility Criteria

(Part of "TECHNO-COMMERCIAL BID")

From: Bidder's Name & Address -

To

The Executive Director (EITC),
Energy InfoTech Centre,
Block No. 8, CSPDCL,
Dangania, Raipur – 492013

Sub: Bidder Credentials required for fulfilling the PQR/Eligibility Criteria.

Dear Sir,

As required for fulfilling the PQR / Eligibility Criteria is as follows:

SN	Particulars	Compliance Yes/No & Mention its Page No.	Supporting Document Required
1	The bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008.		Self-attested copies of ❖ Certificate of incorporation / Partnership deed ❖ GST Registration
2	Bidder should be CMMI (Capability Maturity Model Integration) level 3 complied or higher as on the date of opening of the bid.		Certificate issued by the competent
3	Bidder, during last five years from the date of opening of the bid, should have successfully developed Web Portal(s) in India, having following features: - a) Chat Bot Integration / Implementation b) Payment-Gateway Integration/Implementation c) API / Web Services Integration with SAP d) Bilingual Web Portal (English & Hindi/Regional) e) Disabled Friendly Web Portal f) CMS Implementation g) Database Integration		Self-Attested Order Copy or Contract Agreement or Completion Certificate. Bidders should also provide URL of website, as well as screenshots of the required functionality

4	Bidder, during last five years from the date of opening of the bid, should have successfully developed Mobile Application(s) in India, having following features: - a) Chat Bot Integration / Implementation b) Payment Gateway Integration/ Implementation c) API / Web Services Integration d) Bilingual Mobile App (English & Hindi/Regional) e) Disabled Friendly Mobile App f) Mobile App published in Play Store (Android App) as well as in App Store (iOS App). g) Compatibility with different screen sizes & major OS versions.		Self-Attested Order Copy or Contract Agreement or Completion Certificate. Bidders should also provide mobile app details (production Environment), as well as screenshots of the functionality
5	Minimum Average Annual Turnover (MAAT) of the Bidder should be not less than Rs. 7.50 Crores during last 3 financial years, i.e. 2020-21, 2021-22 & 2022-23.		Annual Audited Financial Statements for the FY 2020-21, 2021-22 & 2022-23 duly certified by the practicing CA. (Self-Attested*)
6	Bidder must have Positive Net Worth in each of the last three financial years (i.e. FY 2020-21, 2021-22 & 2022-23).		Annual Audited Financial Statements for the FY 2020-21, 2021-22 & 2022-23 duly certified by the practicing CA. A certificate issued by practicing CA mentioning the UDIN Number of that CA Certificate.
7	Any Sum of Money due to CSPDCL on the date of opening of tender should have been paid / settled in full prior to the date of opening of tender. Price bids of bidders not complying with this requirement shall not be opened.		Self-Declaration to be submitted by the Bidder as per the **Schedule 8** (Self-Attested*)
8.	Bidder should not be debarred / blacklisted by the State Gov. / Central Govt. / State PSU / Central PSU / SEB / Power Utility as on the date of opening of tender		Self-Declaration to be submitted by the Bidder as per the **Schedule-7** (Self-Attested*)

9	All the documents / statements / attachments / information submitted by the bidder as a proof of the qualifying requirements must be authentic / genuine/ correct and in case, any of the said documents/ statements / attachments / information is found to be false / fake / misleading, the bidder will be disqualified and action will be taken against the bidder as per relevant provisions of the tender.		Self-Declaration to be submitted by the Bidder as per the **Schedule-10** (Self-Attested*)
10	Pre-Contract Integrity Pact enclosed as per tender document for signature of bidder and execution.		Proforma enclosed as **Schedule-9**_shall be duly filled and signed by Bidder. (Self-Attested*)

Place
Date

Signature of Bidder
Name
Designation / Status
Company Seal

Schedule-6

FINANCIAL CAPABILITY (Eligibility Criteria)

(Part of "TECHNO-COMMERCIAL BID")

From: Bidder's Name & Address -

To,

The Executive Director (EITC),
Energy InfoTech Centre,
Block No. 8, CSPDCL,
Dangania, Raipur – 492 013

Sub: Financial Capability for fulfilling the PQR / Eligibility Criteria.

Dear Sir,

Our **financial capability (Annual Turnover)**, as required for fulfilling the PQR /Eligibility Criteria are as follows: -

Description	Bidder's Response		Remarks
Annual Turnover in Indian Rupees	Financial Year	Amount in Rupees	Pl. enclose copy of annual audited financial statements & mention their page numbers and submit CA certificate for Networth.
	2020-21		
	2021-22		
	2022-23		
Networth	2020-21		
	2021-22		
	2022-23		

Place
Date

Signature of Bidder
Name
Designation / Status
Company Seal

Schedule–7

Debarred / Blacklisted

(Part of "TECHNO-COMMERCIAL BID")

From: Bidder's Name & Address -

To

The Executive Director (EITC),
Energy InfoTech Centre,
Block No. 8, CSPDCL,
Dangania, Raipur – 492 013

Sub: Declaration for Debarred / Blacklisted required for fulfilling the eligibility criteria

Dear Sir,

We hereby confirm that our Company / Firm is not debarred / blacklisted by the State Govt. / Central Govt. / State PSU / Central PSU / SEB / Power Utility as on the date of opening of tender.

Place
Date

Signature of Bidder
Name
Designation / Status
Company Seal

Schedule-8

Pending Litigation / Outstanding Liabilities

(Part of "TECHNO-COMMERCIAL BID")

From: Bidder's Name & Address -

To

The Executive Director (EITC),
Energy InfoTech Centre,
Block No. 8, CSPDCL,
Dangania, Raipur – 492 013

Sub: Declaration for Pending Litigation / Outstanding Liabilities required for fulfilling the PQR / Eligibility Criteria.

Dear Sir,

We hereby confirm that any sums of money due to CSPDCL as on the date of opening of tender; have been paid / settled in full, prior as on the date of opening of the tender.

Place
Date

Signature of Bidder
Name
Designation / Status
Company Seal

Schedule-9

Pre-Contract Integrity Pact

(Part of "TECHNO-COMMERCIAL BID")

1. **GENERAL**

a. This pre-bid contract Agreement (herein after called the Integrity Pact) is made on ..... day of the month..... 2024, between, the_____ acting through Shri ..... (Designation of the officer, Department) _____ (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in the office and assigns) and the First Party, proposes to procure (name of the Stores / Equipment / Work / Service) and M/s ..... represented by Shri ..... Chief Executive Officer (hereinafter called the "BIDDER/Seller", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) and the Second Party, is willing to offer/ has offered.

b. WHEREAS the BIDDER is a Private Company/Public Company/ Government Undertaking/ Partnership/Registered Export Agency, constituted in accordance with the relevant law in the matter and the BUYER is a Ministry/Department of the Government, performing its function on behalf of the ----------

2. **OBJECTIVES**

NOW, THEREFORE, the BUYER and the BIDDER agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to: -

2.1 Enabling the BUYER to obtain the desired Stores / Equipment / Work / Service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

2.2 Enabling BIDDERS to abstain from bribing or indulging in any corrupt practices in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing any corrupt practices and the BUYER will commit to prevent corruption, in any form, by its official by following transparent procedures.

3. **COMMITMENTS OF THE BUYER**

The BUYER commits itself to the following: -

3.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

3.2 The BUYER will, during the pre-contract stage, treat BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to the other BIDDERS.

3.3 All the officials of the BUYER will report the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with the full and verifiable facts and the same prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

4. **COMMITMENTS OF BIDDERS**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means an illegal activity during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

a. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the biding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

b. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise in procuring the Contract of forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

c. The BIDDER further confirms and declares to the BUYER that the BIDDER in the original Manufacture/Integrator/Authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

d. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

e. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

f. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

g. The BIDDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

h. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

i. The BIDDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. **PREVIOUS TRANSGRESSION**

a. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER'S exclusion from the tender process.

b. If the BIDDER makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

6. **EARNEST MONEY / SECURITY DEPOSIT**

6.1 Every BIDDER while submitting commercial bid, shall deposit an amount as specified in RFP as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

i. Bank Draft or a Pay Order in favour of .....

ii. A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum of the ..... (BUYER) ..... on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

iii. Any other mode or through any other instrument (to be specified in the RFP).

6.2 The Security Deposit shall be valid upto a period of three years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and BUYER, including warranty period, whichever is later.

6.3 In the case of selected BIDDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money / Security Deposit for the period of its currency.

7. **SANCTIONS FOR VIOLATIONS**

7.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -

i. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s)s would continue.

ii. To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

iv. To recover all sums already paid by the BUYER, and in case of the Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate while in case of a BIDDER from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest.

v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

vi. To cancel all or any other contracts with the BIDDER and the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

vii. To debar the BIDDER from participating in future bidding processes of the Government of Chhattisgarh for a minimum period of five years, which may be further extended at the discretion of the BUYER.

viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middlemen or agent or broken with a view to securing the contract.

ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

x. If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is closely related to any of the officers of the BUYER, or alternatively, if any close relative of an officer of the BUYER has financial interest/stake in the BIDDER'S firm, the same shall be disclosed by the BIDDER at the time of filling of tender. Any failure to disclose the interest involved shall entitle the BUYER to rescind the contract without payment of any compensation to the BIDDER.

The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.

xi. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

7.2 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Monitor(s) appointed for the purposes of this Pact.

8. **FALL CLAUSE**

The BIDDER undertakes that if has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Department of the Government of Chhattisgarh or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Department of the Government of Chhattisgarh or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

9. **INDEPENDENT MONITORS**

9.1 The BUYER will appoint Independent Monitors (hereinafter referred to as Monitors) for this Pact.

9.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

9.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

9.6 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations

10. **FACILITATION OF INVESTIGATION**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination.

11. **LAW AND PLACE OF JURISDICTION**

This Pact is subject to Indian Law, the place of performance and jurisdiction shall be the seat of the BUYER.

12. **OTHER LEGAL ACTIONS**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

13. **VALIDITY**

13.1 The validity of this Integrity Pact shall be from the date of its signing and extend up to 3 years or the complete execution of the contract to the satisfaction of the BUYER and the BIDDER / Seller whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2 If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at ..... on .....

BUYER BIDDER

Name of the Officer/CEO

Schedule-10

Authenticity of Documents Submitted

(Part of "TECHNO-COMMERCIAL BID")

From: Bidder's Name & Address -

To

The Executive Director (EITC),
Energy InfoTech Centre,
Block No. 8, CSPDCL,
Dangania, Raipur. 492013

Sub: Declaration for Documents Authenticity required for fulfilling the eligibility criteria

Dear Sir,

We hereby confirm that all the documents / statements / attachments / information submitted by us as a proof of the Pre-Qualifying Requirements (PQR) are authentic / genuine / correct and in case, any of the said documents / statements / attachments / information is found to be false / fake / misleading, we will be disqualified and action will be taken against us as per relevant provisions of the tender.

Place
Date

Signature of Bidder
Name
Designation / Status
Company Seal

Schedule-11

Price Bid Format / Template
("PRICE BID" to be submitted ON-LINE Only)

(Price should be quoted in Indian Rupees)

SN	Description	UOM	Qty	Total Cost Amount without GST
A	Revamp of Web Portal and Mobile App	LS	1	
B	Contact Centre Infrastructure	Nos.	xx	
C	Developers (FMS)	Nos.	6	
Total Project Cost				

Note:

1. GST as applicable will be paid extra at the prevailing rate. Presently it is 18%.

Place
Date

Signature of Bidder
Name
Designation / Status
Company Seal

DISCLAIMER

The information contained in this tender document concerning the terms and conditions of tender and provided to prospective bidders would not make any case of representation against Chhattisgarh State Power Distribution Company Limited or any of its employees on account of accuracy, reliability or completeness of the information.

This document is neither an agreement nor an offer or invitation by the Chhattisgarh State Power Distribution Company Limited to any other party. The purpose of this document is to provide prospective bidders with information to assist them in formulation of their proposal. This document may not be appropriate for all persons, as it is not possible for Chhattisgarh State Power Distribution Company Limited and its representatives, employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this document. Each Bidder should conduct their own investigation and analysis and should check the accuracy, reliability and completeness of the information contained in this document. They are advised to obtain independent inputs from appropriate sources. Chhattisgarh State Power Distribution Company Limited and its representatives, employees make no representation or guarantee to the accuracy, reliability or completeness of the information contained in this document.

Chhattisgarh State Power Distribution Company Limited or its authorised representatives may, in their discretion, but without being under any obligation to do so, update or supplement the information in this document.

Confidentiality Statement (Non-Disclosure)

The Bidder should treat this document as confidential. The document details should not be disclosed, transmitted, or duplicated, used in whole or in part for any purposes other than its intended purpose. Any use or disclosure in whole or in part of this information without express written permission of CSPDCL is prohibited. The Bidder would also be responsible that their employees, liaisoner, agents observe this non-disclosure requirement as well.

The Bidder would, however, have the right to share the contents of this tender document with their advisors, consultants, OEM, sub-contractors, financial institutions etc for the purpose of preparing their offer and for competing for the award of the tendered work, under condition that the Bidder would continue to be responsible and liable for ensuring that their advisors consultants, OEM, sub-contractors, financial institutions etc. treat this information in confidentiality.

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